

SafeTrak Insurance

Product Disclosure Statement



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Introduction

Welcome to Suncorp SafeTrak Insurance

Why is this document important?

This Product Disclosure Statement (PDS) is an important legal document that contains details of your SafeTrak insurance if you purchase this product from us. Before you decide to buy this product from us, please read this PDS carefully. If you purchase this product, please keep this PDS with your certificate of insurance in a safe place.

The information in this PDS was current at the date of preparation. We may update some of the information in the PDS that is not materially adverse from time to time without needing to notify you. You can obtain a copy of any updated information by contacting us on **13 11 55**. We will give you a free paper copy of any updates if you request them. If it becomes necessary, we will issue a Supplementary PDS (SPDS) or replacement PDS.

Cooling off period

After you take out this insurance you have **21** days to consider the information in your PDS. This is called the 'cooling off' period.

If you wish, and provided you have not made a claim or if you have Transit cover, provided transit of the insured property has not yet begun, you can cancel your insurance within **21** days from the day cover began. We will then refund in full any money you have paid.

Who is this product designed for?

This insurance product is specially designed for people who wish to insure their household goods and personal property against certain transit and storage risks anywhere in Australia.

Your full and correct disclosure of facts

You must comply with the duty of disclosure (see meaning on page 26) when you apply for this insurance. We will ask you for information about your property and yourself, which is used by us to consider your insurance application and calculate your premium. You must answer our questions honestly and tell us anything you or a reasonable person in the circumstances would include in their answer. Your answers apply to you and anyone else to be covered by the policy.

More than one named insured

If there is more than one named insured on your certificate of insurance, we will treat a statement, act, omission, claim or request to alter or cancel your policy made by one as coming from all those named as insured on your certificate of insurance.

Summary of covers

The tables below summarise the covers available or not available under the various policies we offer. These tables are a guide only. For further details of the cover and the amount we will pay for any claim, please read this Product Disclosure Statement.

Summary of Transit insured events	Essential Transit cover	Comprehensive Transit cover*	Page
Fire	✓	✓	11
Flood	✓	✓	11
Vehicle or train collision or accident	✓	✓	11
Vehicle overturning or train derailment	✓	✓	11
Aircraft crash or accident	✓	✓	11
Chipping, scratching, tearing or denting of insured property caused by: <ul style="list-style-type: none"> • a collision of the vehicle or • derailment of the train 	✓	✓	11
Chipping, scratching, tearing or denting of insured property while being packed, loaded or unloaded	X	✓	11
Theft or non-delivery of the insured property	X	✓	11
Contamination from other property	X	✓	11
Damage caused by hooks, oil, grease, acid, mud or water	X	✓	11
Other loss or damage caused by an accident	X	✓	11

*Comprehensive Transit cover is only available when:

- the property to be moved is transported by a professional carrier; and
- all non-personal items are packed by a professional packer for loading onto the transport.

Summary of Transit Additional features	Essential Transit cover	Comprehensive Transit cover*	Page
Temporary Storage cover while in transit	✓	✓	13
Extra transportation costs	X	✓	13

*Comprehensive Transit cover is only available when:

- the property to be moved is transported by a professional carrier; and
- all non-personal items are packed by a professional packer for loading onto the transport.

Summary of Storage insured events	Storage cover	Page
Fire	✓	12
Malicious damage	✓	12
Storm, flash flood or rainwater run-off	✓	12
Theft by forced entry to a storage facility	✓	12

About your sum insured

What is a sum insured?

The most we will pay for any one insured event is the sum insured shown on the certificate of insurance or the amount specified in this PDS, whichever is less. The sum insured includes GST.

Make sure your sum insured is adequate

Under-insurance can expose you to serious financial loss if a claim occurs. Make sure your property is insured for its full new for old replacement value and it is your responsibility for deciding the amount of your sum insured.

If you over insure

We will not pay more than it costs us to repair or replace insured property. We will not refund any premium overpaid for over-insuring so it's a good idea to ensure your sum insured is correct.

Goods and Services Tax (GST)

Sums insured, limits and the most we pay stated in this PDS and on your certificate of insurance include GST.

