

This is a Supplementary Product Disclosure Statement (SPDS) issued by AAI Limited ABN 48 005 297 807 AFSL 230859, trading as Vero Insurance.

This SPDS supplements the Terri Scheer Short Stay Policy Product Disclosure Statement and Policy Wording TS00016, prepared date 13 February 2014 (PDS). This SPDS must be read together with the PDS and any other SPDS we have given you or may give you for the PDS.

The purpose of this SPDS is to:

1. Update how we deal with a complaint;
2. Make a change to the 'Information you need to tell us' section.

Changes to the PDS

1. On page 8 and continued on page 9, remove the section 'Step 3. Seek review by an external service' in its entirety and replace with:

Step 3. Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Financial Ombudsman Service (FOS) Australia. The FOS is an independent external dispute scheme and their service is free to you. Any decision the FOS makes is binding on us, provided you also accept the decision. You do not have to accept their decision and you have the option of seeking remedies elsewhere.

The FOS is available to customers who fall within their terms of reference. The FOS will advise if they can help you.

You can contact FOS:

- ◆ By phone: 1800 367 287
- ◆ By fax: (03) 9613 6399
- ◆ By email: info@fos.org.au
- ◆ In writing: Financial Ombudsman Service Limited,
GPO Box 3, Melbourne, VIC 3001
- ◆ By visiting: www.fos.org.au

2. On page 13, remove the second bullet point:

- ◆ If *your property* ceases to be managed by a licensed real estate agent during the *period of insurance*. The Policy will come to an end at 4.00pm on the third business day following the day *your property* ceases to be managed by a *Property Manager*.

And replace with:

- ◆ If *your property* ceases to be managed by a licensed real estate agent during the *period of insurance*.

Questions

If you have questions about this change, please visit terrischeer.com.au or contact us on 1800 804 016.