

UniLodge

Contents Insurance

Combined Product Disclosure Statement, Policy Terms & Conditions and
Financial Services Guide



Please retain this booklet for your future reference.

If you have questions, a claim to make or require any assistance with a change to your insurance, contact Quantum Underwriting Agencies at:

Unit 2, 10 Cassowary Bend, Eaton, Western Australia 6232
1300 974 095
reception@qua.net.au
www.qua.net.au

This booklet is prepared and authorised for distribution by the *insurer* on 15 July 2019

INTRODUCTION

There are number of sections in this booklet which relate to *your* Unilodge contents policy.

You should carefully read all of the section in this booklet before making any decision about whether to purchase this policy. Keep this booklet in a safe place for future reference.

Part A - Product Disclosure Statement (PDS)

The PDS is designed to help *you* understand the insurance cover so that *you* can decide whether to purchase and hold this policy. The PDS describes the main features and benefits of the insurance, the cost of the insurance, our internal and external complaints procedures, *your* duty of disclosure and *your* cooling off rights. It also contains *our* privacy statement. The *insurer* is responsible for the content in this Part of the booklet.

We may need to update this PDS from time to time if certain changes occur and where required by law. If the change is material, *we* will provide *you* with a new PDS or supplementary PDS.

Part B - Policy Terms and Conditions

We encourage *you* to read the Policy Terms and Conditions to fully understand the insurance cover (including the terms, conditions, exclusions and limitations that apply to *your* insurance).

The Policy Terms and Conditions are the terms on which the insurer has agreed to insure *you* if *you* have paid the premium for the insurance. It also contains a description of the things that are not covered and the restrictions, limitations and conditions for accessing cover. The *insurer* is responsible for the content in this Part of the booklet.

A word or expression that is italicised in this booklet means it has a special meaning. *You* will find that meaning in the Definitions on page 17. When *you* purchase the policy, *we* will issue *you* with a *policy schedule* and this needs to be read with the Policy Terms and Conditions (in Part B). *Your policy schedule* includes important information such as the standard *excess* *you* pay when *you* make a claim.

If *we* need to change *your* cover at any time, contact *us* and *we* will make changes by adding what is called an endorsement. *You* will find any endorsements that apply to *your* policy printed on the *policy schedule*.

When *you* take out the insurance, *we* also give *you* a Key Facts Sheet, which is an overview of the maximum level of cover and key events that are provided under this policy.

Part C - Financial Services Guide (FSG)

The FSG contains important information about the services provided by *Quantum*, how they are paid, the relationship they have with the *insurer* and others, how to make a complaint about their services and the compensation arrangements including professional indemnity arrangements. *Quantum* is responsible for the content in this Part of the booklet.

Any advice contained in this booklet is general only and does not take into account *your* individual objectives, financial situation or needs. Before acting on this, *you* should consider the appropriateness of it having regard to *your* individual objectives, financial situation and needs.

PART A – PRODUCT DISCLOSURE STATEMENT

Quantum Underwriting Agencies and the *insurer*

The PDS has been prepared by Quantum Underwriting Agencies Pty Ltd (*Quantum*) as the agent of the *insurer*. The *insurer* is certain underwriters at Lloyd's of London. The *insurer* is financially liable for any claims that come within the Policy Terms and Conditions. Lloyd's of London is regulated under the Insurance Act 1973 (Cth). *Quantum* has a binding authority to issue a policy to you acting as an agent of the *insurer*, and subject to agreed limits of authority.

Quantum is a corporate authorised representative (CAR No 328372) of Quantum Insurance Holdings Pty Ltd which holds an Australian financial services licence (AFSL number: 451134). *Quantum* does not provide any advice on the insurance to you and when issuing policies or handling insurance claims, it does not act for *you* or on *your* behalf. More information about the services it provides can be found in Part C of this booklet.

Main Features and Benefits

This insurance provides financial protection for damage to *your contents* caused directly by any of the insured events set out in the table on pages 8, 9 and 10 and occurring during the *period of insurance*.

