



QBE Insurance (Australia) Limited

MoveSure Plus Home Contents in Transit

Product Disclosure Statement and Marine Insurance Policy

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About this booklet

There are two parts to this booklet. The first part is Important Information about this Policy including information about how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

The second part is your Policy Wording which sets out the detailed terms, conditions and exclusions of the Policy.

Because we don't know your own personal circumstances, you should treat any advice in this booklet as purely general in nature. It doesn't consider your objectives, financial situation or needs. You should carefully consider the information provided with regard to your personal circumstances to decide if it's right for you.

This booklet is also a Product Disclosure Statement (PDS). Other documents you receive may comprise the PDS. You'll know when this happens because it'll say so in the document.

We may need to update information in this PDS. If we need to do this, we'll either send you a new PDS or a supplementary PDS. You can also get a copy of these simply by calling us.

For more information or to make a claim

Please take the time to read through this booklet and if you have any questions, need more information or to confirm a transaction, please contact:

- Austrisk on + 61 2 9007 2491.

The section titled 'Claims' at the end of this booklet tells you the full details about what you need to do in the event of a claim. If you'd like to make a claim or to enquire about an existing claim please contact:

- Austrisk on + 61 2 9007 2491.

About QBE Australia

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 is a member of the QBE Insurance Group Limited ABN 28 008 485 014 (ASX: QBE). QBE Insurance Group is Australia's largest international general insurance and reinsurance group, and one of the largest insurers and reinsurers in the world.

About Australian Risk Applications Pty Limited (AustRisk)

AustRisk is a modern day niche risk and insurance facility manager, focusing on innovative Marine, liability and self-insurance solutions for:

- Cargo owners (Importers, Exporters and local Distributors),
- Fresh produce exporters and distributors,
- Customs Brokers, Freight Forwarders, Couriers, removal companies and the like,
- Commodity Traders,
- Boat builders, boat owners and ship repairers,
- Banks and/or financial institutions assisting companies with international trade,
- Insurance brokers requiring specialist skills, and
- Medium to large companies requiring self insurance services.

Important Information

In this first part of the booklet we explain important information about this Policy including how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

Summary of cover

The following is a summary of the cover provided in the MoveSure Plus Home Contents in Transit Policy. Full details of the cover, exclusions and additional cover you can arrange is provided in the Policy Wording. There are also exclusions that limit cover in certain circumstances. Please read the detail carefully to make sure it matches your expectations.

Description of cover provided	Additional cover extensions you can obtain on request for Cover A (Accidental damage)
<ul style="list-style-type: none"> • Loss or damage to your property in transit following removal by a professional removal company. 	<ul style="list-style-type: none"> • loss or damage to your property while in storage during the removal, • loss or damage to your property caused by mechanical, electrical and/or electronic derangement, • loss or damage to your property caused by mould and mildew damage, • pairs and sets extension clause. <p>An additional cost will apply.</p>
<p>Additional benefits</p> <p>Other benefits of the Policy include:</p> <ul style="list-style-type: none"> • Your property (excluding motor vehicles, motorcycles and watercraft) is insured for full replacement value, regardless of age, but limited to the sum insured as agreed. • The option to insure your property (excluding motor vehicles, motor cycles and Watercraft) for full replacement value, regardless of age, based on a fixed value per cubic metre valuation. • Financial Default of the removal company. 	<p>These additional benefits are included at no extra cost.</p>

Duty of disclosure

Before you enter into an insurance contract, you have a duty, under both the *Insurance Contracts Act 1984* (Cth) and the *Marine Insurance Act 1909* (Cth), to tell us anything that you know, or could reasonably be expected to know, that may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

You do not need to tell us anything that:

- reduces the risk we insure you for, or
- is common knowledge, or
- we know or should know as an insurer, or
- we waive your duty to tell us about.

If you do not tell us something

Where the Marine Insurance Act 1909 (Cth) applies:

If you fail to comply with your duty of disclosure, we may avoid the contract of insurance from its beginning.

Where the Insurance Contracts Act 1984 (Cth) applies:

If you do not tell us anything you are required to, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

Underinsurance

We require you to insure for the full value or maximum potential risk. If you do not do so, and you are underinsured, we may pay you less in the event of a claim, calculated in accordance with either the Policy Wording or the *Marine Insurance Act 1909* (Cth) where applicable, which takes into account the degree of underinsurance.

