

# Territory Landlord Insurance



Premium, Excess, Discount and Options Guide (PED)

# Important qualification

The information in this document is current as at 21 November 2021. Any dollar amounts or percentages listed in this document may be varied by us at any time and where this is the case you will be advised of the variation at the time of your application or renewal.

This document is for general information purposes only and does not set out, or form part of, the terms and conditions of the policy. For the standard terms, conditions, limits and exclusions please consider the Territory Landlord Insurance Product Disclosure Statement (PDS) which you should consider before entering into a policy. Please contact us if you would like a copy of the PDS. To the extent of any inconsistency between this document and the policy (including the PDS), the terms of the policy prevail.

## Premium, Excess, Discount and Options Guide

This Premium, Excess, Discount and Options Guide (PED) aims to provide you with more information about:

- how TIO calculates premiums;
- the TIO No Claim Bonus;
- what discounts can be applied to your premium and how this is done;
- when excesses need to be paid; and
- the optional covers available for purchase under our Territory Landlord Insurance policy

The PED guide is relevant for any Territory Landlord insurance policy that commenced as new business on or after 21 November 2021, or renewed on or after 22 November 2021.

# About the premium we charge you

Generally the premium we charge you will be calculated on our view of the likelihood of a claim being made on the policy during the period of insurance. When we work out the premium we charge you we look at a number of factors that have over time been shown to be a good determinate of the likelihood of a claim being made.

Over time we may change the relative importance of any of the factors and/or how they combine to affect the premium we charge you. See “Important factors” section on page 4 of this guide for more detail.

The total amount we charge you will also include amounts that take into account our responsibility for stamp duty, GST, and any other government charges and emergency/fire services levies (FSL) in relation to your policy. To the extent permitted by law, if we have estimated an amount in relation to our responsibility for a tax, charge or levy we do not adjust the total amount payable if we have over or under estimated these charges.

Certain excesses you choose can also impact on your premium. Where you have a choice of excess, there is generally a relationship between the cost of your insurance and your excess. If you increase your excess, your premiums could decrease, and vice versa. We will only pay a claim if the claim amount is more than the excess(es) that apply. See “Our excesses” section on page 8 of this guide for more details.

Generally, all discounts will be applied to the premium excluding any government taxes, charges and levies. See “Our discounts” section on page 7 of this guide for more detail.

The premium we charge you will take into account any No Claim Bonus rating that you may be assigned. See “No Claim Bonus” section on page 5 of this guide for more detail.

Minimum premiums and premium rounding can affect any discount entitlement. See “Minimum premiums and premium rounding” section on page 6 of this guide for more detail.

## Renewals

If you renew the policy, you need to be aware that the premium we charge you is likely to change, even if there has been no change in the circumstances which were applicable to the policy when you first took it out or subsequently renewed it. This is because other factors may affect the premium, including:

- the cost of claims we have paid and that we expect to pay in the future;
- new data we have collected on the various factors we use to determine your premium;
- our expenses of doing business; and
- any other commercial considerations.

When calculating the premium that we charge you on renewal we also consider what your premium was previously, and we may limit movements up or down.

## Important factors

The important factors affecting the premium we charge you will include all or some of the following, depending on your circumstances and the type of cover you choose. These factors do not include any discounts that may be available to you (see page 7).

Factor	Landlord Contents Cover	Landlord Buildings Cover
The address of your building	✓	✓
The amount your buildings and/or contents are insured for	✓	✓
The type of property you are insuring – for example, House on Slabs/ Foundation or Villa/Townhouse	✓	✓
The construction material of the external walls of the property	✓	✓
The age of the building	✗	✓
If your building is managed by a licenced property management agent	✓	✓
If your building is located on a site exceeding 20,000 square metres	✗	✓
The excesses we apply or that are chosen by you	✓	✓
Any optional cover you have chosen to purchase – for example, Disaster cover	✓	✓
Claims made against this policy	✓	✓

## No Claim Bonus

We give you a No Claim Bonus (NCB) rating to reward you for having a good claims history. A NCB rating only applies to your Building and Contents base premium (excluding any government taxes, charges or levies that may apply).

### What NCB Rating will I receive on new business?

When you first take out a policy with us, we calculate your NCB based on your landlord insurance claims history in the previous 3 years. Your policy schedule will show what NCB (if any) has been applied to your policy.

The following table shows the TIO NCB structure when you first take out a policy.

