

# KEY FACTS ABOUT THIS HOME CONTENTS POLICY

Home Insurance  
Prepared on: 24 February 2025



THIS IS NOT AN INSURANCE CONTRACT

## Step 1 Understanding the Facts Sheet

This Key Facts Sheet sets out **some** of the risks covered and not covered by this policy and other information you should consider. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the **Product Disclosure Statement (PDS)** and all relevant policy documentation for more details.

## Step 2 Check the maximum level of cover and the events covered

Under this policy: You set the maximum level of cover and your payout is limited to that amount\* (*Sum insured*).

Event/Cover	Yes/No Optional	Some examples of conditions, exclusions and limits that apply to events/covers (see PDS and other relevant policy documentation for details of others)*
<b>Fire and Explosion</b>	Yes	Covered as separate events. Fire - not covered for scorching or melting where there is no flame. Explosion – not covered if no physical evidence of the explosion. Not covered for bushfire and grassfire during the first 72 hours after you first take out the cover.
<b>Flood</b>	Yes	Covered as Flood or Rainwater Run-off. Not covered for loss or damage to swimming pool covers or spa covers that are more than 5 years old. Not covered for the first 14 days of you taking out the cover.
<b>Storm</b>	Yes	Not covered for loss or damage to swimming pool covers or spa covers that are more than 5 years old. Not covered during the first 72 hours after you first take out the cover.
<b>Accidental breakage</b>	Yes	Covered for accidental breakage with a fracture through the entire thickness to fixed glass in Your furniture including outdoor furniture, fixed glass in a light fitting, fixed glass in a mirror or picture and the frame of a broken mirror or picture.
<b>Earthquake</b>	Yes	Covered for loss or damage by earthquake and landslide or subsidence that happens within 72 hours of, and as a direct result of, an earthquake.
<b>Lightning</b>	Yes	Covered for loss or damage as a result of lightning.
<b>Theft and Burglary</b>	Yes	Covered as theft or attempted theft. Not covered if the theft or attempted theft was by You, Your Family or anyone who normally lives in Your Home including a tenant.
<b>Actions of the sea</b>	No	Not covered for Actions of the Sea being sea waves and normal movement or changes in the sea levels (including high tides or king tides) unless caused by Storm Surge.
<b>Malicious Damage</b>	Yes	Covered as deliberate or intentional act (including vandalism and a malicious act) but not by You, Your Family or anyone who normally lives in Your Home including a tenant.
<b>Impacts</b>	Yes	Covered for loss or damage by impact by certain items. Not covered for tree cutting, lopping or felling unless performed by a professional.
<b>Escape of liquid</b>	Yes	Covered for loss or damage by escape of water or liquid from certain items. Not covered for the cost of repairing the item that water or liquid escaped from.
<b>Cover for valuables, collections and items away from the insured address</b>		
<b>High value items and collections</b>	Yes	We limit what we pay for some of these items and collections. For example, we limit what we pay for all items grouped under 'Jewellery and Watches' to \$2,500 in total as General Contents. We offer separate optional cover with increased limits for some items under 'Valuable Contents – inside Your Home' and 'Portable Contents - away from Your Home'.
<b>Items away from insured address</b>	Optional	Contents items are only covered inside the Home with some exceptions. We offer separate optional cover for certain categories of items anywhere in the world under 'Portable Contents - away from Your Home'.

\*This Key Facts Sheet is a guide only. The examples provided are only some of the conditions, exclusions and limits in this policy. You must read the PDS and policy documentation for all information about this policy.



## Step 3 Other things to consider

### Limits

This policy has restrictions that limit your cover for certain events and items, for example the most we will pay for loss or damage to Tools of Trade is \$5,000 in total. To find out these limits you need to read the PDS and other relevant policy documentation.

### Excesses

If you make a claim, the excess is the amount you have to pay for each incident. A number of different excesses may apply in respect to this policy, for example the Standard Excess applies to events we cover. You may be able to increase these excesses to lower your premium. For more detail, please read the PDS and other relevant policy documentation.

### Legal liability

This policy covers your legal liability when you are found to be legally responsible for damage or personal injury to a third party or their property. It is limited to \$20,000,000. You should read the PDS carefully to determine the extent of this cover.

### Cooling off period

If you decide you don't want this policy within **21** days of it being issued and you haven't made a claim, you can cancel it and receive a refund.

### Maximum level of cover offered by insurers

Insurers offer different maximum levels of cover in the event of the loss or destruction of your contents including where:

- you set the maximum level of cover and your payout is limited to that amount\* (Sum insured).

\*the insurer may provide some cover above this amount

When working out how much cover you need for your contents, ensure that you value your possessions correctly. To do this you could start by listing all your contents and working out how much it would cost to replace them.

A failure to adequately insure your contents for their replacement value may result in underinsurance.

**Warning: this Key Facts Sheet sets out some of the conditions, exclusions and limits in respect to this policy. You should read the PDS and all policy documentation for all the conditions, exclusions and limitations of this policy that limit or exclude cover**

## Step 4 Seek more information

If you want more information on this policy contact us on **1300 943 690** or visit **cgu.com.au**

For more information on choosing insurance and to better understand insurance visit the Australian Government website: [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

The policy this KFS relates to is:

- Underwritten by Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 under the CGU brand