

Landlord Residential Building Insurance

Additional Information Guide

The Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and worked dollar examples. You should read this AIG together with our Terri Scheer Landlord Residential Building Insurance Policy Product Disclosure Statement and Policy Wording (PDS) dated 10/02/2025.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 17/08/2025.

Your excess(es)

The amount and type 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:

Excess type	Excess amount
Tenant damage	You may choose either a \$500 or \$1,000 excess. Your excess will be shown on your certificate of insurance*.
Earthquake or tsunami	You may choose either a \$500 or \$1,000 excess. Your excess will be shown on your certificate of insurance.
Building damage	You may choose either a \$500 or \$1,000 excess. Your excess will be shown on your certificate of insurance*.
NOTE: For the above 3 Claim types 'Tenant damage', 'Earthquake or tsunami' and 'Building damage', the chosen excess (either \$500 or \$1,000) applies to all 3 Claim types. You can't choose different excesses for the different Claim types.	
Loss of rent, Liability to others or any 'Benefits within your sum insured' and 'Benefits in addition to your sum insured' listed in Section 1	No excess applies.
Unoccupied excess	This excess is \$1,000 and applies in addition to any other applicable excess.

* In certain circumstances we may impose a higher excess than the amounts listed above and this amount will be shown on your certificate of insurance and this is your applicable excess instead.

About your premium

The amount you pay for this insurance is called the premium. The premium will depend on many factors. The premium for each period of insurance will be shown on your certificate of insurance.

We'll calculate the premium based on:

- ◆ Your risk
- ◆ The excess amount you choose
- ◆ GST, stamp duty, and other government charges and levies (as applicable).

Your risk - we work this out using factors we consider important, including the address, whether you also have a Landlord Insurance policy with us for the property, occupancy type (holiday let or permanent tenant), the type of property you're insuring, the materials and characteristics of the property, including year built, relevant claims history, weekly rent sum insured, and the amount of cover you select.

This isn't 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.

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

- ◆ The cost of claims we've paid to other customers and claims we expect to pay in the future
- ◆ Automatic adjustments to the weekly rent sum insured and building sum insured
- ◆ 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 factor that can affect your premium. The premium you pay for your insurance includes any discounts we've given you. Discounts are applied before we add government taxes and charges. We determine eligibility for a discount on your renewing policy when we calculate your renewal offer.

From time to time we might also offer a discount or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions may apply. We regularly offer a discount for buying a new policy online through our website. The amount and type of discounts that may be offered can change or be withdrawn.

If you receive more than one discount, we apply each further discount to the already discounted premium.

Government taxes & charges

After we've calculated the amount to cover your landlord residential building insurance policy, GST, stamp duty, and other government charges and levies are then applied (as applicable).

Claim settlement examples

The following examples are a guide only and are designed to illustrate how a claim payment might be calculated. The examples don't cover all scenarios or all benefits and don't form part of your policy terms and conditions.

Terri Scheer always determines real claim payments on an individual basis, after we've assessed each claim.

Notes about these claim payment examples:

- ◆ If any excess(es) applies to your claim, we'll choose whether to deduct the applicable excesses from the amount we pay or direct you to pay the excesses to the supplier, repairer, or us. The excess amounts stated are examples only and may be different to your excess(es)
- ◆ All amounts are shown in Australian dollars and are GST inclusive (where applicable)
- ◆ All examples assume that the policy holder is not registered for GST.

Example 1: Tenant damage

You have a building sum insured of \$400,000 and your permanent tenant vacates at the end of their lease owing no rent but has caused significant damage to the property. A claims assessor appointed by us has inspected the damage and reports that the property has sustained the following damage:

- ◆ 3 doors have been kicked in – \$1,000 to repair
- ◆ 6 walls have punch holes - \$900 to repair
- ◆ 4 walls were damaged due to use of picture hooks –\$500 to repair
- ◆ There was damage to the bathtub, however this was noted on the property condition report when the tenant moved in - \$500 to replace
- ◆ General cleaning costs - \$900.

The weekly rent was \$300 and the bond money held was \$1,200. For the purpose of this example, the excess for tenant damage is \$500.

