

Home Insurance

Premium, Excess and Discount Guide

This document provides you with information to help you understand how we calculate your premium, the discounts that apply to each package option, the type and amount of excess we charge and how this will be applied during the claim process.

The information contained in this document is current as of **10 November 2019** and should be read with the CommInsure Home Insurance Product Disclosure Statement (PDS) Dated **1 July 2019** and your Certificate of Insurance. This guide applies to:

- › policies purchased online on or after **10 November 2019** or renewing on or after **29 March 2020**, and
- › all other policies purchased on or after **10 November 2019** or renewing on or after **22 December 2019**.

For full details, including the terms and conditions of cover, exclusions, claim limits and examples of how we may settle your claim, please refer to the PDS available on our website.

If you have any questions, please contact us on 13 24 23.

We offer the following types of cover:

- › Residential Home Package;
- › Investment Home Package; and
- › Portable Contents Cover.

Your Certificate of Insurance will confirm the Package type and the cover(s) you have selected. This is issued to you after you purchase a policy, before you renew your insurance and whenever you amend your policy. The Certificate of Insurance will confirm the premium for the Period of Insurance or a change in premium due to any amendments to your policy throughout the Period of Insurance.

This insurance is issued by Commonwealth Insurance Limited ABN 96 067 524 216 AFSL 235030 (CIL). CommInsure is a registered business name of CIL. CIL is a wholly owned non-guaranteed subsidiary of Commonwealth Bank of Australia ABN 48 123 123 124 / AFSL 234945 (the Bank). Bankwest, a division of the Bank, distributes CIL's insurance products. The Bank, including Bankwest, do not guarantee the obligations or performance of CIL or the products it offers

Residential Home Package

If you are an owner/occupier or renter, the Residential Home Package provides cover for any individual or combination of the following:

- › Building Cover;
- › Contents Cover; and
- › Portable Contents Cover.

Your Premium

Your premium is the amount we charge you for your policy. It is made up of **your basic premium** plus any **Government and other charges**. We will explore each of these in the steps below.

Step 1 - Your basic premium

Your **basic premium** reflects our view of the likelihood of a claim being made under your policy and the potential value of that claim. We also combine a number of known **significant factors** relevant to your situation and then deduct any **discounts** you may be entitled to.

Significant factors: Detailed information about these significant factors and other factors which may influence your basic premium can be found in the *'How we calculate your basic premium'* section of the PDS.

Discounts: We will advise you if a discount is applied to your premium.

If you have purchased a combined building and contents policy, and are not receiving any other discount or promotion, a discount* of up to 15% will be incorporated into the calculation of your basic premium.

You may be entitled to discounts* which relate to how and when you purchase your policy (e.g. when you apply in conjunction with other products or offers). These discounts are incorporated into the calculation of your basic premium.

For discounts* relating to Commonwealth Bank package programs, please refer to the information you receive when you purchase the package. More information can be found at commbank.com.au

On 17/11/2018 a change in the Commonwealth Bank Wealth Package and Mortgage Advantage Package removed insurance discount benefits for existing holders of either package.

When insurance discount eligibility ends, CommInsure may provide existing package holders with a replacement 'Legacy Discount'. Where the Legacy Discount* is applied to a policy, it will include a discount up to 10% for Building or Contents cover, and up to 15% for combined Building and Contents cover. If applied to a policy, this discount will be incorporated into the calculation of your basic premium.

No discounts apply to Domestic Workers' Compensation Cover where you have selected this Optional Cover.

Your basic premium has now been calculated

* A discount cannot be used in conjunction with another discount (other than those listed in the relevant PDS) or in conjunction with any other promotional offer, unless we have advised in the promotional offer that this discount will apply. We may remove or change a discount effective from the renewal date. A discount cannot be backdated. Minimum premiums may come into force and reduce the extent to which a discount is applied.

Step 2 - Government and other charges

CommInsure Home Insurance policies are subject to Government and other charges including the Emergency Services Levy (ESL), the Goods and Services Tax (GST) and Stamp Duty. There are no Government or ESL charges applied to Norfolk Island policies.

ESL: A levy imposed by the NSW State Government on insurers to cover the cost of emergency services in NSW. Insurers determine the ESL to be charged on each policy so that they can collect sufficient monies to fund their liability to contribute to the funding of emergency services in NSW. These services include Fire and Rescue (FRNSW), Rural Fire Services (RFS) and State Emergency Services (SES). This amount is charged on the basic premium where the insured address is within NSW. ESL applies in NSW only.

Government charges are calculated as follows:

GST: A Federal Government Tax. This indirect tax is levied at a rate of 10% on the basic premium amount and ESL (where applicable).

Stamp Duty: A State Government duty applied to insurance policies. Rates vary across Australian States and Territories. No Stamp Duty is charged to policies in the ACT. This charge (where applicable) is applied to the basic premium, ESL (in NSW only) and GST.

