



QBE Insurance (Australia) Limited

# **AON self storage policy and product disclosure statement (PDS)**

The Customer Storage  
Insurance Benefits





## Contents

<b>The Customer Storage Insurance Benefits</b>	<b>4</b>
When you can access the Customer Storage Insurance Benefits	4
What the Customer Storage Insurance Benefits covers	4
Where your goods are covered	5
How claims are settled	5
<b>Exclusions</b>	<b>8</b>
<b>General Conditions</b>	<b>10</b>
<b>Important Information</b>	<b>11</b>
QBE Privacy Notice	11
Aon Privacy Notice	11
Resolving Complaints & Disputes	12
Contacting QBE's CCU, AFCA or the OAIC	13
Financial Claims Scheme	14

## The Customer Storage Insurance Benefits

### When you can access the Customer Storage Insurance Benefits

Your right to access the insurance benefit starts when you have completed your application form and paid the applicable fee (subject to approval by us) and you are provided a copy of this Product Disclosure Statement by us.

Your right to access the insurance benefit ends when:

- (a) you failed to pay us the applicable fee by the time required by us; or
- (b) the Customer Storage Insurance Benefits terminates. If this occurs, we will provide you with at least 30 days prior written notice; or
- (c) your Licence agreement with us ends or you terminate your access to the Customer Storage Insurance Benefits by providing written notice to us.

In the event of the latter two items, you are entitled to a pro-rata refund for the unexpired period remaining at the time of termination.

However, nothing affects any right you have to claim in relation to an event which occurred prior to the time your right to access ended.

Please note, any acts by us (other than our termination of the insurance policy) will not prejudice your rights to claim a benefit under this Policy.

### What the Customer Storage Insurance Benefits covers

The Customer Storage Insurance Benefits cover:

- goods you own; or
- for which you're responsible for

against loss or damage directly caused by an Insured peril at the storage location occurring during the currency of our Insurance Policy.

The most that the Customer Storage Insurance Benefits will pay is the sum insured you nominated in your application form subject to the exclusions and conditions below.

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## Where your goods are covered

Your goods are only covered if they're in your properly locked storage unit at our storage location. The Customer Storage Insurance Benefits won't cover your goods anywhere else, including while they're in transit or outside your locked storage unit.

**Insured Perils:** Fire, Lightning, Impact, Explosion, Earthquake, Aircraft, Riots and Strikes, Malicious Damage, Storm and Tempest and/or Water, and Burglary which shall mean theft resulting from forcible entry.

## How claims are settled

If you make a claim, it will be settled base on:

- (a) the indemnity value for:
    - (i) clothing, linen and the like; and
    - (ii) all other personal effects and household or commercial goods over 5 years old.
  - (b) the replacement value for all other personal effects and household or commercial items under 5 years old at the time of physical loss or damage.
  - (c) the cost to replace or reinstate archive records or documents, but not the value of the information contained therein.
  - (d) a maximum of \$1,000 for each item and no more than \$5,000 in total for all paintings, antiques, curios and works of art.
  - (e) the current market value for alcohol, wine or beer (subject always to exclusion 12 noted below).
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## Depreciation

In accordance with items (a) and (b) in 'How claims are settled', your goods will be depreciated at the rate shown in the following table before a claim will be paid.

Category of item	Annual percentage
Clothing, linen and the like	15%
<ul style="list-style-type: none"> <li>personal and/or laptop computers;</li> <li>communication or photographic equipment;</li> <li>electronic equipment, iPod, mobile phones, CD's and DVD's;</li> <li>any other computerised equipment or electronic equipment;</li> <li>microwave ovens and air conditioning units</li> </ul>	10%
<ul style="list-style-type: none"> <li>camping, sporting and leisure equipment (not leisure clothing);</li> <li>musical instruments (including electrical);</li> <li>building supplies and materials;</li> <li>household furniture and electrical goods (fridges, washing machines, dryers, dishwashers, ovens, vacuum cleaners)</li> <li>office furniture and office electrical machines (excluding computerised or electronic);</li> <li>any other goods; not otherwise listed above and not excluded by the policy</li> </ul>	10%

## Settlement Definitions

When it says	What it means
Indemnity value	<ul style="list-style-type: none"> <li>(a) the cost to repair or replace your goods less an equitable amount for age, wear, tear, depreciation; and</li> <li>(b) an adjustment for the general condition and remaining useful life of the individual items or components that are damaged.</li> </ul>
Current market value	<ul style="list-style-type: none"> <li>(a) the amount required to purchase such goods from all available markets; or</li> <li>(b) where such goods need to be purchased at auction or from the secondary market, then a normal buyer's premium, to a maximum of 15%, may be added to the cost.</li> </ul> <p>In the event of a dispute, written valuation provided by Langton's will apply.</p>
Replacement value	the reasonable cost of its repair or replacement to a condition substantially the same as when new.