There are additional benefits with the *contents* cover. For example, legal liability, loss of rent and cover for illegal credit card transactions following theft of loss of *contents*. More information about these benefits are on page 14.

Understanding the Limits of the Insurance

There are some events that are not covered at all by this policy. For example, damage or loss to *contents* which is caused by an *act of terrorism* or a *flood*. More details about the excluded events can be found in the Terms and Conditions on pages 8, 9 and 10.

There are also some objects and things that the *insurer* will never insure. Review the definition of *contents* on page 17 carefully to understand exactly what is covered and when. Importantly, if *your contents* are not stored or kept in *your* private room on campus, they will not be covered by this policy. More information is on page 8.

The maximum benefit provided under your policy will be the sum insured shown on your *policy schedule*. The *insurer* will not pay more than this amount. There are also some further restrictions on the maximum amounts paid for loss or damage to certain items. For example, items like artwork, rugs, jewellery, watches, cameras, bicycles and cash. There are some restrictions on the number of claims that can be made for loss or damage to laptops, tablets and mobile devices. More information is on page 13.

Your Duty of Disclosure

Before *you* enter into an insurance contract, *Quantum* will ask *you* questions that are relevant to the *insurer's* decision to insure *you* and on what terms. This is *your* duty of disclosure. *You* have this duty which at the time of making *your* application and until *you* are covered by the policy for the first time. It also applies whenever *you* renew, extend, vary or reinstate the insurance.

What You Must Tell Us – If we ask *you* questions, *you* must be honest and tell *us* anything that *you* know, and which a reasonable person in the circumstances, would include in answer to the question.

If You Do Not Tell Us - If *you* do not answer *our* questions in this way, the *insurer* may reduce or refuse to pay a claim, or cancel *your* insurance. If *you* answer the questions fraudulently, the *insurer* may refuse to pay a claim and treat *your* insurance as if it never existed.

Calculating the Premium and other Costs of this Insurance

Your premium is calculated prior to the commencement of the *period of insurance* based on the information you supply on your application form and the *insurer's* assessment of the risk. The cost of insurance is shown on your quote.

Each year thereafter and prior to the policy anniversary, if we offer you terms to renew the policy, we will advise you of the premium for the new policy year. A premium adjustment may be charged by us for variations or endorsements to the policy that you request mid-policy year and we agree to provide.

The premium is calculated based on a number of factors. Some are pre-determined by the *insurer* and don't vary for each insured and others may be specific to your risk. The premium you pay will include taxes and statutory charges (including stamp duty and GST).

You are required to pay an *excess* when you make a claim. Your *excess* is shown in your *policy schedule* and there is an additional excess for claims involving earthquake or *tsunami* events. There are also contribution payments that must be made by you for certain claims like *fusion*, this is to cover labour costs and it is required to keep this policy more affordable.

30 Day Cooling Off Period

You have a full 30 days from the commencement of the *period of insurance* to make sure you are happy with every aspect of this policy. This is known as the "cooling off" period.

During this time you may cancel the policy simply by contacting us. If we receive your request to cancel your policy within the 30 day period after the commencement of the *period of insurance*, we will give you a refund of the part of the premium that relates to unexpired period of the insurance, less any taxes or other payments for which we cannot receive a refund.

You cannot return this policy if you have made a claim within the 30 day cooling off period. After the cooling off period ends you continue to be able to cancel your policy at any time by notifying us. These rights are set out in on page 15.

Your Privacy

We are committed to compliance with the Privacy Act 1988 (Cth). We use your personal information to provide you with this insurance, and to assess and manage claims. Your information is collected by us and by our service providers. If you don't provide full information we may not be able to provide you with insurance or assess a claim.

We will provide your information to the *insurer*, and to third party providers who are assisting with claims and the assessment of your claim and they will be organisations that are regulated by the Privacy Act 1988 (Cth).

Our Privacy Policy contains information about how you can access the information we hold about you, ask us to correct it or make a privacy related complaint. You can obtain a copy from our Privacy Officer by telephone 1300 974 095, email reception@qua.net.au or by visiting our website (www.qua.net.au).

