

Apia Assisted Living Residence Insurance

Premiums, Excesses, Discounts and
Claim Payments Guide



Rewarding experience

Your Guide to Premiums, Excesses, Discounts and Claim Payments

The Premiums, Excesses, Discounts and Claim Payments Guide (**PED Guide**) is designed to provide you with additional information about how we calculate premiums and determine excesses and discounts and pay claims under this policy. You should read this PED Guide together with our Assisted Living Residence Insurance Product Disclosure Statement (**PDS**) dated 7 April 2016.

This PED Guide is relevant to you if you purchased your policy, or your policy's renewal effective date is on or after 27 April 2020.

About your premium

The premium is the amount you pay us for this insurance. It reflects what we consider is the likelihood of you making a claim and other factors related to our cost of doing business. The premium includes any discounts we give you, as well as any applicable stamp duty, goods and services tax (GST), charge and levy. Your certificate will show you how much you have to pay.

When we calculate your premium there are a range of factors we take into account. The importance we place on the factors we use can change and how those factors combine to affect your premium will differ from person to person.

Each time you renew your insurance your premium is likely to change, even if your personal circumstances have not changed. This is because the premium you pay is also affected by other things including:

The cost of claims we have paid to other customers and claims we expect to pay in the future;

- New and updated data we use to calculate your premium;
- Changes in government taxes and any state or territory duties or levies;
- Our expenses of doing business;
- Other commercial factors.

When determining your renewal premium, we also consider how much you paid previously. As such we may limit movements up or down.

Significant factors affecting your premium include a combination of some or all of the following:

- The address of where your contents are kept;
- Sums insured;
- Type of security at the insured address;
- The amount of your excess;
- Whether you have selected Personal valuables - specified items cover.

Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we have given you. Any discounts are usually calculated and applied before the application of government taxes and charges.

Multi-policy discount

A multi-policy discount rewards you with a discount off your premium for holding two or more eligible paid general insurance policies with us. There must be a common mailing address and the person(s) seeking the discount must be nominated as an insured with the same name on each eligible policy. If you take out a new policy and qualify for the multi-policy discount, you are eligible to receive the discount on that new policy immediately and on your other existing policies from their next renewal date, provided you still qualify. Eligible general insurance policies include home, contents, car, motorcycle, boat, caravan and motorhome insurance. To find out more about the multi-policy discount please phone us on **13 50 50**.

From time to time we might also offer discounts (such as a discount for quoting for and buying a new policy online) or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions will usually apply. The amount and type of discounts that may be offered can change or be withdrawn.

If you are eligible for more than one discount we usually apply any subsequent discount to the already discounted premium.

Work Less Pay Less® discount

You could receive this discount if at least one policyholder works less than 37 hours per week. This discount is based on your employment status as noted on your certificate of insurance under the heading 'What You Have Told Us'.

Government taxes and charges

After we have calculated the amount to cover your contents insurance policy any applicable stamp duty, GST, charge and levy are then applied.

Excesses

The excesses that apply to your policy are stated on your certificate. The different types of excesses are:

Contents excess

The excess that applies for a claim under contents is \$200 unless another amount is shown on your certificate of insurance.

Personal valuables - specified items excess

The excess that applies for a claim under the Personal valuables - specified items optional cover is \$100.

Claims payment examples

The following examples are designed to illustrate how a claim payment might typically be calculated. The examples do not cover all scenarios or all benefits and do not form part of your policy terms and conditions. They are a guide only. Apia always determines real claim payments on an individual basis, after we have assessed each claim. You should read the PDS and your certificate for full details of what we cover as well as what policy limits, excesses, conditions and exclusions apply.

Notes about the claims payment examples:

- when you make a claim we will choose whether to deduct the applicable excesses from the amount we pay you or direct you to pay the excesses to us or to the appointed repairer or supplier;
- all amounts are shown in Australian dollars and are GST inclusive;
- all examples assume that the named insured is not registered for GST.

Example 1: Legal liability

While walking down the road with your walker, you accidentally trip and hit your walker against a parked car causing damage and scratches to the paintwork of the vehicle. The cost to repair the damage to the vehicle is \$1,200. Your contents excess is \$200.

What you are claiming	How much we pay	Further information
An indemnity for your liability for damage to third party property	\$1,200	Under 'Legal liability', we cover your legal liability up to \$10 million, including all associated legal costs. We pay the person who claimed against you \$1,200.
Less excess	-\$200	You pay your excess before we settle your claim.
Total claim	\$1,000	

Example 2: Accidental damage to contents

You have purchased a new camera which has a retail replacement value of \$1,500. When you are carrying your camera in your residence you stumble on a floor rug and drop the camera on the floor. The camera no longer works. The most we will pay for an individual item, pair set or collection in any one incident is \$1,000. Your contents excess is \$200.

What you are claiming	How much we pay	Further information
Total amount to replace the camera - \$1,500	\$1,000	As the camera cannot be repaired or replaced within the limits of your policy, we settle your claim for \$1,000 which is the most we will pay per item, pair set or collection.
Less excess	-\$200	We deduct this from your settlement.
Total claim	\$800	

Example 3: Total loss

Your contents has a sum insured of \$30,000 and you have selected the optional cover Personal valuables - specified items for \$4,000 for your engagement ring. There is a fire at your residence and we determine that your contents are a total loss. A contents excess of \$200 applies to your policy and your personal valuables - specified items excess is \$100.

What you are claiming	How much we pay	Further information
Contents sum insured	\$30,000	We are satisfied with the evidence you have provided us about the contents you have lost in the fire. Our settlement to you may be a combination of replacement through our suppliers and cash.
Personal valuables - specified items	\$4,000	We are satisfied with the evidence you have provided us for the engagement ring lost in the fire. We arrange through one of our suppliers to replace this ring for you.
Less excess	-\$200	As you are claiming under both contents and personal valuables - specified items cover arising from the same incident, you pay the higher of your contents and personal valuables - specified items excesses. We deduct the applicable \$200 contents excess from the settlement.
Total claim	\$33,800	As we have replaced your engagement ring this item is removed from your policy and there is no refund of unused premium. If you want to cover the replacement ring then you will need to apply for new cover.

Example 4: Personal valuables - specified items

You have insured your engagement ring for \$6,000 under the Personal valuables - specified items optional cover on your policy. While you were shopping your ring slipped off your finger and you are unable to find it. You have a \$100 personal valuables - specified items excess.

What you are claiming	How much we pay	Further information
Engagement ring	\$5,000	We replace your lost ring new for old and of a similar type, standard and specification within the sum insured shown on your certificate for that item. We pay the jeweller \$5,000.
Less excess	-\$100	You pay your excess before we settle your claim.
Total claim	\$4,900	As we have replaced your engagement ring this item is removed from your policy and there is no refund of unused premium. If you want to cover the replacement ring then you will need to apply for new cover.