



24 March 2026

R.S.L Custodian Pty Ltd  
PO Box 43  
DAPTO NSW 2530

**Go paperless!**

Send us your email address to  
clientservice@wfi.com.au to start  
receiving your documents via email.

**NEW BUSINESS CERTIFICATE**

Thank you for placing your insurance with WFI.

Please carefully read the policy wording or Product Disclosure Statement to  
make sure it gives the required protection.

Please take the time to check that the sum(s) insured and cover set out in the  
attached certificate are appropriate for you under this policy. If you  
require changes to your sum(s) insured or cover, please contact us directly.

The documents should be kept in a safe place so they can be referred to later.

We are happy to help with any enquiries concerning the extent of the insurance  
cover or about making a claim.

If payment has not already been made, please arrange to make payment for this  
policy using the payment options listed below.

**Your WFI Contact**

Connie Macmillan  
P 0429 377 964  
E clientservice@wfi.com.au  
P 1300 934 934 F 1300 797 544  
WFI  
Reply Paid 16213  
COLLINS STREET WEST VIC 8007

TYPE OF INSURANCE COMMERCIAL PLAN	
PERIOD OF INSURANCE (EXPIRES MIDNIGHT) 16 March 2026 to 16 March 2027	
CLIENT NAME R.S.L Custodian Pty Ltd	
CLIENT NUMBER C402278	PREMIUM \$5,326.39
POLICY NUMBER 44 CPL 4527126	ESL/FSL \$712.72
Tax Invoice When payment is made, this schedule can be used as a Tax Invoice for Australian GST purposes.  "If you are registered for GST purposes, your input tax credit entitlement is or is based on the GST amount shown. Please note that, in accordance with the GST law relating to insurance premiums the GST amount may be less than 1/11th of the Total Amount Payable".	GST \$603.92
	GOVERNMENT STAMP DUTY \$417.97
	TOTAL AMOUNT PAYABLE <b>\$7,061.00</b>
	DUE DATE 16/03/26

CGU Australia Pty Ltd ABN 62 004 478 960 AFSL 700014 trading as WFI (WFI)

**WFI Payment Slip** Please do not remit cash by post.

	Billers code	<b>172171</b>		
	Ref.	45271269		
Use BPay to pay from your bank account, credit or debit card.				
<div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p>Please call 1300 934 934 for all credit card payments.</p>				
CLIENT NAME R.S.L Custodian Pty Ltd				
CLIENT NUMBER C402278	POLICY NUMBER 44 CPL 4527126	DUE DATE 16/03/26	TOTAL AMOUNT PAYABLE \$7,061.00	
WFI Office Use Only: AM: 2611 AGENT: 44 9999944				

**Location:** 6-10 Bong Bong Road

DAPTO 2530

**Risk:** 001/001 Business property damage **Effective:** 16/03/26

Choice of Repairer - Where vehicles are covered,  
you have a choice of repairer.  
Please refer to your policy documents for details.

**Excess:** \$500 or as shown in the policy, whichever is greater

**Insured:** R.S.L Custodian Pty Ltd (ACN 003 041 610)

**Business:** Prop/ Owner- Branch Hall & Barber & Ret Jeweller

**Property insured:**

**Sum insured:**

**Buildings:**

Building	\$668,033 (replacement)
<b>Total sum insured for Buildings</b>	<b>\$668,033</b>

**Other Property:**

Other Property	\$75,000 (replacement)
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**Additional benefits:**

Demolition, clearing of debris	\$80,000
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Building occupancy is noted as follows:-

Property Owner

> RSL Branch Memorial Hall

> Barber

> Retail Jeweller

**Special conditions:**

Important Note - Flood Cover:

Your Business property damage policy does not automatically include cover for damage caused by Flood.

You may have the option to add Flood cover to this policy.

If we agree to add Flood cover to this policy your

Certificate of Insurance will indicate cover is provided.

(Please refer to the Product Disclosure Statement for details). To find out more please contact us.

