



QBE Insurance (Australia) Limited

Kennard's Customer Storage Insurance Benefit

Product Disclosure Statement



This is an important document about insurance. It explains what is and what is not covered under the insurance policy and your and our obligations. To check the policy meets your needs, you need to understand it. If you cannot read and understand English please seek assistance from someone who can help you understand it in your preferred language.

此乃關於保險的重要文件，它解釋了根據保單條款什麼是受保、什麼是不受保項目，以及你方和我方的責任條款。你必須要了解後才能決定這項保險是否能滿足你的需要。如果你不能閱讀和理解英文，請向能幫助你用你熟悉的語言理解內容的人求助。

هذه وثيقة هامة عن التأمين، تشرح ما تغطيه بوليصة التأمين وما لا تغطيه بالإضافة إلى التزاماتنا والتزاماتك. يجب عليك فهم محتوى البوليصة حتى تتأكد من أنها تفي باحتياجاتك. إذا لم تكن تجيد قراءة الإنجليزية وفهمها، أطلب المساعدة من شخص يستطيع أن يعينك على فهم هذه الوثيقة باللغة التي تفضلها.

此乃關於保險的重要文件，它解釋了根據保單條款什麼是受保、什麼是不受保項目，以及你方和我方的責任條款。你必須要了解後才能決定這項保險是否能滿足你的需要。如果你不能閱讀和理解英文，請向能幫助你用你熟悉的語言理解內容的人求助。

Đây là một tài liệu quan trọng về bảo hiểm. Nó giải thích những gì được và những gì không được bảo hiểm theo hợp đồng bảo hiểm cũng như những nghĩa vụ của quý vị và của chúng tôi. Để kiểm tra liệu hợp đồng bảo hiểm có đáp ứng được những nhu cầu của quý vị hay không, quý vị cần phải hiểu nó. Nếu quý vị không thể đọc và hiểu tiếng Anh, vui lòng nhờ ai đó có thể giúp giải thích hợp đồng cho quý vị bằng ngôn ngữ quý vị ưa dùng.

Questo è un documento importante sull'assicurazione. Spiega cosa è e cosa non è coperto in base alla polizza assicurativa ed i tuoi ed i nostri obblighi. Per verificare che la polizza soddisfi le tue esigenze, devi capirla. Se non puoi leggere e capire l'inglese, fatti assistere da qualcuno che possa aiutarti a capirla nella tua lingua preferita.

Αυτό είναι ένα σημαντικό έγγραφο σχετικά με την ασφάλιση. Εξηγεί τι είναι και τι δεν καλύπτεται από το ασφαλιστήριο συμβόλαιο και τις δικές σας και τις δικές μας υποχρεώσεις. Για να ελέγξετε αν αυτό ανταποκρίνεται στις ανάγκες σας, πρέπει να το κατανοήσετε. Εάν δεν διαβάζετε ή δεν κατανοείτε την αγγλική γλώσσα, παρακαλείστε να ζητήσετε βοήθεια από κάποιον που μπορεί να σας βοηθήσει να το κατανοήσετε στη γλώσσα που προτιμάτε.

यह बीमा के बारे में एक महत्वपूर्ण दस्तावेज़ है। इसमें यह विवरण दिया गया है कि बीमा पॉलिसी में क्या कवर्ड (बीमे द्वारा सुरक्षित) है और क्या कवर्ड (बीमे द्वारा कवर्ड) नहीं है तथा इसमें आपके और हमारे दायित्वों के बारे में भी बताया गया है। यह जांच करने के लिए कि क्या पोलिसी आपकी आवश्यकताओं को पूरा करती है, आपको इसे समझने की आवश्यकता है। यदि आप अंग्रेज़ी पढ़ और समझ नहीं सकते/सकती हैं तो कृपया किसी ऐसे व्यक्ति से सहायता लें जो आपको इसे आपकी पसंदीदा भाषा में समझाने में मदद कर सकता हो।

Este es un documento importante sobre seguros. En él se explica lo que cubre y no cubre su póliza de seguro y tanto sus obligaciones como las nuestras. Deberá entenderlo para determinar si la póliza se adapta a sus necesidades. Si no lee ni entiende inglés, solicite la ayuda de alguien que le pueda ayudar a entenderlo en su idioma.