Dispute Resolution

Lloyd's aim is to provide the highest service to its Australian policyholders and, to this end, has developed the following procedures for the fair handling of complaints from Lloyd's policyholders including insured persons under this policy.

There are established procedures for dealing with complaints and disputes regarding your insurance or claim. These are set out below:

<p><u>Step 1</u></p>	<p>Any enquiry or complaint relating this policy or a claim should be addressed to <i>Quantum</i> as Lloyd's insurance intermediary (the coverholder) in the first instance – in most cases this will resolve <i>your</i> grievance.</p>	<p><i>We</i> will acknowledge <i>your</i> enquiry or complaint immediately by telephone or email.</p> <p><i>We</i> aim to resolve <i>your</i> complaint where possible within 5 business days.</p>
<p><u>Step 2</u></p>	<p>If Step 1 does not resolve the matter or <i>you</i> are not satisfied with the way a complaint has been dealt with, <i>you</i> should contact:</p> <p style="text-align: center;">Lloyd's Australia Limited Level 9, 1 O'Connell Street, Sydney NSW 2000 Telephone: (02) 8298 0753</p> <p>Please call Lloyd's first to discuss <i>your</i> dispute, however Lloyd's may ask <i>you</i> to confirm the details of <i>your</i> dispute in writing.</p> <p>Depending on the nature of <i>your</i> dispute, <i>you</i> may be referred to an alternative complaints scheme for resolution at this point.</p> <p>When <i>you</i> lodge <i>your</i> dispute with Lloyd's, Lloyd's will usually require the following information:</p> <ul style="list-style-type: none"> ▪ Name, address and telephone number of the policyholder ▪ The type of insurance policy involved (household, motor, etc) ▪ Details of the policy concerned (policy and/or claim reference numbers, etc) ▪ Name and address of the agent through whom the policy was obtained ▪ Details of the reasons for lodging the complaint ▪ Copies of any supporting documentation <i>you</i> believe may assist Lloyd's in addressing your complaint appropriately. 	<p><i>Your</i> dispute will be acknowledged in writing within 5 business days of receipt and will be reviewed by a person with appropriate authority to deal with the dispute.</p> <p>The length of time required to resolve a particular dispute will depend on the individual issues raised, however in most cases <i>you</i> will receive a full written response to <i>your</i> complaint dispute within 15 business days of receipt.</p> <p>If <i>your</i> dispute cannot be finalised within that time, Lloyd's will continue to work on it and Lloyd's will regularly advise <i>you</i> of its progress.</p> <p>Lloyd's investigation will include discussions with the various parties involved and a review of all papers and documentation relating to the dispute where appropriate.</p>
<p><u>Step 3</u></p>	<p>If <i>your</i> dispute is not resolved in a manner satisfactory to <i>you</i>, Lloyd's will then provide <i>you</i> with details about the Australian Financial Complaints Authority (AFCA), which is an independent body that operates nationally in Australia and aims to resolve disputes between policyholders and their insurers. This service is free of charge to <i>you</i>.</p> <p>Disputes relating to domestic and some small business general insurance policies can be reviewed by AFCA if they remain unresolved following the procedures outlined above.</p>	<p><i>Your</i> dispute must be referred to AFCA within 24 months of the date of Lloyd's written decision.</p> <p>Clients not eligible for referral to AFCA, and wholesale clients, may be eligible for referral to the Financial Ombudsman Service (UK). Such referral must occur within 6 months of the final decision by the Policyholder & Market Assistance Department at Lloyd's. Further details will be provided by the Policyholder & Market Assistance Department with their final decision to <i>you</i>.</p>

The General Insurance Code of Practice

The Insurance Council of Australia has developed a General Insurance Code of Practice, to which Lloyds Australia Ltd is a signatory. The General Insurance Code of Practice aims to raise the standards of practice and service in the insurance industry and includes many standards in relation to:

- buying insurance;
- insurance claims;
- responding to catastrophes and disasters;
- information and education;
- complaints handling procedures; and
- code monitoring and enforcement.

