

Apia Home and Contents 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 Home and Contents 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. Depending on the circumstances, you might have to pay more than one type of excess when you claim.

The different types of excesses are:

Home excess and contents excess

You can choose a home excess and contents excess from the range we offer. The range we offer usually falls between \$100 and \$5,000.

Personal valuables excess

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

Unoccupied excess

In addition to any other excesses applicable, an unoccupied excess of \$500 will apply if at the time of the incident covered by your policy the home or unit hasn't been occupied for more than 60 continuous days.

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
- Any variable excess you choose
- 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, occupancy type, the type of property you're insuring, the materials and characteristics of the home/unit, relevant claims history, age of oldest insured, the amount and type 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. Optional covers 'Apia Home Assist' and 'Excess-free Glass cover' aren't discounted. 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'.

This discount doesn't apply to the Apia Home Assist and Excess-free Glass cover optional covers.

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.

Government taxes and charges

After we've calculated the amount to cover your home and contents (if you have a combined policy), or to cover your home, or contents if you don't have a combined policy, 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: Partial loss - Damage to home, theft of contents, replacement of locks

Your home sum insured is \$320,000, you have a contents sum insured of \$70,000 and you have selected optional Personal valuables – unspecified items cover of \$3,000. While you were out, your home was broken into by a burglar forcing open your locked sliding door. Electrical items as well as a leather jacket, your gold necklace and the spare keys for the home that were sitting on the kitchen bench top were also stolen. In this example, a \$750 home excess and a \$500 contents excess apply to your policy. Your Personal valuables excess is \$100.

What you are claiming		Additional information
Electrical items	\$3,700	We've offered to replace the electrical items through our supplier network on a new for old basis and you accept. It costs \$3,700 to replace the items for you through our supplier and we pay the supplier.
Gold necklace	\$3,000	You're able to provide us proof of purchase (for example, a sales receipt), a professional valuation by a qualified jeweller and photographs of your necklace. A member of our supplier network quotes to replace your necklace new for old and it costs \$3,300. Although you can only claim up to \$2,000 for each jewellery item under your contents cover, you can also claim for the loss of your necklace under your Personal valuables – unspecified items cover to the per item limit of \$1,000. We pay you \$3,000 for this item.
Leather jacket	\$450	You provide us the requested proof of ownership for the leather jacket. A quote of \$450 is provided to replace the leather jacket new for old. We cash settle you this amount.
Damaged sliding door	\$650	The sliding door is damaged during the burglary and needs to be replaced. A member of our supplier network assesses that it would cost \$650 to replace the door on a new for old basis. We arrange for our supplier to replace the damaged door and we pay the supplier \$650.
Replacement locks	\$500	You arrange the replacement of external door and window locks. The cost to replace these locks was \$700. Under the 'Lock replacement' additional cover you're covered for a maximum of \$500. In this example, we reimburse you \$500.
Less excess	-\$750	As you are claiming for loss of home, contents, and personal valuables arising from the same incident, you pay the higher of your excesses. In this example, we deduct your \$750 home excess from your settlement.
Total claim	\$7,550	

Example 2: Total loss, emergency repairs and other repair/rebuilding costs, temporary accommodation, damage to gardens and plants

Your home sum insured is \$340,000. Your contents sum insured is \$80,000 and you have selected to cover your hand woven rug as a flexible limits specified item for \$3,000 and this is shown on your certificate. There's a fire at your home and we determine that your home and contents are a total loss. In this example, a \$500 home excess and a \$500 contents excess apply to your policy.