The cost of this policy

Premium is what you pay us for this Policy and it's made up of the amount we've calculated for the risk and any taxes and government charges.

When calculating your premium we take a number of factors into account, including:

- The cover selected (accidental damage, specified events or total loss only)
- Sums insured
- If your property (household contents) includes valuable items such as paintings, works of art and antiques
- If your property (household contents) is being transported either to Australia from an overseas location or vice versa, and
- If additional or extended storage is required during the transit.

Cooling-off period

If you change your mind within 21 days of buying your Policy, you can cancel it and receive a full refund. Naturally, this doesn't apply if you've made or are entitled to make a claim. Even after the cooling off period ends, you still have the right to cancel your Policy. However, we may deduct some costs from any refund, as set out in the Policy Wording under 'Cancelling your Policy'.

If your Policy is for an event that will start and finish within the twenty one (21) day cooling-off period, you can only exercise your right before the event starts or the expiry of the cooling-off period, whichever is the earlier.

To cancel your Policy within the cooling off period, contact your financial services provider.

The General Insurance Code of Practice

QBE Australia is a signatory to the General Insurance Code of Practice.

The Code aims to:

- Commit us to high standards of service
- Promote better, more informed relations between us and you
- Maintain and promote trust and confidence in the general insurance industry
- Provide fair and effective mechanisms for the resolution of complaints and disputes between us and you
- Promote continuous improvement of the general insurance industry through education and training.

Privacy

We'll collect personal information when you deal with us, our agents, other companies in the QBE group or suppliers acting on our behalf. We use your personal information so we can do business with you, which includes issuing and administering our products and services and processing claims. Sometimes we might send your personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in detail where and from whom we collect personal information, as well as where we store it and the full list of ways we could use it. To get a free copy of it please visit qbe.com.au/privacy or contact QBE Customer Care.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

Resolving complaints & disputes

At QBE we're committed to providing you with quality products and delivering the highest level of service.

We also do everything we can to safeguard your privacy and the confidentiality of your personal information.

Something not right?

We know sometimes there might be something you're not totally happy about, whether it be about our staff, representatives, products, services or how we've handled your personal information.

Step 1 – Talk to us

If there's something you'd like to talk to us about, or if you'd like to make a complaint, speak to one of our staff. When you make your complaint please provide as much information as possible. They're ready to help resolve your issue.

You can also contact our Customer Care Unit directly to make your complaint. Our aim is to resolve all complaints within 15 business days.

Step 2 – Escalate your complaint

If we haven't responded to your complaint within 15 days, or if you're not happy with how we've tried to resolve it, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist.

The Dispute Resolution Specialist will provide QBE's final decision within 15 business days of your complaint being escalated, unless they've requested and you've agreed to give us more time.

Step 3 – Still not resolved?

If you're not happy with the final decision, or if we've taken more than 45 days to respond to you from the date you first made your complaint, you can contact the Australian Financial Complaints Authority (AFCA). AFCA is an ASIC approved external dispute resolution body.

AFCA resolves insurance disputes between consumers and insurers, at no cost to you. QBE is bound by AFCA decisions - but you're not. You can contact AFCA directly and they'll advise you if your dispute falls within their Rules.

Disputes not covered by the AFCA Rules

If your dispute doesn't fall within the AFCA Rules, and you're not satisfied with our decision then you may wish to seek independent legal advice.

Privacy complaints

If you're not satisfied with our final decision and it relates to your privacy or how we've handled your personal information, you can contact the Office of the Australian Information Commissioner (OAIC).

Contacting QBE's CCU, AFCA or the OAIC

How to contact QBE Customer Care

Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	<ul style="list-style-type: none"> complaints@qbe.com, to make a complaint. privacy@qbe.com, to contact us about privacy or your personal information. customercare@qbe.com, to give feedback or pay a compliment.
Post	Customer Care, GPO Box 219, Parramatta NSW 2124

How to contact AFCA

Phone	1800 931 678 (free call)
Email	info@afca.org.au
Online	www.afca.org.au
Post	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

How to contact the OAIC

Phone	1300 363 992 Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

Financial claims scheme

Your Policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of QBE becoming insolvent you may be entitled to access the FCS, provided you meet the eligibility criteria.