You can obtain a copy of the Code from Lloyd's Australia or at www.codeofpractice.com.au

Financial Claims Scheme

This policy is not a protected policy under the Financial Claims Scheme and *you* are not entitled to payment under that Scheme if the *insurer* becomes insolvent. Information about the Financial Claims Scheme can be obtained was APRA at www.apra.gov.au

SECTION B – POLICY TERMS AND CONDITIONS

INSURING CLAUSE

What you are insured for

You are insured for loss or damage to *your contents* which occurs during the *period of insurance*. You are covered whilst the *contents* are in *your private room* on campus and where the loss or damage is caused directly by any of the *insured events* in the table below.

There are also some limits and exclusions and these are shown in the table below (see right hand column) and also on page 13. When you make a claim, you must pay the *excess* shown on the *policy schedule* and any additional excess that applies (see below).

Insured events include:	But do not include:
Fire or explosion	Loss or damage caused by: <ul style="list-style-type: none"> ▪ deliberate application of heat ▪ scorching, melting or charring
Storm or rainwater	Loss or damage caused by: <ul style="list-style-type: none"> ▪ storm, rainwater or wind damage to trees, shrubs or plants. ▪ storm, rainwater or wind damage to retaining walls, free standing walls, fences or gates not constructed of brick, concrete, masonry or stone (except in Queensland & Western Australia). ▪ <i>flood</i>. ▪ the action of the sea, high water, tidal wave. ▪ water seeping through a wall or floor. ▪ mildew, algae. ▪ atmospheric or climatic conditions other than storm. ▪ water entering the site or building through an opening made for the purpose of alterations, additions, renovations or repair.
Lightning or thunderbolt	Loss or damage caused by fluctuations in the power supply unless there is evidence of a lightning strike.
Earthquake or <i>tsunami</i> Important note For details of the applicable excess and other important information about claims involving earthquake or <i>tsunami</i> , read the section in page 10.	

Insured events include:	But do not include:
Theft	Loss or damage caused by: <ul style="list-style-type: none"> ▪ theft by any person who is living at or near <i>your</i> private room on campus unless there is evidence that <i>your</i> private room on campus has been entered forcibly and violently. ▪ theft of cash or negotiable securities unless there is evidence that <i>your</i> private room on campus has been entered forcibly and violently.
Malicious acts	Loss or damage intentionally caused by <i>you</i> , <i>your</i> family, or <i>your</i> family visitors.
Riot or civil commotion	
Bursting, leaking, discharging or overflowing of fixed basins, shower bases, or other fixed apparatus, fixed tanks or fixed pipes used to hold or carry liquid of any kind (including the reasonable costs of locating the cause of the damage, and the costs of reinstating the property damaged or disturbed in the course of work).	Loss or damage which: <ul style="list-style-type: none"> ▪ occurs gradually over time. ▪ results from water escaping from a shower base not fitted with a tray or water proof membrane. ▪ is caused by the porous condition of any tiles, grouting or sealant. ▪ is caused by repair or replacement of the apparatus, tank or pipe itself.
Impact by: <ul style="list-style-type: none"> ▪ a vehicle, an aircraft or a water-borne craft ▪ space debris or debris from an aircraft, rocket or satellite. ▪ an animal. ▪ a falling tree or part of a tree. ▪ a mast or a television or radio aerial that has broken or collapsed. 	Loss or damage caused directly or indirectly by: <ul style="list-style-type: none"> ▪ an animal kept at or near where your private room on campus is located. ▪ felling or lopping trees at or near where <i>your</i> private room on campus is located.
Breakage of glass forming part of an item of furniture, or domestic telephones.	Damage to any property other than: <ul style="list-style-type: none"> ▪ the broken glass or ceramic material in a shower base, basin, sink, lavatory pan, cistern or telephone. ▪ any item that is chipped or scratched. ▪ glass in a picture frame, or clock. ▪ glass in television sets, radios, VDU's or any other computer or electrical equipment. ▪ glassware, crystal or ornaments. ▪ mobile cellular telephones.