What you are claiming		Additional information
Building costs	\$340,000	A builder from our supplier network assesses it will cost \$340,000 to rebuild your home new for old. We pay the builder \$340,000 to undertake the rebuild.
Removal of debris	\$15,000	The cost to remove debris from the insured address is \$15,000. We'll pay these costs directly to our supplier or reimburse you for these costs.
Architect's fee	\$12,000	It is necessary to engage an architect to design your replacement home. The architect's fee is \$12,000. We pay this amount directly to the architect.
Extra rebuilding costs	\$20,000	<p>Your home didn't comply with the relevant building code that came into effect after your home was built. These extra rebuilding costs are \$20,000. We pay this directly to the builder.</p> <p>The above costs are covered under the 'Emergency repairs and other repair/rebuilding costs' additional cover. The most we'll pay for any one incident is a combined total of these costs, up to 15% of the home sum insured.</p> <p>In this instance, the total costs for the removal of debris, the architect's fee, and the extra rebuilding costs to make the home comply with building regulations and laws are \$47,000. This amount doesn't exceed 15% of the home sum insured ($\\$340,000 \times 15\% = \\$51,000$), therefore all 3 separate amounts are covered and payment is made as noted.</p>
Environmental improvements	\$2,000	You want to install a rainwater tank at the property under the 'Environmental improvements' additional cover. As this amount is less than the \$2,500 limit under this additional cover, the amount of the assessed quote to rebuild is more than 80% of the home sum insured, and your home didn't already have a rainwater tank, we pay you this cost.
Contents (including the flexible limits specified item - hand woven rug)	\$80,000	You provided the requested proof for the contents you've lost in the fire. Our settlement to you is a combination of replacement through our suppliers, and cash. As we'd agreed to cover your flexible limits specified item hand woven rug for \$3,000 for an extra premium, the policy limit of \$2,000 does not apply for this item.
Temporary accommodation	\$26,000	Under the 'Temporary accommodation when you have home cover' additional cover, you're covered for reasonable and necessary temporary accommodation costs you incur while your home is being rebuilt up to 10% of the home sum insured. In this case, you needed forty (40) weeks temporary accommodation (40 x \$650 per week). As this is less than 10% of your home sum insured, we'll either pay the costs you incur direct to the accommodation supplier or reimburse you these costs.
Damage to gardens and plants	\$1,000	<p>Under the 'Damage to gardens and plants' additional cover you're covered for the cost of replacing trees, shrubs, plants, hedges, and garden beds at the insured address that are damaged as a result of the insured event.</p> <p>Your entire garden is destroyed during the fire. The quote you provided from your local nursery was \$2,000 to replace the damaged gardens and plants. Under the 'Damage to gardens and plants' additional cover you're covered for a maximum of \$1,000 in total. In this example, we cash settle you \$1,000.</p>
Less excess	-\$500	As you're claiming under both your home and contents policies arising from the same incident, the higher of your home or contents excess applies. In this example, the \$500 excess is deducted from the settlement.
Total claim	\$495,500	

Example 3: Personal valuables - unspecified items

You have the optional cover Personal valuables - unspecified items shown on your certificate with a total sum insured of \$3,000. Whilst bushwalking you accidentally drop your camera and reading glasses, and they're now damaged. In this example, you have a \$100 personal valuables excess.

What you are claiming		Additional information
Damaged camera	\$1,000	A member of our supplier network determines that the camera can't be repaired and needs to be replaced. The camera can be replaced on a new for old basis for \$1,200. The most you can claim under Personal valuables - unspecified items for any one item is \$1,000. We pay you \$1,000 for your damaged camera.
Damaged glasses	\$600	We assess the cost to replace your glasses on a new for old basis to be \$600. As this amount, plus the amount paid for your damaged camera is under your total sum insured of \$3,000, we also pay you \$600.
Less excess	-\$100	In this example, we deduct your excess from the settlement.
Total claim	\$1,500	

Example 4: Personal valuables - specified items

You've insured your engagement ring for \$6,000 under the optional cover Personal valuables – specified items on your policy. While you were swimming at your local beach 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 for		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 your 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.
Total claim	\$4,900	We pay the jeweller directly, who supplies you with the replacement ring. As we've replaced your engagement ring this listed 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 5: Legal Liability

You have insured your home. During a dinner party at your home one of your guests was walking down the stairs. The area was poorly lit causing your guest to slip down the stairs and injure their ankle and lower back. Your guest has made a claim against you and it's determined that you're liable. Your guest doesn't accept our initial settlement offer and engages a lawyer. In this example, a \$500 home excess applies to your claim.

What you are claiming for		Additional information
Liability for personal injury to a third party	\$14,800	Under 'Legal liability', we cover your legal liability up to \$20 million, including all associated legal costs we've agreed to pay following your claim. We assess the claim for compensation from the person who claimed against you for \$14,800 and make this payment to them.
Legal fees	\$5,000	Lawyers' fees to defend you are \$5,000 and we agreed to these fees before they were incurred. We pay the law firm for their fees.
Less excess	-\$500	In this example, you pay this excess directly to us.
Total claim	\$19,300	

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.