About your premium

The premium is the amount you pay us for this insurance. It reflects what we consider is the likelihood of you making a claim together with other factors related to our cost of doing business. You also pay stamp duty, Goods and Services Tax (GST), any additional government charges and a fire services levy (FSL) if applicable. These charges are applied as the final step in the premium calculation. Your certificate of insurance will show how much you have to pay.

When we calculate your premium there are a range of factors we take into account, we call these premium factors. Some of the key factors that affect your premium are the type of cover you choose, length of cover, together with any government charges. For example, selecting Comprehensive Transit cover will attract a higher premium than selecting Essential Transit Cover.

Some of the key factors that affect your premium are the level of cover you choose and the period of insurance, together with any government charges.

Premium Factor	Likely premium impact
Sum Insured	Having a higher sum insured will attract a higher premium than a lower sum insured
Level of cover	Choosing Comprehensive cover will attract a higher premium than Essential cover
Period of insurance	Choosing a shorter term of cover will attract a lower premium
Term of storage	Choosing a longer term of storage will attract a higher premium

Paying your premium

We will tell you how much you have to pay and how much time you have for payment. You must pay the premium by the due date to be covered by this policy.

Proof of ownership and value

When you make a claim we may ask you to give us proof of ownership and value for what you are claiming for. We understand it is not practical to keep proofs for every household item you own. However, there are some items where we will reduce or refuse a claim unless you have proof of ownership and value.

About your cover

What we cover as insured property

Insured property means household goods and personal property that you own or are legally responsible for.

Household goods and personal property includes:

- furniture and furnishings
- electrical appliances such as TVs, stereos, computers, washing machines, dryers, refrigerators, freezers, portable heaters
- household tools or gardening equipment
- surfboards, sailboards, canoes, kayaks or non-motorised surf skis
- remote-control, model or toy:
 - motor vehicles
 - aircraft (wingspan up to 1.5 metres) and
 - watercraft
- clothing
- sporting equipment
- luggage
- photographic equipment
- paintings, pictures, works of art, sculptures and art objects
- silver and gold items or items plated with silver or gold.

What we do not cover as insured property

Insured property does not include:

- cash, credit cards, cheque books and similar financial items
- animals
- plants
- food and other perishable goods
- motor vehicles, motorcycles, caravans or trailers or their accessories
- watercraft or aircraft or their accessories
- stock in trade

What we do not cover as insured property cont.

- travel tickets, gift vouchers, phone cards or other tickets or coupons
- information stored or recorded on computers or other electronic media
- business office furniture or business equipment.

Limits on insured property cover

The most we will pay for any one insured event (including GST):

Insured property	The most we will pay for any one event (including GST)
Jewellery and watches	up to \$4,000 in total
Paintings, pictures, works of art, sculptures and art objects	up to \$15,000 in total
Silver and gold items or items plated with silver or gold (not jewellery or watches)	up to \$1,000 in total
Collections or memorabilia	up to \$2,000 in total
Stamps, stamp collections, collector's pins, medals and collector's non-negotiable currency	up to \$2,000 in total
CDs, DVDs, audio and video tapes, records, computer discs, computer software, game cartridges and consoles	up to \$1,000 in total
Home office equipment	up to \$10,000 in total
Tools of trade	up to \$500 in total
Uncut or unset gems, gold or silver nuggets and ingots (not jewellery)	up to \$1,000 in total
Carpets or rugs that are hand-woven	up to \$2,000 for each carpet or rug
Piano's, Pianola's, Organs and other musical instruments	up to \$10,000 in total
For any other item of insured property	up to the sum insured shown on your certificate of insurance

Types of cover

You need to choose a cover that fits your circumstances. There are **3** types of cover available:

- Essential Transit cover
- Comprehensive Transit cover
- Storage cover.

The cover you choose will be shown on your certificate of insurance.

Transit cover

When you take out Transit cover, you can choose from:

- Essential Transit cover **or**
- Comprehensive Transit cover.

The type of cover you choose will determine the insured events covered under this policy.

Comprehensive Transit cover is only available when:

- the property to be moved is transported by a professional carrier and when the property to be moved includes non-personal items;
- all non-personal items are packed by a professional packer for loading onto the transport

You are only covered by Transit cover if your property is being transported by road, rail or air within Australia.