ਇਹ ਬੀਮੇ ਬਾਰੇ ਇੱਕ ਮਹਤਵਪੂਰਨ ਦਸਤਾਵੇਜ਼ ਹੈ। ਇਸ ਵਿੱਚ ਇਹ ਵੇਰਵਾ ਦਿਤਾ ਗਿਆ ਹੈ ਕਿ ਬੀਮਾ ਪਾਲਿਸੀ ਤਹਿਤ ਕੀ ਕਵਰਡ (ਬੀਮੇ ਦੁਆਰਾ ਸੁਰੱਖਿਅਤ) ਹੈ ਅਤੇ ਕਿ ਕਵਰਡ (ਬੀਮੇ ਦੁਆਰਾ ਸੁਰੱਖਿਅਤ) ਨਹੀਂ ਹੈ ਅਤੇ ਇਸ ਵਿੱਚ ਤੁਹਾਡੀਆਂ ਅਤੇ ਸਾਡੀਆਂ ਜ਼ਿੰਮੇਵਾਰੀਆਂ ਬਾਰੇ ਵੀ ਦਸਿਆ ਗਿਆ ਹੈ। ਇਹ ਜਾਂਚ ਕਰਨ ਲਈ ਕਿ ਕੀ ਪਾਲਿਸੀ ਤੁਹਾਡੀਆਂ ਲੋੜਾਂ ਨੂੰ ਪੂਰਾ ਕਰਦੀ ਹੈ, ਤੁਹਾਨੂੰ ਇਸਨੂੰ ਸਮਝਣ ਦੀ ਲੋੜ ਹੈ। ਜੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਪੜ੍ਹ ਤੇ ਸਮਝ ਨਹੀਂ ਸਕਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਤੋਂ ਮਦਦ ਲਵੋ ਜੋ ਤੁਹਾਡੀ ਪਸੰਦੀਦਾ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਇਸਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਦੇ ਸਕੇ।

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QBE Customer Storage Insurance Benefit

For more information or to make a claim

If you have any questions about this product (the Customer Goods Insurance Benefit), or if you would like to make a claim please contact Aon on (02) 9253 7000. Aon is licensed to provide advice on general insurance products.

Words with special meaning in this PDS

When we say	We mean
Aon	Aon Risk Services Australia Limited ABN 17 000 434 720 AFSL 241141 of Level 33, 201 Kent Street, Sydney NSW 2000.
Application	a separate document outlining important information and how you can access the Customer Storage Insurance Benefit.
Kennard's Insurance Policy	the insurance policy we (QBE) issue to Kennard's.
Kennard's	Kennard's Storage Management Pty Limited, ABN 87 109 442 917 trading as Kennard's Self Storage. Kennard's is a self storage operator not an insurance company. Kennard's doesn't hold an Australian Financial Services Licence issued by the Australian Securities and Investments Commission as required by the Corporations Act 2001. Kennard's can't provide financial services or financial advice in relation to the Customer Storage Insurance Benefits.
Kennard's Location	a storage location operated by Kennard's.
We, our or us	QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.
You or your	the person(s) named in the Application.

When You can access the Customer Storage Insurance Benefit

Your right to access the insurance benefit starts when you have completed your Customer Storage Insurance Benefit Application and paid the applicable fee (subject to approval by Kennard's). You will be provided a copy of this Product Disclosure Statement by Kennard's when or before you apply so you can consider whether this product is suitable for you.

Your right to access the insurance benefit ends when:

- (a) you cease to pay your monthly payment by the time required by Kennard's as indicated on your Customer Storage Insurance Benefit Application (if you've elected to pay the insurance premium by the month); or
- (b) the Customer Storage Insurance Benefit terminates. If this occurs, Kennard's will notify You with at least 30 days prior written notice to the extent legally permissible; or
- (c) your hire agreement with Kennard's ends or you terminate your access to the Customer Storage Insurance Benefit by providing written notice to Kennard's;

whichever happens first.

In the event of the latter two items, Kennard's will refund you a pro-rata amount for the unexpired period remaining at the time of termination.

Otherwise, if You choose to access the Customer Storage Insurance Benefit and for any reason You change your mind, you can write to Kennard's, at the address where your items are stored, within 21 days of the date you accessed the insurance benefit and ask for a full refund. Kennard's will provide you with a full refund, provided You are not entitled to make a claim at the time.

After 21 days, You still have the right to end your access to the insurance benefits as outlined above.

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

Please note, any acts by Kennard's (other than our termination of Kennard's Insurance Policy) will not prejudice your rights to claim a benefit under this Policy.

What the Customer Storage Insurance Benefit covers

The Customer Storage Insurance Benefit covers goods:

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

against physical loss, destruction or damage directly caused by an insured peril at a Kennard's Location.