More information may be obtained from the Australian Prudential Regulation Authority (APRA).

How to contact APRA

Phone	1300 558 849. Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Online	www.fcs.gov.au

Policy Wording

This Policy is underwritten by QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.

Our agreement

Your Policy is an agreement between you and us, made up of:

- This Policy Wording
- Your Policy Schedule, which sets out the cover you've chosen and any terms specific to you.

The cover under this Policy is provided during the period of insurance, once you've paid us your premium. There are also:

- Conditions and exclusions which apply to specific covers or sections;
- General exclusions, which apply to any claim you make under this Policy;
- General conditions, which set out your responsibilities under this Policy;
- Claims conditions, which set out our rights and your responsibilities when you make a claim; and
- Other terms, which set out how this Policy operates.

Excesses

You must pay any excesses which apply to your claim. The excesses which you have to pay are set out in this Policy Wording or on your Policy Schedule.

How much we'll pay

The most we'll pay for a claim is the sum insured which applies to the cover or section you're claiming under, less any excess.

Paying your premium

You can pay your premium in one (1) payment by credit card, cheque, or by direct debit from your credit card or from your account with your financial institution. You should arrange your method of payment through your financial services provider.

Paying your premium

You must pay your premium prior to moving of your property. If we do not receive your premium by this date or your payment is dishonoured this Policy will not operate and there will be no cover.

Words with special meanings

The words and terms used throughout this Policy have special meanings set out below.

Where other words and terms are only used in one section of the Policy, we'll describe their special meaning in that section.

When we say	We mean
Accident	an incident that is unforeseen and unintended and that causes loss or damage. This includes a series of accidents arising out of the one (1) event.
Damage	any form of physical harm to the property but does not include wear and tear or anything that was present before this Policy came into force.
Excess	<p>the first amount you must contribute to any claim you make under this Policy.</p> <p>An excess is the amount of any claim which must be paid by you. For most claims the excess will be shown in the Policy Schedule.</p> <p>Please refer to 'What you must pay if you make a claim - Excess' (on page 8) for further information.</p>
Period of insurance	the period for which the cover under your Policy is in force. You will find this period of insurance set out in your Policy Schedule.
Policy Schedule	<p>the most recent document we give you. We give you a Policy Schedule when you:</p> <ul style="list-style-type: none"> • first buy the Policy from us, • change any part of the Policy or any personal details relevant to it, or • renew the Policy with us.
Premium	What you pay us to insure you. It's the cost of this Policy.
We, our, us	QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.
You or your	any of the person or persons named as the insured in your Policy Schedule.

The Cover

Cover options

You may select from a number of alternative types of cover available under the Policy for loss or damage to your property:

Option (A) - Accidental damage cover (only provided where your property is professionally packed)

Option (B) - Specified events cover

Option (C) - Total loss only cover

Based on the information provided by you, your Policy Schedule describes who is insured, what property is covered, the type of cover selected by you and the values (in Australian Dollars) for which insurance cover is provided.

The period of insurance is:

The Insurance starts when the removal company commences packing or moving the property and ceases when the property has arrived at the address you specified and it has been unpacked, provided the unpacking is completed within thirty (30) days from the date the property arrives at the address you specified. If the property is temporarily stored in a professional storage facility (excluding self storage warehouses) by the removal company during the normal course of transit, the insurance remains in force for up to thirty (30) days in storage and ceases after the 30th day.

However, should you elect to store your property for an extended period then this can be arranged by specifying to the removal company that cover is required. If the warehouse facility is not an approved location provided by the removal company then this insurance cover will cease. Please ensure that you notify the removal company that you require this cover as deliberate storage cover is not automatically included.

The insurance cover provided is:

Option (A) - Accidental damage cover (only provided where your property is professionally packed and this option is specified in the Policy Schedule)

We will cover accidental physical loss of or damage to the your property during transit from any external cause including accidental damage during packing, loading and unloading by the removal company or its representatives during the period of insurance, except where the loss or damage is excluded in the section headed 'When you are not covered'.

Optional benefits – Option (A) - Accidental damage cover only

Only when it is specified in the Policy Schedule that the Policy includes the following optional extensions, cover is extended under Option (A) - Accidental damage cover as follows - subject to the exclusions under the heading 'When you are not covered' and 'General conditions' on page 7.

