



# Home Removals Insurance for transit within Australia only

Product Disclosure Statement

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cargo

# Policy Schedule

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# About our Home Removals Insurance

Associated Marine is proud to present the Home Removals Insurance product.

## Who is the insurer

Zurich Australian Insurance Ltd. ABN 13 000 296 640 (Zurich) 5 Blue Street, North Sydney NSW 2059 is the insurer.

## Who is Associated Marine

Associated Marine Insurers Agents Pty Ltd ABN 41 006 104 007 (Associated Marine) is managing agent for certain Zurich insurance products, including Home Removals Insurance. Under its arrangements with Zurich, Associated Marine provides all services in relation to Home Removals Insurance which includes dealing with and settling claims.

Associated Marine is wholly owned by Zurich Financial Services Australia Ltd ABN 11 008 423 372. Associated Marine's AFS licence number is 235383.

In this PDS 'we', 'us' or 'our' mean Associated Marine on behalf of Zurich.

## How to apply for this insurance

If you are interested in buying this product or have any enquiries about it, you should contact your intermediary who should be able to provide you with all of the information and assistance you need.

If you do not have an intermediary you can log on to our web site at [www.insuremymove.com.au](http://www.insuremymove.com.au) or contact Associated Marine on free call 1800 009 796.

However, we are only able to provide factual information or general advice about the product. We do not give advice on whether the product is appropriate for your personal objectives, needs or financial situation.

## Our Home Removals Insurance

The Associated Marine Home Removals Insurance policy is designed for domestic removals within Australia. The policy cover can be customised to meet your needs some of the options are as follows:

### Gold cover

For goods transported by professional removalists only, this provides:

- cover for accidental damage to your goods
- cover for malicious damage to your goods.

### Silver cover

For goods packed or moved by you, or by a professional removalist, this provides:

- cover for damage to your goods caused by fire, explosion, lightning or flood
- cover for damage to your goods caused by collision, overturning or jackknifing
- cover for damage to your goods caused by grounding, sinking or capsizing.

## Our contract with you

Your policy is a contract of insurance between you and Associated Marine and contains all of the details of the cover we provide.

Your policy is made up of:

- the policy wording that begins on page 9 of this document. It tells you what is covered, sets out the claims procedure, exclusions and other terms and conditions of cover
- the proposal, this is the information you provide to us when applying for insurance cover
- the policy schedule issued by us. The schedule is a separate document unique to you, that shows your particular insurance details. It includes any changes, exclusions, terms and conditions made to suit your individual circumstances and may amend the policy
- any other changes advised by us in writing, such as an endorsement or supplementary PDS. These written changes vary or modify the above documents.

Please note, only those sections and optional additional extensions shown as covered in your schedule are insured.

We reserve the right to change the terms of this product where permitted to do so by law.

## Significant issues to consider

Insurance contracts contain policy exclusions, policy terms and conditions and policy limits and sub-limits that you should be aware of when deciding to purchase our product. These things may affect the amount of the payment that we will make to you if you have a claim.

We may express some policy terms, policy limits or sub-limits as being either a dollar amount or a percentage of your sum insured shown in your schedule or some other amount, factor or item specified in the relevant clause of this document.

You should be aware of the following matters when considering whether this product is suitable for your needs.

### **This product may not suit your purpose**

You may wish to use insure your goods for a purpose that is excluded under this policy. You should read the policy carefully and ask your insurance adviser, or us, if you are unsure about any aspect of this policy.

### **Your sum insured may not be adequate**

The maximum amount we will pay under this policy will not, under any circumstances, exceed the total sum insured or any specified sum insured for an item. Where a separate sum insured has not been noted for an item, the most we will pay will be the current market value of that item.

### **Extensions of cover**

We automatically provide cover for some additional circumstances under additional benefits within the policy.

Additional benefits include up to 30 days after delivery at the destination to unpack your goods and temporary accommodation if your goods are not delivered by the intended delivery date.

Please refer to Additional benefits on page 10.

