

NRMA Home Insurance Premium, Excess, Discounts & Benefits Guide NSW

This NRMA Home Insurance Premium, Excess, Discounts & Benefits Guide should be read with the NRMA Home Insurance Product Disclosure Statement and Policy Booklet (PDS) (NSW/ACT/TAS) Edition 2 dated 1 March 2011.

It applies to policies issued in New South Wales with a commencement date on or after 21st May 2012 or with a renewal effective date on or after 21st June 2012.

We provide two levels of cover in the PDS:

- ▶ Home – provides our standard level of cover
- ▶ Home Plus – provides a higher level of cover

This guide applies to Home and Home Plus policies and provides further information about the cost of your insurance and excesses you may need to pay if you make a claim.

How we work out your premium

Your insurance premium is based on the likelihood of a claim being made on your policy in the future. There are a number of factors we take into account when determining your premium.

We calculate your premium by combining the:

- ▶ pricing factors
- ▶ discounts
- ▶ policy options
- ▶ cost of choosing to pay by the month, and
- ▶ government charges.

Pricing Factors

Our experience shows us that there are a number of factors that are good indicators in determining risk, when calculating what your premium should be, for the cover we provide under the policy.

The following table contains the pricing factors we take into account to calculate your premium.

Pricing Factors	Buildings	Contents
The level of cover you have chosen – for example Home or Home Plus	✓	✓
The address of your home	✓	✓
The flood risk of your home	✓	✓
The amount your buildings or contents are insured for (your sum insured)	✓	✓
The age of the insureds	✓	✓
How your home is occupied – for example, owner or renter	✓	✓
The way you use your home – for example, residential or business use	✓	✓
The construction materials of your home and roof	✓	×
The year your home was built (see step 3 of 'How we calculate your premium')	✓	×
The type of alarm fitted to your home	×	✓
The basic excess amount you choose	✓	✓

Discounts

The following discounts are available depending on the type of insurance you have chosen:

- ▶ Linked Policy Discount
- ▶ Multi-Policy Discount
- ▶ Years of Insurance Discount
- ▶ No Claim Bonus

Policy options – for an additional premium

Buildings Insurance:

- ▶ Burn out of electric motors – fusion (automatically included with Home Plus)
- ▶ Accidental damage (automatically included with Home Plus)
- ▶ Pet lover's pack

Contents Insurance:

- ▶ Burn out of electric motors – fusion (automatically included with Home Plus)
- ▶ Accidental damage (automatically included with Home Plus)
- ▶ Valuable Contents
- ▶ Portable Contents
- ▶ Pet lover's pack

Cost of choosing to pay by the month

If you choose to pay your premium by monthly instalments you pay more than if you pay annually.

The extra premium you pay will be shown on your current Certificate of Insurance.

Government charges

Home Insurance policies are subject to stamp duty imposed by state and territory governments in addition to GST.

In addition to stamp duty and GST an amount of your premium is also used by us to pay NSW Fire Services and State Emergency Services (SES) levies.

Government Charges	Home Insurance
GST	10%
Stamp Duty	9%

How we calculate your premium

Step 1

First, we will combine the pricing factors and the cost of any options you have chosen (except Burn out of electric motors – fusion).

Step 2

Once this amount is calculated we work out any Linked Policy Discount, Multi-Policy Discount or Years of Insurance Discount that you may be eligible for and apply those to the amount from Step 1.

Step 3

If your home is new, we work out any premium reduction that you may be eligible for and apply it to the buildings premium amount from Step 2.

Step 4

We then work out any No Claim Bonus you may be eligible for and apply this to the amount from Step 3.

Step 5

If you have both Buildings and Contents Insurance under the one policy, we add your buildings premium and contents premium together.

Step 6

Then, we add the cost of Burn out of electric motors – fusion if you have chosen this option (not applicable for Home Plus) and the cost of choosing to pay by the month.

Step 7

To the amount in Step 6, we add applicable government charges to work out the premium you need to pay.

Excess

An excess is an amount you pay when you lodge a claim. You may have to pay more than one type of excess depending on your circumstances.

There are four types of excess:

- ▶ basic
- ▶ earthquake
- ▶ accidental damage
- ▶ special

The amount and types of excess payable are shown on your current Certificate of Insurance.

You do not have to pay an excess if you make:

- ▶ a liability claim,
- ▶ a claim for food spoilage (see Section 3 of your NRMA Home Insurance PDS), or
- ▶ a claim for an incident that we agree someone else is responsible for and:
 - you can provide the name and address of that person and,
 - the amount of the claim is more than the basic excess.

Basic excess

If you make a claim for a listed event you must pay any basic excess that applies.

You can choose one of the following amounts as your basic excess: \$100, \$200, \$300, \$500, \$ 750, \$1000, \$2000, \$3000, \$4000, \$5000.

Or if you're 50 years or older you can choose a nil excess in place of \$100 excess.

If you choose a higher basic excess on your policy, you can decrease your premium.

Earthquake excess

If under Buildings Insurance you make a claim for loss or damage as a result of the listed event of earthquake, you must pay the earthquake excess of \$500, or the basic excess, whichever is higher.

Accidental Damage excess

If you have Accidental Damage cover and make an accidental damage claim, you must pay a \$300 accidental damage excess instead of your basic excess.

Special excess

We may apply a special excess for one of the listed events. A special excess is payable in addition to your basic excess. Any special excess applicable to your policy will be shown on your current Certificate of Insurance.

