Landlord Insurance

Additional Information Guide

SUNCORP

This Additional Information Guide (AIG) is designed to provide you with additional information about excesses, how we calculate premiums and the discounts available under the policy. You should read this AIG together with our Landlord Insurance Product Disclosure Statement (PDS) dated 25/11/2020.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 17 April 2024.

Your excess

The amount and types of excesses that apply to your policy are shown on your certificate of insurance. Depending on the circumstances, you might have to pay more than one type of excess when you claim.

The different types of excesses are:

<u>Standard excess</u>

You can choose a standard excess from the levels we offer. The levels we offer usually fall between $100 and $5,000.

<u>Theft by tenants or their guest excess</u>

In addition to any other excess, an excess of $500 will apply if you make a claim for theft by tenants or their guests.

<u>Malicious acts or vandalism by tenants or their guests excess</u>

In addition to any other excess, an excess of $500 will apply if you make a claim for malicious acts or vandalism by tenants or their guests.

<u>Loss of rent – tenant default excess</u>

In addition to any other excess, an excess of $500 may apply if you make a claim under 'Loss of rent – tenant default'. A waiting period also applies. Your standard excess does not apply.

<u>Earthquake and tsunami excess</u>

In addition to any other excess, an excess of $300 will apply if you make a claim for loss or damage as a result of an earthquake or tsunami.

<u>Motor Burnout Excess</u>

The excess that applies for a claim made under optional Motor Burnout cover is $100. The standard excess does not apply to claims made only under Motor Burnout.

<u>Additional excess</u>

An additional excess may apply due to reasons such as claims history, location and building type. Unless stated otherwise in the PDS, this excess is in addition to any other excess.

<u>Unoccupied excess</u>

In addition to any other excess, an unoccupied excess of $1,000 will apply if you claim for loss or damage to your property or contents which occurs when your property has been unoccupied for more than 60 continuous days.

About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate of insurance.

We'll calculate your premium based on:

— Your risk.

— Any discounts applied.

— Compulsory government charges such as stamp duty and GST.

— Fire Services Levy, where applicable.

— The standard excess you choose.

Your risk – we work this out using factors we consider important, including the address, occupancy type, the type of property you're insuring, the materials and characteristics of the home/unit, relevant claims history, the amount and type of cover you select and the policy options chosen.

This is not a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors. Your premium will cost less if you pay annually, rather than by instalments.

The premium you pay is also affected by other things including:

— The cost of claims we have paid to other customers and claims we expect to pay in the future;

— Our expenses of doing business;

— Other commercial factors.

When determining your renewal premium, we also consider your previous premium. As such we may limit movements up or down.

Premium discounts

Discounts are also a significant factor that can affect your premium. The premium you pay for your insurance includes any discounts we have given you. Any discounts are usually applied before the application of government taxes and charges.

The main discount we offer is Multi-policy discount.

From time to time we might also offer discounts or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions will usually apply. The amount and type of discounts that may be offered can change or be withdrawn. If you are eligible for more than one discount, we usually apply any subsequent discount to the already discounted premium.

Multi-policy discount

A multi–policy discount (MPD) rewards you with a discount off your premium for holding three or more eligible paid personal insurance policies with us. There must be a common mailing address and the person(s) seeking the discount must be nominated as an insured with the exact same name on each eligible policy. If you take out a new policy and qualify for the MPD, you are eligible for the MPD on that new policy from its start date (if the discount is not applied at purchase, we endeavour to process the discount within 90 days from policy start date). You are eligible to receive the MPD on your other existing eligible policies from their next renewal date, provided you are eligible for the MPD when we calculate your renewal offer.

Eligible personal insurance policies are home, contents, landlord, car, motorhome, motorcycle, caravan and boat insurance. A Suncorp QLD Compulsory Third Party insurance policy counts as an eligible policy but the premium cannot be discounted. If you quote for a new policy via our website, we rely on your answers to our questions to establish eligibility.

To find out more about the multi-policy discount or if you believe you are eligible for the multi-policy discount but it is not shown on your certificate of insurance, please phone us.

Government taxes & charges

After we have calculated the amount to cover your landlord insurance policy any applicable stamp duty, GST, charge and levy are then applied. These charges are applied as the final step in the premium calculation.

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.

You can find more information about the FCS from APRA at www.fcs.gov.au.