**Additional Benefits:**

Included in the Product Disclosure Statement are the following additional benefits. These additional benefits are

CERTIFICATE  
44 CPL 4527126

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in addition to your cover unless you select a higher sum insured than those listed below, then your additional benefit will be the amount shown on this certificate of insurance, for each of the below towards the following costs You reasonably incur as a consequence of that damage for all claims arising out of the one event:

Demolition, clearing debris	\$10,000
Architects', surveyors' and legal fees	\$10,000
Fire Extinguishment Costs	\$10,000
Restoration of Your Business records	\$10,000

Employees' tools, equipment and personal effects	\$5,000
Escape of Liquid	\$25,000
Loss of Rent	\$5,000
Plants, shrubs, trees, turf and lawn	\$10,000

Seasonal increase for stock: up to 30% for specified periods  
All of the above additional benefits are subject to the terms and conditions set out under 'additional benefits' in Your Product Disclosure Statement

## FIRE-INFLAMMABLE MATERIALS

It is a condition of this Policy that all inflammable material shall be contained in closed metal receptacles or removed from the building at the close of each days work.

Subject otherwise to the provisions of the Policy.

We may reduce or refuse the amount we pay for a claim, to the extent that your failure to follow a condition of this policy caused or contributed to the claim or our decision to issue your policy.

Premium	\$2971.99
ESL/FSL	\$683.56
GST	\$365.55
Government Stamp Duty	\$361.90
<b>Total Amount Payable</b>	<b>\$4383.00</b>

The Total Amount Payable includes an amount for our estimated obligation to pay Fire/Emergency Services Levy to the relevant State authority in relation to this policy.

The item and amount are shown so you can easily identify them.

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**Risk:** 001/002 Business interruption **Effective:** 16/03/26

**Excess:** \$500 or as shown in the policy, whichever is greater

**Insured:** R.S.L Custodian Pty Ltd (ACN 003 041 610)

**Business:** P/Owner: Loss Of Rent



<b>Interest insured:</b>	<b>Sum insured:</b>
Loss of Gross Profit	\$35,900
<b>Total sum insured</b>	<b>\$35,900</b>
<b>Indemnity period:</b> 12 months	

**Special conditions:**

**Important Note - Flood Cover:**

Your Business interruption policy does not automatically include cover for damage caused by Flood. You may have the option to add Flood cover to this policy. If we agree to add Flood cover to this policy your Certificate of Insurance will indicate cover is provided.

(Please refer to the Product Disclosure Statement for details). To find out more please contact us.

Premium	\$126.80
ESL/FSL	\$29.16
GST	\$15.60
Government Stamp Duty	\$15.44
<b>Total Amount Payable</b>	<b>\$187.00</b>

The Total Amount Payable includes an amount for our estimated obligation to pay Fire/Emergency Services Levy to the relevant State authority in relation to this policy. The item and amount are shown so you can easily identify them.

**Risk:** 001/003 Burglary and theft **Effective:** 16/03/26

**Excess:** \$500 or as shown in the policy, whichever is greater

**Insured:** R.S.L Custodian Pty Ltd (ACN 003 041 610)

**Business:** Prop/ Owner- Branch Hall & Barber & Ret Jeweller

<b>Property insured:</b>	<b>Sum insured:</b>
<b>Other Property:</b>	\$15,000

**Special conditions:**

Additional Benefits:

Included in the Product Disclosure Statement are the following additional benefits. These additional benefits are in addition to your cover unless you select a higher sum insured than those listed below, then your additional benefit will be the amount shown on this certificate of insurance for 'Stock' and 'Other Property'.

Damage to Business Premises	\$5,000
Employees' tools, equipment and personal effects	\$5,000
Replacement keys and locks	\$5,000
Restoration of Business records	\$5,000
Seasonal increase for stock: up to 30% for specified periods	
Temporary protection	\$5,000

All of the above additional benefits are subject to the terms and conditions set out under 'additional benefits' in Your Product Disclosure Statement

Premium	\$330.27
GST	\$33.03
Government Stamp Duty	\$32.70
<b>Total Amount Payable</b>	<b>\$396.00</b>

