

RAC Building, Contents and Personal Valuables Insurance

Combined Product Disclosure Statement
and Financial Services Guide



Insurance
For the better

Contents

RAC Insurance Pty Limited (ABN 59 094 685 882) (RAC Insurance) is an authorised general insurance company specialising in general insurance products. Our Australian Financial Services (AFS) Licence number is 231222. We have sole responsibility for the content of the Product Disclosure Statement (PDS) commencing at page 5, the cover provided under the policy, policy administration and the assessment and payment of claims.

RAC Distribution Pty Ltd (ABN 71 092 581 470) (RAC Distribution) is our authorised representative. Its Authorised Representative number is 238025. We have authorised RAC Distribution to distribute to you the Financial Services Guide (FSG) commencing at page 43. Any financial services offered will be provided by a representative of RAC Distribution. RAC Distribution has a binding agreement with us that authorises them to arrange for the issue of general insurance contracts on our behalf which are binding on us just as if we had issued the policy ourselves. If you decide to purchase a nominated insurance policy, your contract will be with RAC Insurance as the insurer.

RAC Insurance and RAC Distribution are part of the RAC Group of Companies.

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This Combined PDS and FSG was prepared on 15 April 2015 and is effective from 1 July 2015.

Welcome to RAC Insurance

We're here to do the right thing by you. That's our promise. And we've been keeping that promise for over 65 years. What do we mean when we say we do the right thing by you?

For a start, we believe in looking after our members - not just their things. So you can expect a more helpful service, from a WA claims team who live in your world.

And when we say you're covered, we mean it. Our very comprehensive insurance means that if the time comes and you need to claim, we'll keep our promise.

What's more you'll get high-quality cover for less than you may think. That's why more WA households choose to insure their home with RAC than any other insurer.

For more details about your policy, or our simple claims process, look through this Product Disclosure Statement. Alternatively, call us on **13 17 03** or go to **rac.com.au**

As a valued RAC member, you'll receive exclusive discounts on a huge range of retail outlets. And even on RAC products and services. We call it Member Benefits. You can find out more at **rac.com.au/memberbenefits**

Product Disclosure Statement

About this Product Disclosure Statement

This RAC Building, Contents and Personal Valuables Insurance PDS, together with:

- » the schedule we provide to you,
- » our Premium, Excess and Discount Guide (PED Guide), and
- » any document which we tell you forms part of the terms and conditions of your insurance such as a Supplementary PDS,

will form the contract between you and us (the policy).

These documents explain the cover and benefits provided by the building and contents insurance you have chosen and the limits, important information and exclusions that apply to it in order to help you decide if this insurance is right for you.

You should read these documents carefully so you fully understand the cover we provide and the limits, important information and exclusions that apply to it.

Please also read the 'Definitions' on page 41 so you understand the words in this document that have special meanings.

When we agree to insure you

Your duty of disclosure

When you take out a policy with us, we ask you questions. You must answer our questions honestly, completely and accurately. Remember that you are answering for you and anyone else who will be insured under your policy.

When you renew or change your policy, you must tell us if your previous answers (as shown in your schedule) need

correcting or updating and answer any questions we may ask about your building, contents or personal valuables and how they are used, you, or anyone else who will be insured under your policy. If any changes need to be made and we agree with them, we will send you an updated schedule. We will also advise if they affect your premium.

If you or someone acting for you gives us false information, we may:

- » Refuse to pay a claim.
- » Reduce the amount we pay you for your claim.
- » Cancel your policy.
- » Withdraw cover.

This duty of disclosure continues until the commencement of your policy. For anything that changes after this, please see the section below.

Changes to the details you have given us

You must tell us about any changes to the information you have given us about you, your family, your building, contents or personal valuables, the purpose you use them for and anyone whose details appear in your schedule. If you have performed any type of alteration or renovation to your building after we have insured it, you must tell us what type of alteration or renovation you have made.

If you do not tell us about any changes, your insurance may no longer be valid and we may refuse to pay part or all of any claim you make or require you to repay any money paid to you for your claim.

If you are not sure, but think that something might be relevant, it is better to tell us. If any changes need to be made and we agree with them, we may send you an updated schedule. We will also advise if a different premium applies.

Our agreement with you

The cover your policy provides will be available to you for the period of insurance in return for your premium.

This contract is between you and us. When more than one person is named as the policyholder in your schedule, we will treat them all as joint policyholders and:

- » A statement, act, omission or claim by any one policyholder is treated as a statement, act, omission or claim by all joint policyholders.
- » We can deal with or make payment to one joint policyholder with no need to also pay or deal with the other policyholders.
- » Each policyholder has authority to change or cancel the policy, and we do not need to contact the other policyholders.

Make a claim - quick guide

1. Call us on **13 17 03** or go online to make a claim at **rac.com.au**. You should do this as soon as possible after the damage or loss has occurred.
2. Make sure you have all of the information required to make your claim such as:
 - » Your policy details.
 - » Details of the event which caused the loss or damage.
 - » Details of your building or contents which were lost or damaged.
3. We will guide you through what happens next.

The cover our building and contents insurance policies provides

This PDS explains the types of policies we provide:

- » Building insurance.
- » Contents insurance.

For your convenience each of these is summarised below. For full details of cover including limits, important information and exclusions, please read the policy.

The type of policy you have selected and the limits applicable to it will be shown on your schedule.

Your RAC Building Insurance

Your RAC Building Insurance policy covers you for loss or damage to your building and your legal liability arising from events at your site. See page 11.

Your RAC Contents Insurance

Your RAC Contents Insurance policy covers you for loss of, or damage to your contents at your site and your legal liability arising from events anywhere in Australia other than at your site. See page 15.

When you have insured your contents with us, optional cover is available for your personal valuables at your site and anywhere in Australia. See page 22.

Summary of cover	Building	Contents
New for old replacement	✓	✓
Legal liability	✓	✓
Accidental glass breakage	✓	✓
Burnout of domestic electric motors	✓	✓
Compliance with building and other regulations of authorised repairs to your building	✓	X
Incidental expenses such as demolition, removal of debris, locating the cause of damage and professional advice on rebuilding	✓	X
Mortgage discharge assistance when your building is a total loss	✓	X
Temporary accommodation when you are the owner and occupier of your building	✓	X
Temporary accommodation when you are a tenant of your building	X	✓
Spoilt food	X	✓
Re-coding or re-keying door and window locks in the event of loss or theft of keys for your building	X	✓
Contents at both the current and new sites while you are moving to a new address	X	✓
Contents while you or your family are temporarily residing in another building	X	✓
Theft of contents when your building is for sale and is open for inspection by a licensed real estate agent	X	✓
Unauthorised use of financial transaction cards anywhere in Australia	X	✓
Personal valuables	X	optional

The insured events we cover

When you have insured your building and/or contents with us, these are the insured events we provide cover for, and where relevant, the limitations to the cover we provide (also see page 26 for General Exclusions).

