

| Apia Landlord 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 Landlord 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 11/06/19.

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 your property and/or where your contents are kept;
- The type of insurance you have chosen (property, contents or both);
- Sums insured;
- Construction material of the property or unit;
- Age of the property or unit;
- Type of security at the insured address;
- The amount of your excess;
- The dwelling type (e.g. house v unit);
- Your employment status.

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 may 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.

Government taxes and charges

After we have calculated the amount to cover your landlord 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:

Property and contents excess

The property and/or contents excess that applies to your policy can vary based on our assessment of the risk. If you apply to vary your property and/or contents excess and we agree to the variation, your property and/or contents excess will be the amount chosen by you from our range.

Theft or burglary by tenants or their guests excess

The theft or burglary by tenants or their guests excess is \$500.

Malicious acts and vandalism by tenants or their guests excess

The malicious acts and vandalism by tenants or their guests excess is \$500.

Unoccupied excess

The unoccupied excess is \$500.

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

You have insured your property. Your tenant has made a claim against you for his out of pocket expenses and loss of wages for the amount of \$10,000 arising from injuries in a fall from tripping over a large crack running across the driveway of your property. We assess this claim and agree you are liable for this amount. A \$500 property excess applies to your policy.

What you are claiming	How much we pay	Further information
An indemnity for your liability for personal injury to a third party	\$10,000	Under 'Legal liability', we cover your legal liability up to \$20 million, including all associated legal costs we have agreed to pay following your claim. We pay the person who claimed against you \$10,000.
Less excess	-\$500	You pay your excess before we settle your claim.
Total claim	\$9,500	

Example 2: Total loss, removal of debris, other repair/rebuilding costs, loss of rent

You have insured your property for \$350,000. You have insured your contents consisting of carpets, curtains and blinds for \$20,000. There is a fire at your property and we determine that your property is a total loss. Your property was rented to a paying tenant at the time of the fire. A property excess of \$500 and a contents excess of \$500 applies to your policy.

What you are claiming	How much we pay	Further information
Building costs plus contents consisting of carpets, curtains and blinds	\$345,000	We decide to rebuild your property (at a cost of \$326,000) and replace your contents (at a cost of \$19,000) new for old. We pay the builder and suppliers \$345,000.
Removal of debris	\$15,000	Before rebuilding commences it costs \$15,000 to demolish and remove the damaged structure and we assess these costs to be reasonable. Under the additional feature 'Removal of debris' we will pay \$15,000 directly to the builder.
Architect's fee	\$12,000	We decide that it is necessary to engage an architect to design your replacement property. Under the additional feature 'Other repair/rebuilding costs' we will pay reasonable costs for the services of professionals such as architects up to 10% of the sum insured of your property. We pay \$12,000 directly to the architect.
Extra rebuilding costs	\$20,000	As your property is located in a cyclone risk area and prior to the loss your property did not comply with the relevant building code that came into effect after your property was built, under the 'Other repair/rebuilding costs' additional feature we pay up to 10% of the property sum insured for the extra building costs necessary to make your new property compliant with that building code. These extra rebuilding costs are \$20,000. We pay this directly to the builder.
Loss of rent	\$20,000	We agree that the property is unable to be lived in and your tenants decide to find alternative accommodation during the time it takes to rebuild your property. Under the additional feature 'Loss of rent following an insured event' you are covered up to the weekly rental amount (as defined in the PDS) for the reasonable amount of time it should take to repair or rebuild the property so it can be lived in again for up to 52 weeks lost rent or 20% of the property sum insured of \$350,000, whichever is less.
Less excess	-\$500	As you are claiming under both property and contents arising from the same incident, you pay the higher of your property and contents excesses. In this case they are the same. We deduct the applicable \$500 excess from the settlement.
Total claim	\$411,500	

Example 3: Partial loss – Loss of rent – tenant default

Your property has a sum insured of \$260,000. Your tenant signed a 12 month written rental agreement where the weekly rent payable is \$350. Your tenant leaves the property without notice and owes you 12 weeks of rent until the end of the rental agreement. That same tenant also deliberately put a hole in one of the walls of your property. It takes you 10 weeks to secure a suitable replacement tenant. Your property excess is \$500.

What you are claiming	How much we pay	Further information
Loss of rent	\$2,100	Under the additional cover 'Loss of rent – tenant default' we will pay for loss of rent if your tenant permanently leaves the property without giving you notice. The first 4 weeks of lost rent is not claimable. After the first 4 weeks we will pay loss of rent for up to a further 14 weeks or until the date of a new rental agreement (whichever happens first). As you secure a new tenant after 10 weeks we pay you for 6 weeks at \$350 per week.
Less excess	\$0	No excess applies to the 'Loss of rent - tenant default' cover (but there is a four week wait period as explained above).
Damage to wall	\$0	As both your property excess of \$500 plus the malicious acts and vandalism by tenants or their guests excess of \$500 apply to the claim for damage to the wall, you decide to withdraw this claim.
Total claim	\$2,100	

Example 4: Partial loss, landlord furnishings, loss of rent following an insured event

Your property has a sum insured of \$400,000. You have elected not to purchase contents cover. Your tenants weekly rent is \$450. During a severe storm your property partially loses its roof and rainwater damages the carpets in the lounge room. A property excess of \$500 applies to your policy.

What you are claiming	How much we pay	Further information
Roof repairs	\$15,000	We cover what it costs to repair the roof and arrange for a builder to carry out the repairs. We pay \$15,000 directly to the builder.
Carpet restoration	\$1,500	Under the 'Landlord furnishings' additional feature your policy extends to provide cover for up to \$5,000 for your domestic furnishings, furniture and carpets whilst in the property if loss or damage occurs due to an insured event. In this instance we pay the carpet cleaners for the restoration of the carpet.
Loss of rent	\$900	Your tenant needs to move out for two weeks while repairs are completed. Under the additional feature 'Loss of rent following an insured event' you are covered up to the weekly rental amount (as defined in the PDS) for the reasonable amount of time it should take to repair or rebuild the property so it can be lived in again, for up to 52 weeks lost rent or 20% of the property sum insured of \$400,000, whichever is less.
Less excess	-\$500	You pay your excess before we settle your claim.
Total claim	\$16,900	