The above charges are listed on your Certificate of Insurance.

Your premium has now been calculated.

Excesses

An excess is an amount you must contribute when we agree to pay a claim. This amount may be chosen by you or imposed by us. All excess amounts that apply to your policy are stated on your Certificate of Insurance.

The following excess options are available. You may be able to reduce your premium by selecting to pay a higher excess.

Cover Selected	Excess options
Building	\$0*, \$100, \$200, \$300, \$500, \$750, \$1,000, \$2,000, \$5,000
Contents	\$0*, \$100, \$200, \$300, \$500, \$750, \$1,000, \$2,000, \$5,000
Portable Contents	\$100 (Fixed excess)**

* \$0 excess option is only available for policyholders aged 50 years old and over.

** This excess will be payable for all Portable Contents Cover claims.

Where an excess applies we will:

- › deduct the excess from any settlement amount we pay directly to you (or your credit provider); or
- › deduct the excess from any invoice we receive from a repairer, which will mean that you will be responsible for paying the amount of the excess directly to the repairer; or
- › require you to pay the excess directly to us prior to the settlement of your claim.

There is no excess payable for Domestic Workers' Compensation Cover or Legal Liability claims.

The table below has been designed as a guide to help you understand how an excess may be applied. It is important to note that this list is not exhaustive and other combinations exist depending on the type of claim you make.

In this table a tick (✓) means it applies and a cross (✗) means it does not.

Your claim for					Your excess
Building Cover	Contents Cover	Portable Contents Cover	Accidental damage (to your Building)	Accidental damage (to your Contents)	The excess amount is stated on your Certificate of Insurance.
✓	✗	✗	✗	✗	Building Cover excess.
✗	✗	✗	✓	✗	
✗	✓	✗	✗	✗	Contents Cover excess
✗	✗	✗	✗	✓	
✓	✓	✗	✗	✗	Only the higher of the Building or Contents Cover excess will be applied.
✗	✗	✗	✓	✓	
✓	✗	✓	✗	✗	Building Cover excess plus Portable Contents Cover excess
✗	✓	✓	✗	✗	Contents Cover excess plus Portable Contents Cover excess
✓	✓	✓	✗	✗	Portable Contents Cover excess plus the higher of the Building or Contents Cover Excess

Investment Home Package

If you are a landlord or investment property owner, the Investment Home Package provides cover for any individual or combination of the following:

- › Building Cover;
- › Contents Cover.

Your Premium

Your premium is the amount we charge you for your policy. It is made up of **your basic premium** plus any **Government and other charges**. We will explore each of these in the steps below.

Step 1 - Your basic premium

Your **basic premium** reflects our view of the likelihood of a claim being made under your policy and the potential value of that claim. We also combine a number of known **significant factors** relevant to your situation and then deduct any **discounts** you may be entitled to.

Significant factors: Detailed information about these significant factors and other factors which may influence your basic premium can be found in the 'How we calculate your basic premium' section of the PDS.

Discounts: We will advise you if a discount is applied to your premium.

If you have purchased a combined building and contents policy, and are not receiving any other discount or promotion, a discount* of up to 10% will be incorporated into the calculation of your basic premium.

You may be entitled to discounts* which relate to how and when you purchase your policy (e.g. when you apply in conjunction with other products or offers). These discounts are incorporated into the calculation of your basic premium.

For discounts* relating to Commonwealth Bank package programs, please refer to the information you receive when you purchase the package. More information can be found commbank.com.au

On 17/11/2018 a change in the Commonwealth Bank Wealth Package and Mortgage Advantage Package removed insurance discount benefits for existing holders of either package.

When insurance discount eligibility ends, CommInsure may provide existing package holders with a replacement 'Legacy Discount'. Where the Legacy Discount* is applied to a policy, it will include a discount up to 10% for Building or Contents cover, and up to 15% for combined Building and Contents cover. If applied to a policy, this discount will be incorporated into the calculation of your basic premium.

No discounts apply to weekly rent factors (the Additional Benefit Loss of Rent and the Optional Cover Loss of Rent Extra) which forms part of your basic premium.

Your basic premium has now been calculated

* A discount cannot be used in conjunction with another discount (other than those listed in the relevant PDS) or in conjunction with any other promotional offer, unless we have advised in the promotional offer that this discount will apply. We may remove or change a discount effective from the renewal date. A discount cannot be backdated. Minimum premiums may come into force and reduce the extent to which a discount is applied.

Step 2 - Government and other charges

CommInsure Home Insurance policies are subject to Government and other charges including the Emergency Services Levy (ESL), the Goods and Service Tax (GST) and Stamp Duty. There are no Government or ESL charges applied to Norfolk Island policies.