**Risk:** 001/004 Money **Effective:** 16/03/26

**Excess:** \$500 or as shown in the policy, whichever is greater

**Insured:** R.S.L Custodian Pty Ltd (ACN 003 041 610)

**Business:** Prop/ Owner- Branch Hall & Barber & Ret Jeweller

**Cover:** Personal custody/residence **Sum insured:** \$2,000

Premium	\$80.06
GST	\$8.01
Government Stamp Duty	\$7.93
<b>Total Amount Payable</b>	<b>\$96.00</b>

**Risk:** 001/005 Business legal liability **Effective:** 16/03/26

**Excess:**  
Damage to property \$500

**Insured:** R.S.L Custodian Pty Ltd (ACN 003 041 610)

**Business:** Prop/ Owner- Branch Hall & Barber & Ret Jeweller

Estimated Annual Turnover \$78,000

Number of Proprietors 2

**Important Note**

WFI will now require You to estimate payments for the services of contractors/sub-contractors or labour hire that may be engaged by You in your Business. Your estimate does not need to include payments arising out of the activities of contractors/sub-contractors or labour hire engaged by You for the purpose of maintaining Your Business equipment or Business Premises. Please review current estimated payments shown above and contact WFI to make appropriate amendments if required.

**Limit of Indemnity:**

Limit any one Occurrence	\$20,000,000
Property in Your physical or legal control	\$250,000
Aggregate limit for product liability	\$20,000,000
Aggregate limit for pollution liability	\$20,000,000

Building occupancy is noted as follows:-

Property Owner  
> RSL Branch Memorial Hall (occupier)  
> Barber  
> Retail Jeweller

Premium	\$1817.27
GST	\$181.73
Government Stamp Duty	\$.00
<b>Total Amount Payable</b>	<b>\$1999.00</b>

You have declared to us that you are a small business eligible for the exemption from the requirement to pay insurance duty on certain types of insurance under section 259B of the Duties Act 1997 (NSW).

We have removed the duty from your policy accordingly.

The item and amount are shown so you can easily identify them.

## We're here to help you with some important information about Changes to your Commercial Plan

Your WFI Commercial Plan will be due for renewal soon. We'd like to tell you about some important changes that apply to your policy from the date of renewal, if your policy is renewed. The changes we've made to the policy terms include changes that impact cover for **Business Property Damage, Business Interruption, Domestic Workers** and **Standard Home**.

### What do these changes mean for me?

We've made updates to the Plan in the Supplementary Product Disclosure Statement (SPDS) provided to you in this renewal pack. The updates set out in the SPDS include, but are not limited to, the following changes that impact cover:

- Applied an underinsurance clause to the **Business Property Damage policy**
- Made updates to our **Business Interruption policy** cover and terms
- Removed our offering of **Domestic Workers** cover
- Removed optional benefit for **Mortgage Protection for a unit** in the **Business Property Damage policy** and
- Removed optional benefit for **Mortgage Protection for a home unit** in the **Standard Home policy**

These changes will apply to you if you renew your policy and have cover under the relevant impacted policies.

### What do I need to do?

Please read your Certificate of Insurance and the enclosed SPDS along with the PDS applicable to your policy, carefully to ensure you are aware of the cover provided, the detail of the changes to your policy, and you understand what you may or may not be covered for.

### We're here to help

Should you have any questions about your insurance, please contact your local WFI representative or call us on 1300 934 934.

Yours sincerely

WFI



# Supplementary Product Disclosure Statement

## SPDS Edition 1

This Supplementary Product Disclosure Statement (SPDS) was prepared on 4 June 2024 and will apply to all policies under the **WFI Commercial Plan Product Disclosure Statement** (Preparation date: 29 February 2024) version WFIPLPDS 09 0224 (PDS) with a new business effective date on or after 2 September 2024, or with a renewal effective date on or after 2 September 2024.

The information in this SPDS updates the terms contained in the PDS and should be read with the PDS and any other applicable SPDS. These documents together with Your Certificate of Insurance make up the terms and conditions of Your insurance contract with Us. Your current Certificate of Insurance outlines the cover You have chosen.

