

RAC Landlord's Insurance

Combined Product Disclosure Statement
and Financial Services Guide



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 44. 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 this 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.

This Combined PDS and FSG was prepared on 4 December 2020 and is effective from 25 February 2021.

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Welcome to RAC Insurance

We're here to do the right thing by you. That's our promise - and here's what that means:

- » We believe in looking after our members - not just their things. You can expect a more helpful service, from a local team who live and work here too.
- » 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.
- » You'll get high-quality cover for less than you may think. That's why more WA households choose to insure with RAC.

For more details about your policy, or our simple claims process, you can look through this PDS. Please read it carefully and if you'd like to learn more, call us on **13 17 03** or go to **rac.com.au**

Looking out for members with vulnerabilities

At RAC Insurance, we look to provide an extra level of service and sensitivity to members experiencing vulnerability, as we recognise that at different times anyone may need help due to their circumstances.

If circumstances of vulnerability are impacting on your situation and your ability to claim, we encourage you to contact us or refer to our vulnerability policy at **rac.com.au**

Choosing RAC Insurance makes you a valued RAC member - and you can make the most of our member benefits. You'll receive exclusive discounts on a huge range of retail outlets and RAC products and services. Find out more at **rac.com.au/memberbenefits**

Product Disclosure Statement

About this Product Disclosure Statement

This RAC Landlord's 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 landlord building and contents insurance 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 39 so you understand the words in this document that have special meanings.

When we agree to insure you

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 and contents 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 requirement 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 or contents, 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 will 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 landlord's insurance policies provide

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 13.

Your RAC Contents Insurance

Your RAC Contents Insurance policy covers you for loss of, or damage to your contents at your site. See page 17.

Summary of cover	Building	Contents
Legal liability up to \$20,000,000 inclusive of legal costs for incidents that occur in the building or at the site which cause death or bodily injury or damage to other's property	✓	✗
Loss of rent is covered for up to twelve months if the building becomes uninhabitable as a result of an insured event	✓	✗
Cover for loss of rent where a tenant defaults, after 4 weeks, for up to 12 weeks rent to a maximum of \$3,000	✓	✗
Cover for theft, attempted theft or malicious damage caused by a tenant or their guest/s up to \$10,000	✓	✓
Cover for landlord fixtures and fittings up to \$10,000	✓	✗
Compliance with building and other regulations of authorised repairs to your building up to a limit of 10% of your sum insured	✓	✗
Incidental expenses such as demolition, removal of debris, locating the cause of damage and professional advice on rebuilding	✓	✗
Costs to remove drug residues up to a limit of 10% of your sum insured	✓	✗
Mortgage discharge assistance when your building is a total loss	✓	✗
Accidental glass breakage	✓	✓
Burnout of domestic electric motors	✓	✓
Re-coding or re-keying door and window locks in the event of theft of keys for your building, up to \$800	✗	✓

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 21 for General Exclusions).

We cover loss and damage caused by:	Unless otherwise provided for in this policy, we do not cover:
Storm	Loss or damage caused by: <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. » A storm to a retaining wall. » 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. > Immediately after another policy covering the same risk expired without a break in cover. » Storm to your contents for more than \$1,500 while they are in the open air at your site.
Flood	Loss or damage caused by: <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. > Immediately after another policy covering the same risk expired without a break in cover.
Fire	Loss or damage caused by: <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. > Immediately after another policy covering the same risk expired without a break in cover.
Theft or attempted theft	Theft or attempted theft of: <ul style="list-style-type: none"> » Cash or negotiable instruments. » Contents whilst being lent to a third party. » Contents in the open air at your site in excess of \$1,500. Loss or damage caused by: <ul style="list-style-type: none"> » You or your family. » A person authorised by you or your family to enter your site. » A tenant or a person authorised by a tenant to enter your site except as set out below.

Theft or malicious damage by your tenant or their guest/s

We will cover theft or malicious damage by your tenant (or your tenant's guest/s) up to a combined maximum of \$10,000, less:

- » the deduction of bond moneys, where applicable;
- » the malicious damage/theft excess; and
- » any other applicable excesses shown on your policy schedule.