Insured events include:	But do not include:
<p><i>Fusion</i> in an electric motor</p> <p>Important Note for <i>fusion</i> benefit</p> <p>We will pay the cost of rewinding the motor, or, at our option, replacing it.</p> <p>You will have to contribute towards the total cost of repair or replacement including labour charges as follows:</p> <ul style="list-style-type: none"> ▪ motors up to 10 years from the date of purchase when new or rewinding - \$0. ▪ for each additional year - 20% per year. In no case will your contribution exceed 90% after applying the excess. 	<p>Damage to:</p> <ul style="list-style-type: none"> ▪ motors more than 15 years from the date of purchase when new or more than 15 years from the date of rewinding. ▪ repair or replacement of additional parts or service items.
<p>Spoilage of food domestic refrigerators or freezers at the site caused by:</p> <ul style="list-style-type: none"> ▪ breakdown of the refrigerator or freezer; ▪ failure of the electricity supply to the home. 	<p>Spoilage as a result of:</p> <ul style="list-style-type: none"> ▪ strikes; ▪ switching off or disconnecting the electricity supply.

Excess

We deduct an excess from the amount of *your* claim. For earthquake or *tsunami* claims, the excess is \$200, or the amount shown on *your* policy schedule, whichever is greater. All loss, destruction or damage occurring within a period of 48 hours of the earthquake is regarded as the one event.

GENERAL EXCLUSIONS

What *you* are not insured for

You are not insured for loss, damage, destruction, liability, cost or expense of any nature directly or indirectly caused by, resulting from or in connection with any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:

- a. war, invasion, acts of foreign enemies, hostilities or war-like operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
- b. any *act of terrorism* that is directly or indirectly caused by, contributed to by, or in any way involves or is connected with biological, chemical, radioactive, or nuclear pollution or contamination.
- c. radioactivity or the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste or action of nuclear fission or fusion.

These exclusions also exclude any loss, destruction, damage, liability, cost or expense of any nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to a, b or c above.

You are not insured against:

- d. loss or damage intentionally caused by *you* or a member of *your* family or a person acting with *your* or their consent;

e. loss or damage resulting from or caused by:

- the lawful seizure, confiscation, nationalisation or requisition of the building in which your *contents* are held (i.e. *your* private room on campus);
- destruction of or damage to property by a government or public or local authority;
- inherent defects, structural defects, faulty workmanship, faulty design or any gradual process;
- wear, tear, rust, corrosion, depreciation or gradual deterioration;
- fungus, mildew, algae, atmospheric or climatic conditions (other than storm);
- settling, shrinkage or expansion in buildings, foundations, walls or pavements;
- the removal or weakening of supports or foundations for the purpose of alterations, additions, renovations or repair;
- damage caused by swimming pools or similar structures caused by hydrostatic pressure;
- mechanical, electrical or electronic breakdown where *fusion* does not occur;
- loss of or damage to electronic data caused by electronic or mechanical derangement or malfunction or by a virus, or processing error;
- any consequential loss other than that specifically provided by this policy;
- any process of cleaning involving the use of chemicals;
- vermin, insects, wildlife;
- tree roots;
- erosion, subsidence, landslide or earth movement unless it is a direct result of one of the following insured events including storm, earthquake or *tsunami*, escaping liquid and occurring no more than 48 hours after the event;
- the action of the sea, high water, tidal wave;
- loss or damage to sporting equipment while in use or play.

f. liabilities under any Additional Benefits on page 14 for claims arising from:

- any liability arising out of any agreement unless liability would have attached to *you* if that agreement did not exist;
- death of or bodily injury to *you* or to any person who normally lives with *you*;
- death of or bodily injury to anyone employed by *you* if the death or injury arises out of their employment;
- damage to property belonging to *you* or any person who normally lives with *you* or to *your* or their employees;
- any workers compensation legislation, industrial award or agreement, or statutory accident compensation scheme;
- the ownership, custody, or use of any lift, aerial device or aircraft (except model aircraft or toy kites), aircraft landing area, boat exceeding 3 metres in length (except canoes, surfboards, surf skis or sailboards) or motorised watercraft in excess of 10 horsepower;
- the conduct of any activity carried on by *you* or *your* family for reward except part time casual babysitting

or letting the home for domestic purposes;