## Exclusions

The Customer Storage Insurance Benefits will not cover:

1. the first \$100 of each and every claim for all Insured Perils excluding Accidental Damage, You must bear this amount yourself;
  2. accidental damage
  3. any unexplained or inventory shortage or disappearance;
  4. physical loss or damage due to incorrect packing or stacking of storage;
  5. currency, deeds, securities, money, notes, jewellery, watches, precious stones, gold, precious metals, furs or garments trimmed with fur.
  6. motor vehicles and motor cycles, whether they're registered or not,.
  7. boats or watercraft or aircraft.
  8. any flammable liquid, gas or oil such as petrol, kerosene, LPG, aerosols, diesel fuel or engine oil, any corrosive chemicals or nitrates such as chlorine, sulphuric acid or fertiliser.
  9. tobacco or cigarettes
  10. paint;
  11. tyres in bulk;
  12. alcohol, wine or beer unless it is stored in a temperature, humidity and light controlled environment;
  13. loss or damage to your goods which is caused by its own:
    - (a) wear, tear, rust, corrosion or deterioration; or
    - (b) mechanical breakdown, electrical breakdown, fault, inherent defect, omission or design;
  14. loss or damage directly resulting from vermin, insects, mould, mildew, dampness, excess moisture, spontaneous combustion, atmospheric or climatic conditions (other than storms);
  15. loss or damage directly resulting from detention, confiscation, destruction or requisition by customs or other authorities.
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16. loss or damage caused by any consequence of war, invasions, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
  17. loss or damage or in the incurring of a liability caused by or arising from radioactivity or the use, existence or escape of any nuclear fuel, nuclear waste, or nuclear material.
  18. consequential loss or legal liability of any kind.
  19. flood, which means the covering of normally dry land by water that has escaped or been released from the normal confines of:
    - (a) any lake, or any river, creek or other natural watercourse, whether or not altered or modified; or
    - (b) any reservoir, canal, or dam.
  20. loss or damage caused by subsidence, landslip, erosion or earth movement (other than earthquake).
  21. terrorism, which means any act, or preparation in respect of action, or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:
    - (a) involves violence against one or more persons; or
    - (b) involves damage to property; or
    - (c) endangers life other than that of the person committing the action; or
    - (d) creates a risk to health or safety of the public or a section of the public; or
    - (e) is designed to interfere with or to disrupt an electronic system.
  22. any loss or damage, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from arising out of or in connection with any action taken in controlling, preventing, suppressing or in any way relating to terrorism is also excluded from the Customer Storage Insurance Benefits;
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23. where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America, or any local autonomous sanctions.

## General Conditions

QBE is entitled to:

- (a) refuse to pay a claim; or
- (b) reduce the amount they pay for it,

if you fail to:

- (a) take all reasonable precautions without delay to
  - (i) Minimise and prevent loss or damage; and
  - (ii) prevent further loss or damage; or
- (b) immediately inform the police if:
  - (i) Your goods have suffered loss or damage; and
  - (ii) Forcible entry or malicious damage has occurred or is suspected.
- (c) notify Aon Risk Services, Suite 2.07, Little Saigon Plaza, 462 Chapel Road, Bankstown, PO Box 3425 Bankstown Square 2200. Telephone 02 8623 4239 as soon as possible on discovering any loss or damage.
- (d) complete and lodge a claim form as soon as practicable and submit to Aon Risk Services all particulars of the claim, including where reasonably required:
  - (i) proof of ownership or other evidence of ownership; and
  - (ii) proof of Value or invoices; and
  - (iii) a statutory declaration (if requested) of the truth of the claim and any matters connected therewith.