You are not covered by Transit cover if your property is being transported by sea, unless we have agreed to this and it is shown on your certificate of insurance.

Storage cover

When you choose Storage cover, the insured property is covered for loss or damage in the period of insurance that:

- is caused by any of the Storage insured events and
- happens while the property is in the storage facility at the situation shown on your certificate of insurance.

What you are covered for

Insured Events

Essential Transit insured events

When you choose Essential Transit cover, the insured property is covered for loss or damage in the period of insurance when in transit and caused by any of the following Essential Transit insured events:

Essential Transit insured events	Events covered
Fire	✓
Flood	✓
Vehicle or train collision or accident	✓
Vehicle overturning or train derailment	✓
Aircraft crash or accident	✓
Chipping, scratching, tearing or denting of insured property caused by: – a collision or overturning of the vehicle or – derailment of the train	✓

Comprehensive Transit insured events

When you choose Comprehensive Transit cover*, it includes Essential Transit cover. The insured property is also covered for loss or damage in the period of insurance caused by any of the following Comprehensive Transit insured events during:

- packing in preparation for transit
- loading or unloading the transporting vehicle, train or aircraft
- transit.

Comprehensive Transit extra insured events	Events covered
Theft or non-delivery of the insured property	✓
Chipping, scratching, tearing or denting of insured property while being packed, loaded or unloaded	✓
Contamination from other property	✓
Damage caused by hooks, oil, grease, acid, mud or water	✓
Other loss or damage caused by an accident	✓

Comprehensive Transit cover is only available when:

- the property to be moved is transported by a professional carrier; and
- all non-personal items are packed by a professional packer for loading onto the transport.

Storage insured events

When you choose Storage cover, the insured property is covered for loss or damage in the period of insurance that:

- is caused by any of the following Storage insured events **and**
- happens while the insured property is in the storage facility at the situation shown on your certificate of insurance.

Storage insured events	Events covered
Fire	✓
Malicious damage	✓
Storm, flash flood or rainwater run-off	✓
Theft by forced entry to a storage facility	✓

Additional features

For Transit cover only, we provide the following additional features if the incident that results in a claim happens in the period of insurance.

1. Temporary storage cover while in transit

We cover

We will cover the insured property for loss or damage caused by the Storage insured events (see page 12) while the insured property is temporarily stored in a storage facility while in transit.

We provide temporary storage cover for the shorter of:

- up to **30 days** while the insured property is inside the storage facility, or
- until it is removed for transportation to the final delivery point.

We do not cover

The insured property will not be covered after **30 days**, or if it is not stored in a storage facility.

If you want more than **30 days** cover for your property, you should consider Storage cover (see page 10).

2. Extra transportation costs

We cover

If the carrier fails to deliver the insured property to the final delivery point as agreed in your contract with the carrier and you hold Comprehensive Transit cover, we will pay the reasonable costs of transporting the insured property to the final delivery point.

We do not cover

Insured property covered under Essential Transit cover or Storage Cover.

What you are not covered for

This section details what is not covered under any part of your policy.

We do not cover under Storage or Transit cover:

agreements

The costs of repair or replacement if you have entered into an agreement that limits your rights to recover those costs from the person that is responsible for the loss or damage.

biological or chemical damage

Loss or damage caused by any biological, bacterial, viral, germ, chemical or poisonous pollutant or contaminant, or any looting or rioting following these events.

breaking the law

Loss, theft or damage caused as a direct or indirect result of you or your family breaking the law.

consequential loss or damage

Consequential loss, damage or costs beyond paying the cost of repairing or replacing the insured property in accordance with your policy.

damage to a public reservoir

Loss or damage caused by deliberate or malicious damage to, or destruction of, a reservoir or dam.

deliberate loss or damage by you

Loss or damage deliberately caused by you, your family or anyone acting with your given or implied consent.

insects, birds or vermin

Loss or damage caused by insects, birds or vermin.

lawful confiscation by the authorities

Loss or damage caused by the confiscation, nationalisation or requisition of the insured property by the police, a government authority or someone with the legal authority to do this.

mechanical or electrical breakdown

The cost of fixing mechanical or electrical breakdown or malfunction that was not directly caused by an event covered under this policy.

