

Secure™ Relocatable Home Insurance Product Disclosure Statement

ADDITIONAL INFORMATION GUIDE

This Additional Information Guide (AIG) is designed to provide you with additional information about excesses, how we calculate premiums and the discounts available under the policy. You should read this AIG together with our Secure™ Relocatable Insurance Product Disclosure Statement (PDS) dated 3/12/2020.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 23 March 2021.

YOUR EXCESS

An excess is the amount you pay towards the cost of your claim for each incident covered by your policy. You might have to pay more than one type of excess when you claim.

The total excess you are required to pay is determined by the circumstances of your claim. The amount and types of excesses that apply to your policy are shown on your schedule.

The different types of excesses and the excess amounts are:

Type of excess	Amount
Home Building Basic excess	This amount of your basic excess will be shown on your schedule. If you apply to vary your home and/or contents excess and we agree to the variation, your building excess will be the amount chosen by you from our range.
Home Contents Basic excess	This excess amount will be shown on your schedule. Basic excess If you apply to vary your contents excess and we agree to the variation, your contents excess will be the amount chosen by you from our range.
Earthquake excess	In the event of an earthquake claim we will require you to pay an additional excess of \$200.
Underwriting excess	We may impose an additional excess based on our assessment of the risk, including your claims history, if your home is unoccupied or you wish to insure a high value item or a unique or unusual type of item. The underwriting excess may be included in your basic excess.
Personal Valuables excess	Personal Valuables has its own excess that applies instead of your Home Contents Basic excess

ABOUT YOUR PREMIUM

The amount you pay for this insurance is called the premium. Your premium includes any applicable GST, stamp duty, other government charges and any levies that apply. The premium will be shown on your schedule as the 'Total Amount Payable' or, if you pay by monthly instalments, as the 'Instalment amount'.

When we calculate your premium, there are a range of factors we take into account. The importance we place on the factors we use can change and how those factors combine to affect your risk premium will differ from person to person.

Significant factors affecting your premium include a combination of some or all of the following:

- ▼ Sum insured of building and contents
- ▼ Postcode where the relocatable home or contents are located
- ▼ The construction type of your relocatable home
- ▼ If you have chosen the personal valuables option

Each time you renew your policy, your premium is likely to change even if your personal circumstances have not changed.

This is because premiums are also affected by other factors such as:

- ▼ The cost and frequency of claims we have paid to other customers;
- ▼ The cost and frequency of claims we expect to pay in the future;
- ▼ Changes in government taxes or charges; and
- ▼ Our expenses of doing business and commercial factors.

When determining your renewal premium, we also consider how much you paid last time. As such we may limit movements up or down.

Premium Discounts

You will be eligible for a retired customer discount on your policy if you are not insuring an investment property and you are over 55 years old and no longer working full-time and we know this.

From time to time we might also offer discounts or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions will usually apply and you might not be eligible for our usual discounts.

If you are eligible for more than one discount we apply any subsequent discount to the already discounted premium. The amount and type of discounts offered can change or be withdrawn. Discounts are applied before government taxes and charges.

Government taxes and charges

After we have calculated the amount to cover your relocatable home insurance policy any applicable stamp duty, GST, charge and levy are then applied.

Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles people, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

You can find more information about the FCS from APRA at www.fcs.gov.au