## Changes to Your PDS

### Change 1: Addition of underinsurance clause to the 'Important information applying to all policies' section

**Your PDS is amended by inserting the following additional clause in the 'Important information applying to all policies' section in this Plan, directly after the 'Applying for insurance cover' section on page 5:**

#### Underinsurance

It is Your responsibility to ensure that the sums insured nominated under this Plan are adequate. Sums insured should reflect an appropriate value based on how loss is calculated in the event of a claim. If sums insured are not adequate, claims may not be paid in full.

The Business property damage policy in this Plan contains an underinsurance provision which applies if You insure for less than 80% of the applicable Full Insurable Value. Where underinsurance applies, We will reduce the amount We pay You in the event of a claim, taking into account the proportion of the underinsurance as set out in the Business property damage policy.

You should review the adequacy of sums insured periodically during the Period of Insurance and prior to renewal each year and adjust where necessary. Inadequate sums insured can present significant issues of financial hardship. If You are unable to determine the appropriate sums insured for Your property, We recommend You seek professional assistance.

## Change 2: Addition of Full Insurable Value definition to the 'General definitions applying to words We use in this Plan' section

Your PDS is amended by inserting the following additional defined term to the 'General definitions applying to words We use in this Plan', directly after the term 'Flood' on page 16:

**Full Insurable Value** means the amount that would be required as the sum insured, sufficient to enable Us to fully indemnify You under the Business property damage policy in the event of a total loss in accordance with the method of calculation shown on the Certificate of Insurance and outlined in the 'What We pay if property is damaged or destroyed' section on pages 20-21.

## Change 3: Removal of 'Mortgage protection for a unit' from Business property damage policy

Your PDS is amended by:

- a) removing 'Mortgage protection for a unit' from the Business property damage policy table of contents on page 18; and
- b) deleting the entirety of the option 'Mortgage protection for a unit' under the 'Optional benefits' from page 23 of the Business property damage policy.

## Change 4: Addition of underinsurance clause to the Business property damage policy

Your PDS is amended by inserting the following additional clause in the Business property damage policy, within the 'Special conditions' section, directly after the 'Unoccupied Business Premises' clause on page 24:

### Underinsurance

The sums insured shown on the Certificate of Insurance for Your Buildings, Other Property and Stock at the Business Premises should reflect their Full Insurable Value.

For Buildings or Other Property, this value will depend on whether 'Indemnity' or 'Replacement' are shown on the Certificate of Insurance as the method of claim payment calculation for that property. What the 'Indemnity' and 'Replacement' methods mean are detailed in the section 'What We pay if Your property is damaged or destroyed' in this policy.

For Stock, this value should reflect the wholesale cost to replace the Stock.

In the event that:

- there is physical loss or physical damage that is insured under this policy to Buildings, Other Property or Stock; and

- the sum insured shown on the Certificate of Insurance for the relevant property is less than 80% of the Full Insurable Value of that property at the time of the loss or damage,

We will not be liable for more than that proportion of the loss or damage that the sum insured for that property bears to 80% of the Full Insurable Value of that property at the time of the loss or damage.

This Underinsurance clause will not apply if the loss or damage claimed does not exceed 10% of the sum insured shown on the Certificate of Insurance for Buildings, Other Property or Stock, as relevant.

Nothing in this clause increases Our liability above the applicable sum insured.

### Claim payment example

This claim payment example shows how a claim settlement is calculated when the Underinsurance clause is applied. This is an example only of a claim settlement calculation where there is only damage to a Building. Any claim outcome or settlement will depend on the cover and sums insured under the Plan and the facts of each claim.

Building Full Insurable Value = \$200,000  
80% of the Full Insurable Value = \$160,000  
Building sum insured = \$144,000

If an insured event occurs that causes \$100,000 damage, We would pay:

$\$100,000 \times \$144,000 / \$160,000 = \$90,000$

So We would pay \$90,000 of the \$100,000 loss amount (less any applicable Excess), for the claim in this scenario, assuming no exclusions apply.