We cover loss and damage caused by:	Unless otherwise provided for in this policy, we do not cover:
Storm	<p>Loss or damage caused by:</p> <ul style="list-style-type: none"> » Water or wind entering through an open window or door. » Wind to gates, fences, freestanding walls, shade cloth, patio or pergola roof coverings which are not maintained in good repair and condition. » Storm within the first 48 hours after the initial commencement of your policy, unless your policy commenced: <ul style="list-style-type: none"> > When you first took possession of your building. > When your lease for your building first commenced. > Immediately after another policy covering the same risk expired without a break in cover. » Storm to your contents for more than 20% of your contents sum insured while they are in the open air at your site.
Flood	<p>Loss or damage caused by:</p> <ul style="list-style-type: none"> » Flood within the first 48 hours after the initial commencement of your policy, unless your policy commenced: <ul style="list-style-type: none"> > When you first took possession of your building. > When your lease for your building first commenced. > Immediately after another policy covering the same risk expired without a break in cover.
Fire	<p>Loss or damage caused by:</p> <ul style="list-style-type: none"> » Bushfire within the first 48 hours after the initial commencement of your policy, unless your policy commenced: <ul style="list-style-type: none"> > When you first took possession of your building. > When your lease for your building first commenced. > Immediately after another policy covering the same risk expired without a break in cover.
Theft or attempted theft	<p>Loss or damage caused by:</p> <ul style="list-style-type: none"> » You, your family or a tenant. » A person authorised by you, your family or a tenant to enter your site. <p>Theft or attempted theft of:</p> <ul style="list-style-type: none"> » Cash or negotiable instruments of or for more than \$200. » Contents whilst being lent to a third party. » Contents in the open air at your site for more than 20% of your contents sum insured. » Contents from a common area within a strata titled property.
Malicious damage	<p>Loss or damage caused by:</p> <ul style="list-style-type: none"> » You, your family or a tenant. » A person authorised by you, your family or a tenant to enter your site.

Lightning	<p>Loss or damage:</p> <ul style="list-style-type: none"> » If lightning or thunder was not recorded by the Australian Government Bureau of Meteorology (or another service provider recognised by us) in your area, at the time the damage occurred. » If there is no evidence of damage. » By power failure or surges caused by your power provider.
Bursting, leaking, discharge or overflow of water or liquid from a fixed apparatus	<p>Loss or damage:</p> <ul style="list-style-type: none"> » To the distribution and storage systems, appliances, fixtures and fittings. » To fixed tanks and aquariums with a capacity of less than 60 litres. » To associated repairs to the apparatus, tanks or pipes. » From a shower recess. » Caused by: <ul style="list-style-type: none"> > Leakage or leaching through masonry. > Leakage from free-standing aquariums and tanks. > The failure of tile and grout. > Gradual leakage over time where you could be reasonably expected to have been aware of the leak.
Earthquake	<p>Loss or damage:</p> <ul style="list-style-type: none"> » Caused by high tide, tidal wave, tsunami or other actions of the sea. » Sustained more than 72 hours after the initial earthquake.
Explosion	<p>Loss or damage caused:</p> <ul style="list-style-type: none"> » To the actual container, tank or item that exploded. » By any flammable or explosive substance kept at or brought into your site in breach of any statutory regulation.
Impact of or by:	<p>Loss or damage caused:</p> <ul style="list-style-type: none"> » By tree roots, tree-felling or tree-logging at your site. » In relation to removing any tree stump from the ground or trees that have fallen and not damaged your building. » To commercial aerials, antennas and masts. » To driveways, paths, paving or underground services caused by a road vehicle, crane or earth moving equipment.
<ul style="list-style-type: none"> » Falling tree or tree branch. » Aircraft. » Vehicles. » Water-borne craft. » Space debris. » Debris from an aircraft, rocket or satellite. » An aerial. 	
Animal damage	<p>Loss or damage caused by:</p> <ul style="list-style-type: none"> » Animals and birds kept at your site. » Vermin, rodents, insects, termites. » Animals or birds pecking, biting, clawing, chewing, tearing or soiling the exterior of your building including partially enclosed areas.
Riot, civil commotion, industrial unrest	<p>Loss or damage caused by riot, civil commotion or industrial unrest if you or your family participated in the riot, civil commotion or industrial unrest.</p>

Your RAC Building Insurance

If you purchase an RAC Building Insurance policy and we agree to insure you, you are covered for:

- » Loss or damage to your building caused by an insured event (see page 9 for insured events) which occur during the period of insurance.
- » Your legal liability (see page 24 for legal liability cover) arising from events at your site which occur during the period of insurance and result in:
 - > The death of or bodily injury to any person (other than you or your family).
 - > Loss or damage to someone else's property at your site.

What we cover as your building

We cover:	Unless otherwise provided for in this policy, we do not cover:
<p>Your building which includes:</p> <ul style="list-style-type: none"> » Permanent internal and external fixtures and fittings. » Fixtures or structural improvements including floating flooring. » Built in furniture. » Light fittings. » External blinds and awnings. » An office or surgery within your building. » Landlord's fixtures and fittings up to \$5,000. » Service pipes, cables and meters. » Permanent fully and partially enclosed outbuildings used for domestic purposes. » Fences, gates, walls, paving, decking, sealed paths and driveways. » Pontoons, jetties, mooring poles and their attachments and accessories which are located on your site. » Swimming pools and spas incapable of being dismantled and re-erected. » Building materials, other than sand, gravel and soil, stored within a lockable area for a current extension or renovation. The most we will pay is \$2,000. » Any lockable storage compartment reserved for your exclusive use in any area of your site. 	<ul style="list-style-type: none"> » Hotels, motels or boarding houses. » Caravans or mobile homes. » Display homes. » Carpets or unfixed floor coverings. » Internal blinds or curtains. » Plants, shrubs or trees. » Buildings under construction. » Driveways, paths and other areas with non-fixed surfaces, e.g. gravel. » Premises primarily used for purposes of business, trade or profession. » Buildings in poor condition or that are structurally unsound.