### **Optional additional benefits**

Optional additional benefits are available and should be considered depending on your circumstances. These benefits include 60 days for delayed unpacking, cover for domestic pets and cover for damage to containers.

Please refer to Optional additional benefits on page 10.

### **Excesses can apply**

If you make a claim under this policy, you may be required to pay an excess. The amount of your excess is shown on the schedule and the circumstances in which an excess is payable is explained on page 9.

Upon acceptance of your claim, you must immediately pay the total amount of the applicable excess, either to us or to the repairer. We will advise you to whom the excess must be paid.

### **The policy does not cover every eventuality**

This policy contains a number of exclusions, some of which are common in insurance policies. For example, we may not pay for loss or damage caused by:

- wear and tear, moth, vermin, normal atmospheric or climactic conditions or inherent vice
- mechanical, electrical or electronic breakdown
- anything nuclear or radioactive.

Some of the exclusions may be less common. Before making a decision about whether to purchase this policy, you should read the full details of all relevant exclusions which are contained in the policy wording.

Please refer to What you are NOT covered for on page 11.

### **Terms and conditions**

Terms and conditions applicable to your policy set out the obligations you should comply with. Please refer to page 9.

### **Make sure you have the cover you need**

You should discuss with your intermediary the appropriate amounts and risks you should be insured for. If you do not adequately insure for the relevant risks you may have to bear any uninsured losses yourself.

## Your Duty of disclosure

We rely on the information you provide to us when you apply for a Home Removals Insurance policy. You must tell us anything that you know, or should know, that could affect our decision to insure you and/or the terms on which we insure you.

### **1 What you DO need to tell us**

When answering our questions you must be honest and you have a duty under law to tell us anything known to you and which a reasonable person in the circumstances would include in answer to the question. We will use your answers in deciding whether to insure you and on what terms

### **2 What you DON'T need to tell us**

You do not need to tell us anything that;

- reduces our risk
- is of common knowledge
- we know, or as an insurer should know
- we indicate that we do not want to know.

### 3) What will happen if you do not tell us

If you do not answer our questions in this way, we may reduce or refuse to pay a claim, or cancel your policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat the policy as never having existed.

## How we calculate your premium

The total amount we charge you for the policy is made up of the premium and any taxes and government charges applicable. The premium is the amount we have calculated to cover the risk of insuring your home removal. The amount we charge for premium takes a range of factors into account, including but not limited to:

- your selected sum insured
- the distance your goods are being transported
- whether your goods are to be stored, and if so for how long.

Premiums are subject to Commonwealth and State taxes, charges and duty (including Goods and Services Tax). The premium payable by you and the amount of these taxes, charges and duty will be shown in the schedule.

## How and when to pay your premium and what happens if you don't pay

Premiums are charged and are payable before your move. Your intermediary can tell you of other payment methods that may be available.

## Taxation information

We show all taxes and charges as separate items on all policy schedules (for example, GST and stamp duty). Details about GST as it relates to claims payments are shown on page 11 of this document under the heading 'Paying claims'.

## How to make a claim

To make a claim, please contact Associated Marine when something happens that you believe you can make a claim for. Details about making a claim are shown on page 11 of this document under the headings of 'What you should do in the event of a claim' and 'Recovery rights'.

## Your privacy

We collect personal information from you for the purpose of providing you with insurance products and services and for processing and adjusting claims. You can choose not to provide this information, however, we may not be able to process your requests. We may disclose information we hold about you to other insurers, to an insurance reference service or as required by law. In the event of a claim, we may disclose information to and/or about you from investigators or legal advisers. If you wish to update the information we hold about you, please contact Associated Marine.

## Your cooling off period

We will refund all premium paid for cover under Home Removals Insurance at any time prior to the time when an insured good is first moved by your removalist for the purpose of being packed, or if you are moving the goods yourself prior to an Insured Good being loaded onto the conveyance (refer to page 9 Insured Goods for the meaning of this term). To cancel your policy, you must advise Associated Marine in writing and return the policy schedule to our office. You will not receive a refund if you have made a claim under Home Removals Insurance.

