

# Summary of Changes - Home Listed Events PDS and Policy Wording

This document outlines some of the changes that have been applied to the Hollard Personal Insurance Home Listed Events PDS and Policy Wording and Policy Certificates. The new PDSs will apply to the following:

- All new business quotes generated on or after 19 November 2022
- All renewal invitations generated and reply/edits to renewals on or after 19 November 2022
- Any amendments to a new business quote or renewal invitation generated before, but effective after 19 November 2022

This information is a reference guide only and is not a substitute for the policy itself.

Please read the PDS for full details of coverage provided.

Change description	Previous Wording (HPI-HOM-LE-01 OCT 2021)	New Wording (HPI-HOM-LE-19 NOV 2022)
<b>Digital policy wording</b>	N/A	This Hollard Personal Insurance Policy wording and all other product documentation will only be provided in electronic form. After You purchase this product, if You require replacement copies of Your documents, We will either send You, or Your broker, digital copies, or provide You, or Your broker with a link to access digital copies. The digital copies will be in a form that can be downloaded, saved and printed. By purchasing this product, You agree to receive all information, documents and notices in digital form and You acknowledge that You must make every effort to inform Us of any changes to Your contact details.
<b>Who is this product for / Unoccupancy</b>	This product is not suitable if the home is likely to be unoccupied for more than 100 days (90 days for the Listed Events Base and Listed Events products),	This product is not suitable if the home is likely to be unoccupied for more than 100 continuous days (90 continuous days for the Listed Events Base and Listed Events products)
<b>Fusion/Motor burnout</b>	An electric motor burning out, provided it is no more than 15 years old. Where it is reasonably practicable We will repair, reinstate or replace the burned out electric motor provided it is less than 15 years old. We will not cover the motor if it is more than 15 years old. Should You request a cash settlement We will pay You what it would have cost Us to settle the claim.	Fusion  Where it is reasonably practicable, We will repair or replace the burned out electric motor however We will not cover the motor if it is more than 10 years old or under warranty.

Change description	Previous Wording (HPI-HOM-LE-01 OCT 2021)	New Wording (HPI-HOM-LE-19 NOV 2022)
<b>New definition - Fusion</b>	N/A	<p>Fusion</p> <p>The burning out of the actual wiring of a domestic motor by an electrical current. Fusion is also known as electrical motor burnout.</p>
<b>Escape of liquid</b>	<p>Escape of liquid from:</p> <ul style="list-style-type: none"> <li>- a fixed pipe or something attached to a pipe, fixed gutter, fixed tank apparatus or a drain;</li> <li>- a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes;</li> <li>- a refrigerator, freezer, washing machine or dishwasher;</li> <li>- an aquarium;</li> <li>- a waterbed, swimming pool, spa, fixed heating or cooling system, water main, fire hydrant or water supply pipe.</li> </ul> <p>We will also cover the cost of finding where the liquid escaped from if there is resultant damage, including the cost of repairing any damage that occurs while looking for the cause. We will not however cover the cost of repairing the defective item that caused the escape of liquid or liquid escaped from.</p> <p>We do not cover loss caused by a gradual process of bursting, leaking, splashing, dripping or overflowing over a period of time when You could have reasonably been expected to be aware of this condition.</p>	<ul style="list-style-type: none"> <li>• The sudden and unexpected escape of liquid from: <ul style="list-style-type: none"> <li>- a pipe or something attached to a pipe, gutter, or a drain, which is fixed to your Building;</li> <li>- a fixed bath, basin, sink or toilet;</li> <li>- a refrigerator, freezer, washing machine or dishwasher;</li> <li>- an aquarium;</li> <li>- a waterbed, swimming pool, spa, fixed heating or cooling system, water main, fire hydrant or water supply pipe.</li> </ul> </li> </ul> <p>We do not cover destruction, loss or damage caused by:</p> <ul style="list-style-type: none"> <li>• a leaking or faulty shower recess or base;</li> <li>• faulty workmanship including the incorrect or failed installation of any drainage, membranes, pipes and/or waterproofing;</li> <li>• a gradual process of bursting, seeping, leaking, splashing, dripping or overflowing over a period of time; or</li> <li>• any escape of liquid of which You were aware of and failed to notify Us of within a reasonable period;</li> </ul> <p>If Your Building is a holiday home or is not Occupied, We will not cover any destruction, loss or damage caused by overflowing as a result of a tap being left on.</p> <p>We will also cover the cost of finding the unknown source from which the liquid escaped if there is resultant damage, including the cost of repairing any damage that occurs while looking for the cause up to a maximum of \$2,500.</p> <p>We will not however cover the cost of:</p> <ul style="list-style-type: none"> <li>• repairing the defective item from which the liquid escaped; or</li> <li>• replacing any liquid that has escaped.</li> </ul>