Your building additional benefits

We provide you with these additional benefits at no extra cost.

When your building has been damaged by an insured event and we have agreed to pay your claim, we will also pay for:

» Temporary accommodation

When, prior to the happening of the insured event, you were living permanently in your building and we agree it cannot be lived in, we will pay the reasonable cost of comparable accommodation for you and commercial accommodation for your pets that live with you, for a period up to 12 months while your building is being repaired or rebuilt.

This benefit is provided in addition to your building sum insured.

» Owner not occupying

We will pay you the rent you lose for up to 12 months while your tenants cannot live in your building.

Cover under this section is provided only if all of the following apply:

- > your building is being repaired, or rebuilt, as a result of an insured event,
- > your building is uninhabitable, and
- > the estimated time to repair or rebuild your building is in our opinion reasonable.

This benefit is provided in addition to your building sum insured.

» Demolition and debris removal

We will pay the reasonable costs of demolition and the removal of debris and contents.

This benefit is provided in addition to your building sum insured. The most we will pay is 10% of your building sum insured.

» Locating the cause of damage

We will pay the reasonable costs incurred to locate the cause of damage (if we agree to pay these costs before you arrange to incur them).

» Building compliance fees and costs

We will pay the fees and extra costs required to make the repair of damaged parts of your building compliant with current building regulations and laws, including the cost of professional advice regarding the rebuild or repair, but not fees and costs:

- > Arising from any notice served on you before your building was lost or damaged.
- > In relation to making undamaged parts of your building compliant with current building regulations.

This benefit is provided in addition to your building sum insured. The most we will pay is 10% of your building sum insured.

» Mortgage discharge

We will pay the reasonable costs incurred in the discharge of any mortgage(s) in relation to your building following settlement of a total loss claim under the policy.

This benefit is provided in addition to your building sum insured.

Accidental glass breakage

We will replace or pay the cost of replacing any of the following items in your building, which are accidentally broken, and the break is through the entire thickness:

- > Glass which forms part of your building including built-in glass shelving.
- > Glass in a lighting fixture.
- > Glass, vitreous china and ceramic fixtures and fittings in bathrooms, laundries and kitchens.

We will also pay the reasonable cost of reconnecting any electrical components we replace.

We do not cover:

- > Accidental breakage of glass in a greenhouse or conservatory.

- > Glass or ceramic cooking surfaces.
- > Lids and glass in oven doors.

Burnout of electric motors

We will pay the lesser, reasonable cost of either repairing or replacing a domestic electric motor, which forms part of your building, when it has been damaged or destroyed by electric current.

We will not cover the cost of removing and replacing motors forming part of a submersible pump from a bore.

Storm damage to trees and shrubs

We will pay for the replacement of trees, shrubs and landscaping, lost or damaged during a storm. The most we will pay is \$500.

Your RAC Contents Insurance

If you purchase an RAC Contents Insurance policy and we agree to insure you, you are covered for:

- » Loss of or damage to your contents at your building including lockable domestic buildings at your site caused by insured events (see page 9 for insured events) which occur during the period of insurance.
- » Your legal liability (see page 24 for legal liability cover) arising from events which occur during the period of insurance anywhere in Australia other than at your site and result in:
 - > The death of or bodily injury to any person (other than you or your family).
 - > Loss or damage to someone else's property.

Your contents insurance policy also provides limited cover for your contents when they are in:

- » The open air at your site.
- » A building elsewhere in Australia in which you are temporarily residing.

We can provide you with additional cover for your personal valuables anywhere in Australia if you buy contents insurance with us (see page 22 for details).

What we cover as your contents

Some contents listed below have limited cover. These contents are set out on page 17.

We cover:	Unless otherwise provided for in this policy, we do not cover:
<p>Your contents including, but not limited to:</p> <ul style="list-style-type: none"> » Clothing, personal belongings and personal effects. » Furniture and furnishings. » Carpets (whether fixed or unfixed), floor rugs and curtains. » Household goods and appliances. » Legally obtained, commercially marketed music and video recordings, games, e-books, software and similar media stored on your computer, electronic reader, discs, USBs and similar devices. » Computers and associated equipment. » Home office/surgery equipment. » Furs, curios, works of art, pictures, paintings and articles containing gold or silver. » Domestic tools including garden tools, tools of trade, equipment and materials. » Above ground swimming pools, portable spas and saunas. » Contents you are leasing or which have been provided to you or your family as part of a written employment contract. » Watches, jewellery, gems and precious stones. » Cash, banknotes, gift and similar cards. » Unattached spare parts and accessories for motor vehicles, motorcycles, caravans, watercraft, trailers and bicycles. » Deeds and documents including title deeds, passports and bonds. 	<ul style="list-style-type: none"> » The cost of re-installing lost or damaged computer software. » Animals or pets. » Any part of your building including building materials. » Plants, shrubs and trees. » Coin or banknote collections. » Stamps or medals, individually or in collections. » Gold or silver bullion. » Goods kept for sale, distribution or on consignment. » Stock used in any business, trade or profession. » Aircraft, motorised watercraft and equipment, motor vehicles, motorcycles (including trail bikes, motorised scooters or motorised bicycles), personal mobility devices (including golf buggies and go-karts), caravans, trailers or any of their parts or accessories whilst attached. » Illegal items, including firearms/ammunition and unlawfully stored firearms/ammunition.

Contents with limited cover

Limits apply as to how much we will pay to repair or replace some of your contents. Contents with limited cover are listed in the table below.

You can request to increase certain contents with limited cover to a higher limit, as indicated in the table below. If we agree to those values and you have paid, or have agreed to pay, us any additional premium the contents will be shown on your schedule as specified contents.

	Limit	Higher limit available
Cash, banknotes, gift and similar cards	Up to \$200	✗
Watches, jewellery, gems and precious stones	Up to \$2,000 per item/set or \$5,000 in total	✓
Tools of trade	Up to \$2,000	✗
Legally obtained, commercially marketed music and video recordings, games, e-books, software and similar media stored on your computer, electronic reader, discs, USBs or similar devices	Up to \$2,500	✓
Furs, curios, works of art, pictures, paintings and articles containing gold or silver	Up to \$2,000 per item/set or \$5,000 in total	✓
Unattached spare parts and accessories for motor vehicles, motorcycles, caravans, watercraft, trailers and bicycles	Up to \$500	✗
Home office/surgery equipment	Up to \$5,000	✗
Deeds and documents including title deeds, passports and bonds	The cost of replacing them up to \$500	✗
Non-motorised watercraft up to 35m in length	Up to \$500	✗

Your contents additional benefits

We provide you with these additional benefits at no extra cost.