## General Insurance Code of Practice

The purpose of the General Insurance Code of Practice (Code) is to raise service standards, improve claims and complaints handling and help people better understand how general insurance works.

The objectives of the Code are:

- (a) to promote better, more informed relations between insurers and their customers
- (b) to improve consumer confidence in the general insurance industry
- (c) to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers
- (d) to commit insurers and the professionals they rely on to higher standards of customer service.

Associated Marine supports the Code. Brochures on the Code are available from Associated Marine offices.

## What to do if you have a complaint

If you have a concern about the Home Removals Insurance policy, a decision on a claim, the service provided by Associated Marine or its agents, loss adjusters or investigators, please contact your nearest Associated Marine office and they will help you in any way they can.

If they or their manager are unable to resolve the matter, please ask to be referred to a Dispute Resolution Officer.

The Dispute Resolution Officer will investigate and try to reach a satisfactory outcome. Our Dispute Resolution process is a free service to you.

If you are still not satisfied, the matter can be reviewed by the Financial Ombudsman Service. Financial Ombudsman Service Limited is an impartial body that is independent of this company. It will investigate your matter and make its decision at not cost to you. You can contact the Financial Ombudsman Service by calling 1300 780 808.

## Headings

Headings have been included for ease of reference, but do not form part of this policy.

## Updating this PDS

We may need to update this document from time to time if certain changes occur where required and permitted by law. We will issue you with a new PDS or supplementary PDS to update the relevant information.

If the updated information is not materially adverse from the point of view of a reasonable person deciding whether or not to purchase this policy we may issue you with notice of this information in other forms or keep an internal record of such changes. A paper copy of the updated information will be available free of charge on request by contacting either your insurance adviser or Associated Marine using the contact details set out on the back cover of this PDS.

# Benefits of cover available

The following is a summary of the major benefits of covers available under the policy. Please refer to each cover section for full details of coverage and applicable terms and conditions.

Summary of covers available	Benefits of cover available	Page No
Gold cover	All risks	9
Silver cover	Defined events	9
<b>Additional benefits</b>		
Delayed unpacking	Up to a maximum of 30 days	10
Temporary accommodation	Up to a maximum of 30 days \$100 per day	10
<b>Optional additional benefits</b>		
Delayed unpacking extension	Up to a maximum of 60 days	10
Temporary accommodation extension	Up to a maximum of 60 days \$100 per day	10
Mechanical/electrical breakdown	Up to a maximum of \$5000	10
Loss of software	Up to a maximum of \$2000	10
Pet cover	Up to \$1000 per pet but \$3000 in total	10
Theft cover	Silver cover only up to sum insured	10
Containers	Up to a maximum of \$5000	10

# Home Removals Insurance – Policy Wording

## Words that have a special meaning

### **We, Us, Our**

Associated Marine Insurers Agents Pty. Ltd as managing agent for Zurich Australian Insurance Ltd.

### **You, Your**

The applicant(s) for this insurance.

### **Excess**

This is the amount of money you will pay if you have a claim. The excess is \$200 unless shown otherwise in the schedule. No excess applies where loss or damage occurs as a result of an event insured under Silver Cover regardless of the cover option selected.

### **Policy Schedule**

This is the document we give you which sets out the details of your cover, where you are moving from/to, the sum we have insured your goods for, the period of storage cover, if any, and the premium payable. It forms part of the policy and should be read in conjunction with the terms and conditions of the policy.

### **Insured Goods**

Household goods and personal effects excluding:

- registered motor vehicles and motor cycles, unless stated in your policy schedule as an additional insured item
- caravans and trailers, unless stated in your policy schedule as an additional insured item
- watercraft exceeding three metres in length
- cash, banknotes, jewellery, precious gems, bullion, stamp or other collections or documents of value
- pets, unless stated in your policy schedule as an additional insured item.

### **Removalist**

The professional removalist with whom you have contracted to move your goods.