- vibration or the weakening of, removal of or interference with support to land, buildings or other property;
- construction or demolition of a building, including the home if the value of the work exceeds \$50,000;
- death or bodily injury to any person arising out of pregnancy or the transmission of any communicable disease by *you* or *your* family;
- the ownership of land, buildings or structures other than the home insured by this policy;
- loss, damage or injury intentionally caused by *you* or a person acting with *your* or their consent;
- the lawful seizure, confiscation, nationalisation or requisition of the property insured;
- destruction of or damage to property by any government or public or local authority;
- the ownership or use of any motor vehicle other than the cover given by the Additional Benefit - Motor vehicle liability;
- fines, penalties, or punitive, aggravated or exemplary damages.

The *insurer* is not liable to pay any claim or provide any benefit to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that *insurer* to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

LIMITS ON CLAIMS AND SUMS INSURED

How and how much we will pay for loss or damage to *contents*

At the *insurer's* option, we will:

- repair or replace the lost or damaged item, or
- pay the reasonable cost of repair or reinstatement to a condition substantially the same as, but not better than when new, or
- pay *you* compensation in an amount up to the sum insured (subject to any sub-limits that apply as stated below).

Restrictions on claims or the amount paid

The maximum amount that we pay for the following claims is:

Works of art, pictures, tapestries, rugs and antiques	\$500 per item and \$1,250 in total for all claims during the <i>period of insurance</i> .
Items of jewellery, gold or silver articles, furs, watches, photo-graphic equipment including video cameras, sporting equipment, and collections of any kind	\$ 500 per item or collection and \$1,250 in total for all claims during the <i>period of insurance</i> .
Bicycle	\$500 for any and all claims during the <i>period of insurance</i> .
Cash, treasury notes, savings certificates, stamps, money orders, and other negotiable instruments bullion or documents	\$200 for any and all claims during the <i>period of insurance</i> .
Laptops, tablets and mobile devices including mobile phones	Two claims during any one period of insurance.
Floor coverings, blinds and curtains	For carpets and other floor coverings, curtains and internal blinds we pay only for items in the room, hall or passage where the damage occurred.
Pairs, sets and collections	If any item lost or damaged is part of a pair, set or collection, we pay no more than the actual value of the item. We do not give any allowance for any special value it may have as forming part of a pair, set or collection, or for any reduction in value of the remaining part or parts. A pair, set or collection means 2 or more articles the collective value of which exceeds the sum of their individual values.

ADDITIONAL BENEFITS

All of the Additional Benefits in this section of the policy are subject to the General Exclusions which appear on pages 10,11 and 12.

1. **Illegal use of credit card or financial transaction card**

If we pay a claim for loss or damage to *your contents* and a credit card, debit card or other stored value/financial transaction card is lost or stolen, we will pay *you* compensation of up to \$200 during the *period of insurance* to meet any legal liability *you* incur from its unauthorised use and no more than the sum insured on the *policy schedule* for all *contents* claims made during the *period of insurance*.

We do not pay a claim if:

- the card does not belong to *you*;
- *you* have not complied with the card issuer's requirements; or
- the unauthorised user of the card is someone *you* know including a relative, invitees, visitor or other person living near or at *your* private room on campus.

2. **Loss of rent or temporary accommodation**

If the building in which *your* private room is located on campus, is severely damaged by an insured event described on page 8, 9 and 10 and the building is not habitable, we will pay *you* compensation for increased living costs and additional rent of up to \$2,000 during the *period of insurance* and no more than the sum insured on the *policy schedule* for all *contents* claims made during the *period of insurance*.

3. **Legal Liability**

When we insure *your contents*, we insure *you* against any claim for compensation or expenses which *you* become legally liable to pay for:

- the death of, or bodily injury to, any person;
- the loss of, or damage to, property,

resulting from an occurrence during the *period of insurance*, up to the amount shown as the sum insured for legal liability on the *policy schedule* for any one occurrence during the *period of insurance*. In addition to this amount we pay legal costs which we approve.