We do not cover under Storage or Transit cover:

mould or mildew

Loss or damage caused by mould or mildew unless the insured property came into contact with water caused by an insured event.

nuclear or other contamination

You are not covered under this policy:

- for loss, damage or legal liability caused by radioactivity or the use, existence or escape of nuclear fuel, nuclear material or waste, or action of nuclear fission including detonation of any nuclear device or nuclear weapon or any looting or rioting following these occurrences
- for loss, damage or legal liability caused by any biological, bacterial, viral, germ, chemical or poisonous pollutant or contaminant or any looting or rioting following these occurrences
- for legal liability as a result of discharge or escape of contaminants, pollutants or other dangerous goods from your vehicle unless they are substances you are legally allowed to carry.

outside Australia

Loss or damage to insured property that is stored or transported outside of Australia.

property not owned by you

Loss or damage to any property that you do not own or are not legally responsible for.

riots

Loss or damage caused as a result of riot, civil commotion or labour disturbance.

war, revolution

You are not covered under this policy for loss, damage or legal liability caused by revolution, war, (whether war is declared or not) or acts of a foreign enemy, military coup or any looting or rioting following these occurrences.

wear, tear, rust

Damage caused by wear, tear, rust, fading, gradual deterioration, corrosion or rot of the insured property **unless** this damage is caused as a direct result of an insured event.

We do not cover under Transit cover:

not packed properly

Loss or damage caused because the insured property was not packed or prepared properly for transport **unless** you did not know and could not reasonably have known about this.

costs due to delay

Extra costs caused by delay, even if the delay was caused by a Transit insured event.

unsafe transporting vehicle, train or aircraft

Loss or damage caused because the transporting vehicle, train or aircraft was not suitable for the safe transportation of the insured property **unless** you did not know and could not reasonably have known about this at the time of loading the insured property.

We do not cover under Storage cover:

scorching but no flame

Loss or damage caused by scorching, heat, smoke, ash or soot when:

- there has been no flame, or
 - the fire was not at the storage facility.
-

flood

Loss or damage caused by flood but we will cover

- flash flood
 - rainwater run-off.
-

Claims

Making a claim

When to make a claim

Contact us as soon as possible if you suffer loss or damage, or there is an incident that could result in a claim.

How to make a claim

Step 1 Make sure everyone is safe. For emergencies, please call 000.

Step 2 Immediately report any theft and malicious damage to the police

Give them a list of all stolen or damaged items. Keep details of the date reported, name of the police officer, police station reported to and the report number.

Step 3 Try to prevent further loss or damage

You must do everything you reasonably can to prevent further loss or damage.

Step 4 Contact us without further delay on 13 25 24

We're available 24 hours a day. You can also lodge your claim online (suncorp.com.au) and a consultant will return your call. If you delay reporting your claim, we will not pay for any additional loss or damage caused by your delay.

Describe details of what has been affected by the event (e.g. storm damage or a list of stolen items). For electrical items, please have details about the make and model handy.

For customers who are registered for GST

If we ask you for this, you must tell us about any **Input Tax Credits (ITC)** you are entitled to for your premium and claim. If you don't, we will not pay any resulting fines, penalties or tax charges incurred by you. When we calculate a payment to you for your claim, we can reduce it by any input tax credits you are, or would be, entitled to receive.

What you must not do

- do not get rid of damaged goods or property
- do not carry out or authorise repairs without our consent unless you cannot contact us and need to make emergency repairs to protect insured property
- do not admit liability or responsibility to anyone else unless we agree
- do not negotiate, pay or settle a claim with anyone else unless we agree.

If you do not comply

If you do not comply with 'How to make a claim' and 'What you must not do' we can reduce or refuse your claim.

If we decline a claim

When you contact us to make a claim we will tell you if we can accept it. If we can't we will tell you why. In some cases we will allow you to lodge your claim but we will need to further assess it before making a decision. If we then decide to decline your claim we will give you our reasons in writing. If you wish to dispute our decision, see page 30 for more information.