Theft or malicious damage by your tenant (or their guest/s), where we have paid up to the \$10,000 combined cover limit during that tenant's rental period.

Malicious damage does not include accidental loss or damage, wear and tear, or damage from carelessness or neglect.

Malicious damage by third party (by someone other than you, your family, your tenant or their guest/s)

Malicious damage does not include accidental loss or damage, wear and tear, or damage from carelessness or neglect.

Lightning

Loss or damage:

- » 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.

<p>Bursting, leaking, discharge or overflow of water or liquid from a fixed apparatus</p>	<p>Loss or damage:</p> <ul style="list-style-type: none"> » To the distribution and storage systems, appliances, fixtures and fittings. » To associated repairs to the apparatus, tanks or pipes. » Resulting 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.
<p>Earthquake</p>	<p>Loss or damage:</p> <ul style="list-style-type: none"> » Caused by high tide, tidal wave, tsunami or other actions of the sea. » Caused by earth movement, including but not limited to subsidence or landslide unless it occurs within 72 hours of, and is caused by an earthquake.
<p>Explosion</p>	<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 illegally or in breach of any statutory regulation.
<p>Impact of or by:</p> <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 	<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.
<p>Animal damage</p>	<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.
<p>Riot, civil commotion, industrial unrest</p>	<p>Loss or damage caused by riot, civil commotion or industrial unrest if you, your family, your tenant or their guest/s participated in the riot, civil commotion or industrial unrest.</p>

Rent Default

We will cover loss of rent where a tenant defaults on rent, for a maximum duration of 12 weeks. The maximum amount claimable under the insured event of rent default is \$3,000.

Cover under the insured event of rent default starts from week 5 that the tenant defaults on rent. You must bear the loss of the first four weeks rent.

To claim under this insured event, you must also have a current valid written rental agreement that states:

- » The term of the rental period;
- » The amount of rent payable by the tenant; and
- » The amount of bond payable by the tenant.

Loss or damage for rent default where:

- » You have not borne the loss of the first four weeks rent default by the tenant.
- » We have already paid up to the maximum amount of \$3,000 for rent default in that tenant's rental period.
- » You (the landlord) agree with the tenant to reduce rent (whether orally or in writing) and the tenant pays the amount of that reduced rent.
- » Your tenant is in rent arrears at the time that you commenced this policy, unless you can show that:
 - > All rent arrears owing by the tenant at the time of policy inception had been subsequently paid; and
 - > In addition to all rent arrears, your tenant has paid a minimum of four consecutive weeks of the agreed rent in accordance with the rental agreement.
- » Your agent withholds or does not pay you the rent paid by the tenant.
- » You do not have a current valid written rental agreement in place with the tenant.

Rent default that occurs after the earlier of:

- » The date that the term of the rental agreement ends, as contained in the rental agreement.
- » The date that the rental agreement terminates (or is terminated by a court).

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 pages 9-12 for insured events) which occur during the period of your insurance.
- » Your legal liability (see page 19 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:

Buildings located on the site which are rented to a tenant and used for private and domestic purposes. This includes:

- » Residential flats and home units, including any lockable storage compartment reserved for your tenant's exclusive use in any area of the site of which the flat or home unit forms a part.
- » Domestic outbuildings.
- » Fixtures or structural improvements including floating flooring.
- » Fences, gates, walls, paving, decking, sealed paths and driveways.
- » Built-in furniture.
- » Light fittings.
- » External blinds or awnings.
- » Swimming pools and spas incapable of being dismantled and re-erected.
- » Service pipes, cables and meters (whether in ground or not) that you own or are legally liable for.

