

scheer tips

March 2018

TSI Product Changes

Carolyn Parrella, Executive Manager
Terri Scheer Insurance

On December 4th 2017 Terri Scheer introduced some exciting new product changes, providing more extensive cover than ever before.

One of the biggest changes is to simplify types of damage, removing definitions for Malicious Damage, Accidental Damage and Deliberate Damage and combining damage into one simple cover of Tenant Damage. This will make claim time much easier for landlords, property managers and assessors.

The limit for floating floorboards has been removed and the limit for pet damage has increased with the condition requiring the pet to be named on the lease being removed.

We have increased cover for:

- ◆ Absconding tenant
- ◆ Defaulting tenant (termination)
- ◆ Defaulting tenant (court order)
- ◆ Failure to give vacant possession
- ◆ Pet damage

- ◆ Damage to floorboards

What else is new?:

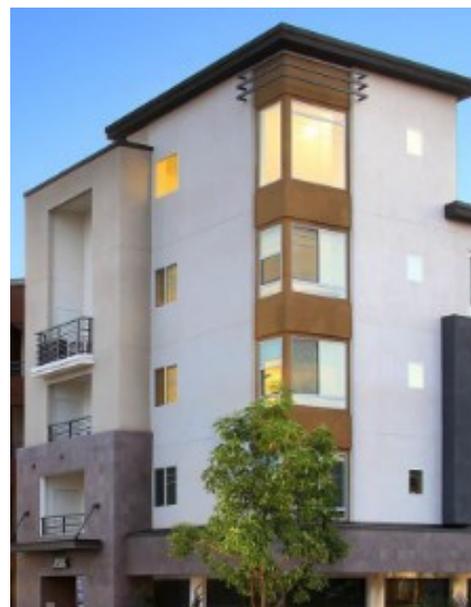
- ◆ One excess for Tenant Damage
- ◆ Simplified damage definition
- ◆ New rent reduction cover

There have also been updates to several of our definitions and wording (which you'll find in the PDS and Policy Wording) relating to:

- ◆ Loss of Rent
- ◆ Contents
- ◆ Building
- ◆ Escape of liquid (previously known as water damage)
- ◆ Storm damage
- ◆ Floorboards
- ◆ And a few more.....

We're really excited about these changes which are the first of their kind in the market. Of course, if you have any questions please contact your local Landlord Insurance Partner and arrange a time to go through the changes together. If you're not already but would like to become a distributor of Terri Scheer products please call

1800 804 016 and we will arrange a visit to provide Distributor training for you and your team.



New Year—New Face

Hello, I'm Justin Wyten the new Distribution Manager for Terri Scheer Insurance. I'm incredibly proud to be working with Australia's leading landlord insurance company at such an exciting time. With such a big responsibility to the landlords and investors of Australia, Terri Scheer will continue to evolve our products, service offerings, and value propositions, to reflect the changes in our marketplace and stay at the forefront of landlord insurance in Australia. I'm looking forward to working with you all, and seeing what we can accomplish as partners into 2018 and beyond.



Event	Old	New
Absconding tenant	6 weeks	20 weeks
Defaulting tenant (termination)	6 weeks	20 weeks
Defaulting tenant (court order)	15 weeks 10 weeks (Self Managed)	20 weeks
Failure to give vacant possession	15 weeks	20 weeks
Pet damage	\$500 limit \$100 excess	\$2,500 limit \$250 excess
Floating floorboards	\$2,000 limit	\$60,000 limit

* Please check the PDS for full details about all changes in cover summarised above.

Terri Scheer is happy to provide you with this information. However, if you would rather not receive future issues please let us know and we will delete you from our distribution list.

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Claims—Moving Forward

Kirby Ward—Claims Specialist

Terri Scheer Insurance has been in the business of protecting landlords since 1995. A lot has changed since those early days, but one thing has remained constant: our commitment to providing quality customer service in the moments that matter.

We are moving with the times to ensure our customers are supported more than ever, with the release of our most comprehensive policy. To match our comprehensive policies we are striving to deliver a comprehensive claims experience to our customers. Our Adelaide based teams have been working very hard to get claims resolved. You may have noticed some new names and voices when contacting us! Our team has grown a lot over the past 12 months and is evolving to better understand and meet your needs when you need us most.

Our teams are committed to providing resolutions on the first review of your claim.

Often, we find we have to follow up missing information not submitted with a claim - the more information you provide, the better! Our claim form provides a guide for the basic information and documentation required, however, we can provide a tailored list for you should the claim be lodged by phone. We will contact you for missing information and for further clarification. If you're unsure what is required, give us a call, we would be happy to talk you through the process and answer any of your questions.

Working together we can reach the end goal of providing a positive claims experience for you and your Landlord.

We appreciate your contribution during the claims process and we look forward to working with you all as we move forward with our new coverage, and renewed commitment to providing a brilliant experience in the moments that matter.



Data Integrity Matters

Justin Wyten - Distribution Manager

It's great that your landlords are protected by Terri Scheer, but don't forget, we also recognise your effort with commission payments. It is important that your banking details are up to date so that when it comes time to be rewarded, we can be sure your payments get to you. If we pay them into the wrong account, we can't recover the funds - there is only one shot at getting them to the correct place. From time to time we may send you forms that ask you to provide or update your banking details. Please take the time to read and understand all of the information on the form, before filling it out carefully, ensuring all the details are filled in entirely and correctly. If you are ever in doubt about what we need and why, call us on 1800 804 016.

We often use the information you provide us to update your information in all the areas we hold it, so a small mistake on a form can have wide reaching and sometimes expensive repercussions. "If you look after the pennies the pounds will look after themselves"

Trust us to deliver a brilliant claims service
in the moments that matter.

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Current Document versions

LPP TS00005 01/03/14 B

LPP SPDS TS00104 30/06/16 A

RBI TS00012 01/03/14 A

SSS TS00016 01/03/14 A

SSS SPDS TS00105 30/06/16 A

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