Proof of ownership and value

When you make a claim we may ask you to give us proof of ownership and value for what you are claiming for. We understand it is not practical to keep proofs for every household item you own. However, there are some items where we will reduce or refuse a claim unless you have proof of ownership and value.

For electrical appliances and furnishings

When buying electrical appliances and furnishings, it's always best to keep proof of purchase and ownership for 5 years in case you need to make a claim. This especially applies to electrical appliances such as TVs, audio-visual appliances, computers, mobile phones, cameras and power tools.

For valuable items

For valuable items, always keep an Australian valuation and proof of your ownership in a secure place in case you need to make a claim.

For all other items

We will decide what is reasonable proof of ownership and value depending on what you are claiming for, how old they are and their value.

Keep your proofs safe

Keep your proofs and valuations safe from fire, water damage and theft by storing them in a fire proof security container (available from some hardware stores), a safe, in a bank or other secure places. You may choose to use our 'virtual safe' which is a free software program that helps you store proofs on your own computer. Visit our website (suncorp.com.au).

How to establish your loss

Establish an incident took place

When making a claim you must be able to prove that an incident insured by your policy actually took place. If you do not do this, we will not be able to pay your claim.

Describe your loss or damage

You must also give us accurate and full details of what was lost, stolen or damaged and give us proof of value and ownership for items claimed.

How to prove ownership and value

For lost, damaged or stolen items that are no longer available for inspection, you are required to validate your claim by giving us details of when and where purchased and reasonable proof of ownership and value.

We will decide what is reasonable proof of ownership and value depending on what you are claiming for, how old they are and their value.

If you are unable to reasonably substantiate your claim, we can reduce or refuse your claim.

Things you must do

- allow us to inspect the damaged goods or property
- allow us to arrange for experts to assess the damaged goods or property and to quote on repair or replacement
- provide us with a quote for repair or replacement if we ask for this. If you choose to use our recommended repairers (when available), there is no need to obtain your own quotes
- consult an expert if we ask for this.

Your co-operation is extremely important. If you do not co-operate we won't be able to assess and pay your claim.

Your Excess

What is an excess?

An excess is the amount you have to pay for each incident when you make a claim. We will deduct the excess from the amount of cover provided by your policy. The amount of excess is shown on your certificate of insurance.

A **\$100** excess applies to Comprehensive Transit cover claims only. No excess applies to Storage cover or Essential Transit cover.

How to pay your excess

If your claim is approved, we will:

- ask you to pay your excess to a repairer or supplier **or**
- ask you to pay us the excess **or**
- deduct the excess from the amount of cover for the insured loss and pay your claim.

You must pay the excess in full (if we ask for it) before we pay any claim.

How we settle your claim

We choose how your claim is settled

If we agree to pay a claim for loss, theft or damage to insured property, we will decide if we:

- repair damage new for old, **or**
- replace the insured property new for old, **or**
- pay you what it would cost us to repair or replace the insured property new for old.

If we decide the sum insured or the maximum amount you are entitled to under your policy, is not enough to cover repairing or replacing the insured property, we will pay you the sum insured or the maximum amount you are entitled to under your policy, whichever is less.

If the damaged insured property is part of a pair, set, collection or furniture suite or setting, we will only pay to repair or replace the lost, stolen or damaged part.

We will not:

- pay extra to repair or replace insured property to a better standard, specification or quality than it was before the loss or damage occurred except as stated in 'new for old' on page 21
- fix a fault that existed before the loss or damage occurred
- pay to replace items in a pair, set, collection, suite or setting which are not damaged, lost or stolen, even if their value is reduced or uniform appearance lost because another item in the pair, set, collection, suite or setting was damaged, lost or stolen
- pay for the cost of rewriting lost or damaged files or records on computers or any other electronic media
- pay for replacing photographic images on films, photographs, videos or any other media that stores or reproduces images or photographs but we will pay for framed photographs purchased as art from a retail outlet.

New for old means:

new materials, new items

We replace or repair with new items or new materials that are available at the time of replacement or repair from Australian suppliers.

new for old, regardless of age

We replace or repair new for old regardless of age, with no allowance for depreciation.