We do not pay more than this amount in total under all policies we have issued to *you* which cover the same liability.

GENERAL CONDITIONS

Changes

You must tell us as soon as possible if *your* circumstances occur, or if changes or alterations are intended or made to *your* circumstances which increase the risk of loss, damage or injury.

Cancellation

You may cancel this Policy at any time by notifying *us* in writing. *We* will refund to *you* a proportion of the premium for the unexpired period of insurance.

We may cancel this Policy by notice in writing for any reason available to *us* at law including for a breach of the duty of good faith, failure by *you* to pay premiums or failure to comply with other policy conditions or the law including the duty of disclosure. When *we* cancel the policy, *we* will refund *you* a proportion of the premium for the unexpired period of insurance.

If the premium is paid by instalments, *we* may cancel this policy at any time by giving notice in writing if any instalment of premium has remained unpaid for 1 month or more and *we* may decline to pay a claim if an instalment of premium remains unpaid for at least 14 days from the date when it became due for payment.

Care and maintenance

If *you* do not take reasonable care to:

- protect and maintain the *contents* insured
- prevent damage or injury to others or their *contents*
- minimise the cost of any claim under this policy, or
- comply with all statutory obligations and by-laws or regulations relating to the safety of person or property.

We will not pay for the part of the claim that fairly represents the extent to which the insurer's interest have been prejudiced by a failure to comply with these policy conditions.

Claims

What *you* must do

If an event happens which may give rise to a claim *you* must:

- take all reasonable precautions to prevent further loss, damage or liability.
- notify the police immediately if any of *your* property is lost, stolen, or maliciously or intentionally damaged.
- tell *us*, as soon as possible. *You* will be provided with a claim form and advice on the procedure to follow.
- supply *us* with all information we require to settle or defend the claim.
- notify *us* of any other insurance covering the same loss, damage or liability.
- co-operate with *us* fully in any action *we* take if *we* have a right to recover any money payable under this policy from any other person where *we* are permitted to do so by law.

What you must not do

You must not:

- authorise repairs to or arrange replacement of any of the property insured in connection with any claim without *our* consent, other than emergency repairs necessary to prevent further loss. If *we* agree to pay *your* claim, *we* will pay for these repairs, but *you* must retain all receipts; or
- admit liability if an accident occurs which is likely to result in someone claiming against *you*.

What we do

We have the right to take over and conduct in *your* name the defence or settlement of any claim or to prosecute in *your* name for damages. *We* have full discretion in the conduct of any proceedings and in the settlement of any claim.

What can affect a claim

We will reduce the amount of a claim by the excess shown in the policy schedule and as described in these Terms and Conditions.

We may refuse to pay a claim or reduce what *we* pay for a claim if *you* are in breach of *your* duty of disclosure or any of the conditions of this policy, including any endorsements noted on or attached to the policy schedule.

We pay only once for loss or damage from the same event to *contents* insured by this policy even if it is covered under more than one section of the policy.

We may be entitled to refuse to pay or to reduce the amount of a claim if:

- it is in any way fraudulent; or
- any fraudulent means or devices are used by *you* or anyone acting on *your* behalf to obtain any benefits under this policy.

DEFINITIONS

act of terrorism means an act, including but not limited to the use of and/or the threat of force or violence by any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, which from its nature or context is done for, or in connection with political, religious, ideological or ethnic or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

contents means all household goods and personal effects within *your* private room on campus which belong to *you* or for whose loss or damage *you* are legally liable including any of the following items whilst contained within *your* private room on the campus:

- a. items of special value which *we* have listed on the *policy schedule*;
- b. landlord's fixtures and fittings for which *you* are legally liable and fixtures and fittings installed by *you* for *your* own use;
- c. golf buggies, motorcycles up to 125cc engine capacity, garden equipment or motorised wheelchairs none of which require registration; and
- d. canoes, surfboards, surf skis or sailboards and any watercraft not exceeding 3 metres in length and 10 horsepower.