Unless otherwise provided for in this policy, we do not cover:

- » Hotels, motels or boarding houses.
- » Caravans or mobile homes.
- » Display homes.
- » More than one home building under the same strata plan.
- » Carpets whether fixed or unfixed and floor rugs.
- » Internal blinds or curtains.
- » Plants, shrubs, grass or trees.
- » Buildings under construction.
- » Driveways, paths and other areas with non-fixed surfaces (e.g. gravel).
- » 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:

» **Landlord Fixtures and Fittings**

Under your building policy, we will cover loss and damage to landlord fixtures and fittings by an insured event, up to a maximum value of \$10,000 per policy period.

» **Loss of rent after an insured event**

When something happens to your building, this can have an impact on the rent you would usually receive.

If all of the following conditions apply, we will pay you the rent you lose for up to 12 months while your tenant cannot live in the building:

- > Your building is tenanted pursuant to a current rental agreement at the time of the insured event;
- > The building is being repaired or rebuilt and is uninhabitable, as a result of an insured event; and
- > We believe the time to repair or rebuild the building is reasonable.

We do not cover loss of rent under this additional benefit, if at the time of the insured event there was no tenant living in the building under a current rental agreement.

We will calculate the loss of rent by reference to the rent amount under the rental agreement that was in place at the time of the insured event.

» **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.
- > To meet building regulations that were already in place when your building was built, renovated or altered.

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

» **Costs to remove drug residues**

We will pay the reasonable fees and costs to make your building compliant with current health and safety guidelines, regulations or laws (including the cost of professional advice), where there is:

- > Damage to the building that results from the presence of illegal drug residues.
- > A legal requirement to clean-up, detoxify or remove illegal drug residue from the building.

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

» **Incidental expenses**

If we agree in advance, we will pay the reasonable costs you incur for:

- > Locating the cause of destruction or damage if this is needed as part of a repair.
- > Demolition and the removal of debris and contents.
- > Any necessary advice from a relevant professional you need related to the rebuilding or the repair of the building.

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

» **Mortgage discharge**

We will pay the reasonable administrative 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, where the break is accidental and through the entire thickness of the glass (it cannot be a crack, scratch or chip):

- » 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.
- » Ceramic or glass cooking surfaces including lids or oven doors.

Burnout of electric motors

We will pay the lesser of the reasonable cost of either repairing/rewinding or replacing a domestic electric motor, which forms part of the 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.

Your RAC Contents Insurance

As part of your landlord's insurance, you can also select cover for your contents but only if your building is insured with us.

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

- » Loss of or damage to your contents at your building, including any lockable storage compartment reserved for your tenant's exclusive use in any area of the site of which the flat or home unit forms a part, caused by insured events (see pages 9-12 for insured events) which occur during the period of insurance.

Your contents insurance policy also provides limited cover for your contents when they are in the open air at your site.

What we cover as your contents

We cover:	Unless otherwise provided for in this policy, we do not cover:
<p>Items you own that are left in the building for use by your tenant, which are only used for private and domestic purposes. We will only cover as contents items that are part of a hire or lease arrangement if you can show that there is no other insurance that covers that loss or damage.</p> <p>This includes:</p> <ul style="list-style-type: none">» Furniture and furnishings.» Carpets whether fixed or unfixed, floor rugs and curtains.» Domestic appliances that are not built in.	<ul style="list-style-type: none">» Animals.» Clothing and personal effects.» Collectables or curios.» Collections of any kind.» Gold or silver items.» Jewellery, including watches.» Negotiable instruments.» Plants, grass, shrubs, trees.» Photographic equipment.» Sporting equipment.» Tools of trade.» Vehicles, watercraft both motorised or non-motorised, aircraft and their associated accessories or equipment.» Works of art.

Your contents additional benefits

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

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 stolen in a theft at your building. The most we will pay is \$800.

We will not provide cover to re-code or re-key door and window locks if the tenant does not return the keys to you.

Accidental glass breakage

We will replace or pay the cost of replacing any of the following items in your building, where the break is accidental and through the entire thickness of the glass (it cannot be a crack, scratch or chip):

- » 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.

Burnout of electric motors

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

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, 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.