### **Storage**

Where the removalist temporarily holds your goods in store during transit this is known as incidental storage and your goods are insured. If at your request the goods are stored for any nominated period(s) they are not insured during such storage unless shown in your policy schedule. Please note that Associated Marine will only provide storage cover if the goods are stored in a professional storage facility with your removalist, storage cover is not available to insure goods in self storage warehouses.

### **Destination**

The final residence within Australia to which the insured goods are to be delivered.

## When you are insured

When we accept your application and you have paid the premium we will provide you with a policy schedule. This becomes part of your policy and is your proof of the cover provided. You may pay your premium by cash, cheque or credit card. If your cheque or credit card is dishonoured by your financial institution, you are not insured.

Your cover commences from the time when each item is first moved by your removalist for the purpose of being packed and continues during transit including any nominated period of storage and ceases when last moved by your removalist when delivered at the destination.

If you move the goods yourself, cover commences once the goods are loaded onto the conveyance and ceases upon commencement of unloading from the conveyance.

## How much we are insuring your goods for

Your goods are insured for their full replacement value (unless stated otherwise in your policy schedule), regardless of age, but limited to the sum(s) insured stated in the policy schedule. Please refer to page 10 for details on how pets are valued and to page 11 for details on how computers, motor vehicles, motor cycles, caravans and/or trailers are valued.

## The insurance cover you select

The cover you have selected and which is stated in your policy schedule is as follows:

### **Gold Cover**

Loss of or damage to goods caused by accident or by the deliberate act of a third party (includes all events listed in Silver Cover).

OR

### **Silver Cover**

Loss of or damage to goods directly caused by any of the following events:

- fire, explosion, lightning or flood
- collision of the conveyance carrying your goods with an external object, or of the goods while on a land conveyance carrying them with something not on or part of that conveyance
- overturning, jackknifing or derailment of the land conveyance carrying your goods

- grounding, sinking or capsizing of any vessel carrying your goods
- crashing or forced landing of any aircraft carrying your goods
- discharge of your goods at a port of distress
- jettison of the goods from a vessel.

## Further cover applicable to both options

In relation to transit by sea, you are covered for general average including salvage charges.

## Additional benefits

### Delayed unpacking

We will pay for loss or damage discovered when the goods are unpacked up to 30 days after delivery at the destination, unless stated otherwise in your policy schedule. Packaging showing signs of damage, wetting or staining when delivered should be opened immediately to minimise any damage.

### Temporary accommodation

Regardless of the cover option selected by you, where loss or damage occurs as a result of an event insured under Silver Cover and your insured goods have not been delivered to the destination by the intended delivery date, we will contribute to the reasonable cost of necessary temporary accommodation. Our contribution will be limited to \$100 per day, for a maximum period of 30 days from the intended delivery date at the destination, unless stated otherwise in your policy schedule. This payment will be in addition to your elected sum insured.

## Optional additional benefits

Optional additional benefits are subject to an additional premium and are only applicable to your insurance if stated in your policy schedule

### Delayed unpacking extension

We will extend cover of your goods to include loss or damage discovered when the goods are unpacked up to 60 days after delivery at the destination. Packaging showing signs of damage, wetting or staining when delivered should be opened immediately to minimise any damage.

### Temporary accommodation extension

Regardless of the cover option selected by you, where loss or damage occurs as a result of an event insured under Silver Cover and your insured goods have not been delivered to the destination by the intended delivery date, we will contribute to the reasonable cost of necessary temporary accommodation.

Our contribution will be limited to \$100 per day for a maximum period of 60 days from the intended delivery date at the destination. This payment will be in addition to your elected sum insured.

### Mechanical/electrical breakdown

This policy will extend to cover damage to electronic equipment following mechanical, electrical or electronic breakdown or malfunction where there is no external evidence that an insured event has occurred up to the sub limit stated in the policy schedule. The maximum amount we will pay for any one claim is \$5000.

### Loss of software

We will pay the reasonable cost for loss of registered software from a personal computer following an insured event up to the sub limit stated in the policy schedule. The maximum amount we will pay for any one item is \$300 limited to a total of \$2000.