It does not include:

- e. fish, birds or animals of any description;
- f. trees, shrubs and any other plant life (other than pot plants);
- g. any caravan or trailer;
- h. motorised vehicles other than those described in (c) above;
- i. watercraft other than those described in (d) above;
- j. aircraft or their accessories (other than a non-pilotable model aircraft);
- k. accessories or spare parts of motor vehicles, caravans, trailers, aircraft or watercraft while they are in or on the motor vehicle, caravan, trailer, aircraft or watercraft;
- l. photographic and video equipment and musical instruments or musical equipment used for earning income;
- m. any property illegally in *your* possession;
- n. commercial or retail trade stock; or
- o. any personal items belonging to *you* whilst contained or stored in any other building or common area away from *your* private room on campus.

excess means the first amount of any claim which *you* must pay and this amount is shown on your *policy schedule*. It also includes any special excesses apply for earthquake or *tsunami* events (see page 10).

flood means the covering of normally dry land by water that has escaped or been released from the normal confines of a lake, river, creek, reservoir, canal, dam, reservoir or other natural watercourse (whether or not it has been altered or modified).

fusion means the process of fusing or melting together of the windings of an electric motor following damage to their insulating material as a result of overheating caused by electric current.

insurer means certain underwriters at Lloyd's of London.

period of insurance means the period between the policy start date and the expiry date as stated on the policy schedule.

policy schedule means the schedule issued by *us* at the time the policy commences.

tsunami means a sea wave caused by a disturbance of the ocean floor or by seismic movement.

we, us, our or Quantum means Quantum Underwriting Agencies Pty Ltd, ABN 68 131 910 542 acting as agent of the *insurer*.

you, your means the person named in the policy schedule as the insured person.

Part C - Financial Services Guide (FSG)

This FSG provides *you* with information about the financial services that *Quantum* provides in relation to this policy to help *you* decide whether or not to use those services as well as information on how they are remunerated in relation to the services, how *we* deal with complaints and how *we* can be contacted.

This policy is promoted and issued by *Quantum* on behalf of the *insurer*. Full contact details for *Quantum* is set out on page 2 of this booklet.

About *Quantum*

Quantum Underwriting Agencies Pty Ltd ABN 68 131 910 542 is a Corporate Authorised Representative (No 328 372) of Quantum Insurance Holdings Pty Ltd ABN 71 163 019 Australian Financial Services Licensee (AFSL No: 451134) authorised to provide advice and deal in general insurance products. Certain underwriters at Lloyd's of London are the insurer of the policy and have granted binding authority to *Quantum* to issue policies and handle claims. *Quantum* does not provide personal advice and does not act for *you*.

How *Quantum* is paid for its services?

Quantum may receive a commission of up to 27.5% of the net premium (this is the premium less any taxes and statutory charges) for the service of issuing the policies. This commission is used by *Quantum* to cover costs associated with the marketing and distribution of this product to *you*.

The staff at *Quantum* receive a salary including any bonuses based on their performance. These payments are not an additional charge to *you* and are not in addition to the cost of your premium.

Quantum may receive administration fees together with a portion of the underwriting profit, if any, for placing this policy and administering claims.

You may request further particulars about the above remuneration (including commission) or other benefits from *Quantum*; however, the request must be made within a reasonable time after *you* have been given this booklet and before the relevant financial service has been provided to *you*. Contact *Quantum* using the contact details on page 2.

Compensation Arrangements

The Corporations Act 2001 (Cth) requires *Quantum* to have arrangements for compensating retail clients for losses they suffer arising from the financial services provided by *Quantum* or its representatives.

Your privacy

Refer to the "Your Privacy" section on page 5 of the PDS for further information on what *we* do with *your* information.

How are complaints resolved?

Refer to the "Dispute Resolution" section on pages 5 and 6 of the PDS for further information on how *your* complaint is dealt with.

Electronic Delivery of Disclosure Notices.

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to *you* electronically, via email or links to websites etc. If *you* have provided your email address to us we will typically use that email address for all correspondence and disclosure notices. Should *you* not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

Authorised for issue

This FSG was prepared and authorised on 25 July 2019 by
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