



Home Removals Insurance For transit within Australia only

Product Disclosure Statement & Policy Wording

June 2009

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Contents

Home Removals Insurance – Product Disclosure Statement

Who is the insurer	2
Who is Associated Marine	2
Who to contact	2
General Insurance Code of Practice	2
How to apply for Home Removals Insurance	2
Significant features and benefits	2
Significant risks	3
Excess	3
Costs and charges	3
Your duty of disclosure	3
Your cooling off period	4
How to make a claim	4
Taxation information	4
Your Privacy	4
What to do if you have a complaint	4
Updating this PDS	4

Home Removals Insurance – Policy Wording

Words that have a special meaning	5
When you are insured	5
How much we are insuring your goods for	5
The insurance cover you select	5
Further cover applicable to both options	6
Additional benefits	6
Optional additional benefits	6
What you are NOT covered for	6
Limitations to both covers	7
What should you do in the event of a claim	7
Paying claims	7
Recovery rights	7

Home Removals Insurance Product Disclosure Statement

This document contains a Product Disclosure Statement (PDS) and a Policy Wording for Home Removals Insurance. Please read the PDS and Policy Wording carefully.

This PDS has been prepared to assist you in understanding the Home Removals Insurance policy and making an informed choice about your insurance requirements.

The PDS sets out the significant features of Home Removals Insurance including its benefits, risks and information about how the insurance premium is calculated. You need to read the Policy Wording section of this document for a full description of the terms, conditions and limitations of Home Removals Insurance.

Who is the insurer

Zurich Australian Insurance Ltd ABN 13 000 296 640 (Zurich) 5 Blue Street, North Sydney NSW 2059 is the insurer.

Who is Associated Marine

Associated Marine Insurers Agents Pty. Ltd. ABN 41 006 104 007 (Associated Marine) is managing agent for certain Zurich insurance products, including Home Removals Insurance. Under its arrangement with Zurich, Associated Marine provides all services in relation to Home Removals Insurance which includes dealing with and settling claims.

Associated Marine is wholly owned by Zurich Financial Services Australia Ltd ABN 11 008 423 372. Associated Marine's AFS licence number is 235383.

In this PDS: 'we', 'us' or 'our' are references to Associated Marine on behalf of Zurich.

Who to contact

For enquiries about Home Removals Insurance, please contact Associated Marine. Details of your nearest Associated Marine office are on the last page of this document. You can contact Associated Marine in any of the following ways:

- free call 1800 009 796
- by telephone
- by facsimile
- by writing to any Associated Marine office
- through our website www.associatedmarine.com.au

General Insurance Code of Practice

The purpose of the General Insurance Code of Practice (Code) is to raise service standards, improve claims and complaints handling and help people better understand how general insurance works.

The objectives of the Code are:

- (a) to promote better, more informed relations between insurers and their customers;
- (b) to improve consumer confidence in the general insurance industry;
- (c) to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- (d) to commit insurers and the professionals they rely upon to higher standards of customer service.

Associated Marine supports the Code. Brochures on the Code are available from your nearest Associated Marine office.

How to apply for Home Removals Insurance

You can complete our application form which is available by calling our free call number 1800 009 796 or you can apply via our website www.associatedmarine.com.au. If we accept your application for Home Removals Insurance, you will receive a policy schedule that sets out details of the insurance you have purchased.

The Policy Wording only becomes a policy document if an application is completed and accepted by us and a policy schedule detailing the cover provided is attached to the Policy Wording.

Significant features and benefits

Cover options

If your goods are transported by a professional removalist you may choose either Gold Cover or Silver Cover. However, if you move your goods or pack the container yourself only Silver Cover is available. Whichever cover option is selected a range of additional benefits is included.

Full details of the cover options provided under Gold Cover and Silver Cover are shown in the Policy Wording section of this document under the heading 'The Insurance Cover You Select'. Additional benefits are shown in the Policy Wording under the heading 'Additional Benefits'.

Commencement of cover

In order for your insurance cover to be effective you must pay the premium. When your cover commences depends on whether a removalist moves your goods or you move your goods. Details of when your cover commences can be found in the Policy Wording section of this document under the heading 'When you are insured', you should read this section carefully..

Exclusions

Our insurance is designed to provide protection for you in the event of something happening which has been insured against. Under some circumstances, Home Removals Insurance will not provide any insurance cover to you. For example, Home Removals Insurance will not pay for:

- Loss or expenses as a result of wear and tear, moths, or vermin
- Loss or expenses as a result of anything nuclear or radioactive

Full details of all relevant policy exclusions can be found in the Policy Wording section of this document under the headings 'What you are NOT covered for' and 'Limitations to both covers'. It is important that you are aware of these exclusions and limitations and you should read the Policy Wording.