What you are claiming		Additional information
Non-claimable damage	\$0	As the bathtub damage was noted on the property condition report prior to the current tenancy beginning, it isn't covered and it isn't deducted from the current tenant's bond. We also don't cover the cleaning costs under this policy.
Tenant damage (building)	\$2,400	3 kicked in doors, 6 walls with punch holes and the 4 walls damaged by picture hooks were caused due to tenant damage. The total repair cost of this damage is \$1,000, plus \$900, plus \$500 which equals \$2,400.
Less tenant damage excess payable	-\$500	We deduct this excess from your claim.
Less bond money	-\$300	In this instance the bond money held is \$1,200, less general cleaning costs of \$900, leaves \$300 remaining from the bond money. We'll deduct this amount from your loss.
Total Claim Payable	\$1,600	We pay this amount directly to you.

Example 2: Fire damage plus loss of rent (permanent tenancy)

You have a building sum insured of \$450,000. An accidental fire results in major damage to your building which also leaves the property in an untenantable condition. We send a claims assessor to inspect the damage and they report the following:

- ◆ The fire was caused by the burning out of an electric motor in your built in air conditioner
- ◆ There is substantial fire and smoke damage to 2 bedrooms, the hallway, and the living area
- ◆ It is estimated that it will take 14 weeks to complete repairs and to return the property to a tenantable condition
- ◆ There was a permanent tenancy in place at the time of the fire and the weekly rent was \$300.

In this example, a building damage excess of \$500 applies.

What you are claiming		Additional information
Fire damage	\$75,000	Our claims assessor sourced 2 quotes to repair the damage and determines that the cost of repairs on a 'new for old' basis is \$75,000. This includes the replacement of the air conditioner. You accept the offer and the repairs commence. We pay this amount to the builder.
Less building damage excess payable	-\$500	You pay this amount directly to us.
Subtotal	\$74,500	
Loss of rent	\$4,200	The property was untenantable for 14 weeks due to the damage to your building caused by the fire. We pay you 14 weeks rent at \$300 per week.
Total Claim Payable	\$78,700	

Example 3: Escape of liquid plus leak location costs

The tenant contacts you to advise that 5 tiles have fallen off the wall in the shower recess. You contact us and we then send out a claims assessor to inspect the damage. The claims assessor reports to us that:

- ◆ They engaged a plumber to inspect the pipes. The plumber had to cut a hole in a wall in the adjacent bedroom in order to locate where the leak was coming from – this incurred a cost of \$250. The plumber found that a pipe in the shower wall had burst
- ◆ There's a need to replace the section of wall in the shower which had become wet and then retile it. The quote obtained was for \$1,500
- ◆ There's also a need to repair the hole in the bedroom wall which was made by the plumber in their efforts to locate the leak. The quote obtained for this repair was for \$400
- ◆ The cost to fix the burst pipe was \$150.

In this example, a building damage excess of \$500 applies.

What you are claiming		Additional information
Escape of liquid	\$1,500	The damage to the wall was caused by water escaping from the burst pipe. The quote provided in the amount of \$1,500 to repair the wall and replace the damaged tiles is determined to be appropriate and reasonable.
Less building damage excess payable	-\$500	We deduct this excess from the amount that we pay you.
Subtotal	\$1,000	
Leak location costs	\$650	In this instance your claim for damage caused by escape of liquid is covered, therefore we'll also pay: <ul style="list-style-type: none">◆ \$250 for the cost of the plumber to locate the source of the leak plus◆ \$400 to repair the wall which was damaged as a result of the plumber trying to locate the leak.
Repair of pipe	\$0	The \$150 cost to fix the burst pipe which was the source of the leak isn't covered by this policy.
Total Claim Payable	\$1,650	We pay this amount directly to you.

Example 4: Legal liability

You have a permanent tenant in the insured address. Your tenant has made a claim against you for the amount of \$10,000 arising from an injury they sustained when they tripped over a large crack running across the driveway of the insured address. It's determined that you're liable for this amount.

What you are claiming		Additional information
Liability for injury	\$10,000	It's determined you're liable for this amount.
Total Claim Payable	\$10,000	We pay this amount directly to the tenant.

Financial Claims Scheme

In the unlikely event of an insurer becoming insolvent, a person entitled to claim under protected policies may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria.

You can find information about the FSC from the APRA website at www.fcs.gov.au.