Temporary accommodation for tenants

When we have agreed to pay your contents claim, we will also pay the following if your building of which you are a tenant is damaged by an insured event so that you are unable to live in it:

- » Comparable accommodation for you and commercial accommodation for your pets that live with you, for the reasonable period up to 12 months while your building is being repaired or rebuilt.
- » Removing your contents from your building, storing them if necessary, and returning them.

The most we will pay is 10% of your contents sum insured.

Strata title owner's or tenants' fixtures and structural improvements

If your building is a:

- » strata title property owned by you, or
- » you are a tenant of a property,

we will cover those fixtures and structural improvements in your building or on your site which are your property and not insured by any insurance policy taken out under the provisions of the Strata Titles Act 1985 by the Strata Company of the building, of which your building forms part, against loss or damage which is directly due to an insured event.

The most we will pay is \$5,000.

Keys and locks

We will pay the reasonable cost to re-code or re-key your building's external door and window locks, if the keys to them are lost or stolen in a theft at your building. The most we will pay is \$500.

Visitors' belongings

We will pay the reasonable costs to repair or replace your visitors' belongings at your building when they are lost or damaged as the result of an insured event. The most we will pay is \$500.

Theft during the sale of your building

We will pay up to \$500 to replace your contents stolen when your building is for sale and while it is open for inspection by a licensed real estate agent.

Moving to a new address

When you move to a new address within Western Australia, we provide temporary cover for loss or damage caused by an insured event up to the contents sum insured, at both the new site and the current site. The cover will be provided for up to 14 days from the date you start moving.

Our cover also extends to transportation between the two sites but applies only while your contents are within the vehicle transporting them and the vehicle is:

- » Damaged or destroyed by fire.
- » Stolen.
- » Involved in a collision, including the overturning of the vehicle.

We do not cover your contents under this benefit while they are:

- » Being loaded into or unloaded from a vehicle.
- » Left in a parked unattended motor vehicle.

When your contents are at a bank or at a home you are temporarily residing in

When your contents are lost or damaged whilst:

- » in a safety deposit box at any bank in Australia, or
- » at a home you are temporarily residing in,

we will cover them for up to:

- » 20% of your contents sum insured where the loss or damage is directly due to an insured event other than storm or theft.
- » 5% of your contents sum insured where the loss or damage is directly due to:
 - > Storm.
 - > Theft but not theft of:
 - Cash.

- Tools of trade.
- Contents in store, on a person, in transit, in a motor vehicle, caravan, tent, boat or aircraft.

Accidental glass breakage

We will replace or pay the cost of replacing any of the following items in your building, which are accidentally broken and the break is through the entire thickness:

- » Mirrors.
- » Glass in furniture or household goods.
- » Glass in a light fitting (not being a fixture of the building).

We do not cover accidental breakage of glass in:

- » Television sets, computer monitors or tablets.
- » Radios, clocks or visual display units.
- » Ceramic or glass cooking surfaces including lids or oven doors.
- » Glassware or mirrors ordinarily carried by hand.

Spoilt foods

We will pay up to \$500 for food, which has been spoiled as a result of electric power failure or damage to a refrigerator/freezer.

Unauthorised use of your financial transaction card

If one or more of your financial transaction cards are lost or stolen anywhere in Australia and used illegally, we will pay up to \$500 towards the unauthorised expense.

We will not pay if:

- » Your card was misused because the user had access to your personal identification number.
- » You or your family incurred the unauthorised expense.
- » You did not notify the financial institution or credit provider within 24 hours of the financial transaction card being discovered lost or stolen.
- » The financial institution or credit provider provides indemnity for any loss.
- » You did not comply with the terms and conditions under which the card was issued.

Security service call outs

When your building is equipped with an RAC approved back-to-base security alarm system, we will reimburse you the cost of the fee charged by the security service when:

- » The alarm is triggered.
- » You are not at your site.
- » You agree to your security service physically inspecting your site for signs of a break-in.

Burnout of electric motors

We will pay the reasonable cost of rewinding or replacing a domestic electric motor which forms part of your contents, when it has been damaged or destroyed by electric current.

Your RAC Personal Valuables cover

If you purchase an RAC Contents Insurance policy, for an extra premium, we can provide you with additional cover for your personal valuables against accidental loss or damage that occurs anywhere in Australia.

You can insure your personal valuables with us as either unspecified personal valuables or specified personal valuables.

The cover you choose will be shown on your schedule.

Personal valuables

The table below lists the items that you can insure as unspecified personal valuables or specified personal valuables.

Personal Valuables are:	Covered items include:
Clothing and luggage	Handbags, wallets, travel bags, lockable suitcases and personal clothing
Glasses and personal medical equipment	Prescription and non-prescription glasses and sunglasses, hearing aids, dentures, non-motorised wheelchairs and insulin pumps
Jewellery and watches	Rings, watches, bracelets and necklaces
Portable electronic devices	Mobile phones, laptops, tablets, cameras and audio visual equipment
Sporting and recreational items	Bicycles (non-motorised), sporting equipment, musical items, diving and fishing equipment, guns and firearms

Unspecified personal valuables

You can choose one of the options listed in the table below to cover unspecified personal valuables items. The cover you select will be shown on your schedule.

Maximum sum insured per item/set:	Maximum sum insured per claim:
\$500	\$2,000
\$600	\$3,000
\$800	\$4,000
\$1,000	\$5,000

Specified personal valuables

Specified personal valuables are those items listed as Personal Valuables that you choose to insure individually for a specific amount.

The specified personal valuables that you insure and their maximum sum insured will be shown on your schedule. We strongly recommend that you have the valuations for these items reviewed each renewal and updated if necessary.