Significant risks

Your goods are insured for their full replacement value (unless stated otherwise in your policy schedule), regardless of age, but limited to the sum insured stated in the policy schedule. In the event of a claim the option to repair or replace your goods remains ours. You should ensure that the sum insured represents the full replacement value of your goods.

If you move with a professional removalist you may choose either Silver Cover or Gold Cover and you should ensure you select the option that best suits your requirements. If you move your own goods or pack the container yourself, only the Silver Cover option is available.

Where you request the removalist to store your goods for a nominated period, the goods are not insured during storage unless shown in your policy schedule.

Excess

If you make a claim under Home Removals Insurance, you may be required to pay an excess. A description of the excess and the circumstances in which an excess is payable are shown in the Policy Wording section of this document under 'Words that have a special meaning'.

Costs and charges

The amount you pay for Home Removals Insurance depends on the type of cover you choose (see the Policy Wording section of this document under the heading 'The insurance cover you select').

Please contact us to obtain a quote based on the cover you have selected. Premiums are subject to Commonwealth taxes and/or charges including Goods and Services Tax (GST). Where storage is required stamp duty and/or a fire service levy is also payable in some states. If you decide to buy Home Removals Insurance from us, the premium we quote will include all applicable taxes and/or charges.

The premium payable and the amount of these taxes and/or charges will be shown on the policy schedule we provide you.

We take into consideration a number of factors in setting our premiums. These include, but are not limited to, factors relating to the distance of the journey and whether you intend storing the insured goods and, if so, for what period.

Your duty of disclosure

We rely on the information you provide to us when you apply for Home Removals Insurance or change your policy. You must tell us anything that you know, or should know, that could affect our decision to insure you and/or the terms on which we insure you.

What you DO need to tell us

When answering our questions you must be honest and you have a duty under law to tell us anything known to you and which a reasonable person in the circumstances would include in answer to the question. We will use the answers in deciding whether to insure you and on what terms.

What you DON'T need to tell us

You do not need to tell us anything that:

- reduces our risk
- is of common knowledge
- we know, or as an insurer should know
- we indicate that we do not want to know

What will happen if you do not tell us

If you do not answer our questions in this way, we may reduce or refuse to pay a claim, or cancel your policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat the policy as never having existed.

Your cooling off period

We will refund all premium paid for cover under Home Removals Insurance at any time prior to the time when an Insured Good is first moved by your removalist for the purpose of being packed or, if you are moving the goods yourself prior to an Insured Good being loaded onto the conveyance (see the Policy Wording section of this document under the heading 'Insured Goods' for the meaning of Insured Goods). To do this, you must advise Associated Marine in writing and return the policy schedule to our office. You will not receive a refund if you have made a claim under Home Removals Insurance.

How to make a claim

To make a claim, please contact Associated Marine when something happens that you believe you can claim for. Details about making a claim are shown in the Policy Wording section of this document under the headings 'What you should do in the event of a claim' and 'Recovery rights'.

Taxation information

We show all taxes and charges as separate items on all policy schedules (for example, GST and stamp duty). Details about GST as it relates to claim payments are shown in the Policy wording section of this document under the heading 'Paying claims'.

Your Privacy

We collect personal information from you for the purpose of providing you with insurance products and services and for processing and adjusting claims. You can choose not to provide this information, however, we may not be able to process your requests. We may disclose information we hold about you to other insurers, to an insurance reference service or as required by law. In the event of a claim, we may disclose information to and/or about you from investigators or legal advisors. If you wish to update the information we hold about you, contact Associated Marine.

What to do if you have a complaint

If you have a concern about the Home Removals Insurance, a decision on your claim, the service provided by Associated Marine or its agents, loss adjusters or investigators, please contact your nearest Associated Marine office and they will help you in any way they can.

If they or their manager are unable to resolve the matter, please ask to be referred to a Dispute Resolution Officer.

The Dispute Resolution Officer will investigate and try to reach a satisfactory outcome. Our Dispute Resolution process is a free service to you.

If you are still not satisfied, the matter can be reviewed by the Financial Ombudsman Service. Financial Ombudsman Service Limited is an impartial body that is independent of this company. It will investigate your matter and make its decision at no cost to you. You can contact the Financial Ombudsman Service by calling 1300 780 808.

Updating this PDS

Certain information in this PDS may change from time to time. If the updated information is not materially adverse from the point of view of a reasonable person deciding whether or not to purchase this product, a paper copy of the updated information will be available free of charge upon request, by contacting either your insurance adviser or us by using our contact details set out on the back cover of this PDS and Policy Wording. Please note we may also choose to issue a new PDS or a supplementary PDS in other circumstances.

