

Sheer Short Stay Insurance

Additional Information Guide

The Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and discounts. You should read this AIG together with our Terri Scheer - Scheer Short Stay Policy Product Disclosure Statement and Policy Wording (PDS) dated 29/04/2024.

You can ask us for a confirmation of a transaction relating to your policy or any claim by calling us on 1800 804 016.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 30/06/2025.

Your excess(es)

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:

Excess type	Excess amount
Loss of rent	The amount of your excess will be shown on your certificate of insurance.
Tenant damage	This excess is \$500*.
Scorching or pet damage	This excess is \$250*.
Earthquake or tsunami	This excess is \$200
'Additional benefits' in Section 1 or Section 4: Liability to others.	No excess applies.
Other claims	This excess is \$100*.
Unoccupied excess	This excess is \$500 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
- ◆ 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, the state or territory in which the property is located, the type of property you're insuring, the materials and characteristics of the property, including year built, and the contents/building sum insured selected.

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
- ◆ Our expenses of doing business
- ◆ Other commercial factors.

When determining your renewal premium, we also consider how much you paid previously. 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 have 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 will usually apply. We regularly offer a discount for buying a new policy online through our website or Terri Scheer Connect. 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 scheer short stay insurance policy, GST, stamp duty, and other government charges and levies are then applied (as applicable).

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 FCS from the APRA website at www.fcs.gov.au.