Your personal valuables policy does not cover

We do not cover the following either under unspecified or specified personal valuables:

- » Loss of or damage to personal valuables caused by:
 - > Mechanical, structural or inherent defect, electrical failures or power surge.
 - > Scratching or denting.
 - > Overwinding or component failure to watches or clocks.
 - > The bursting or malfunction of any firearm(s).
 - > The breakage of strings, reeds, drumheads or fishing line.
 - > Atmospheric conditions or extremes of temperature.
- » Items whilst being used in connection with any business, trade or profession.
- » Glass in watches, clocks or televisions.
- » Sporting and recreational equipment or musical instruments while they are in use and/or related accessories.
- » Tablet computer associated hardware and software.
- » Items whilst undergoing dyeing, cleaning, repair or renovation.
- » Items where cover is already provided to you by other insurance you were required by law to have. We will, however, pay you the difference between the amount of your loss and the amount you have recovered under the other insurance. We will not pay more than the sum insured.
- » Loss of or damage to personal valuables whilst intentionally left unattended in a public place or in an unlocked vehicle or unsecured vehicle.

Your legal liability cover

Building legal liability cover

Your building insurance policy covers your legal liability arising from events at your site which occur during the period of insurance and result in:

- » The death of or bodily injury to any person.
- » Loss or damage to someone else's property at your site.

The legal liability cover does not extend to liabilities for injury or damage as a result of an event that is caused by the ownership of an animal when the event occurs beyond the boundaries of your site.

Where your building is part of a scheme under the Strata Titles Act 1985, the cover is extended to include your legal liability for claims arising from events which occur in or on the common property of the scheme. This extension of cover for the common property is provided only where your liability for such claims has not been insured as required by the Strata Company.

Contents legal liability cover

Your contents insurance policy covers your legal liability arising from events which occur during the period of insurance anywhere in Australia other than at your site and result in:

- » The death of or bodily injury to any person.
- » Loss or damage to someone else's property.

When you are a tenant of your building, we will also cover you and your family against legal liability for claims arising from events which occur in your building or on your site which cause:

- » The death of or bodily injury to any person.
- » Loss or damage to property at your building that is owned by your landlord and is being used by you.

Our cover does not extend to liability for injury or damage as a result of an event caused by the ownership of an animal other than your family pet.

Limits of cover

The most we will pay for your legal liability claim is \$20,000,000 inclusive of legal costs in relation to

any one event under either your building or contents legal liability cover.

We will also cover you and your family against your liability for legal costs when our lawyers act in connection with such events.

Our cover does not extend to liabilities for injury, loss or damage:

- » To your employees which occurs during the course of employment.
- » To you or your family.
- » Caused by or connected with the use of a vehicle (other than a bicycle), caravan, aircraft or waterborne craft (including sailboards, surfboards, windsurfers, surf-skis and the like), lift or firearm.
- » For which you or your family have agreed to accept liability.
- » Which arises through your ownership of any other home, property or land.
- » Which arises out of your negligence or lack of skill in the conduct of any profession, occupation or business.
- » Which arises out of renovations (including alterations and repairs) that are being carried out on your building.
- » Arising from any sporting activity either as a player, coach, referee or official – including professional, recreational or amateur sport.
- » Caused by your dog which the relevant authority has declared to be dangerous.
- » Arising from any tree-logging or tree-felling on your site.
- » Arising from or in connection with the supply of alcohol, illegal substances or drugs (including tobacco).
- » Arising directly or indirectly out of:
 - > The inhalation of asbestos.
 - > Exposure to asbestos.
 - > Fear of the consequences of exposure to asbestos or inhalation of asbestos.

The policy does not cover your legal liability for any costs or penalties imposed upon you or your family under the provisions of any law.

General exclusions

The following exclusions apply to all cover under your policy.

Your building and/or contents

We may reduce the cover we provide, or not provide any cover at all when:

- » You do not provide reasonable protection for your building and/or contents.
- » You leave your building unoccupied for 60 consecutive days or more unless you told us and we agreed to continue the cover your policy provides. Our agreement is subject to your building being well presented and protected while it is unoccupied by:
 - > you stopping mail and any other deliveries,
 - > you ensuring lawns and gardens are maintained, and
 - > having your building regularly inspected inside and out.
- » You carry out structural alterations or renovations (including repairs) at your site that cost more than \$50,000 without telling us before they commence.
- » You keep flammable liquids or explosives on your site illegally.

Cause of loss, damage or liability

We will not cover any loss, damage or liability caused directly or indirectly by:

- » The insured events of storm, malicious damage, theft or any attempted theft which occurs during renovations, or in connection with renovations (including alterations and repairs) being carried out on your building.
- » The insured events of fire, theft or attempted theft or malicious damage where your building has been unoccupied for more than 60 days, unless you notify us beforehand and we agree to cover you.
- » The action of the sea, storm surge, high tide or tsunami.
- » Erosion, landslide, subsidence or movement.
- » Defect in design, material or product or structural failure.
- » Wear, tear, gradual deterioration or lack of maintenance.

- » Any pre-existing damage to the insured property.
- » Any person or organisation who lawfully destroys or takes property covered by this policy away from your ownership or control.
- » Mildew, rust, corrosion, rotting or discolouration.
- » Vermin or insects.
- » Heat not directly involving fire or as a result of your building or contents undergoing a process necessarily involving the application of heat.
- » Discharge or escape of any pollutant or contaminant.
- » Cleaning up asbestos or removing asbestos.
- » Damage to property or the loss of use of property arising out of the use or presence of asbestos.
- » Anything nuclear or radioactive.
- » Invasion, war whether declared or not, rebellion, revolution, or theft following any of these events.
- » Any act of terrorism.
- » Loss, damage or liability which arises outside of Australia.
- » Failure to keep your building or contents in good repair and condition, structurally sound, watertight, secure or well maintained.

Use of your building

We will not cover any loss, damage or liability caused directly or indirectly by your building or part of it being used for:

- » The purpose of a business, trade or profession that we have not been advised of and agreed to.
- » An unlawful purpose.

Timing

We will not cover loss, damage or liability caused by flood, storm or bushfire within the first 48 hours after the initial commencement of your policy or to the extent that you have increased your existing insurance cover, unless this policy or increase commenced:

- » When you first took possession of your building.
- » When your lease for your building commenced.
- » Immediately after another policy covering the same risk expired.

We also do not cover:

- » Consequential loss (which is any loss or damage that is not directly caused by an insured event – e.g. damage caused by plumbers fixing a leaking pipe) except as specially provided by this policy.
- » Any portion of a fence not owned by you.
- » Loss, damage or liability caused by, arising directly or indirectly from, or in any way connected with, an intentional act by you or your family or a person who has entered your site with consent from you or your family.