ESL: A levy imposed by the NSW State Government on insurers to cover the cost of emergency services in NSW. Insurers determine the ESL to be charged on each policy so that they can collect sufficient monies to fund their liability to contribute to the funding of emergency services in NSW. These services include Fire and Rescue (FRNSW), Rural Fire Services (RFS) and State Emergency Services (SES). This amount is charged on the basic premium where the insured address is within NSW. ESL applies in NSW only.

Government charges are calculated as follows:

GST: A Federal Government Tax. This indirect tax is levied at a rate of 10% on the basic premium amount and ESL (where applicable).

Stamp Duty: A State Government duty applied to insurance policies. Rates vary across Australian States and Territories. No Stamp Duty is charged to policies in the ACT. This charge (where applicable) is applied to the basic premium, ESL (in NSW only) and GST.

The above charges are listed on your Certificate of Insurance.

Your premium has now been calculated.

Excesses

An excess is an amount you must contribute when we agree to pay a claim. This amount may be chosen by you or imposed by us. All excess amounts that apply to your policy are stated on your Certificate of Insurance.

The following excess options are available. You may be able to reduce your premium by selecting to pay a higher excess.

Cover Selected	Excess options
Building	\$100, \$200, \$300, \$500, \$750, \$1,000, \$2,000, \$5,000
Contents	\$100, \$200, \$300, \$500, \$750, \$1,000, \$2,000, \$5,000

Where an excess applies we will:

- › deduct the excess from any settlement amount we pay directly to you (or your credit provider); or
- › deduct the excess from any invoice we receive from a repairer, which will mean that you will be responsible for paying the amount of the excess directly to the repairer; or
- › require you to pay the excess directly to us prior to the settlement of your claim.

There is no excess payable for Legal Liability claims.

The table below has been designed as a guide to help you understand how an excess may be applied. It is important to note that this list is not exhaustive and other combinations exist depending on the type of claim you make.

In this table a tick (✓) means it applies and a cross (✗) means it does not.

Your claim for					Your excess
Building Cover	Contents Cover	Accidental damage to your Building	Loss of Rent Extra	Malicious damage or theft by tenants	The excess amount is stated on your Certificate of Insurance.
✓	✗	✗	✗	✗	The Building Cover excess.
✗	✗	✓	✗	✗	
✓	✗	✗	✓	✗	
✓	✗	✗	✗	✓	
✗	✓	✗	✗	✗	The Contents Cover excess
✗	✓	✗	✓	✗	
✗	✓	✗	✗	✓	
✓	✓	✗	✗	✗	Only the higher of the Building or Contents Cover Excess will be applied.
✓	✓	✗	✓	✓	
✗	✗	✗	✓	✗	The lower of the Building cover excess or Contents Cover excess
✗	✗	✗	✗	✓	

Portable Contents Cover only

CommInsure offers a standalone Portable Contents Cover policy

Your Premium

Your premium is the amount we charge you for your policy. It is made up of **your basic premium** plus any **Government and other charges**. We will explore each of these in the steps below.

Step 1 - Your basic premium

Your basic premium reflects our view of the likelihood of a claim being made under your policy and the potential value of that claim. We also combine a number of known **significant factors** relevant to your situation.

Significant factors: Detailed information about these significant factors and other factors which may influence your basic premium can be found in the 'How we calculate your basic premium' section of the PDS.

Discounts: No discounts apply to Portable Contents Cover when purchased as a standalone policy.

Your basic premium has now been calculated

Step 2 - Government and other charges

CommInsure Home Insurance policies are subject to Government and other charges including the Emergency Services Levy (ESL), the Goods and Service Tax (GST) and Stamp Duty. There are no Government or ESL charges applied to Norfolk Island policies.

ESL: A levy imposed by the NSW State Government on insurers to cover the cost of emergency services in NSW. Insurers determine the ESL to be charged on each policy so that they can collect sufficient monies to fund their liability to contribute to the funding of emergency services in NSW. These services include Fire and Rescue (FRNSW), Rural Fire Services (RFS) and State Emergency Services (SES). This amount is charged on the basic premium where the insured address is within NSW. ESL applies in NSW only.

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The above charges are listed on your Certificate of Insurance.

Your premium has now been calculated.

Excesses

An excess is an amount you must contribute when we agree to pay a claim. All excess amounts that apply to your policy are stated on your Certificate of Insurance.

The following excess is applied.

Cover Selected	Excess options
Portable Contents	\$100 (Fixed excess)

Where an excess applies we will:

- › deduct the excess from any settlement amount we pay directly to you (or your credit provider); or
- › deduct the excess from any invoice we receive from a repairer, which will mean that you will be responsible for paying the amount of the excess directly to the repairer; or
- › require you to pay the excess directly to us prior to the settlement of your claim.