Change description	Previous Wording (HPI-HOM-LE-01 OCT 2021)	New Wording (HPI-HOM-LE-19 NOV 2022)
<p><b>How We pay a claim for Your Buildings/Matching of items</b></p>	<p>When destruction, loss or damage occurs to Your Buildings, if reasonably practicable, We will do one of the following:</p> <ul style="list-style-type: none"> <li>• We will rebuild Your Building to the same condition as when they were new;</li> <li>• We will repair the damaged portions of Your Buildings to the same condition as when they were new.</li> </ul> <p>If this is not reasonably practicable We will pay You the reasonable cost of rebuilding or repairing Your Buildings to the same condition as when they were new.</p> <p>Any delays in the repair or rebuild that were outside of Your control will be disregarded in determining a reasonably practicable commencement date.</p> <p>We will also pay any additional costs required for Your Buildings to comply with government or local authority bylaws. We will not however pay these additional costs if You were required to comply with these bylaws, and had not done so, before the destruction, loss or damage occurred. The most that We will pay for costs required for Your Buildings to comply with requirements of any authority in any one period of insurance is \$25,000.</p> <p>Rebuilding or repairing Your Buildings must commence within 6 months of the destruction, loss or damage occurring. If it does not commence within 6 months (or any other period which We agree with You in writing) You may have to pay any increase in cost caused by the delay.</p> <p>We will pay for the damaged portion of fixed coverings to walls, floors and ceilings only in the room, hall or passage where the damage occurred. We will not pay any costs for replacing undamaged property. We will try to match any material used to repair Your Buildings with the original materials.</p>	<p>When destruction, loss or damage occurs to Your Buildings, if reasonably practicable, We will do one of the following:</p> <ul style="list-style-type: none"> <li>• We will rebuild Your Building to the same condition as when they were new;</li> <li>• We will repair the damaged portions of Your Buildings to the same condition as when they were new.</li> </ul> <p>If this is not reasonably practicable We will pay You the reasonable cost of rebuilding or repairing Your Buildings to the same condition as when they were new.</p> <p>Any delays in the repair or rebuild that were outside of Your control will be disregarded in determining a reasonably practicable commencement date.</p> <p>We will not pay any costs for replacing undamaged property.</p> <p>We will also pay any additional costs required for Your Buildings to comply with government or local authority bylaws.</p> <p>We will not however pay these additional costs if You were required to comply with these bylaws, and had not done so, before the destruction, loss or damage occurred. The most that We will pay for costs required for Your Buildings to comply with requirements of any authority in any one period of insurance is \$25,000.</p> <p>Rebuilding or repairing Your Buildings must commence within 6 months of the destruction, loss or damage occurring. If it does not commence within 6 months (or any other period which We agree with You in writing) You may have to pay any increase in cost caused by the delay.</p>