Subject to the exclusions and conditions below, the maximum amount that the Customer Storage Insurance Benefit will pay to You is the sum insured nominated by You on your Customer Storage Insurance Benefit Application.

Where your goods are covered

Subject to any of the Insured Perils affecting the location of your goods, your goods are only covered if they're physically within your locked storage unit at a Kennard's Location. The Customer Storage Insurance Benefits won't cover goods anywhere else, including while they're in transit or outside your locked storage unit.

Insured Perils

The perils for which your goods are covered for include, 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 we settle claims

If you make a claim, we'll settle it based on:

- (a) the Indemnity Value:
 - (i) for clothing, linen and the like; and
 - (ii) all other personal effects and household or commercial goods over five years old at the time of physical loss, destruction or damage;
 - (b) the Replacement Value for all other personal effects and household or commercial goods under five years old at time of physical loss, destruction or damage;
 - (c) the cost to replace or reinstate documents, but not the value of the information contained therein, for archived records;
 - (d) a maximum of \$1000 for each item and no more than \$5000 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 11 noted below).
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Depreciation

In accordance with items (a) and (b) in 'How We settle claims' section above, we'll depreciate your goods at the rate shown in the table below before we pay a claim.

Depreciation Table

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

Settlement Definitions

When we say	We mean
Indemnity Value	<p>(a) the cost to repair or replace your goods less an equitable amount for age, wear, tear, depreciation; and</p> <p>(b) an adjustment for the general condition and remaining useful life of the individual items or components that are damaged.</p>
Current Market Value	<p>(a) the amount required to purchase such goods from all available markets; or</p> <p>(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.</p> <p>In the event of a dispute, written valuation provided by Langton's will apply.</p>
Replacement Value	<p>(a) the reasonable cost of its repair or replacement to a condition substantially the same as when new.</p>

Exclusions

We won't cover:

1. the first \$100 of each and every claim, you must bear this amount yourself;
 2. any unexplained or inventory shortage or disappearance;
 3. physical loss, destruction or damage caused or contributed to by incorrect packing or stacking of storage within your locked storage;
 4. currency, deeds, securities, money, notes, jewellery, watches, precious stones, gold, precious metals, furs or garments trimmed with fur;
 5. motor vehicles and motor cycles;
 6. boats, watercraft or aircraft;
 7. 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;
 8. tobacco or cigarettes;
 9. paint;
 10. tyres in bulk;
 11. alcohol, wine or beer unless it is stored in a temperature, humidity and light controlled environment;
 12. physical loss, destruction 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;
 13. physical loss, destruction or damage directly resulting from vermin, insects, mould, mildew, dampness, excess moisture, discolouration, spontaneous combustion, atmospheric or climatic conditions (other than storms);
 14. physical loss, destruction or damage directly resulting from detention, confiscation, destruction or requisition by customs or other authorities;
 15. physical loss, destruction 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;
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16. physical loss, destruction, damage or liability caused by or arising from radioactivity or the use, existence or escape of any nuclear fuel, nuclear waste, or nuclear material;
17. loss of profits or legal liability of any kind;
18. 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;
19. physical loss, destruction or damage caused by subsidence, landslide, erosion or earth movement (other than earthquake);
20. 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;
21. any physical loss, destruction, 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.

Sanctions limitation and exclusion clause

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy, to the extent that to do so may expose us to any sanction, prohibition, or restriction under United Nations resolutions or any applicable trade or economic sanctions, laws or regulations of any country.

Laws impacting cover

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy, to the extent that it is illegal for us to do so.

General Conditions

To the extent We are prejudiced by your failure, We may:

1. refuse to pay a claim; or
2. reduce the amount We pay for it,

if You fail to

3. take all reasonable precautions, where practicable, to:
 - (a) minimise and prevent physical loss, destruction or damage; and
 - (b) prevent further physical loss, destruction or damage; or
4. as soon as practicable, inform the police if:
 - (a) your goods have suffered physical loss, destruction or damage; and
 - (b) forcible entry or malicious damage has occurred or is suspected.

References to legislation

Legislation referenced in this Policy includes subsequent legislation. Any term used in this Policy and defined by reference to legislation will have the meaning given in any replacement definition or definition with materially the same object or purpose in subsequent legislation.