For example, a leather lounge which was purchased 5 years ago for \$5,000 and now worth \$2,000, will be replaced with a brand new leather lounge equivalent to your old lounge when it was new. Cover is not limited to \$2,000.

same type, standard and specification as when new

We replace or repair to the same type, standard and specification as when new. If the same is not available, it means of a similar type, standard and specification when new. It can be a different brand.

For paintings, pictures, works of art, sculptures, art objects, collections, memorabilia and antiques.

For these items, new for old means that if the item cannot be replaced or repaired new for old, we will pay you what it would have cost to replace the item immediately before the loss or damage occurred, but we will not pay more than its sum insured for the item.

New for old does not:

- include paying the extra cost of replacing or purchasing an extended warranty on any insured item or
- mean of a better standard, specification or quality than when new.

Does your claim affect your cover?

If we only pay part of the sum insured to you, your policy continues for the period of insurance. If we pay the full sum insured to you, all cover under your policy stops. There is no refund of the unused premium.

What we will do after a claim is paid

Salvaged items

We can take and keep any recovered or salvaged item and sell it and keep the proceeds after we have replaced the item or paid you for it.

Our right to recover claims we pay from those responsible

After we pay a claim under this policy, we can decide to take legal action in your name to recover money from the person or entity that caused loss or damage. You must give us all the help we need to do this. If we recover money that belongs to you and was not part of the claim we paid, we will give this to you.

Claim Payment Examples

The following examples are designed to illustrate how a claim payment might typically be calculated. The examples do not cover all scenarios or all benefits and do not form part of your policy terms and conditions. They are a guide only. In each of the examples we assume that you are not registered for GST.

Example 1 – Total loss - Transit cover

You have Comprehensive Transit cover and the carrier who is moving your property interstate for you has been involved in a traffic accident with another truck, causing a fire and destroying all the insured property. You are insured for \$60,000.

How much we pay	Additional Information
Sum Insured \$60,000	We determine your sum insured is not enough to repair or replace the insured property new for old
Less Excess -\$100	We deduct this from what we pay to you
Total claim \$59,900	We will pay you \$59,900

Example 2 – Partial Loss - Transit cover

You have Comprehensive Transit cover and the carrier who is moving your property from one residence to another has been involved in a traffic accident which has damaged some of the insured property. You are insured for \$40,000. After assessing the damage we decide there is \$18,000 damage to your works of art and damage to a lounge suite.

How much we pay	Additional Information
Limit of cover for works of art \$15,000	Although the cost to replace your works of art is \$18,000, the most you can claim under this policy for paintings/pictures/works of art is \$15,000. See PDS on page 9
Cost to replace lounge \$4,000	We decide it is not possible to repair your lounge suite so we will pay \$4,000 for a new lounge suite, new for old
Less excess -\$100	We deduct this from what we pay to you
Total claim \$18,900	As the policy limit is not enough to replace your works of art, we will pay you \$14,900 and we will pay a supplier \$4,000 to replace your lounge suite

Example 3 – Partial Loss – Storage cover

Your home is being renovated and you place your insured property in storage. Unfortunately the storage facility is broken into by a third party and your Home Entertainment Theatre System has been stolen. You are insured for \$90,000.

How much we pay	Additional Information
Cost to replace your Home Entertainment Theatre System \$12,000	It costs us \$12,000 to replace your Home Entertainment Theatre System, new for old
Nil excess	No excess applies to a storage cover claim
Total Claim \$12,000	We will pay a supplier \$12,000

Other Important Information

Your responsibilities

You must:

- take all reasonable care to prevent theft, loss or damage
- follow all the terms and responsibilities set out in your policy
- provide honest and complete information for any claim, statement or document supplied to us.

Not meeting your responsibilities

If you do not meet your responsibilities, it may lead to us:

- reducing or refusing to pay your claim
- cancelling your insurance policy
- reducing your cover to what we would have accepted had we known correct facts.

If fraud is involved, we can treat your policy as if it never existed.

When you need to call us

Changes to your property

There are any changes to the physical condition of your property.

Changes in your details

In the past **5** years you or anyone to be insured under this policy has committed any criminal offences whether charged or convicted in relation to: fraud, theft or burglary, drugs, arson, criminal damage, malicious damage or wilful damage.