Change description	Previous Wording (HPI-HOM-LE-01 OCT 2021)	New Wording (HPI-HOM-LE-19 NOV 2022)
<p><b>How We pay a claim for Your Buildings/Matching of items cont'd</b></p>	<p>However, if:</p> <ul style="list-style-type: none"> <li>it is impossible to acquire new material to replace the damaged material that reasonably matches the undamaged portion to a similar extent as immediately prior to the loss or damage occurring; and</li> <li>the amount of damaged material that cannot be matched to the undamaged material is more than 40% of the total material that would have to be replaced if all the matching damaged and undamaged material was replaced, then We will replace both the damaged and undamaged material.</li> </ul> <p>In addition, see also 'General terms and conditions' on pages 35-37.</p>	<p>Matching of items</p> <p>When there is damage to fixed coverings to walls, floors and ceilings, We will try to match any material used to repair Your Buildings with the original materials in the same functional room. If We are unable to source the original materials, We will use the nearest equivalent available to the original materials. However, if:</p> <ul style="list-style-type: none"> <li>We are unable to source the original material or materials that are the same type, standard or specification; and</li> <li>the amount of damaged material that cannot be matched is more than 40% of what would have to be replaced if all the matching damaged and undamaged material was replaced then We will replace both the damaged and undamaged parts within a functional area or room provided they are continuously joined, on the same level/floor of Your Building and made of the same material.</li> </ul> <p>A functional room is an area inside Your Building that is separated by walls, floors, and a ceiling or used for an isolated purpose such as a dining room, study, hallway or passage. It starts and finishes at the nearest functional area or wall, nearest doorway, archway or similar opening and/or a change in the floor or wall covering.</p> <p>We may need to add a new separator, such as a floor trim, between two or more areas or rooms if damage is sustained to one functional room alone.</p> <p>In addition, see also 'General terms and conditions' on pages 35-37.</p>

Change description	Previous Wording (HPI-HOM-LE-01 OCT 2021)	New Wording (HPI-HOM-LE-19 NOV 2022)
<p><b>Alternative accommodation - Building</b></p>	<p>If You are unable to live in Your Building after the destruction, loss or damage has occurred, We will pay for Your reasonable alternative accommodation expenses for the period during which You are unable to live in Your Building.</p> <p>The most We will pay under this additional cover is 20% of Your Buildings sum insured, as listed on Your Policy Schedule.</p> <p>We will stop paying You as of the date on which You no longer need to rent another property or are able to live in Your Buildings.</p>	<p>If You are unable to safely reside in Your Building after the destruction, loss or damage has occurred, We will pay for Your reasonable alternative accommodation expenses while Your Building is being repaired or rebuilt to a liveable condition. Under this additional cover We will pay these costs for up to 12 months or 20% of Your Buildings sum insured , as listed on Your Policy Schedule, whichever is the lesser . We will stop paying You as of the date on which You no longer need to rent another property or are able to live in Your Buildings.</p> <p>We will not pay alternative accommodation costs under this additional cover if:</p> <ul style="list-style-type: none"> <li>• You were not permanently living in the Building at the time of the destruction, loss or damage;</li> <li>• You do not intend to repair or rebuild Your Building;</li> <li>• You are not actually paying for the alternative accommodation; or</li> <li>• there are unreasonable delays in repairing or rebuilding Your Building that You have contributed to. This does not include any delays in the repair or rebuild that were outside of Your control</li> </ul>

Change description	Previous Wording (HPI-HOM-LE-01 OCT 2021)	New Wording (HPI-HOM-LE-19 NOV 2022)
<p><b>Alternative accommodation - Contents</b></p>	<p>We will pay the reasonable costs of alternative accommodation and additional living expenses.</p> <p>We will only pay for these costs for the period for which You are unable to live at Your Situation after the destruction, loss or damage has occurred. We will not pay for these costs if We pay You for rent following damage to Your Buildings under this Policy.</p> <p>We will stop paying You from the date on which You no longer need to pay for alternative accommodation.</p> <p>The most We will pay under this additional cover is the greater of \$20,000 or 20% of Your Contents sum insured as listed on Your Policy Schedule.</p>	<p>We will pay the reasonable costs of alternative accommodation and additional living expenses which We agree are reasonable and necessary (such as mail direction costs and utility costs).</p> <p>We will only pay for these costs for the period for which You are unable to safely reside at Your Situation after the destruction, loss or damage has occurred. We will not pay for these costs if We pay You for rent following damage to Your Buildings under this Policy.</p> <p>We will stop paying You from the date on which You no longer need to pay for alternative accommodation.</p> <p>The most We will pay under this additional cover is \$10,000 or 20% of Your Contents sum insured as listed on Your Policy Schedule or 12 months, whichever is the lesser. The amount We pay under this additional cover may be reduced by any amounts that can be recovered under another insurance policy held by a body corporate or similar common property management entity.</p> <p>We will not pay alternative accommodation costs under this additional cover if:</p> <ul style="list-style-type: none"> <li>• You were not permanently living in the Situation</li> <li>• the Building(s) at the Situation are not intended to be repaired or rebuilt;</li> <li>• You are not actually paying for the alternative accommodation; or</li> <li>• there are unreasonable delays in repairing or rebuilding the Building(s) at the Situation that You have contributed to. This does not include any delays in the repair or rebuild that were outside of Your control.</li> </ul>

