



What's changed

At CHU, we always strive to ensure that we communicate our intentions and actions as clearly as possible in our insurance policies. We have recently undertaken a review of our Product Disclosure Statement and Policy Wording (PDS) documents and have made changes to better explain:

- how your insurance policy will operate,
- what you can expect from us and
- what we ask of you in return.

The purpose of this document is to provide a summary of recent changes to your policy terms and conditions. This document does not form part of any insurance policy and is not used in the assessment of insurance claims. Any insurance claim will be assessed against the most current PDS and Policy Wording policy terms and conditions and applicable law.

LANDLORDS INSURANCE FOR STRATA

Summary of key changes

We've updated our Landlords Insurance for Strata Product Disclosure Statement and Policy Wording (QM8132-0619). To see how your cover has changed in the new Landlords Insurance for Strata PDS (QM8132-1122), we've provided a summary of the key changes below:

Change type	What's changed	Explanation	Details can be found in
Updated Wording	Throughout the PDS	Updated various sections of the PDS including "Important information and Notices", "Claim payments and GST", "Paying Your Premium", "Sending You documents", "Cooling-off period", "Tell Us when these things change", "Changes to Your cover", "Changes to Your circumstances", "General Insurance Code of Practice", "How to make a claim", "Resolving Complaints and Disputes", "Privacy", "Financial Claims Scheme" and "Updating the PDS"	The changes are throughout the PDS under the specified headings
Deletion of clause	Removal of Duty of Disclosure	Reference to the Duty of Disclosure has been removed from the PDS as this duty has been replaced with a duty to not misrepresent under the Insurance Contracts Act 1984.	N/A
Updated Wording	Updated PDS	Instalment payments and how this is managed by CHU has been added into the PDS.	PDS
New Wording	New General Definitions	Definitions added for "Action of the sea", "Antique", "Damage, Damaged", "Earth Movement", "Power Surge", "Reasonable Cost", "Site" (replacing "Situation"), "Storm Surge", "Total Loss", "Unliveable" and "Unoccupied"	General Definitions – the meaning of some words
Updated Wording	Updated General Definitions	"Contents" and Period of Insurance" are existing definitions which have been updated	General Definitions – the meaning of some words
Updated General Exclusion	General Exclusions	Updated "Consequential loss" and "Intentional Damage" (now intentional, reckless or fraudulent acts)	General Exclusions 3 and 5





Change type	What's changed	Explanation	Details can be found in
New General Exclusion	General Exclusions	New General exclusions apply for "Electronic Data", "Illegal activity", "Reasonable actions and precautions", "Commercially operated properties", "Sanctions limitation and exclusion clause", "Laws impacting cover" and "Multiple causes"	General exclusions 4, 8, 9, 10, 11, 12 and 13
Updated Claims information	Claims information	Updated conditions "Claim administration and legal proceedings", "Salvage", "Contribution and other insurance", "Preventing Our right of recovery" and "Providing proof of ownership and value"	Claims information 8, 9, 10, 11 and 12
New Exclusions – Policy 1 Contents	Exclusions – Policy 1 Contents	<ul style="list-style-type: none"> • roots of trees, plants or shrubs. However, We will pay if this cause directly results in loss or Damage from an Event claimable under Policy 1 such as escape of water and/or other liquids. • Damage to glass that is designed to be exposed to heat, in the ordinary course of its use including glass in: <ul style="list-style-type: none"> - fireplaces and heaters; or - oven doors, stove tops or other cooking surfaces. • Damage to an item designed to be exposed to or generate heat, caused in the ordinary course of its use, such as a fireplace, a clothes iron or a cooking or heating appliance, where that's the only Damage that occurs. • any neglect, poor housekeeping or untidy, unclean or unhygienic living habits such as: <ul style="list-style-type: none"> - odours including from pets, cigarettes or other smoking items; - liquid or food stains that have gradually built up over time; or - water Damage to carpets, flooring or cabinets due to splashing from baths, showers or sinks. However, We will cover Your legal liability caused by any of the above 3 points. • a process of cleaning by You: <ul style="list-style-type: none"> - using any chemicals other than domestic household chemicals. (Domestic household chemicals include products that can be purchased from a supermarket or department store); or - where domestic household chemicals have been used but not in accordance with the manufacturer's directions for use. • or in connection with any contagious or communicable disease. • water, rain, wind, hail or debris entering Your Lot/Unit through an opening in any part of Your home made for the purpose of alterations, additions, renovations or repairs. • water escaping from a shower recess or shower base. 	Exclusions – Policy 1 Contents



Change type	What's changed	Explanation	Details can be found in
New Exclusions – Policy 7 Liability to others	Exclusions – Policy 7 Liability to others	<ul style="list-style-type: none"> • in respect of Personal Injury to any person arising out of pregnancy or the transmission of any communicable disease by You or Your Family. • arising from loss, Damage or injury intentionally caused by You or Your Family or a person acting with Your consent or the consent of Your Family, unless the action was reasonable and to prevent or reduce loss, Damage or injury to property or persons. • arising from destruction of or Damage to property by any government or public or local authority. • arising from any act or omission that is knowingly illegal, dishonest, fraudulent, wilful, malicious or done with reckless disregard for their consequences by You, Your Family or a person acting with the consent of You or Your Family. 	Exclusions l, m, n and o – Policy 7 Liability to others

The information contained in this summary of changes document does not form part of your policy. Please read the current Product Disclosure Statement (PDS) and Policy Wording and Policy Schedule for full details of the terms, conditions and exclusions that make up the insurance policy.

Any questions?

If you have any questions about these changes, please contact us at:

Phone 1300 361 263

Email info@chu.com.au