Also contact us when:

- there are any events involving your property that might result in a claim on your policy
- details on your certificate of insurance are no longer accurate
- you become aware of any new potential threats or risks to the insured property that could increase the risk of loss or damage occurring.

What happens with cancellations?

Cancellation by you

You can generally cancel the cover at any time but if you have Transit cover you cannot cancel after transit of the insured property has begun. If you ask us to cancel your policy, there will be no refund of any unused premium unless you have cancelled during the cooling off period and are entitled to a refund. See page 4 for details.

Cancellation by us

We can cancel your cover at any time according to law. We can cancel your cover if you do not pay the premium by the due date. If we decide to cancel your policy, we will refund any money we owe less any non-refundable government charges.

Not a renewable policy

This policy is not a renewable contract. This means that if you need cover after the period of insurance ends, you will need to apply for a new SafeTrak policy. If we accept your application, you could be asked to pay an increased premium and be offered different terms of cover.

Terms explained

The following list explains the meaning of terms used in this PDS. When any of the following terms appear in this PDS, regardless of whether their first letter is a capital or in lower case, their meaning is shown on the following pages.

carrier

A removal, carrying or carting operator whose principal business is carrying goods for payment.

certificate of insurance

The latest certificate of insurance we have given you. It includes your insurance account. It is an important document as it shows the covers you have chosen and other policy details such as the premium that applies.

collection

A number of items that, by being gathered together according to some underlying principle, have a greater value than the total value of all the individual items.

duty of disclosure

You have a Duty of Disclosure to tell us everything you know or should know, that is relevant to our decision to insure anyone under the policy, including you, and on what terms.

It includes matters we specifically ask about when you apply for a policy, or renew or alter your policy, and any other matters which might affect whether we insure you and on what terms.

The information you tell us can affect:

- the amount of your premium
- if we will insure you
- if special conditions will apply to your policy.

You do not need to tell us of anything which:

- reduces the chances of you making a claim or
- we should know about because of the business we are in or
- we tell you we do not want to know.

If you are unsure it is better to tell us. If you do not tell us something which you know or should know is relevant, we might reduce a claim, refuse to pay a claim, cancel your policy or, if fraud is involved, we can treat the policy as if it had never existed.

excess

See 'Your excess' on page 20.

final delivery point

The address the insured property is being transported to, as shown on your certificate of insurance.

flash flood

Flood or a combination of flood mixed with rainwater run-off, caused by rain falling in the 24 hours immediately before the insured property is damaged by the flash flood. It does not mean water from the sea.

flood

The covering of normally dry land by water escaping, overflowing or being released from the normal confines of a:

- river, creek or any other natural watercourse whether or not it has been altered or modified
- canal or channel
- lake or reservoir or dam.

A flood is not water from:

- the sea
- tsunami
- a burst or leaking water main or fire hydrant or
- a burst or leaking pipe or water tank.

forced entry

Illegal entry to a storage facility by breaking through:

- locked doors
- locked or barred windows or skylights, or
- walls or roofs.

It also means someone illegally hiding in the storage facility.

incident or event

A single occurrence which is not intended or expected to happen by you.

input tax credit

The amount you are entitled to claim as a credit for the Goods and Services Tax (GST) you have paid.

insured property

Your insured property shown as insured on page 8.

memorabilia

An item collected for the sake of memory that has extra value for a collector in addition to its material value.

new for old

see page 21.

period of insurance

When this insurance cover starts to when it ends. It is shown on your certificate of insurance.

policy

Your insurance contract. It consists of this PDS and any SPDS we have given you, and your latest certificate of insurance.

premium

The amount you pay us for insurance. You also pay stamp duty, GST, any additional government charges and Fire Services Levy (FSL) if applicable.

product disclosure statement (PDS)

PDS is the name of this document and contains the terms of your insurance cover. It tells you what cover we provide, details of costs, fees and charges and other important information. It should be read together with your certificate of insurance. If there are materially adverse changes to your PDS, we will send you a Supplementary PDS.

professional packer

An operator whose principal business activity is packing goods.

rainwater run-off

Water pooling or flowing across normally dry land caused by rain falling in the local area without any mixing, contribution or involvement of water from flood. Rainwater run-off does not mean water from the sea.

set

A group of similar or complementary items that belong or function together.