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 your building 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, or any person who lives with you.
- » 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 building, 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 any intentional or recklessly negligent act by you, your family, your tenant or their guest/s, or anyone on the site with your permission.
- » 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 a bird, insect, animal or vermin.
- » Arising from any tree-logging or tree-felling on your site.
- » Caused by or connected with the use of any farming machinery.
- » 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.
- » Arising directly or indirectly out of:
 - > Exposure to infectious disease.
 - > Bodily injury, death, property damage or loss caused by infectious disease.
 - > Any legal or other requirement to clean-up, detoxify, remove, monitor or test for an infectious disease.
- » Arising directly or indirectly out of:
 - > The inhalation of drug residues;
 - > Exposure to drug residues;
 - > Fear of the consequences of exposure to drug residues;
 - > Bodily injury, death, property damage or loss caused by drug residues;
 or any of the above in relation to products used to manufacture drugs.

The policy does not cover your legal liability for any costs or penalties imposed upon you, your family, your tenants and their guests 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;
- » Once becoming aware of loss or damage to your building or contents (or the immediate threat of loss or damage to your building or contents), you do not immediately take all reasonable steps to prevent further loss or damage from occurring. For example, this may include taking action to evict your tenant;
- » 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. To ensure cover, you must advise us in advance and have agreed a plan with us, such as:
 - > stopping mail and any other deliveries,
 - > ensuring grass and gardens are maintained and tidy, and
 - > having your building regularly inspected inside and out at least once a week;
- » 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, chemicals usually used in illegal drug manufacture, or explosives at the site illegally;
- » You or your tenants do not keep the building and contents in good repair and condition;
- » You or your agent do not complete a regular internal and external property inspection at least every six months; and the loss, damage or liability is a direct or indirect result of any of these factors.

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 action of the sea, storm surge, high tide or tsunami.
- » Erosion, landslide, subsidence or movement, unless it is directly caused by and occurs within 72 hours of an earthquake.
- » Defect in design, material or product or structural failure unless you did not know or did not contribute to, and reasonably could not have known of, this situation.
- » 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, mould, rust, corrosion, rotting or discolouration.
- » Animals, birds, insects or vermin.
- » 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.
- » Use of your site for farming activities.
- » 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.
- » Financial loss or costs arising from you (the landlord) breaching the rental agreement or any tenancy laws.
- » Unpaid utility bills of the tenant.
- » Malicious damage, theft or attempted theft involving the tenant when there is no rental agreement between you (the landlord) and your tenant.
- » Neglect from a tenant's poor housekeeping or unhygienic living habits.

- » In relation to drug residues (including the residue of products made to manufacture drugs):
 - > the inhalation of drug residues.
 - > exposure to drug residues.
 - > fear of the consequences of exposure to drug residues.
 - > bodily injury, death, or loss caused by drug residues.
 - > property damage caused by drug residues, unless specified otherwise in the policy.
- » Exposure to infectious disease.
- » Bodily injury, death, property damage or loss caused by infectious disease.
- » Any legal or other requirement to clean-up, detoxify, remove, monitor or test for an infectious disease.

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.
- » 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 (except for malicious damage or theft by a tenant under a rental agreement).
- » Loss, damage, liability, injury or death arising from repairs or attempted repairs carried out by the tenant or anyone acting on the instructions of the tenant.
- » Any portion of a fence not owned by you.

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:

- » A current valid written rental agreement.
- » A copy of a rent ledger or receipts for rent received.
- » A copy of the property condition report at the commencement of the rental agreement, including photos.
- » A copy of all routine property inspection reports for the building (to be performed at least every 6 months), including the most recent property inspection report.
- » All photos taken during all property inspections.
- » A copy of the full bond statement, including any deductions.
- » A copy of the tenant application form for the rental agreement.
- » A copy of any hire or lease arrangement for your contents, including details of any insurance.
- » Any notices issued relating to the termination of the rental agreement.
- » The type of insured event.
- » Contact details of anyone involved.
- » Proof of ownership and value for any damaged or stolen property, such as receipts, owner manuals and warranties.
- » Copies of any letters, notices, court or other legal documents received 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:

- » Immediately, report any theft, attempted theft or malicious damage to the police.
- » Immediately take all reasonable steps to prevent loss or damage from occurring or continuing to occur, once becoming aware of actual or potential loss or damage.
- » Where possible, keep and safeguard your damaged property so we can inspect it, 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.