Claiming on your policy

You must co-operate with us

When you claim on your policy, you must give us any information and co-operation we reasonably require in dealing with your claim.

You must promptly provide us with full details of the event which led to your claim. The details we may require include:

- » The type of insured event.
- » Contact details of anyone involved.
- » Proof of ownership for any damaged or stolen property, such as receipts, owner manuals and warranties.
- » Copies of any letters, notices, court or other legal documents you receive relating to the insured event or a claim.
- » Receipts for expenses you have incurred that are covered under your policy and which have been authorised by us.

In addition, you must:

- » As soon as possible, report to the police any theft, attempted theft, malicious damage or attempted malicious damage.
- » Where possible, keep and safeguard your damaged property so we can inspect them, if required.
- » Provide written statements if we require them.
- » Provide truthful and complete information to us.
- » Not admit liability for, or negotiate to settle, any claim against you (or any other person covered under the policy) without our written permission.
- » Attend court and give evidence if we require it.
- » Assist us, even after we have settled your claim, in any proceedings we take to recover any money we have paid under your policy.

We are entitled to represent you or any other person covered under your policy:

- » In the negotiation, defence, settlement or any legal proceedings relating to a claim on your policy.

- » In any proceedings to recover any money we have paid under your policy.

If you do not assist us as required we may:

- » Reject your claim.
- » Pay a reduced amount for your claim.
- » Require you to repay any money paid for your claim.

Excesses

When you make a claim you may be asked to pay an excess. The specific excesses that apply to your policy and amounts payable are shown on your schedule. More than one excess may apply to your claim.

If you would like to know more please refer to our Premium, Excess and Discount Guide (PED Guide).

What we do when your building has been damaged

When you claim for loss or damage to your building in an event covered under your policy and we accept your claim, we will at our option either:

- » Repair the damage to a condition as near as possible to the former condition at the date your building was damaged.
- » Rebuild what is damaged to the equivalent of its condition at the date of damage with materials or components which are current and available at the time of rebuilding.
- » Make a payment to settle your claim, based on the cost of repair or replacement.

We will:

- » Not pay more than the sum insured of your building less any excess that may apply.
- » Pay only the costs which are actually incurred in repairing or rebuilding your building.
- » At our option choose to pay the repairer direct.
- » Require the repairing or rebuilding of your building to start within three months from the date on which the damage occurred, unless we agree in writing to a longer period.

If, in our opinion, the building had not been maintained in good repair as at the date of damage, the amount payable may be reduced to allow for wear, tear and depreciation.

What we do when your contents have been damaged, destroyed or stolen

When you claim for loss or damage to your contents in an event covered under your policy and we accept your claim, we will at our option either:

- » Repair the damage.
- » Replace the contents.
- » Make a payment to settle your claim, based on the cost of repair or replacement.

If a lost or damaged item forms part of a pair, set or collection, we will pay only the value of that one item. We will not pay for any reduction in value of the incomplete pair, set or collection.

We will not pay more than the sum insured of your contents less any excess that may apply.

What we do when your personal valuables have been lost or damaged

When you have personal valuables cover and you claim for loss or damage to your personal valuable(s) in an event covered under your policy and we accept your claim, we will at our option either:

- » Repair or replace the item(s).
- » Pay you the reasonable cost of repairing or replacing the item(s).
- » Pay you the sum insured (less any excesses that apply).

If a lost or damaged item forms part of a pair, set or collection, we will pay only the value of that one item. We will not pay for any reduction in value of the incomplete pair, set or collection.

Lifetime repair guarantee on your building

We guarantee the quality of the workmanship and materials authorised by us for the life of your building, in addition to any other rights you may have. If you wish to make a claim on this guarantee, please call us on **13 17 03** with details.

Goods supplied in the repair or replacement of your building come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Your contribution - building

If the repairs to your building leave it in a better condition than before the damage occurred, you may be required to pay a contribution to the repair cost.

Your contribution - contents

If the repairs to or replacement of your contents leave the item(s) in a better condition than before the damage occurred, you may be required to pay a contribution to the repair or replacement cost.

The materials and/or parts we use

When we replace or repair your lost or damaged building and/or contents:

- » We will match your undamaged building and/or contents as closely as possible. We will not replace undamaged materials and items so that they match those repaired or replaced.
- » And the damage is to floor coverings, fixtures and fittings within an open area such as a combined kitchen and family room, we will not repair or replace undamaged floor coverings, fixtures and fittings in any adjoining room or other common use area, for example a laundry which adjoins a bathroom.
- » And replacement materials or parts are not available, we will pay you what it would have cost us to repair your building and/or contents had the materials been available.

When we declare your building a total loss

If we declare your building a total loss, we will either:

- » Rebuild or repair your building up to the sum insured.
- » Pay you the reasonable cost of repairing or rebuilding your building up to the sum insured.
- » Pay you the sum insured of your building.

If you do not wish to rebuild or repair your building, or start rebuilding or repairing your building within three months (or such longer period which we agree in writing) from the date on which we declare the total loss, we will pay you the reasonable cost of repairing or rebuilding your building, less our allowance for depreciation provided our total payment does not exceed the sum insured.

When we settle a total loss claim:

- » We will deduct, or you must pay us, any excess that may apply.
- » Anyone who has a financial interest in your building (of which we are aware) will be paid first and you will be paid the balance.
- » Your policy comes to an end and there is no refund of any portion of your premium.

When we declare your contents a total loss

If we declare your contents a total loss, we will either:

- » Repair or replace your contents up to the sum insured.
- » Pay you the sum insured of your contents.

When we settle a total loss claim:

- » We will deduct, or you must pay us, any excess that may apply.
- » Anyone who has a financial interest in your contents (of which we are aware) will be paid first and you will be paid the balance.
- » Your policy comes to an end and there is no refund of any portion of your premium.

When we declare your specified personal valuable a total loss

If we declare your specified personal valuable a total loss, we will either:

- » Replace the specified personal valuable up to the sum insured.
- » Pay you the reasonable cost of replacing the specified personal valuable up to the sum insured.
- » Pay you the sum insured of the specified personal valuable.

When we settle a claim for the total loss of a specified personal valuable:

- » We will deduct, or you must pay us, any excess that may apply.
- » That item is deleted from your policy and no longer insured.
- » There is no refund of premium.

You must tell us if you require cover for any replacement specified item and pay any additional premium we may request.

About your building/contents sum insured

You will need to specify the sum insured for your building and contents at the commencement of your cover. Please refer to our online calculators at **rac.com.au** for guidance on calculating the sum insured.

