

Supplementary Product Disclosure Statement

for Landlord's Insurance

This Supplementary Product Disclosure Statement (SPDS) was prepared on 1 September 2018 and applies to Policies commencing or renewed on or after 1 November 2018.

This SPDS should be read with the Landlord's Insurance Product Disclosure Statement and Policy Wording (the "PDS") effective 26 August 2013. These documents together with Your Policy Schedule and Our Premium, Excess and Discount Guide ("PED Guide") form the basis for Your insurance cover.

For a copy of the PDS applying from 26 August 2013 please go to rac.com.au or call us on **13 17 03**.

Important Changes

1. Page 1 of the PDS - the second paragraph under the heading **The purpose of the PDS** is replaced with the following:-

Your current Policy Schedule and Premium, Excess and Discount Guide ("PED Guide") form part of this PDS and Policy Wording and together these form the basis for your insurance cover. You should read these documents to ensure the cover suits your needs. Policy terms are set out in full in Part 2 of this PDS and Policy Wording starting from page 15.

2. Page 5 of the PDS - delete the wording under the heading "Excess" and replace it with the following:

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 Policy Schedule. More than one excess may apply to your claim.

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

RAC Insurance Pty Limited
AFS Licence Number 231222
1 September 2018

3. Page 9-10 of the PDS - replace the **Complaint & Dispute Resolution Procedure** and **The Financial Ombudsman Service** sections with the following:-

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 Resolution brochure 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

4. The **"Flood"** definition (page 17) is deleted and replaced with:-

"Means the covering of normally dry land by water that has escaped or been released from the normal confines of any of the following: (a) a lake (whether or not it has been altered or modified); (b) a river (whether or not it has been altered or modified); (c) a creek (whether or not it has been altered or modified); (d) another natural watercourse (whether or not it has been altered or modified); (e) a reservoir; (f) a canal; (g) a dam."