You need to send to us immediately any documents received which suggest there is or may be a claim under this policy. These may be emails, letters, notices or court documents that refer to bringing action against you or seeking compensation for injury or damage.

Recovery of claimed amounts

If your tenant pays you or your agent an amount in relation to rent default after we have paid your claim for rent default, you must:

- » Notify us immediately.
- » Pay us the entire amount received until we have been reimbursed the amount paid to you in relation to that rent default, before you can keep the balance.

Deduction of bond settlement of your claim

When you make a claim under the insured event of theft or malicious damage by tenant, we are entitled to deduct the entire bond amount from the settlement of your claim, as well as any applicable excess.

However, we will not deduct the bond amount from the settlement of your claim if we have paid (or will pay) an amount for your claim under the rent default insured event.

If you do not collect bond equivalent to 4 weeks rent, we will settle your claim as though you had collected 4 weeks rent as bond.

Excesses

When you make a claim you may be asked to pay an excess prior to the claim being finalised. 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 may:

- » Repair the damage or rebuild what is damaged, to a condition as near as possible to the former condition at the date your building was damaged, using materials or components which are current and available at the time of rebuilding; or
- » Make a payment to settle your claim to enable you to use that payment to return your building to the condition as near as possible to the condition at the date it was damaged.

We may also make a payment to settle your claim if you do not commence rebuilding or repairing within 3 months (or such longer period which we agree in writing) from the date on which the damage occurred – as delay in repairing or rebuilding may result in additional damage or deterioration in its condition.

If we pay you a cash settlement we will pay you the reasonable cost to repair or rebuild the damage to your building which is covered by your policy.

This amount will be based on what it would have cost you to undertake the repair or rebuilding. We will make an assessment of the amount and consider the advice of experts where appropriate.

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.

If, in our opinion, the building had not been maintained in good repair and condition 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 make a claim for loss or damage to your contents in an event covered under your policy and we accept your claim, we may:

- » Repair or replace the item(s) to a condition as near as possible to its condition as at the date of damage or loss; or
- » Make a payment to settle your claim to replace or repair your item(s) back to a condition as near as possible to its condition as at the date of damage or loss.

If we elect to pay a cash settlement, we will pay the amount that it would cost you to replace the item(s).

We may also elect a settlement of store credit, vouchers or cash cards of our supplier(s) that enables you to replace the item(s).

If you request a cash settlement when we would have elected to repair or replace, or provide settlement of store credit, vouchers or cash cards of our supplier(s), then the cash payment will not exceed the amount we would have paid our supplier(s) to repair or replace the item(s).

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

We may need to take possession of your damaged building or contents

When you make a claim, we may need to take possession of your damaged building/ contents or enter the building and deal with the damage in a reasonable manner.

If, for some reason we don't do this, you will need to take all responsible steps to look after the damaged property until it is rebuilt, repaired or replaced.

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

Your cover is to return your building to as near as possible to its condition at the date of the damage, so if the repairs to or replacement of your building will leave it in a better condition than before the damage occurred, you may be required to pay a contribution to the repair cost if you want to proceed.

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 able to be sourced in a reasonable time, we will pay you the value of the material (plus the cost of installation).

When we declare your building a total loss

If we declare your building a total loss, we may repair the damage or rebuild what is damaged:

- » To a condition as near as possible to the condition at the date your building was damaged;
- » Using materials or components which are current and available at the time of rebuilding;
- » Less an allowance for any depreciation; and
- » Provided our total payment does not exceed the sum insured.

