

# HOME INSURANCE PREMIUM, EXCESS, DISCOUNTS & HELPLINE BENEFITS GUIDE



Depending where your Home Insurance is issued, this NRMA Home Insurance Premium, Excess and Discount Guide should be read with either:

- For Home Insurance, the Product Disclosure Statement and Policy Booklet (PDS), prepared on 25 January 2018 – applies to policies issued in New South Wales, the Australian Capital Territory or Tasmania with a commencement date on or after 15 April 2018 or with a renewal effective date on or after 28 May 2018.
- For Home Insurance, the Product Disclosure Statement and Policy Booklet (PDS), prepared on 3 March 2017 – applies to policies issued in Queensland with a commencement date or with a renewal effective date on or after 1 July 2017.

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
- No Claim Bonus
- Policy options
- Loyalty Discount, 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.

For Home Insurance policies the following table describes the pricing factors we may take into account to determine 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	✓	✓

## NO CLAIM BONUS

We give you a No Claim Bonus which ranges from 0% to 25% to reward you for your good claims history. Once you reach 25% No Claim Bonus you will also receive associated privileges.

A different No Claim Bonus may apply to each policy that you hold with us. When you first take out each policy, we calculate your policy's No Claim Bonus level based on:

- claims history of you and any other policy holders, and
- number of years you and any other policy holders have held home insurance for.

Your current Certificate of Insurance will show any No Claim Bonus and any benefits that have been applied to your policy. The way in which your policy's No Claim Bonus is applied to your premium is set out in the 'How we calculate your Home premium' section of this guide on page 4.

### THE NO CLAIM BONUS LEVELS ARE:

25%	<p><b>Claim Free Privilege Life</b> status is achieved once you have held Claim Free Privilege Plus status for 3 claim free years. <b>Claim Free Privilege Life</b> gives you No Claim Bonus Protection For Life.</p> <p><b>Claim Free Privilege Plus</b> status is achieved once you have held Claim Free Privilege status for 1 claim free year. <b>Claim Free Privilege Plus</b> gives you free No Claim Bonus Protection.</p> <p><b>Claim Free Privilege</b> status is achieved once you have held a 20% No Claim Bonus for 1 claim free year. <b>Claim Free Privilege</b> rewards you with our highest level of 25% and the option to pay to add No Claim Bonus Protection.</p>
20%	When you first take out a policy you may qualify for either:
15%	<ul style="list-style-type: none"> <li>• a 20% No Claim Bonus – our highest level available for new policies which also comes with the option to pay to add No Claim Bonus Protection, or</li> </ul>
12.5%	<ul style="list-style-type: none"> <li>• a 0–15% No Claim Bonus.</li> </ul>
10%	
5%	You move up one discount level after each claim free year until you reach our maximum 25% No Claim Bonus.
0%	

### HOW DOES NO CLAIM BONUS WORK?

No Claim Bonus is calculated on each policy, unless your claims history does not entitle you to a No Claim Bonus. Each year at renewal, your policy's No Claim Bonus is recalculated. For each claim free year, your No Claim Bonus will move up one level, until you achieve our maximum 25% No Claim Bonus.

For each claim made in a policy year, your No Claim Bonus will move down one level unless:

- You have chosen to pay to add No Claim Bonus Protection to your policy and it is the first claim in that policy year
- You have achieved Claim Free Privilege Plus status and it is the first claim in that policy year, or
- You have achieved Claim Free Privilege Life status.

### WHAT IS A CLAIM FREE YEAR?

A claim free year is a policy year in which no claims are made.

### WHAT HAPPENS IF I MAKE A CLAIM WITHOUT NO CLAIM BONUS PROTECTION?

For each claim made in a policy year without No Claim Bonus Protection, you move down one level. For example:

- If you have 15% No Claim Bonus and made one claim, you would move down to 12.5%, and if you made two claims, you would move down to 10%.

### WHAT IS NO CLAIM BONUS PROTECTION OPTION?

If you have 20% No Claim Bonus or 25% No Claim Bonus with Claim Free Privilege status, you are eligible to pay an additional premium to protect your policy's No Claim Bonus level. This means your No Claim Bonus will not move down a level where you make one claim in a policy year. However, you will move down a No Claim Bonus level for each additional claim you make.

### WHAT IS FREE NO CLAIM BONUS PROTECTION?

If you have achieved Claim Free Privilege Plus status, you are awarded with free No Claim Bonus Protection. This means you will retain your Claim Free Privilege Plus status and 25% No Claim Bonus when you make one claim in a policy year. However, if you make two claims you will move down to our 20% No Claim Bonus and will continue to move down a level for each additional claim.

### WHAT IS FREE NO CLAIM BONUS PROTECTION FOR LIFE?

If you have achieved Claim Free Privilege Life status, your policy's 25% No Claim Bonus is locked in for the life of the policy. This means your 25% No Claim Bonus will not be affected regardless of how many claims you make and you retain your Claim Free Privilege Life status for the life of the policy.

## POLICY OPTIONS

If you have any of the below policies you may add the following policy options to your policy by paying an additional premium that applies.

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.

## LOYALTY DISCOUNT

Your Loyalty Discount is based on how long you have had a relationship with us and how many eligible policies you have. The longer you maintain your continuous relationship with us and the more policies you hold, the higher the discount you could receive. This discount is determined for each individual customer and applied across all your eligible policies.