For example:

- golf clubs are a 'set' (the bag and buggy are separate items)
- a camera 'set' is the camera body, case, standard lens, memory card or stick and standard accessories packaged by the manufacturer, when the camera was new
- a jewellery 'set' is any pendant, charm or brooch, attached to any necklace, bracelet or chain (whether detachable or not) or any pair of earrings or cufflinks.

situation

The address of the storage facility shown on your certificate of insurance.

storage

Inside a storage facility.

storage facility

A facility approved by us and shown on your certificate of insurance which is:

- a building with fully enclosed roof and walls that can be locked or secured and is only used for storing goods or
- a sealed shipping container in a secure compound.

storage insured events

The insured events shown on page 6.

storm

A violent atmospheric disturbance producing strong winds. It can be accompanied by rain, lightning, hail or snow.

sum insured

See page 6.

supplementary PDS (SPDS)

A document that updates or adds to the information in the PDS.

transit

The movement of your insured property from the time it has been loaded until it arrives at the final delivery point. It does not include loading or unloading.

transit insured events

The insured events shown on page 5.

we, us, our

Suncorp Metway Insurance Limited ABN 83 075 695 966.

you, your

The people or entity shown as the insured on your certificate of insurance and these people if they live with you most of the time:

- your spouse, your partner or your de facto
- your brothers and sisters who are not married, or not living with their partner or de facto
- your parents and parents-in-law
- your children and the children of your partner, your spouse or your de facto.

If you have a complaint

For complaints about this product or our services, please tell the people who provided your initial service. Or you can:

Phone us on	1800 689 762 (FREE CALL)
Fax us on	1300 767 337
Write to us at	Reply Paid 1453 Customer Relations Unit RE058 GPO Box 1453, BRISBANE QLD 4001 or
Email us on	customer.relations@suncorp.com.au

We will try to settle your complaint within **1** working day. If we can't, we will tell you within **3** working days that we have received your complaint and try to settle it within **21** days. For more information on our complaints handling process, please contact us.

If you are dissatisfied with our decision or the way we handled your complaint, please let us know. Otherwise, you can also contact the Financial Ombudsman Service. You need to do this within **2** years of receiving our final decision.

The Financial Ombudsman Service provides a free service and is a totally independent and impartial body. They will tell you if they can help you, as their services are not available to all customers. If you want more information on the Financial Ombudsman Service, please ask us for a brochure.

Their contact details are:

Telephone	1300 780 808 (for the cost of a local call)
Address	GPO Box 3 Melbourne, Victoria 3001
Email	info@fos.org.au
Website	www.fos.org.au

Report insurance fraud

Insurance fraud is not a victimless crime. It imposes additional costs on honest policy holders and wastes the valuable resources of our community. This means it affects everyone.

Suncorp actively pursues fraudulent and inflated claims in order to keep your premiums as low as possible. Fraudulent claims will be investigated and may be reported to the police.

Help us fight insurance fraud by reporting:

- inflated vehicle or home repair bills
- staged vehicle or home incidents
- false or inflated home or vehicle claims
- home and vehicle fires which may be intentionally started, including by someone known to you.

To report suspected insurance fraud, call 1300 881 725. Let's work together to reduce the impact of insurance fraud on the community.

General Insurance Code of Practice

We support and adhere to the General Insurance Code of Practice.

You can get a copy of the code from the Insurance Council of Australia website (insurancecouncil.com.au) or by phoning (02) 9253 5100.

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

Information about the FCS can be obtained from APRA at apra.gov.au or by calling 1300 13 10 60.

PDS dated 30 August 2010
PDS active 13 September 2010

This insurance is issued by
Suncorp Metway Insurance Ltd
ABN 83 075 695 966 AFSL No. 229869

Level 18
36 Wickham Terrace
Brisbane QLD 4000

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How to contact us



Call 13 11 55



Claims 13 25 24



**Insurance Fraud
Hotline 1300 881 725**

www suncorp.com.au



Visit your local branch



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