Discounts

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

- ▶ Linked Policy Discount
- ▶ Multi-Policy Discount
- ▶ Years of Insurance Discount
- ▶ No Claim Bonus

The discounts you have will be shown on your current Certificate of Insurance.

The way in which the discounts are applied to your premium is set out under the heading 'How we calculate your premium' on page 2 of this guide.

Linked Policy Discount

If you have Buildings Insurance and Contents Insurance for the same address, then we give you a Linked Policy Discount of 8%.

To receive the Linked Policy Discount, the qualifying products must:

- ▶ be current; and
- ▶ have at least one common insured named on each policy.

On existing policies the discount applies from the date of the next renewal after you qualify.

If you currently receive a Linked Policy Discount and are eligible to receive a Multi-Policy Discount, the Multi-Policy Discount will replace your Linked Policy Discount.

Multi-Policy Discount

A Multi-Policy Discount rewards you for holding multiple NRMA Insurance policies or NRMA Motoring & Services Membership[^].

See if you qualify for a Multi-Policy Discount*:

How to qualify	Multi-Policy Discount
Hold the following: Motor Insurance + NSW CTP Greenslip + Home, Home Plus or Landlord Insurance	Save 10% On your Home or Home Plus Insurance.
Hold the following: Motor Insurance + NSW CTP Greenslip + Home, Home Plus or Landlord Insurance + NRMA Motoring & Services Membership [^]	Save 12.5% On your Home or Home Plus Insurance.

[^] NRMA Membership is provided by National Roads and Motorists Association Limited ABN 77 000 010 506, trading as NRMA Motoring & Services and is separate and independent from NRMA Insurance. Excludes ClubCare, Taxi and BusinessWise memberships and members resident in Tasmania.

NRMA Commercial policies (such as Business Insurance and Farm Insurance) and Veteran, Vintage and Classic Vehicle Policies do not entitle you to a Multi-Policy Discount.

To receive the Multi-Policy Discount, the qualifying products must:

- ▶ be current; and
- ▶ have at least one common insured named on each policy.

On existing policies the discount applies from the date of the next renewal after you qualify.

Years of Insurance Discount

Years of Insurance Discount rewards your loyalty. It is based on the number of years you have continuously held your policy with us.

How to qualify	Years of Insurance Discount
Hold your Home or Home Plus Insurance policy with us for: 3 to 4 years.	Save 3% On your Home or Home Plus Insurance.
Hold your Home or Home Plus Insurance policy with us for: 5 to 9 years.	Save 5% On your Home or Home Plus Insurance.
Hold your Home or Home Plus Insurance policy with us for: 10+ years.	Save 10% On your Home or Home Plus Insurance.

No Claim Bonus

We give you a No Claim Bonus to reward you for having a good claims record. We calculate your No Claim Bonus based on your insurance and claims history.

The No Claim Bonus levels are:

25%
20%
15%
10%
5%
0%

How does No Claim Bonus work?

Each year at renewal, your policy automatically moves up to the next level of No Claim Bonus if you do not make a claim in that period of insurance.

If you do make a claim, your policy will move down two levels of No Claim Bonus. Your No Claim Bonus will not be affected if you make:

- ▶ a liability claim, or
- ▶ a claim for an incident that we agree someone else is responsible for and you can provide the name and address of that person.

Helpline benefits 132 900

When you have a Home or Home Plus Insurance policy, we provide you with the following benefits.

Helping you anytime, any day

Our Helpline telephone service provides you with help and advice 24 hours a day, seven days a week.

Help at home

We can help you over the phone with maintenance or repairs by getting a tradesperson to give you an estimate of the likely repair costs.

Help away from home

If you or your family are in Australia but away from your home, we can provide the following services over the phone:

- ▶ help you with travel directions or to change your travel arrangements
- ▶ when appropriate, get a trained nurse to help you find local medical facilities or communicate with relatives on behalf of the ill or injured person.

Trauma counselling

If something happens to you or your family in Australia and we agree you need trauma counselling, we will arrange and pay up to \$1,000 for the trauma counselling.

Home@50 benefits

If you're 50 years or older we offer benefits in addition to other features of your Home and Home Plus Insurance policy.

Benefits

- ▶ Reduced premiums at 50 – even if you're working full time
- ▶ A Nil basic excess option, so if you make a claim you won't have to pay a basic excess (you can still choose a higher excess to lower your premium)
- ▶ 15% discount on NRMA Travel Insurance[†]
- ▶ 15% discount on selected St John Ambulance Australia training courses and First Aid kits. To be eligible for the St John discounts, just quote your NRMA Home or Home Plus Insurance policy number when you call St John on 1300 360 455.
- ▶ Access to confidential legal advice through Helpline on 132 900, for one hour per period of insurance. Subjects covered include:
 - Tenancy/landlord
 - Buying and selling a property
 - Aged care
 - Neighbours and noise
 - Wills, Estates and Probate
 - Contracts advice
 - Powers of Attorney
 - Medical complaints
 - Credit and finance

We will pay the law firm for one matter up to one hour per period of insurance. Any charge for additional work is by agreement between you and the law firm. This service is unable to provide advice on any insurance related matter that may involve us or one of our related companies.

We may change the benefits or introduce more benefits from time to time.

If you qualify for Home@50 benefits it will be shown on your current Certificate of Insurance.

[†] NRMA Travel Insurance is issued by CGU Insurance Limited ABN 27 004 478 371. In deciding whether to buy or hold the product, you should consider the Product Disclosure Statement available on our website.

If there is anything you don't understand about this NRMA Home Insurance Premium, Excess, Discounts & Benefits Guide, please call us on 132 132 or visit your nearest office.