

# Apia Assisted Living Residence Insurance

## Additional Information Guide

This Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and worked dollar examples. You should read this AIG together with our Apia Assisted Living Residence Insurance Product Disclosure Statement (PDS) dated 17/02/2025.

**This AIG is relevant to you if your policy has a commencement or a renewal date on or after 19 January 2026.**

### Your excess(es)

The amount and types of excesses that apply to your policy are shown on your certificate.

**The different types of excesses are:**

#### Contents excess

The contents excess that applies is \$200, unless another amount is shown on your certificate.

#### Personal valuables – specified items excess

The excess that applies for a claim made under optional cover Personal valuables - specified items is \$100. The Contents excess and any other excess won't apply if your claim is only for optional Personal valuables - specified items cover.

### About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate.

We'll calculate your premium based on:

- Your risk
- Any discounts applied
- GST, stamp duty, and other government charges and levies (as applicable).

Your risk – we work this out using factors we consider important, including the address, relevant claims history, the amount of cover you select, the policy options chosen, and prior insurer.

This isn't a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

The premium you pay is also affected by other things including:

- The cost of claims we've paid to other customers and claims we expect to pay in the future
- Our expenses of doing business
- Other commercial factors.

When determining your renewal premium, we consider your previous premium. As such we may limit premium movements up or down.



## Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we've given you. Discounts are applied before we add government taxes and charges. We determine eligibility for a discount on your renewing policy when we calculate your renewal offer.

The main discount we offer is a Work Less Pay Less® discount.

From time to time we might also offer a discount or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions may apply. We regularly offer a discount for quoting and buying a new policy online through our website.

The amount and type of discounts that may be offered can change or be withdrawn.

If you receive more than one discount, we apply each further 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 under the heading 'What You Have Told Us'.

### Multi-policy discount

Our multi-policy discount (MPD) is being discontinued and will not be offered for new or renewing policies from 19/01/2026. There are some exceptions where the MPD will apply to existing policies for one renewal. If the MPD is applied, it'll be shown on your certificate. To find out more, visit [www.apia.com.au/whats-changing](http://www.apia.com.au/whats-changing).

## Government taxes and charges

After we've calculated the amount to cover your contents, GST, stamp duty, and other government charges and levies are then applied (as applicable).

## Claim settlement examples

The following examples are a guide only and are designed to illustrate how a claim payment might be calculated. The examples don't cover all scenarios or all benefits and don't form part of your policy terms and conditions.

Apia always determines real claim payments on an individual basis, after we've assessed each claim.

Notes about these claim payment examples:

- if any excess(es) applies to your claim, we'll choose whether to deduct the applicable excesses from the amount we pay or direct you to pay the excesses to us. The excess amounts stated are examples only and may be different to your excess(es)
- all amounts are shown in Australian dollars and are GST inclusive (where applicable)
- all examples assume that the policyholder is not registered for GST.

### Example 1: Accidental damage to contents

When you're in your residence, you stumble on a floor rug and knock the TV over. The TV no longer works. The most we'll pay for an individual item, pair set or collection in any one incident is \$1,000. In this example, your contents excess is \$200.

What you are claiming		Additional information
Total amount to replace the TV	\$1,000	A member of our supplier network determines that the TV can't be repaired or replaced within the limits of your policy. We settle your claim for \$1,000 which is the most we'll pay per item, pair set or collection.
Less excess payable	-\$200	In this example, you pay this excess to us.
<b>Total claim</b>	<b>\$800</b>	

### Example 2: Total loss

Your contents sum insured is \$10,000. There's a fire at your residence and we determine that your contents are a total loss. In this example, you have a contents excess of \$200.

What you are claiming		Additional information
Contents sum insured	\$10,000	We're satisfied with the proof you've provided to us about the contents you've lost in the fire. Our settlement to you is a combination of replacement through our suppliers, and cash. The most we pay for each individual item, pair set or collection in any one incident is \$1,000, up to the contents sum insured in total.
Less excess	-\$200	In this example, you pay this excess directly to us.
<b>Total claim</b>	<b>\$9,800</b>	

### Example 3: Optional cover personal valuables – specified items

You've 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're unable to find it and it hasn't been handed into police. In this example, you have a \$100 Personal valuables excess.

What you are claiming		Additional information
Engagement ring	\$5,000	You're able to provide us photos of your ring, proof of purchase (for example, a sales receipt) and a professional valuation certificate from a qualified jeweller. A member of our supplier network determines that the quoted cost to replace the ring with one of the same standard and specification (this may be a different brand) is \$5,000. We replace your lost ring within the sum insured.
Less excess	-\$100	In this example, you pay this excess directly to us.
<b>Total claim</b>	<b>\$4,900</b>	We pay the jeweller directly, who supplies you with the replacement ring. As we've replaced your engagement ring this item is removed from your policy and there's no premium refunded. If you want to cover the replacement ring then you'll need to apply for new cover.

### Example 4: Legal Liability

While on your mobility scooter, you accidentally hit a parked car causing damage to the vehicle. The cost to repair the damage to the vehicle is \$1,200. It's determined that you're liable. In this example, your contents excess is \$200.

What you are claiming		Additional information
Your liability for property damage to other people's property	\$1,200	Under 'Legal liability', we cover your legal liability up to \$10 million, including all associated legal costs we've agreed to pay following your claim. The costs to repair the damage to the vehicle is \$1,200. We pay this amount to the owner of the damaged vehicle.
Less excess	-\$200	In this example, you pay this excess directly to us.
<b>Total claim</b>	<b>\$1,000</b>	

## Financial Claims Scheme

In the unlikely event of an insurer becoming insolvent, a person entitled to claim under protected policies may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria.

You can find more information about the FCS from the APRA website at [www.fcs.gov.au](http://www.fcs.gov.au).