Alternatively, we may:

- » Make a payment to settle your claim to enable you to use that payment to return your building to the condition as near as possible to the condition at the date it was damaged; or
- » Make a payment to settle your claim if you do not commence rebuilding or repairing within 3 months (or such longer period which we agree in writing) from the date on which the damage occurred - as delay in repairing or rebuilding may result in additional damage or deterioration in its condition.

When we settle a total loss claim:

- » Any repair, rebuild or cash settlement will not exceed the sum insured less any excess or premium deductions 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.
- » If we pay you a cash settlement, we will pay you what it will cost to repair or rebuild the damage to your building which is covered by your policy.

This amount will be based on what it would have cost you to undertake the repair or rebuilding. We will make an assessment of that amount and consider the advice of experts where appropriate.

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:

- » Any replacement or cash settlement will not exceed the sum insured less any excess or premium deductions 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.

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.

To ensure that you have adequate levels of cover and are not underinsured, you need to review your sum insured at the beginning of each subsequent period of insurance or when changes occur.

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 fee.
- » 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.

Resolving complaints and disputes

We take great pride in our service to members. If you aren't satisfied with the service provided to you, please contact us on **13 17 03** or via email at

InsuranceMemberFeedback@rac.com.au

We take feedback very seriously and will handle any issues in accordance with our complaint and dispute resolution process as set out in our Complaint and Dispute Management Policy available at **rac.com.au**

Should you feel the need to escalate the issue with an independent third party, you can contact the Australian Financial Complaints Authority (AFCA) at no cost to you. Details are:

Telephone: **1800 931 678**

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

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

Website: **afca.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

The purpose of the Financial Claims Scheme (FCS) is to protect certain policyholders and claimants in the event an insurer becomes insolvent and cannot pay its obligations under the policy. A person entitled to claim may be entitled to payment under the FCS, subject to meeting eligibility criteria. Information about the FCS can be obtained from the Australian Prudential Regulation Authority (APRA) website at **fcs.gov.au** or the APRA hotline on **1300 55 88 49**.

The General Insurance Code of Practice

We adhere to the General Insurance Code of Practice, which aims to improve industry standards and practice across general insurance products and services.

The code is independently monitored and enforced by the Code Governance Committee. 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.

Act - means an Act of parliament and includes any amendment, re-enactment or successor legislation of that Act.

agent - someone who acts on your behalf to arrange and manage the rental of the building and site, including the collection of rent.

asbestos - includes asbestos fibres and any derivatives of asbestos.

bond - an amount of money paid by a tenant as security for the landlord's losses in respect of any breaches of the rental agreement. The bond amount collected from the tenant must not be less than 4 weeks rent.

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

consequential loss - is any loss or damage following an insured event, that is not directly caused by an insured event. Consequential loss includes but is not limited to:

- » The cost of your time to help us with your claim, loss of wages or income, medical costs.
- » Non-financial loss including loss of opportunity or enjoyment, physical or mental stress or inconvenience, injury to feelings or humiliation, delay in claims handling or repairs, interference to peace of mind.

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 settlement of any claim.

fire - burning with flames.

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.

good repair and condition - means that the building is generally in good repair and condition, including that:

- » The building is watertight and not at risk of water ingress;
- » The building is structurally sound and free of structural defect, decay or deterioration;
- » The building is free of vermin and vermin damage;
- » The building does not pose a risk to human health or safety;
- » All external windows and doors are lockable, intact and not boarded up;
- » The building is secure (including that the building is not occupied by squatters or unauthorised persons, and that the property is not under immediate threat of theft, loss or damage by known or unknown persons);
- » The building is well maintained (including that all general maintenance issues are promptly attended to, and that all previous damage has been fixed),

unless you did not know or did not contribute to and can show us that it was reasonable on your part to have been unaware of the condition.

infectious disease - means:

- » Any listed human disease under the Biosecurity Act 2015 (Cth) (whether or not it was listed as such at the time of the event).
- » Rabies.
- » Cholera.
- » Highly Pathogenic Avian Influenza or any strain or mutant variation of it.
- » Coronavirus disease (COVID-19).
- » Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) or any strain or mutant variation of SARS-CoV-2.
- » Transmissible Spongiform Encephalopathy (TSE) including but not limited to Bovine Spongiform Encephalopathy (BSE) or new Variant Creutzfeldt-Jakob Disease (VCJD).
- » Any fear or threat (or perceived fear or threat) of any of the above.

insured events - the events listed in the 'Insured Events' section of this policy, which may cause unforeseen or unintended loss, destruction or damage.