'Subsequent legislation' means:

- an act or regulation as amended, replaced or re-enacted;
 - where an act or regulation has been repealed, the current equivalent act or regulation (Commonwealth, State or Territory) with materially the same object or purpose whether in whole or in part.
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How to make a claim

To make a claim:

1. notify Aon Risk Services, on (02) 9253 7000. as soon as possible on discovering any loss or damage;
 2. 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:
 - (a) proof of ownership or other evidence of ownership; and
 - (b) proof of value or invoices; and
 - (c) a statutory declaration (if requested) of the truth of the claim and any matters connected therewith;
 3. obtain the consent of Aon Risk Services before You authorise the repair of your goods covered under the Customer Storage Insurance Benefits; and
 4. keep any property We have requested You retain for our inspection and/ or salvage.
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Important Information

About QBE

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 is a member of the QBE Insurance Group of companies. QBE Insurance Group Limited ABN 28 008 485 014 is the ultimate parent entity and is listed on the Australian Securities Exchange (ASX: QBE). We have been helping Australians protect the things that are important to them since 1886. Our purpose is to give people the confidence to achieve their ambitions.

General Insurance Code of Practice

QBE is a signatory to the General Insurance Code of Practice (Code) and is committed to providing high standards of service. The Code covers topics like buying insurance, how claims are handled, what happens if financial hardship occurs, and complaint handling. You can read the Code at codeofpractice.com.au

We recognise that family and domestic violence is a complex issue and we take it seriously. For more information about support, our Family and Domestic Violence Customer Support Policy is available at qbe.com/au

QBE Privacy Notice

QBE take the security of your personal information seriously.

QBE will collect personal information when you deal with us, our agents, other companies in the QBE group, distributors who arrange insurance for us or suppliers acting on our behalf. We will use your personal information so we can do business with you, which includes issuing and administering our products and services and processing claims. Sometimes we might send your personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in more detail where and from whom we collect personal information, as well as where we store it and the ways we could use it. To get a copy at no charge by us, please visit qbe.com/au/privacy or contact Customer Care.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

Aon Privacy Notice

Aon values the privacy of personal information and are bound by the *Privacy Act 1988* (Cth) when Aon collects, uses, discloses or handles personal information to offer, provide, manage and administer the many financial services and products they and their group of companies are involved in (including those outlined in our FSG). Further information about Aon's privacy practices can be found in their Privacy Policy that can be viewed on the Aon website at www.aon.com.au or alternatively, a copy can be sent to you on request. Please contact your local Aon office or visit Aon's website if you wish to seek access to, or to correct, the personal information Aon collects or discloses about you.

Complaints

We're here to help. If you're unhappy with any of our products or services, or the service or conduct of any of our suppliers, please let us know and we'll do our best to put things right.

Step 1 – Talk to us

Your first step is to get in touch with the team looking after your Policy, direct debit, or claim. You'll find their contact details on your policy documents, letters, or emails from us. Please provide our team with as much information as possible so they can try to fix the problem quickly and fairly.

For additional assistance in lodging a complaint, please refer to qbe.com/au

Step 2 – Customer Relations

If your complaint isn't resolved by the team looking after your Policy, direct debit, or Claim, you can ask them to refer your complaint on to our Customer Relations team. A Dispute Resolution Specialist will review your complaint independently and provide you with our final decision.

You can also contact the Customer Relations team directly:

Phone:	1300 650 503
Fax:	(02) 8227 8594
Email:	complaints@qbe.com
Post:	GPO Box 219, Parramatta NSW 2124

Step 3 – Still not resolved?

If we're unable to resolve your complaint to your satisfaction within a reasonable time, or you're not happy with our final decision, you can refer your complaint for external dispute resolution by contacting the Australian Financial Complaints Authority (AFCA). We are a member of AFCA and their decisions are binding on us.

Phone:	1800 931 678
Email:	info@afca.org.au
Post:	GPO Box 3, Melbourne VIC 3001

AFCA will inform you if your complaint falls within its jurisdiction. Time limits apply to most complaints to AFCA. For more information, visit afca.org.au

More information

You can find more information about how we deal with complaints on our website at qbe.com/au or you can call us on 133 723 to speak with us or request a copy of our complaints brochure at no cost.

Complaints just about privacy

If you're not happy with how we've handled your personal information, call us on 1300 650 503 or email us at customer@qbe.com. If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

Phone:	1300 363 992
Email:	enquiries@oaic.gov.au
Post:	GPO Box 5218, Sydney NSW 2001

Financial Claims Scheme

This policy is protected under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the unlikely event QBE becomes insolvent. You may be entitled to access the FCS if you meet the eligibility criteria. For more information, contact the Australian Prudential Regulation Authority (APRA).

How to contact APRA

Telephone	1300 558 849
Email	www. apra.gov.au/financial-claims-scheme-general-insurers