<b>Change description</b>	<b>Previous Wording (HPI-HOM-LE-01 OCT 2021)</b>	<b>New Wording (HPI-HOM-LE-19 NOV 2022)</b>
<b>Indexation</b>	We will increase Your sum insured for Your Buildings and Contents by half of 1% of the corresponding sum insured shown on Your current Policy Schedule per month since You took out Your Policy or last renewed it until the next renewal date.	We may adjust Your sum insured taking into consideration market and economic factors for Your Buildings and/or Contents as shown on Your current Policy Schedule.
<b>Demolition, Removal of Debris - Building</b>	We will pay the reasonable costs of demolishing, removing and disposing of any Building debris when destruction, loss or damage occurs.	We will pay the reasonable and necessary costs of demolishing, removing and disposing of any Building debris any fees charged by architects, surveyors and engineers and also pay any legal fees that arise in respect of the reinstatement of Your Buildings after the destruction, loss or damage occurs. The most We will pay under this additional cover is 10% of Your Buildings sum insured as listed on Your Policy Schedule.
<b>Demolition, Removal of Debris - Contents</b>	We will pay the reasonable costs of removing any Contents debris when destruction, loss or damage occurs.	We will pay the reasonable and necessary costs of removing any Contents debris when destruction, loss or damage occurs. The most We will pay under this additional cover is 10% of Your Contents sum insured as listed on Your Policy Schedule.
<b>What are Your Contents - Pedal Cycles</b>	NA	Pedal cycles. We will pay up to \$5,000 in total.
<b>What are Your Contents - Paintings and prints, tapestries, Persian or similar rugs, antiques and any other works of art</b>	Paintings and prints, tapestries, Persian or similar rugs, antiques and any other works of art. (no limit)	Paintings and prints, tapestries, Persian or similar rugs, antiques and any other works of art. We will pay up to 25% in total of the Contents sum insured listed on Your Policy Schedule. The most We will pay for any one item, pair, set or collection is \$10,000.  You can increase the maximum amount that We will pay by choosing additional cover for Valuable Items under Section 3.
<b>What are Your Contents - Tapes, cassettes, cartridges and discs, including computer software</b>	Tapes, cassettes, cartridges and discs, including computer software. We will only pay the value of these items when blank unless they were pre-recorded when You purchased them	Tapes, cassettes, cartridges and discs, including computer software. We will only pay the value of these items when blank unless they were pre-recorded when You purchased them. The most We will pay is \$5,000 in total.