Electrical, mechanical and electronic failure extension clause

This Policy is extended to include loss or damage to your property caused by electrical, mechanical and electronic failure. You must instruct the removal company that they elect this cover, on the proposal form, prior to commencement of the transit. The removal company must certify that your property is in working order prior to uplift of the consignment from the origin address. The maximum we will pay is A\$25,000 any one consignment in total for all claims that arise from any one accident.

Mould and mildew extension clause

This Policy is extended to include loss or damage to your property caused by mould and mildew due to atmospheric and climatic conditions. You must instruct the removal company that they elect this cover, on the proposal form, prior to commencement of the transit. The removal company must certify that your property is in good condition prior to uplift of the consignment from the origin address. The maximum we will pay is AU\$25,000 any one consignment in total for all claims that arise from any one accident.

Pairs and sets extension clause

This Policy is amended to delete the pairs and sets clause listed under the cover limitations section of the Policy. You must instruct the removal company that they elect this cover, on the proposal form, prior to commencement of the transit. The removal company must certify that your property is in good condition prior to uplift of the consignment from the origin address. The maximum we will pay is AU\$25,000 any one consignment in total for all claims that arise from any one accident.

Option (B) - Specified events cover (only provided where this option is specified in the Policy Schedule)

We will cover accidental physical loss or damage to your property during the period of insurance caused by any of the following events:

- fire, hail, explosion, lightning or flood,
- collision of the conveyance carrying your property (in respect of transits by sea, contact of the vessel with any external object or being stranded, grounded, sunk or capsized), with an external object,
- collision of your property while on a land conveyance carrying it with something not on or part of that conveyance,
- overturning, jackknifing or derailment of the land conveyance carrying your property,
- grounding, sinking, capsizing of any vessel carrying your property,
- crashing or forced landing of any aircraft carrying your property,
- discharge of your property at a port of distress,
- jettisoning of your property from a vessel, and
- General average sacrifice or contribution including any salvage charges which may apply where your property is being carried by sea.

Option (C) - Total loss only cover (only provided where this option is specified in the Policy Schedule)

We will cover total loss of your property during transit from any external cause during the period of insurance.

How much we pay

How much we pay

Your property is insured for its full replacement value (unless stated otherwise in your Policy Schedule), regardless of age, but limited to the sum insured stated in the Policy Schedule.

We will at our option, either:

- repair your damaged property; or
- replace your lost or damaged property with the nearest equivalent new items; or
- pay you the cost of reasonable cost of repair or replacement of your property.

Motor vehicles, motor cycles, caravans, trailers

In the event of loss of or damage to motor vehicles, motor cycles, caravans or trailers we will only pay for the reasonable cost of repair or replacement but limited to the actual market value of the item prior to its loss or damage.

General exclusions

These general exclusions apply to all sections of this Policy.

In no case shall this insurance cover loss, damage, liability or expense directly or indirectly caused by or contributed to by or arising from:

- ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel,
- the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof,
- any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter,
- the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes,
- any actual or alleged liability whatsoever for any claim or claims in respect of loss or losses directly or indirectly arising out of, resulting from or in consequence of asbestos,
- any chemical, biological, biochemical, or electromagnetic weapon.

This Policy also excludes any loss, destruction, damage, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way relating to the above exclusions.

Additional exclusions applying to this Policy

This Policy does not cover:

- the first amount (excess) of any claim as specified in the Policy Schedule;
- loss or damage caused by delay;
- loss or damage caused by your misconduct, or intentionally caused by you or any person acting with your expressed or implied consent;
- loss or damage caused by ordinary wear and tear;
- loss or damage caused by the nature of the property (e.g. metal rusting);
- loss or damage caused by moths, insects, rats or other vermin;
- loss of use of your property or any other form of consequential loss;
- reduction in value of the insured property due to repairs;
- loss or damage caused by legal seizure of your property;
- loss or damage existing prior to this insurance being taken out;
- loss or damage arising out of nuclear or atomic contamination;
- loss or damage to property already unpacked at the specified destination address;
- electrical and/or mechanical and/or electronic failure unless it is caused by visible external physical damage to the item; unless you pay an additional premium and we agree to provide the optional electrical, mechanical and electronic failure extension clause;
- loss or damage caused by mould or mildew due climatic or atmospheric conditions or extremes in temperature unless you pay an additional premium and we agree to provide the optional mould and mildew extension clause.
- loss or damage to motor vehicles, motor cycles and watercraft:
 - i. whilst being operated under their own power or while being towed upon their own axle or upon the trailer to which they are secured unless at the time of loss they are being stuffed into or de-stuffed from a closed shipping container; or
 - ii. caused by the freezing of water in the motor vehicle's, motor cycle's or watercraft's radiator, heating or cooling system.