You need to review your sum insured at the beginning of each subsequent period of insurance or when changes occur. We may also review the sum insured at the beginning of each subsequent period of insurance.

Except where a different limit is shown in your policy for the item of cover, the most we will pay is the sum insured shown in your schedule less any applicable excesses.

Some items of cover have their own limits. Where that limit is less than the sum insured, the item limit is the most that we will pay for that item.

Reducing the risk of underinsurance

We may review your sum insured at each annual renewal to help reduce the risk of you being underinsured. We recommend that you also review your sum insured when you receive your renewal and tell us if any adjustment is required.

Other important information

About your premium

There are a number of factors we take into account in determining your premium including but not limited to:

- » Location of your site.
- » The sum you are insured for.
- » Age and construction type of your building.
- » Who occupies your building.
- » Costs associated with operating our business.
- » Government charges.
- » Discounts that may apply to you.

Your premium is shown on your schedule.

If you would like to know more about how your premium is calculated please refer to our PED Guide.

Paying your premium

You can pay your premium either in one annual payment or by instalments.

When you pay in one annual payment your total premium will be less than if you pay it in instalments. The additional amount for payment by instalments contributes towards the increased cost of administering the instalment payment service.

You can pay your premium in annual payments, two six monthly payments, or 12 monthly payments, using your credit card or by direct debit through your financial institution.

When you pay by instalments you must ensure that:

- » The financial details you provide to us are correct.
- » Sufficient funds are available in your account for each instalment payment.
- » You advise us of any change to your financial details at least two business days before your next instalment payment is due.

You may contact your financial institution if you have an issue regarding your account or a direct debit.

We will provide you with at least 14 days' notice if we change any of your instalment payment arrangements.

If paying by direct debit, we may automatically renew your policy on the renewal date. If we plan to automatically renew, we will let you know we intend to do this before your cover ends and send you details of the renewal premium. If you do not want to renew your policy, you should let us know before the renewal date.

If you do not pay the full amount of your premium or any additional amount we may charge, we may reduce the period of insurance to match the amount you have paid.

Instalment payments

When you choose to pay by instalments, we will send you a notice advising of the first and future payment dates.

The first and future direct debit payments will be made on the due date unless that date is not a business day, when the payment will be made on the business day closest to the due date.

Please contact us immediately if you believe that an unscheduled payment has been made.

Where an instalment payment is overdue by:

- » More than 14 days and you make a claim on your policy, we may refuse to pay your claim.
- » More than one month, we may cancel your policy without notice and refuse to pay your claim.

If any of your instalment payments are rejected by your financial institution due to insufficient funds in your account or errors in your financial details, any fees that result from rejections will be payable by you.

Cancellation of instalment payments

If you decide to cancel your instalment payment arrangement, you need to:

- » Give us at least two business days' notice.
- » Arrange with us to pay the remaining premium due.

If you have made a claim, or one has been made against you (or any other person covered by your policy) in the current period of insurance, then you may be required to pay any outstanding premium due on your policy.

Credit card charges

We may charge a merchant fee when you pay your premium or your excess by credit card.

Goods and Services Tax (GST) and Input Tax Credit Entitlement (ITCE)

Your policy, the amounts insured and the premium that you pay are subject to GST.

You may be able to claim an ITCE for the GST that you pay on the premium for your policy. Please advise us of your ITCE when or before you make a claim on your policy. If you are eligible to claim an ITCE, we will deduct this amount from any payment we make to you.

We recommend that you seek advice from a financial advisor if you are unsure about the tax implications of your policy.

Cooling off period

If you cancel your new or renewed policy:

- » Before it starts we will return any premium paid in full.
- » Within 28 days of it starting, we will return any premium paid provided you do not make a claim during this time.

Cancellation by you at any time

You can cancel your policy at any time. To do so, please notify us and we will refund your premium less:

- » Any non-refundable government charges.
- » Our administration charge.
- » Our premium for the period of insurance provided.

Any refund will be limited to the premium paid in the current period of insurance. We may require you to provide proof, for example, contract of sale of your building.

If you have claimed on your policy during the period of insurance, a refund of premium may not apply. A refund will not apply when we have paid a total loss claim.

If you would like to know more please refer to our PED Guide.

Cancellation by us

If we cancel your policy, we will advise you in writing and refund you any remaining portion of your premium less:

- » Any non-refundable government charges.
- » Our premium for the period of insurance provided.

If you have claimed on your policy during the period of insurance, a refund of premium may not apply. A refund will not apply when we have paid a total loss claim.

If you would like to know more please refer to our PED Guide.

Other fees and charges

If your policy is changed or cancelled and the premium refund or premium payable is less than \$10, no refund or request for payment will be made.

If you have a complaint

Following these steps will assist you in resolving any complaint you may have:

- » **Tell us about it first.** If you have a complaint, please tell one of our staff about it or write to us with the details of your concerns.
- » **Refer to a Team Leader.** If the staff member is unable to resolve the matter for you, you can request that the matter be referred to a Team Leader who will contact you within 15 business days.
- » **Seek a review.** If we are still unable to resolve your complaint, you can ask for it to be referred to a Manager who will respond to you within 15 business days. This will be our final review after which, if you remain dissatisfied, you can seek an external review.
- » **Seek an external review.** If you decide to seek an external review, you can refer the matter to the Financial Ombudsman Service, an independent external dispute resolution scheme, at any time within two years of us informing you of the outcome of our final review of your complaint. You can contact the Financial Ombudsman Service by:

Telephone: **1300 780 808**

Mail: Financial Ombudsman Service Limited,
GPO Box 3, Melbourne VIC 3001

Email: **info@fos.org.au**

Your privacy

We and our authorised representative, RAC Distribution, (together the 'RAC') collect, store and use your personal information in accordance with the Privacy Act and as set out below. By taking out your policy you agree to this.

The RAC use and require your personal information to consider your insurance application and any subsequent application for insurance, issue and administer your policy and investigate and assess any insurance claim. For the purposes of doing so, your personal information may be passed to, or received from, a joint policyholder, RAC's assessors, investigators, repairers, suppliers, contractors, other insurance companies, insurance reference bureaus, law enforcement agencies, our related companies, legal and professional advisers, IT providers, and their agents, some of whom may be overseas.