Home Removals Insurance Policy Wording

Words that have a special meaning

We, Us, Our

Associated Marine Insurers Agents Pty. Ltd as managing agent for Zurich Australian Insurance Ltd.

You, Your

The applicant(s) for this insurance.

Excess

This is the amount of money you will pay if you have a claim. The excess is \$200 unless shown otherwise in the schedule. No excess applies where loss or damage occurs as a result of an event insured under Silver Cover regardless of the cover option selected.

Policy Schedule

This is the document we give you which sets out the details of your cover, where you are moving from/to, the sum we have insured your goods for, the period of storage cover, if any, and the premium payable. It forms part of the policy and should be read in conjunction with the terms and conditions of the policy.

Insured Goods

Household goods and personal effects excluding:

- registered motor vehicles and motor cycles, unless stated in your policy schedule as an additional insured item
- caravans and trailers, unless stated in your policy schedule as an additional insured item
- watercraft exceeding three metres in length
- cash, banknotes, jewellery, precious gems, bullion, stamp or other collections or documents of value
- pets, unless stated in your policy schedule as an additional insured item

Removalist

The professional removalist with whom you have contracted to move your goods.

Storage

Where the removalist temporarily holds your goods in store during transit this is known as 'incidental storage' and your goods are insured. If at your request the goods are stored for any nominated period(s) they are not insured during such storage unless shown in your policy schedule. Please note that Associated Marine will only provide storage cover if the goods are stored in a professional storage facility with your removalist, storage cover is not available to insure goods in self storage warehouses.

Destination

The final residence within Australia to which the insured goods are to be delivered.

When you are insured

When we accept your application and you have paid the premium we will provide you with a policy schedule. This becomes part of your policy and is your proof of the cover provided. You may pay your premium by cash, cheque or credit card. If your cheque or credit card is dishonoured by your financial institution, you are not insured.

Your cover commences from the time when each item is first moved by your removalist for the purpose of being packed and continues during transit including any nominated period of storage and ceases when last moved by your removalist when delivered at the destination.

If you move the goods yourself, cover commences once the goods are loaded onto the conveyance and ceases upon commencement of unloading from the conveyance.

How much we are insuring your goods for

Your goods are insured for their full replacement value (unless stated otherwise in your policy schedule), regardless of age, but limited to the sum(s) insured stated in the policy schedule. Please refer to page 6 for details on how pets are valued and to page 7 for details on how computers, motor vehicles, motor cycles, caravans and/or trailers are valued.

The insurance cover you select

The cover you have selected and which is stated in your policy schedule is as follows:

Gold Cover

Loss of or damage to goods caused by accident or by the deliberate act of a third party (includes all events listed in Silver Cover).

OR

Silver Cover

Loss of or damage to goods directly caused by any of the following events:

- fire, explosion, lightning or flood
- collision of the conveyance carrying your goods with an external object, or of the goods while on a land conveyance carrying them with something not on or part of that conveyance
- overturning, jackknifing or derailment of the land conveyance carrying your goods
- grounding, sinking or capsizing of any vessel carrying your goods

- crashing or forced landing of any aircraft carrying your goods
- discharge of your goods at a port of distress
- jettison of the goods from a vessel

Further cover applicable to both options

In relation to transit by sea, you are covered for general average including salvage charges.

Additional benefits

Delayed unpacking

We will pay for loss or damage discovered when the goods are unpacked up to 30 days after delivery at the destination, unless stated otherwise in your policy schedule. Packaging showing signs of damage, wetting or staining when delivered should be opened immediately to minimise any damage.

Temporary Accommodation

Regardless of the cover option selected by you, where loss or damage occurs as a result of an event insured under Silver Cover and your insured goods have not been delivered to the destination by the intended delivery date, we will contribute to the reasonable cost of necessary temporary accommodation. Our contribution will be limited to \$100 per day, for a maximum period of 30 days from the intended delivery date at the destination, unless stated otherwise in your policy schedule. This payment will be in addition to your elected sum insured.

Optional additional benefits

Optional additional benefits are subject to an additional premium and are only applicable to your insurance if stated in your policy schedule

Delayed unpacking extension

We will extend cover of your goods to include loss or damage discovered when the goods are unpacked up to 60 days after delivery at the destination. Packaging showing signs of damage, wetting or staining when delivered should be opened immediately to minimise any damage.

Temporary accommodation extension

Regardless of the cover option selected by you, where loss or damage occurs as a result of an event insured under Silver Cover and your insured goods have not been delivered to the destination by the intended delivery date, we will contribute to the reasonable cost of necessary temporary accommodation. Our contribution will be limited to \$100 per day for a maximum period of 60 days from the intended delivery date at the destination. This payment will be in addition to your elected sum insured.