Excluded property clause

This Policy does not cover loss of or damage to:

- cash, credit cards, notes, stamps, deeds, tickets, travellers cheques, jewellery, watches and other similar valuable items;
- antiques, fine art, oriental rugs, silverware and collectibles unless specified and valued on the inventory and provided the amount insured does not exceed AU\$5,000 any one individual item;
- designs, patterns, plans and manuscripts;
- foodstuffs and beverages;
- pets, livestock, bloodstock, live plants and flowers; or
- motor vehicles, trailers and watercraft unless a pre-shipment report has been issued.

Terrorism exclusion

This Policy excludes any loss, damage, liability or expense arising from terrorism and/or steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, anticipated, threatened, suspected or perceived terrorism. For the purposes of this clause, terrorism means any act(s) of any person(s) or organisation(s) involving the causing, occasioning or threatening of harm of whatever nature and by whatever means or putting the public or any section of the public in fear in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature. Notwithstanding any provision to the contrary contained in this Policy, it is agreed that this Policy covers loss or damage to the your property caused by any terrorist or any person acting from a political motive, from when your property is first moved for the purpose of being conveyed to a destination outside the premises at which loading takes place and ends when they are last moved in being delivered at the destination, or at any earlier point where the ordinary course of transit is interrupted by you.

Sanctions limitation and exclusion clause

You're not insured under any section of this Policy where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America, or any local autonomous sanctions.

General Conditions

There are conditions set out in this General conditions section, in the Claims section and under each particular cover and section. If any of these conditions aren't met, we may refuse a claim, reduce the amount we pay or in some circumstances we may cancel your Policy. When making a claim, you must have met and then continue to comply with the conditions of your Policy. Any person covered by your Policy, or claiming under it, must also comply with these conditions.

If you, or someone covered under your Policy, don't meet these conditions or make a fraudulent claim we may:

- Refuse to pay your claim or reduce what we pay for your claim
- Cancel your Policy.

Assistance and co-operation

At all times when you deal with us you must:

- Provide us with all reasonable assistance we may need
- Be truthful and frank
- Not behave in a way that's abusive, dangerous, hostile, improper or threatening
- Co-operate fully with us, even after we've paid a claim.

Care and maintenance

You must take reasonable care to prevent damage, injury or loss. We won't pay for damage, injury, loss or your liability to which your failure to take reasonable care is a contributing factor. At all times, you must:

- Prevent damage to property insured, as well as to others and their property
- Minimise the cost of any claim under your Policy
- Comply with all laws.

Other interests

You must not transfer any interests in your Policy without our written consent.

Any person whose interests you've told us about and we've noted on your Policy Schedule is bound by the terms of your Policy.

Other party's interests

You must tell us of the interest of all parties (eg financiers, lessors or owners) who'll be covered by your Policy. We'll protect their interests only if you've told us about them and we've noted them on your Policy Schedule.

Pre-shipment condition report

For motor vehicles, motor cycles and watercraft we require an independent pre-shipment condition report to record the condition and current market value. This may be completed by an authorised representative of the removals company.

Underinsurance

If you undervalue your property, your claim may be reduced due to underinsurance. This means that if you have understated the overall value of your property, you will only receive part of the replacement cost or the repair costs in proportion with the extent of underinsurance.

When your property arrives

When your property is delivered to you at your new home, you will be asked to sign a delivery docket stating that it has been received and that there is nothing missing or damaged. You should not sign this unless you are satisfied that all your property has been received and is in good order. If you don't have sufficient time to check all your property, you can sign the delivery docket, but endorse it with the words 'Subject to checking when unpacked'.

Claims

This section describes what you must do, as well as conditions that apply when you make a claim and at the time loss or damage occurs which is likely to give rise to a claim.