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

landlord - a person with the legal authority to allow a tenant to live in the building under a current valid rental agreement. This is also the named policyholder on the policy schedule.

landlord fixtures and fittings - these are items that are permanently attached or fixed to the building, that you would normally expect to find in an unfurnished home building and that can't be removed without causing damage to the building. This includes stoves, built-in air conditioners, light fittings, window furnishings and carpets, whether fixed or unfixed, floor rugs and curtains. This does not include internal paint, moveable appliances, moveable furniture, or any item that is insured (or is required to be insured) by the Owners Corporation as part of a strata scheme.

listed human disease - a reference to a listed human disease shall have the meaning found in the Biosecurity Act 2015 (Cth) and in any replacement definition, or where there is no replacement definition the term shall have the meaning of a term which is substantially similar in meaning as defined in or declared in any amendment, re-enactment or successor legislation.

loss of rent - the rent that you lose as a result of the building not being able to be lived in while being repaired/ rebuilt as a result of an insured event.

malicious damage by tenant - damage to the building and/ or contents by the tenant (or anyone on the site with the permission of the tenant) which is motivated by spite, malice or vindictiveness, and is committed with the intention of damaging the building and/ or contents. Malicious damage does not include accidental loss or damage, wear and tear, damage from a tenant's carelessness or neglect, or damage caused by a tenant's poor housekeeping or unhygienic living habits.

malicious damage by third party - damage to the building and/ or contents by anyone other than you, your family, your tenant, or anyone on the site with their permission. This damage is motivated by spite, malice or vindictiveness, and is committed with the intention of damaging the building and/ or contents. Malicious damage by third party does not include accidental loss or damage, wear and tear, or damage from carelessness or neglect.

open air – means any area at the site that is not fully enclosed by walls and a roof and not able to be secured.

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.

rent – the amount of money a tenant pays on a regular basis to lease the building and site, as set out in the rental agreement. From time to time, the amount of rent may be varied verbally or in writing by mutual agreement between the landlord and tenant.

rent default – the rent you lose when the tenant defaults on rent payments, including when a tenant leaves without giving the notice required under the rental agreement or the tenant is declared bankrupt.

rental agreement – a current valid written agreement between you (the landlord) and the tenant for the building and the site, that details the terms and conditions of their tenancy including the rental period, the amount of rent to be paid, and the amount of bond that a tenant is required to pay. Once the fixed term of the tenancy ends, the rental agreement becomes a continuing agreement with the same terms and conditions.

rental period – means the term of the rental agreement as stated in the rental agreement, and includes any extension (whether or not that extension is in writing or by conduct).

replacement – replacement shall be by equivalent property in new condition.

schedule – the document we give to you that shows the particular details regarding you and your building and contents 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.

tenant - the person (or people) named in the rental agreement who has been granted the right to live in the building and any other person who permanently resides in the building.

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.

uninhabitable - unfit for habitation due to damage to the building, or the risk posed by the building to human health or safety. This includes where there is no electricity or running water, windows are boarded up, or there are insufficient kitchen or bathroom amenities.

unoccupied - means that no one is eating, sleeping or living in the building as their usual place of residence, and includes where:

- » The building is not tenanted under a rental agreement.
- » The building is uninhabitable or not connected to utilities.

we, us, our - RAC Insurance Pty Limited.

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

your family - any family member 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 Landlord's 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 36.

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.

**Contact
us**

General enquiries **13 17 03**

 **facebook.com/RACWA**

 **@racwa**

 **rac.com.au**

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