

Supplementary Product Disclosure Statement



Home and Contents Insurance

This is a Supplementary Product Disclosure Statement (SPDS) issued by AAI Limited ABN 48 005 297 807 AFSL No. 230859, trading as Suncorp Insurance.

This SPDS supplements the Suncorp Home and Contents Insurance Product Disclosure Statement (PDS), prepared on 19 October 2012, and must be read together with the PDS that you hold and any other SPDS we have given you or may give you for this PDS.

The purpose of this SPDS is to:

- explain how we will communicate with you electronically, if we offer that communication method to you and if you agree to it;
- introduce new optional covers 'Excess-free Glass cover' and 'Suncorp Insurance Home Assist';
- amend the 'Strata title mortgagee protection' optional cover to clarify it is not available for new policies but will be valid for renewing customers who have previously selected the cover;
- update the 'What is an excess?' section; and
- update the information in each PDS for seeking an external review of a complaint due to a change to the relevant external dispute complaint scheme.

Changes to the PDS

1. On page 3 of the PDS, immediately below the section titled 'PED Guide', insert the following wording:

'Communicating with you

We may agree to send your policy documents and policy related communications electronically. This will be by email and/or other types of electronic communication methods. Policy documents and policy communications will be provided to you in this way until you tell us otherwise or we tell you it is no longer suitable. If we agree to communicate with you electronically, you will need to provide us with your current email address and your mobile phone number.

Each electronic communication will be deemed to be received by you at the time it leaves our information system.'

2. On page 20 of the PDS in the 'We cover' section of the insured event 'Accidental breakage of glass' and after the paragraph under the heading 'Replacing glass' insert the following new heading and words:

'Excess-free Glass cover

If you have selected the optional cover 'Excess-free Glass cover' and this is shown on your certificate of insurance, you may not have to pay an excess for a claim, depending on the item which has been damaged. See the optional cover 'Excess-free Glass cover' under item 4 below for details.

3. On page 46 of the PDS in the table of optional covers add two new rows immediately under the row 'Safety net home protection' as follows:

Excess-free Glass cover	Optional	Optional	Optional
Suncorp Insurance Home Assist	Optional	Optional	Optional

4. On page 50 of the PDS immediately after the optional cover 'Safety net home protection' insert two new optional covers - 'Excess-free Glass cover' and 'Suncorp Insurance Home Assist', as follows:

Optional Excess-free Glass cover

For an additional premium you may be able to add 'Excess-free Glass cover' to your home insurance policy. If we agree, the option will be shown on your certificate. This optional cover will apply in addition to cover for 'Accidental breakage of glass', which is included with your home insurance.

✓ What we cover	✗ We do not cover
<p>When your claim is only for accidental breakage of the following during the period of insurance:</p> <ul style="list-style-type: none"> — fixed glass in windows, doors, skylights, shower screens; — mirrors fixed to your home; or — other fixed glass (including glass tint if fitted); <p>we cover the cost to replace that glass without you having to pay an excess.</p> <p>We will also cover the cost to repair or replace the frame of any window, door or shower screen, but only if this is necessary to enable the glass to be replaced.</p>	<ul style="list-style-type: none"> — sinks, basins, baths or shower-bath combinations, cisterns and toilets; — any glass that forms part of a: <ul style="list-style-type: none"> — fixed cooking or heating appliance; — cook top or cooking surface; — glass in a fixed light fitting in your home; or — solar panel; — any loss or damage caused by the broken item including the cost of cleaning; — any accidental breakage of glass specific to contents cover; — glass in a glasshouse, greenhouse or conservatory; — ceramic tiles; — shower bases (tiled or otherwise); — the cost to remove broken glass from carpets or other parts of your home; and — any loss or damage if the breakage does not extend through the entire thickness of the damaged item (e.g. chips or scratches). <p>Note: Under the Insured event 'Accidental breakage of glass', and the optional cover 'Accidental damage at the home' (if you have selected this option and it is shown on your certificate of insurance), there may be cover for some items that are not covered under this option.</p>

Optional Suncorp Insurance Home Assist

For an additional premium you may be able to add 'Suncorp Insurance Home Assist' to your home insurance policy if Suncorp Insurance Home Assist is available at your insured address. If we agree, the option will be shown on your certificate of insurance.

Suncorp Insurance Home Assist is an emergency assistance service that provides you with selected trade services in the event of a home emergency. It is not a general maintenance or preventative service (for example, it does not cover painting, replacing light bulbs or tap washers) or a disaster response service.

Suncorp Insurance Home Assist is provided in accordance with the 'Suncorp Insurance Home Assist Terms and Conditions' (HA Terms). Please read the HA Terms for the terms, conditions, limitations and exclusions that apply to this optional cover. The HA Terms are available at suncorp.com.au and are provided to you on purchase of the optional cover (unless already provided). Please call us to request a free copy.

After purchase, a waiting period applies which is set out in the HA Terms.

What is a home emergency?

A home emergency is a sudden and unforeseen incident that occurs to your home (but not your contents) that requires the urgent attention of one of the following:

- Plumber
- Electrician
- Locksmith
- Carpenter

A maximum call-out period applies in addition to a limit on parts and materials. Please read the HA Terms for the terms, conditions, limits and exclusions.

Maximum benefits

The HA Terms explain the maximum number of Emergency Call-outs, the maximum Emergency Call-out period and other limits (such as excluded parts and materials) that apply if this optional cover is purchased. Suncorp Insurance Home Assist only covers home emergencies within the boundaries of the insured address.

Cancellation

This option cannot be removed from the policy during the period of insurance, unless you move to an area where Suncorp Insurance Home Assist is unavailable.

Making a claim for Suncorp Insurance Home Assist

The wording in the section 'Claims' on pages 63 to 77 of the PDS does not apply to the Suncorp Insurance Home Assist option. Please refer to the HA Terms for how to claim. No excess applies for a claim on Suncorp Insurance Home Assist.

General exclusions

The general exclusions listed on pages 58 to 62 of the PDS do not apply to Suncorp Insurance Home Assist.

5. On page 51 of the PDS in the 'We cover' section of the optional cover 'Strata title mortgagee protection' remove the sentence *'This optional cover is only available with contents insurance in a unit you own'* and replace with: *'This optional cover is only available with contents insurance in a unit you own and is not available for new policies. For existing policies that have this optional cover shown on the certificate of insurance, 'Strata title mortgagee protection' will continue to apply until you ask us to remove the optional cover.*
6. On page 68 of the PDS under the heading 'What is an excess?' Remove the sentence *'An excess is the amount you have to pay for each incident when you make a claim.'* and replace with *'An excess is the amount you have to pay for each incident when you make a claim, unless stated otherwise in this policy.'*
7. On page 82 of the PDS under the section 'How we will deal with a complaint', all references to "the Financial Ombudsman Service (the FOS)" is replaced with "the Australian Financial Complaints Authority (AFCA)" and all references to "the FOS" is replaced with "AFCA".
8. On page 82 of the PDS, under the heading 'What if you are not satisfied with our final IDR decision?' replace the wording under the heading with the following new wording:

"We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. Any determination AFCA makes is binding on us, provided you also accept the decision. You do not have to accept their decision and you have the option of seeking remedies elsewhere.

AFCA has authority to hear certain complaints. Contact AFCA to confirm if they can assist you.

You can contact AFCA:

By phone: 1800 931 678

By email: info@afca.org.au

In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

By visiting: www.afca.org.au"

Questions?

If you have questions about these changes, please visit our website suncorp.com.au or contact us on 13 11 55.