<b>Change description</b>	<b>Previous Wording (HPI-HOM-LE-01 OCT 2021)</b>	<b>New Wording (HPI-HOM-LE-19 NOV 2022)</b>
<b>Contents in open air</b>	Contents in open air	<p>We will cover Your Contents while they are in the open air at Your Situation. Your Contents are in the open air when they are not in a Building that is fully enclosed.</p> <p>However, if Your Contents are damaged by storm, storm surge, rainwater, wind, hail or are stolen, We will only pay up to a total of \$5,000 or 8% of Your Contents sum insured as listed on Your Policy Schedule, whichever is lesser.</p> <p>This cover does not apply to any swimming pools, saunas or spas.</p> <p>In addition, see also 'General terms and conditions' on pages 35-37.</p>
<b>What You are not covered for - Liability - model or toy aircraft</b>	<p>These exclusions apply to Your liability cover and additional benefits under this Section 2 of Your Policy. We will not cover any liability arising from:</p> <ul style="list-style-type: none"> <li>• Use of a motor vehicle, motorcycle, mini-bike, aircraft or watercraft, however We will cover liability that: <ul style="list-style-type: none"> <li>- arises from the ownership, custody or use of any: <ul style="list-style-type: none"> <li>a. model or toy aircraft</li> </ul> </li> </ul> </li> </ul>	<p>These exclusions apply to Your liability cover and additional benefits under this Section 2 of Your Policy. We will not cover any liability arising from:</p> <ul style="list-style-type: none"> <li>• Use of a motor vehicle, motorcycle, mini-bike, aircraft or watercraft, however We will cover liability that: <ul style="list-style-type: none"> <li>- arises from the ownership, custody or use of any: <ul style="list-style-type: none"> <li>a. model or toy aircraft with a wingspan up to 1.5 metres;</li> </ul> </li> </ul> </li> </ul>
<b>What are not Your Buildings</b>	N/A	Any Building(s), which You were aware, or a person in Your position could have reasonably been expected to be aware, do not comply with government legislation and local authority bylaws directly related to the Building's safety.



<b>Change description</b>	<b>Previous Wording (HPI-HOM-LE-01 OCT 2021)</b>	<b>New Wording (HPI-HOM-LE-19 NOV 2022)</b>
<b>Contents in storage</b>	If You are unable to live at Your Situation after destruction, loss or damage has occurred, We will pay the reasonable costs to remove and store Your Contents for up to 12 months from the date of the destruction, loss or damage while Your Situation is being repaired and the building is insured. We will however only pay for the storage of Your Contents during the time that You are unable to live at Your Situation	If You are unable to live at Your Situation after destruction, loss or damage has occurred, We will pay the reasonable costs to remove and store Your Contents for up to \$100,000 or 25% of Your Contents sum insured as listed on Your Policy Schedule or 12 months from the date of the destruction, loss or damage, whichever is the lesser, while Your Situation is being repaired and the building is insured. We will however only pay for the storage of Your Contents during the time that You are unable to live at Your Situation
<b>Food spoilage</b>	If Your freezer or refrigerator breaks down, We will pay for the loss of any frozen or refrigerated food or medicine. We also pay for loss of any frozen or refrigerated food caused by accidental damage to the freezer or refrigerator or by the failure of the electricity supply, or by contamination of any refrigerant or oil used in the refrigerator or freezer.	If Your freezer or refrigerator breaks down, We will pay for the loss of any frozen or refrigerated food or medicine. We also pay for loss of any frozen or refrigerated food caused by accidental damage to the freezer or refrigerator or by the failure of the electricity supply, or by contamination of any refrigerant or oil used in the refrigerator or freezer. The most We will pay under this additional cover is \$1,000
<b>What are not Your Contents - Electronic bikes and electronic scooters</b>	N/A	Electronic bikes and electronic scooters
<b>Valuables away from the Situation - When We will pay for Valuable Items</b>	Your Valuable Items are covered for accidental loss or accidental damage, provided that the accidental loss or accidental damage happens within Australia or New Zealand during the period of insurance. You only have cover for accidental loss or accidental damage that happens outside of Australia and New Zealand if the accidental loss or accidental damage occurs within 90 consecutive days after You leave Australia.	Your Valuable Items are covered for accidental loss or accidental damage, provided that the accidental loss or accidental damage happens within Australia or New Zealand during the period of insurance. You only have cover for accidental loss or accidental damage that happens outside of Australia and New Zealand for up to a total of 90 days during the period of insurance.

The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Hollard's Business Insurance products and services are provided by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial) acting under a binder of the insurer Hollard.