The RAC may also use your personal information to tell you about other RAC Group products and services. Your personal information may be passed to other entities for promotional purposes. These entities may be associated with the RAC, operate under RAC's Brand, or be agents, contractors or allied organisations. You may tell the RAC not to use your personal information for these promotional purposes at any time by contacting us on **13 17 03**.

If the interest of a financier is noted on your policy, you consent to the RAC providing details of your policy and its currency to the financier.

If you would like to review or correct the personal information the RAC Group has about you, or if you wish to make a complaint, please call **13 17 03**. For further information, see the RAC Group privacy policy at **rac.com.au**

Financial Claims Scheme

Your policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS). The purpose of the FCS is to protect certain policyholders and claimants

in the event an insurer becomes insolvent. A person entitled to claim under insurance cover under a protected policy may be entitled to payment under the FCS, subject to certain eligibility criteria. Information about the FCS can be obtained from the Australian Prudential Regulation Authority (APRA) at apra.gov.au or the APRA hotline on **1300 55 88 49**.

The General Insurance Code of Practice

We support and participate in the General Insurance Code of Practice, a system aimed at providing a better understanding between policyholders and their insurance company.

The code is administered by the Financial Ombudsman Service (FOS) and you can obtain a copy of the code by visiting codeofpractice.com.au

Updating the PDS

We may need to update this PDS from time to time if certain changes occur, where required and permitted by law. We will issue you with a new PDS or a Supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, we may issue you with notice of this information in other forms or keep an internal record of such changes (you can get a paper copy free of charge by calling us).

About us

The underwriter and the issuer of your policy is RAC Insurance Pty Limited (ABN 59 094 685 882, AFS licence number 231222), a wholly owned subsidiary of RACI Pty Ltd (ABN 40 008 671 805), part of the RAC Group of Companies.

You can contact us:

- » By calling: **13 17 03**
- » Via our website: rac.com.au
- » By visiting any RAC Member Service Centre
- » By writing to us at PO Box C140, Perth WA 6839

Definitions

The following words when used in this PDS have defined meanings.

building - the physical structures located on your site which are used primarily for domestic purposes.

event - an event that was unintentional, unexpected or unforeseeable where loss or damage occurs and includes a series of events arising out of the one occurrence.

excess - the amount you may be required to pay towards any claim.

flood - the covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:

- » A lake (whether or not it has been altered or modified).
- » A river (whether or not it has been altered or modified).
- » A creek (whether or not it has been altered or modified).
- » Another natural watercourse (whether or not it has been altered or modified).
- » A reservoir.
- » A canal.
- » A dam.

keys - a device designed to enable you to access your building.

PED Guide - Premium, Excess and Discount Guide designed to provide you with additional information regarding discounts, excesses and calculation of premiums that apply under your policy. It is available at rac.com.au or by calling **13 17 03**.

period of insurance - the length of time your policy provides cover for as shown in your schedule.

policy - together this PDS, PED Guide, schedule and any Supplementary PDS we may issue.

premium - the amount you pay for your insurance. This includes GST and government charges.

schedule – the document we give to you that shows the particular details regarding you and your building, contents, personal valuables and the insurance we have agreed to provide.

site – the land at the address on your schedule on which your building(s) is located. Your site includes any land within the legal boundaries of that property, as well as all land adjoining the property, that you have a legal right to occupy. The site does not include common property.

storm – a violent atmospheric disturbance producing strong winds, rain, lightning, hail or snow and it includes cyclones and tornados.

sum insured – is the maximum amount we will insure your insured property and/or belongings for unless stated otherwise in this document. The relevant sum insured is shown on your schedule and includes GST.

terrorism – includes but is not limited to the use of force or violence and/or threat, by any person or group of persons done for or in connection with political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

we, us, our – RAC Insurance Pty Limited.

you, your – the person(s) or entity named as the policyholder on the schedule.

your family – anyone who permanently lives with you (including your spouse, partner or de facto, parents, parents-in-law, grandparents, children, grandchildren, brothers and sisters and their respective spouse, partner, de facto or children).

Financial Services Guide

About this Financial Services Guide

This Financial Services Guide provides you with information about RAC Distribution Pty Ltd (in this FSG defined as RAC Distribution, we or us) to assist you in deciding whether to use the financial services we provide. This FSG outlines the type of services and products we can offer you. It also explains how we are remunerated and includes details of our complaints handling procedures and how you can access them.

Any advice about the products we give you is of a general nature. We do not take into account your needs, specific objectives or financial position.

You can contact us:

- » By calling: **13 17 03**
- » Via our website: **rac.com.au**
- » By visiting any RAC Member Service Centre
- » By writing to us at PO Box C140, Perth WA 6839

Our services

RAC Distribution are authorised by RAC Insurance Pty Limited (RAC Insurance) to offer you a range of financial services on RAC Building, Contents and Personal Valuables Insurance including:

- » Provide general product advice (advice that has not been tailored to your personal objectives, financial situation or needs).
- » Arrange for the issue of RAC Insurance's products.
- » Issue RAC Insurance's products as its agent.
- » Agree on policy variations requested by you.

How we are paid

RAC Distribution do not charge you a fee or commission for our services.

We operate under a fee for service arrangement based on the amount of time we spend providing sales and services on behalf of RAC Insurance. This fee is reviewed annually and is subject to change from time to time.

Employees of RAC Distribution receive a salary and operate under a performance based incentive scheme. On average, the bonus is unlikely to exceed 2% of the employees' annual salary.

You may, within a reasonable time after receiving this FSG and before any financial service is provided, request to obtain further information about the remuneration, fees and any benefit that may be paid to us for these services.

Addressing complaints

Customer satisfaction is a priority for us. If you have a complaint about the financial services we have provided, please follow the steps for resolution of complaints set out on page 38.

Compensation arrangements

RAC Distribution has professional indemnity insurance in compliance with the requirements of the Corporations Act 2001 and for the financial services outlined in this FSG. The professional indemnity cover extends to financial services provided by representatives who are no longer employed by us in that capacity but who provided such financial services at the time the loss, damages or breach of an obligation occurred.

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Shopping Centre, Albany Highway |
| Mandurah | Shop 112, Mandurah Forum
Shopping Centre, Pinjarra Road |
| Morley | Shop 1, Morley Market
Shopping Centre, Bishop Street |
| West Perth | 832 Wellington Street |

Regional Member Service Centres

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22-28 Stephen Street |
| Geraldton | Shop 29, Northgate
Shopping Centre, Chapman Road |
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