The way in which your Loyalty Discount is applied to your premium is set out in the 'How we calculate your Home premium' section of this guide on page 4.

Refer to the following Loyalty Discount table to see what discount you will be entitled to.

YEARS OF RELATIONSHIP	POLICY COUNT					
	1	2	3-4	5-7	8-9	10+
25+	12.5%	15%	17.5%	20%	22.5%	25%
10-24	10%	12.5%	15%	17.5%	20%	22.5%
5-9	7.5%	10%	12.5%	15%	17.5%	20%
3-4	5%	7.5%	10%	12.5%	15%	17.5%
0-2	0%	5%	7.5%	10%	12.5%	15%

If you have held a continuous relationship with us for 25+ years your Loyalty Discount will not decrease, even if you reduce the number of eligible policies you hold with us.

To receive a Loyalty Discount, the eligible policies 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.

### LIST OF BUSINESS

To help ensure we are taking into account all of your policies and you are receiving the maximum discount you are entitled to your Certificate of Insurance will display information about the policies which contributed to your Loyalty Discount, including:

- policy type and due date or policy number, and
- a description of what's covered, for example:
  - property suburb and postcode,
  - vehicle year, make and model.

For policies with more than one policyholder, your discount is based on the policyholder who has the highest Loyalty Discount (most eligible policies and longest continuous relationship with us).

**This means the information described above will be displayed to all policyholders.**

The following is a list of the policies that:

- contribute to your policy count
- are eligible to receive the Loyalty Discount.

POLICIES	POLICY COUNT	DISCOUNT APPLIED
<b>Motor</b>		
Comprehensive Plus	✓	✓
Comprehensive	✓	✓
Third Party Fire & Theft	✓	✓
Third Party Property Damage	✓	✓
<b>Veteran, Vintage &amp; Classic Vehicle</b>		
	✓	✓
<b>Home</b>		
Buildings	✓	✓
Contents	✓	✓
Buildings and Contents <sup>#</sup>	✓	✓
<b>Landlord</b>		
Buildings	✓	✓
Contents	✓	✓
Buildings and Contents <sup>#</sup>	✓	✓
<b>On-site Caravan</b>	✓	✓
<b>Touring Caravan</b>		
	✓	✓
<b>Boat</b>	✓	✓
<b>Trailer</b>	✓	✓
<b>Retail Business Insurance</b>	✓	✗
<b>Compulsory Third Party (CTP)**</b>	✓	✗
<b>Life Insurance</b>	✓	✗
<b>Income Protection</b>	✓	✗
<b>NRMA Motoring &amp; Services Membership***</b>	✓	✗

# Policy Count equals 2.

\*\* Applies to CTP policies taken out in NSW and the ACT.

\*\*\* Excludes BusinessWise Memberships. NRMA Membership is provided by National Roads and Motorist Association Limited ABN 77 000 010 506, trading as NRMA Motoring & Services and is separate and independent from NRMA Insurance.

## 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 three types of excess:

- basic
- earthquake
- 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 you must pay any basic excess that applies. Choosing a higher basic excess reduces your premium.

You can choose one of the following amounts in the table, as your buildings basic excess or your contents basic excess:

NSW/ACT/TAS/QLD
\$100
\$200
\$300
\$500
\$750
\$1,000
\$2,000
\$3,000
\$4,000
\$5,000

If you have combined your Buildings Insurance and Contents Insurance under one policy, then you can choose a different basic excess for your buildings and contents. Then, if you make a claim for loss or damage under:

- your buildings insurance you must pay us the buildings basic excess, or
- your contents insurance you must pay us the contents basic excess, or
- both your buildings and contents insurance you only pay one basic excess, whichever is higher. But if you have the Pet Lover's Pack cover and make a claim under that cover, then you pay us the lower basic excess.

### 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 buildings basic excess, whichever is higher.

### SPECIAL EXCESS

We may apply a special excess for one of the listed events. A special excess is payable in addition to your buildings or contents basic excess.

## 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.<sup>^</sup>

GOVERNMENT CHARGES	NSW	ACT	TAS	QLD
GST	10%	10%	10%	10%
Stamp Duty	9%	0%	10%	9%

<sup>^</sup> For policies held in NSW only

## HOW WE CALCULATE YOUR HOME PREMIUM

### Step 1

First, we combine the pricing factors and the cost of any options you have chosen.

### Step 2

Then we add the cost of choosing to pay by the month.

### Step 3

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

### Step 4

Once this amount is calculated we work out any No Claim Bonus you may be eligible for and apply this to the amount from step 3.

### Step 5

Then, we add the cost of any No Claim Bonus protection you have chosen.

### Step 6

We then work out any Loyalty Discount that you may be eligible for and apply that to the amount from step 5.

### Step 7

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

## 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, direct you to a local doctor or medical facility, or communicate with relatives or friends on your behalf.

### 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<sup>†</sup>
- 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.

<sup>†</sup> Limits, sub-limits, conditions and exclusions apply. NRMA Travel Insurance is administered by Cover-More Insurance Services Pty Ltd (ABN 95 003 114 145, AFSL 241713) and issued by Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507). Any advice is general advice only. Please consider your financial situation, needs and objectives and read the Product Disclosure Statement before deciding to buy this insurance. Insurance Australia Limited (ABN 11 000 016 722, AFSL No. 227681) trading as NRMA Insurance will arrange for the issue of NRMA Travel Insurance.

**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 a local branch.**