Contribution & other insurance

You must notify us of any other insurance which will or may, whether in whole or in part, cover any loss insured under your Policy.

If at the time of any loss, damage or liability there's any other insurance (whether effected by you or by any other person) which covers the same loss, damage or liability you must provide us with any reasonable assistance we require to make a claim for contribution from any other insurer(s).

Financial default clause

The insolvency of the removal company will not preclude your right to claim under this insurance including any amount payable by the removal company under the excess clause of the Policy.

GST

If you're a business you must tell us if you're registered, or are required to be registered, for GST. When you do this, we need you to give us:

- Your ABN
- The percentage of any input tax credit you will claim, or will be entitled to claim, on your premium.

When we pay a claim, your GST status will determine the amount we pay you. Your claim settlement amount will be adjusted to allow for any ITC entitlement.

Unless we say otherwise, all amounts in your Policy are inclusive of GST. There may be other taxation implications affecting you, depending upon your own circumstances. We recommend you seek professional advice.

Owner packed property clause

Cover does not include theft or non-delivery of items unless a detailed carton inventory has been provided prior to commencement of transit.

Pairs and sets clause

Where any item is part of a pair or set, this Policy will only pay for the part of the pair or set that is lost, destroyed or damaged even if it can not be replaced with a matching item. The value insured shall be regarded as spread over the whole of the pair or set, divided in the proportions that it would cost to replace all the items making up the pair or set.

Preventing our right of recovery

If you've agreed not to seek compensation from any person liable to compensate you for loss, damage or liability covered by your Policy, we won't cover you for that loss, damage or liability.

Providing proof

You must be able to prove to us you've suffered a loss covered by your Policy before we'll pay you for it. We may ask you for this proof if you make a claim under your Policy. So your claim can be assessed quickly, make sure you keep the following:

- Receipts
- Warranty books
- Valuation certificates.

A valuation certificate is necessary to substantiate values for items such as paintings, antiques, works of art or any other item which cannot be readily purchased in normal retail outlets.

Salvage

We're entitled to obtain and retain any items or materials salvaged or recovered after you make, and we agree, to pay a claim by replacing or paying to replace any items or materials. We may sell the items or materials and keep the proceeds. We may choose to sell the items or materials to you, provided you agree to pay market price.

Subrogation, recovery action & uninsured loss

We may at any time, at our expense and in your name, use all legal means available to you of securing reimbursement for loss or damage arising under your Policy. In the event we do so, you agree to give all reasonable assistance for that purpose.

If you've suffered loss that wasn't covered by your Policy as a result of the incident, we may offer to attempt to recover this. You may also specifically ask us to recover this for you. You'll need to give us documents supporting your loss. Before we include any uninsured loss in the recovery action we'll also ask you to agree to the basis on which we'll handle your recovery action. You may need to contribute to legal costs in some circumstances.

The amount of any claim may be reduced

The amount of any claim made against the Policy may be reduced:

- where an excess applies to each and every claim – the amount of excess will be shown in the Policy Schedule;
- if you undervalue your property, you will receive only part of the replacement cost. This will be determined by the extent that you have underinsured your property. This does not apply when the sum insured has been based on the fixed value per cubic metre valuation; and/or

What you must pay if you make a claim – Excess

The excess amount payable will be shown on your Policy Schedule.

Other terms

These other terms apply to how your Policy operates.

Cancelling your Policy

You can cancel your Policy at any time by telling us. If there are other people named as insured on your Policy, we only need a request to cancel it from one of you.

We may cancel your Policy in any of the circumstances permitted by law (eg failure to pay the premium by the due date) by informing you in writing.

We'll give you notice in person or send it to your address (including an electronic address) last known to us.

If you've paid your premium in advance, we'll refund you the proportion of the premium for the remaining period of insurance, less any administration fees.

Changing your Policy

Changes to this Policy only become effective when we agree to them and send you a new Policy Schedule detailing the change.

Joint and co-insureds

If more than one person is insured under your Policy, we'll treat a statement, act, omission, claim, request or direction by that person as having been made by all insured.

We only need a request from one person insured to cancel or change your Policy.

Notices

Any notice we give you will be in writing, and will be effective once it's delivered to you personally or to your last known address (including when it's an electronic one).

It's important for you to tell us of any change of address as soon as possible.