No. of claims past 3 years	NCB
0	30%
1	20%
2	10%
3 +	0%

### What NCB Rating will I receive at renewal?

Each year at renewal the NCB for your policy is recalculated. After each subsequent claim free period of insurance, the NCB applied to your renewal premium will be increased by one level (i.e. 10%) until a maximum NCB of 30% is reached.

However, for every claim you make in a period of insurance, the NCB applied to your renewal premium will be decreased by 10% – to a minimum NCB of 0%.

We reserve the right to change the NCB rating structure or to withdraw it. Any change will take effect from your next renewal date unless we tell you otherwise.

## Instalment premiums

If you choose to pay your premium by monthly instalments an additional service fee may apply. We'll let you know the total amount payable when you apply for cover – and we'll confirm this in your policy schedule.

*Note: Your financial institution may also apply transaction fees to instalment payments.*

## Minimum premiums and premium rounding

Minimum premiums may apply.

In some cases, discounts may apply if you meet certain criteria we set. Any discounts may be subject to rounding, and may only apply to the extent any applicable minimum premium is not reached.

If you are eligible for more than one discount we apply each of them in a predetermined order. This means any subsequent discount will be applied to the reduced premium amount after applying any prior discounts. For example if you are eligible for two 10% discounts and your base premium is \$500 the discounts will be applied as follows:

Base premium	\$500
Discount 1 – 10%	\$50
Reduced Premium	\$450
Discount 2 – 10%	\$45
Discounted Base premium	\$405

# Our discounts

We may offer the following discounts that you may be entitled to:

- Other discounts as marketed by us from time to time.

We apply discounts prior to adding GST, government charges and levies.



# Our excesses

## Excesses payable

There are different types of excesses which may apply to you at the time of a claim. These excess types are shown on the policy schedule under the section titled 'Cover'. You may have to pay more than one excess in the event of a claim.

## Your excess

Unless we state otherwise in the PDS, you will need to pay the applicable excess(es) as a contribution to your claim.

So for example, if you have an excess of \$1,000 and make a claim for \$3,000, we'll pay the balance of \$2,000. We will only pay the claim if the claim amount is more than the excess(es) that apply. If we settle your claim by making a cash payment to you, we will deduct the excess(es) from the amount we pay to you. In other circumstances, you may need to pay the excess as a contribution to the repair or replacement.

When you apply for cover, you will be asked to choose an excess amount from the available options. This can be made up of a basic excess, and a voluntary excess. Generally, the higher your excess amount, the lower your premium will be. In some cases we may impose an additional compulsory excess which reflects our risk and underwriting criteria. You cannot vary or remove this excess.

The excess(es) you need to pay for each cover type is shown on your policy schedule, or referred to in the PDS.

You are only required to pay one excess in respect of any single claim:

- arising out of the same insured incident, or
- which involves loss or damage to both buildings and contents arising out of the same insured event.

## Earthquake and Tsunami excess

An additional imposed excess amount of \$250 applies for each claim for loss or damage caused by an earthquake or tsunami, or a series of earthquakes or tsunamis, during any period of 48 consecutive hours.

# Policy options that may be purchased

The following optional cover may be purchased with a Landlord Insurance policy:

- Rent Default and Theft by Tenant.
- Disaster cover (applicable if you have Buildings cover only or both Buildings and Contents cover).

The 'Optional cover' section of your policy schedule will show if you have any optional covers.

*Note: There are conditions and exclusions that apply to all of our optional covers, please read the PDS for further details.*

## Rent Default and Theft by Tenant

This option is available for purchase for both Buildings and/or Contents cover.

This option provides cover for loss of rent if a tenant defaults on the payable rent under certain circumstances. In addition, you may be covered for specified cleaning and legal costs.

This cover will operate on the basis that there is a written rental agreement in place and you (or your managing agent) have collected bond monies, equivalent to at least 4 weeks rent, at the time the rental agreement is entered into. If you are entitled to use bond monies to settle or reduce any loss or damage you must do so.

## Disaster cover

This option is available for purchase if you have Buildings cover only, or both Buildings and Contents cover.

If you purchase this option we will pay up to an additional 30% of your buildings sum insured if the cost of repairing or replacing your building exceeds your sum insured following loss or damage caused by a named cyclone (including storm surge), flood or earthquake (including tsunami).

*Note: Disaster cover does not increase your buildings sum insured. Any other additional benefits which are payable based on a percentage of the building sum insured will not be increased as a result of this optional cover.*

For enquiries  
call 131 846  
visit [tiofi.com.au](http://tiofi.com.au)