### Pet cover

We will provide cover for death or veterinary costs of your household pet following injury as a result of an insured event under Silver Cover, up to the sub limit stated in your policy schedule. The maximum amount we will pay for death or injury of your pet is \$1,000 per pet, limited to a total amount of \$3000.

### Theft cover

Provided your goods are being moved by a professional removalist, we will provide cover for theft of insured items under Silver Cover. The excess for theft cover is \$200 unless shown otherwise in your policy schedule.

### Containers

We will provide cover for loss or damage to shipping containers following a peril insured under Silver Cover up to the sub limit stated in your policy schedule. Additionally we will cover your legal liability for loss or damage to shipping containers in your care, custody and control up to the sub limit stated in your policy schedule. The maximum amount we will pay for loss or damage to your container is \$5000. Please refer to page 9 'When you are insured' for full details of when your container is insured.

## What you are NOT covered for

This policy does not cover loss damage or expense caused by:

- delay
- wear and tear, moth, vermin, normal atmospheric or climatic conditions or inherent vice
- mechanical, electrical or electronic breakdown or malfunction where there is no external evidence that an insured event has occurred, unless stated in your policy as an optional additional benefit
- failure to recognise, interpret or process any date or to function correctly as a result of such failure where there is no external evidence that an insured event has occurred
- loss of data from any computer hardware or software
- loss of software from any computer, unless stated in your policy as an optional additional benefit
- anything nuclear or radioactive
- any chemical, biological, bio-chemical or electromagnetic weapon.

## Limitations to both covers

### Pairs and set clause

Where any insured goods consist of articles in a pair or set, including furniture suites, this insurance will not pay more than the replacement value of any particular part or parts which may have been damaged or lost and no more than a proportionate part of the replacement value of a pair or set.

### Antiques clause

In the event of damage to any articles of an antique nature we will only pay for the reasonable cost of repairs but not for any depreciation of the goods.

### Living plants

These are only insured where loss or damage occurs as a result of an insured event under Silver Cover, regardless of the cover option selected.

### Computers

In the event of loss of or damage to computers or computer equipment we will only pay for the reasonable cost of repair or replacement but limited to the actual market value of the goods prior to their loss or damage.

### Motor vehicles and/or motor cycles

In the event of loss of or damage to motor vehicles and/or motor cycles, we will only pay for the reasonable cost of repair or replacement but limited to the actual market value of the vehicle(s) prior to their loss or damage.

### Caravans and/or trailers

In the event of loss of or damage to caravans and/or trailers, we will only pay for the reasonable cost of repair or replacement but limited to the actual market value of the vehicle(s) prior to their loss or damage.

### Containerised goods

If your goods are being packed in a shipping container for transport and you pack the container yourself, cover will be restricted to Silver Cover only. The container must be packed by a professional removalist in order to obtain Gold Cover.

### Geographic limit

Your insured goods are only covered within Australia.

## What you should do in the event of a claim

You should firstly take all reasonable steps to prevent any further loss or damage.

You should notify the removalist you have lost or damaged goods.

You should then tell us as soon as possible. We are here to help and will advise you what you should do next. Depending on the size and nature of the claim we may appoint an independent assessor who will assist in assessing the extent of the loss or damage.

You must not authorise repairs or replacement of any goods lost or damaged in transit without approval from us.

## Paying claims

When you make a claim we will reduce the amount of the claim by the excess.

We will at our option:

- repair damaged goods or
- replace damaged or lost goods with the nearest equivalent new goods or
- pay you the cost of repair or replacement.

If you are liable to pay Goods and Services Tax (GST) for goods, services or supply in respect to your claim and you are not entitled to an input tax credit, we will pay the GST.

## Recovery rights

After we have paid a claim to you, we have the right to recover the amount paid from any other party responsible for the loss or damage. At our expense, you must assist us to enforce these rights against other parties and you agree that we may take action in your name to recover any amount paid by us.

**Associated Marine Insurers Agents Pty. Ltd** (ABN 41 006 104 007 AFSL 235383)  
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