Mechanical/electrical breakdown

This policy will extend to cover damage to electronic equipment following mechanical, electrical or electronic breakdown or malfunction where there is no external evidence that an insured event has occurred up to the sub limit stated in the policy schedule. The maximum amount we will pay for any one claim is \$5,000.

Loss of software

We will pay the reasonable cost for loss of registered software from a personal computer following an insured event up to the sub limit stated in the policy schedule. The maximum amount we will pay for any one item is \$300 limited to a total of \$2,000.

Pet cover

We will provide cover for death or veterinary costs of your household pet following injury as a result of an insured event under Silver Cover, up to the sub limit stated in your policy schedule. The maximum amount we will pay for death or injury of your pet is \$1,000 per pet, limited to a total amount of \$3,000.

Theft cover

Provided your goods are being moved by a professional removalist, we will provide cover for theft of insured items under Silver Cover. The excess for theft cover is \$200 unless shown otherwise in your policy schedule.

Containers

We will provide cover for loss or damage to shipping containers following a peril insured under Silver Cover up to the sub limit stated in your policy schedule. Additionally we will cover your legal liability for loss or damage to shipping containers in your care, custody and control up to the sub limit stated in your policy schedule. The maximum amount we will pay for loss or damage to your container is \$5,000. Please refer to page 5 'When you are insured' for full details of when your container is insured.

What you are NOT covered for

This policy does not cover loss damage or expense caused by:

- delay
- wear and tear, moth, vermin, normal atmospheric or climatic conditions or inherent vice
- mechanical, electrical or electronic breakdown or malfunction where there is no external evidence that an insured event has occurred, unless stated in your policy as an optional additional benefit
- failure to recognise, interpret or process any date or to function correctly as a result of such failure where there is no external evidence that an insured event has occurred

- loss of data from any computer hardware or software
- loss of software from any computer, unless stated in your policy as an optional additional benefit
- anything nuclear or radioactive
- any chemical, biological, bio-chemical or electromagnetic weapon

Limitations to both covers

Pairs and set clause

Where any insured goods consist of articles in a pair or set, including furniture suites, this insurance will not pay more than the replacement value of any particular part or parts which may have been damaged or lost and no more than a proportionate part of the replacement value of a pair or set.

Antiques clause

In the event of damage to any articles of an antique nature we will only pay for the reasonable cost of repairs but not for any depreciation of the goods.

Living plants

These are only insured where loss or damage occurs as a result of an insured event under Silver Cover, regardless of the cover option selected.

Computers

In the event of loss of or damage to computers or computer equipment we will only pay for the reasonable cost of repair or replacement but limited to the actual market value of the goods prior to their loss or damage.

Motor vehicles and/or motor cycles

In the event of loss of or damage to motor vehicles and/or motor cycles, we will only pay for the reasonable cost of repair or replacement but limited to the actual market value of the vehicle(s) prior to their loss or damage.

Caravans and/or trailers

In the event of loss of or damage to caravans and/or trailers, we will only pay for the reasonable cost of repair or replacement but limited to the actual market value of the vehicle(s) prior to their loss or damage.

Containerised goods

If your goods are being packed in a shipping container for transport and you pack the container yourself, cover will be restricted to Silver Cover only. The container must be packed by a professional removalist in order to obtain Gold Cover.

Geographic limit

Your insured goods are only covered within Australia.

What should you do in the event of a claim

You should firstly take all reasonable steps to prevent any further loss or damage.

You should notify the removalist you have lost or damaged goods.

You should then tell us as soon as possible. We are here to help and will advise you what you should do next. Depending on the size and nature of the claim we may appoint an independent assessor who will assist in assessing the extent of the loss or damage.

You must not authorise repairs or replacement of any goods lost or damaged in transit without approval from us.

Paying claims

When you make a claim we will reduce the amount of the claim by the excess.

We will at our option:

- repair damaged goods or
- replace damaged or lost goods with the nearest equivalent new goods or
- pay you the cost of repair or replacement

If you are liable to pay Goods and Services Tax (GST) for goods, services or supply in respect to your claim and you are not entitled to an input tax credit, we will pay the GST.

Recovery rights

After we have paid a claim to you, we have the right to recover the amount paid from any other party responsible for the loss or damage. At our expense, you must assist us to enforce these rights against other parties and you agree that we may take action in your name to recover any amount paid by us.

Associated Marine Insurers Agents Pty. Ltd (ABN 41 006 104 007 AFSL 235383)
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