In addition to the above General Conditions, you must not authorise the repair of your goods covered under the Customer Storage Insurance Benefits without the consent of Aon Risk Services

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## Important Information

### QBE Privacy Notice

They'll collect personal information when you deal with QBE, their agents, and other companies in the QBE group or suppliers acting on their behalf. They use your personal information so that they can do business with you, which includes issuing and administering their products and services and processing claims. Sometimes they might send your personal information overseas. The locations they send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

QBE's Privacy Policy describes in detail where and from whom they collect personal information, as well as where they store it and the full list of ways they could use it. To get a free copy of it please visit [qbe.com.au/privacy](http://qbe.com.au/privacy) or contact their customer care unit.

It's up to you to decide whether to give QBE your personal information, but without it they might not be able to do business with you, including not paying your claim. QBE are committed to providing you with quality products and delivering the highest level of service. They also do everything they can to safeguard your privacy and the confidentiality of your personal information.

### Aon Privacy Notice

Privacy legislation regulates how Aon collect, use and disclose the personal information you provide. Aon will only collect information from or about you for the purpose of providing cover and handling any claims you make under this policy. Aon will only use and disclose your personal information for a purpose you would reasonably expect. You can access the Aon Privacy Policy at [www.aon.com.au/australia/legal/privacy-policy.jsp](http://www.aon.com.au/australia/legal/privacy-policy.jsp).

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## Resolving Complaints & Disputes

At QBE we're committed to providing you with quality products and delivering the highest level of service.

We also do everything we can to safeguard your privacy and the confidentiality of your personal information.

### Something not right?

We know sometimes there might be something you're not totally happy about, whether it be about our staff, representatives, products, services or how we've handled your personal information.

#### Step 1 - Talk to us

If there's something you'd like to talk to us about, or if you'd like to make a complaint, speak to one of our staff. When you make your complaint please provide as much information as possible. They're ready to help resolve your issue.

You can also contact our Customer Care Unit directly to make your complaint. Our aim is to resolve all complaints within 15 business days.

#### Step 2 - Escalate your complaint

If we haven't responded to your complaint within 15 days, or if you're not happy with how we've tried to resolve it, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist.

The Dispute Resolution Specialist will provide QBE's final decision within 15 business days of your complaint being escalated, unless they've requested and you've agreed to give us more time.

#### Step 3 - Still not resolved?

If you're not happy with the final decision, or if we've taken more than 45 days to respond to you from the date you first made your complaint, you can contact the Australian Financial Complaints Authority (AFCA). AFCA is an ASIC approved external dispute resolution body.

AFCA resolves insurance disputes between consumers and insurers, at no cost to you. QBE is bound by AFCA decisions - but you're not. You can contact AFCA directly and they'll advise you if your dispute falls within their Rules.

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### *Disputes not covered by the AFCA Rules*

If your dispute doesn't fall within the AFCA Rules, and you're not satisfied with our decision then you may wish to seek independent legal advice.

### *Privacy complaints*

If you're not satisfied with our final decision and it relates to your privacy or how we've handled your personal information, you can contact the Office of the Australian Information Commissioner (OAIC).

## Contacting QBE's CCU, AFCA or the OAIC

### How to contact QBE Customer Care

Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays).  Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	<ul style="list-style-type: none"> <li>• <a href="mailto:complaints@qbe.com">complaints@qbe.com</a>, to make a complaint.</li> <li>• <a href="mailto:privacy@qbe.com">privacy@qbe.com</a>, to contact us about privacy or your personal information.</li> <li>• <a href="mailto:customercare@qbe.com">customercare@qbe.com</a>, to give feedback or pay a compliment.</li> </ul>
Post	Customer Care, GPO Box 219, Parramatta NSW 2124

### How to contact AFCA

Phone	1800 931 678 (free call)
Email	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
Online	<a href="http://www.afca.org.au">www.afca.org.au</a>
Post	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

### How to contact the OAIC

Phone	1300 363 992  Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	<a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.gov.au</a>
Online	<a href="http://www.oaic.gov.au">www.oaic.gov.au</a>

## Financial Claims Scheme

Your Policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of QBE becoming insolvent you may be entitled to access the AFCA, provided you meet the eligibility criteria. More information may be obtained from the Australian Prudential Regulation Authority (APRA).

### How to contact APRA

Telephone	1300 558 849
Email	<a href="http://www.apra.gov.au">www.apra.gov.au</a>



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