

KEY FACTS ABOUT THIS HOME CONTENTS POLICY

RAMS Home and Contents Insurance – Contents: Quality Care

Prepared on: 03 December 2020
THIS IS NOT AN INSURANCE CONTRACT



Step 1 Understanding the Fact 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 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 we provide you with some agreed extra cover above that amount (Sum insured plus safety net).

Event/Cover	Yes/No Optional	Some examples of specific conditions, exclusions or limits that apply to events/covers (see PDS and other policy documentation for details of others)*
Fire and Explosion	Yes	We won't cover loss or damage that is predominantly caused by or arises from wear and tear, or gradual deterioration.
Flood	Yes	We won't cover loss or damage caused by flood for a period of 7 days from the date cover was initially provided by us, subject to limited exceptions.
Storm	Yes	We won't cover loss or damage caused by or resulting from gradual deterioration from hail, wind, snow or rain.
Accidental Breakage	Yes	We will only cover accidental breakage of specific items, including glass that forms part of your furniture and hanging wall mirrors.
Earthquake	Yes	Loss or damage that is predominantly caused by or arises from earth or soil movement including landslide, subsidence, erosion or heave, unless it is a direct result of an earthquake during the period of insurance.
Lightning	Yes	We won't cover loss or damage to the extent that it is covered by a warranty, guarantee or service contract.
Theft and Burglary	Yes	We will only cover damage or loss caused by theft or attempted theft from a fully enclosed and lockable building at the site, and up to \$2,000 in the open air at the site. We won't cover loss or damage caused by theft or attempted theft if the theft or attempted theft is by you or someone acting with your consent.
Actions of the Sea	Yes	We won't cover loss or damage caused by or resulting from actions of the sea or high water, other than storm surge and tsunami.
Malicious acts and unrest	Yes	We won't cover loss or damage if the malicious act is by you or someone who is at the site with your consent, or the consent of someone who lives at the insured site.
Impacts	Yes	We won't cover loss or damage that is caused by or arises from falling trees or branches if tree lopping or felling is done by you or with your consent.
Escape of Liquid	Yes	We won't cover loss, damage or repairs to the item from which the liquid escaped.
Cover for valuables, collections and items away from the insured address		
High value items and collections	Yes	We will only cover unset stones and unattached charms for up to \$1,000 in total per claim.
Items away from insured address	Yes	We won't cover contents in any sale rooms, or loss or damage occurring during a household removal.

* 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, we won't cover loss or damage caused by or arising from bushfire for at least 7 days from the date cover was initially provided by us, subject to limited exceptions. 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 may have to pay for each incident. A number of different excesses may apply in respect to this policy, for example, for a claim for earthquake, your excess will be the greater of your total basic excess or \$300. 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 liability for incidents which take place in Australia, and to \$20 million in total for any one occurrence or series of occurrences. 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*).
 - you set the maximum level of cover and the insurer may provide you with some agreed extra cover above that amount (*Sum insured plus safety net*).
- * 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.

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 13 7267.

For more information on choosing insurance and to better understand insurance visit the Australian Government website: www.moneysmart.gov.au

The policy this KFS relates to is:

- Provided/Distributed by Westpac Banking Corporation (Bank), ABN 33 007 457 141, AFSL 233714. RAMS Financial Group Pty limited ABN 30 105 207 538 refers customers to the Bank for their home and contents insurance needs.
- Underwritten by Westpac General Insurance Limited, ABN 99 003 719 319