## Change 5: Amendments to the 'What You are insured against' section of the Business interruption policy

Your PDS is amended by deleting all the terms in the Business interruption policy under the heading 'What You are insured against' on page 26 and replacing those terms with the following:

This policy insures You against loss of Gross Profit due to a reduction in Turnover as a consequence of interruption to the Business that commences during the Period of Insurance as a result of:

- physical loss of or physical damage to a Building, Vehicle, Stock or Other Property (as those terms are defined in the policy) for which We have paid or agreed to pay a claim under Our Business property damage policy, or would have paid a claim had that property been insured under that policy in this Plan; or
- Accidental loss of, Accidental damage to or theft of General Property, Stock or Other Property (as those terms are defined in the policy) for which We have paid or agreed to pay a claim under Our General property policy, or would have paid a claim had that property been insured under that policy in this Plan; or

- breakage of fixed glass for which We have paid or agreed to pay a claim under Our Glass breakage policy, or would have paid a claim had that property been insured under that policy in this Plan; or
- physical loss of or physical damage to Stock and Other Property for which We have paid or agreed to pay a claim under Our Burglary and theft policy, or would have paid a claim had that property been insured under that policy in this Plan.

## Change 6: Amendments to the 'Additional benefits We pay for a first or second formula payment' section of the Business interruption policy

Your PDS is amended by:

- a) deleting the first paragraph under the heading 'Additional benefits We pay for a first or second formula payment' on page 27 of the Business interruption policy and replacing those terms with the following:

We only pay a claim for these additional benefits if We have, or would have paid a claim under the following policies in this Plan:

- Business property damage policy for physical loss of or physical damage to a Building, Vehicle, Stock or Other Property; or
- General property policy for Accidental loss of, Accidental damage to or theft of General Property, Stock or Other Property; or
- Glass breakage policy for breakage of fixed glass; or
- Burglary and theft policy for physical loss of or physical damage to Stock and Other Property.

- b) deleting the second paragraph in the 'Commercial complexes' clause within the 'Additional benefits We pay for a first or second formula payment' section on page 27 of the Business interruption policy, and replacing that paragraph with the following:

We do not pay for any loss sustained by the Business as a consequence of that damage, unless it extends for a period greater than 48 hours.

We pay up to 20% of the sum insured shown on the Certificate of Insurance for this additional benefit.

- c) deleting the last paragraph in the 'Public utilities extension' clause within the 'Additional benefits We pay for a first or second formula payment' section on page 27 of the Business interruption policy.

- d) deleting the last paragraph in the 'Prevention of access to the Business Premises' clause within the 'Additional benefits We pay for a first or second formula payment' section on page 27 of the Business interruption policy, and replacing that paragraph with the following:

We pay up to 20% of the sum insured shown on the Certificate of Insurance for this additional benefit.

- e) deleting the last paragraph in the 'Storage sites' clause within the 'Additional benefits We pay for a first or second formula payment' section on page 27 of the Business interruption policy.
- f) deleting the last paragraph in the 'Suppliers' and customers' premises' clause within the 'Additional benefits We pay for a first or second formula payment' section on page 27 of the Business interruption policy.
- g) inserting the following additional clauses in the Business interruption policy, within the 'Additional benefits We pay for a first or second formula payment' section, directly after the 'Suppliers' and customers' premises', clause on page 27:

### **Murder, suicide and infectious disease**

We treat any closure or evacuation of the whole or part of the Insured Premises by order of a competent public authority consequent upon:

- a Human Infectious or Contagious Disease at the Insured Premises, not otherwise excluded under the Plan;
- the discovery of vermin or pests or defects in the drains of other sanitary arrangements at the Insured Premises;
- poisoning directly caused by the consumption of food or drink provided on the Insured Premises; or
- murder or suicide occurring in or at the Insured Premises,

occurring during the Period of Insurance as physical loss of or physical damage to a Building under Our Business property damage policy.

Provided that:

- for the avoidance of doubt, the exclusion '2. Communicable diseases' within the 'General exclusions applying to all policies except the Domestic workers (WA only) policy' section of the Plan applies to the cover provided by this additional benefit; and
- the maximum amount payable under this additional benefit in the aggregate for the Period of Insurance is \$250,000 unless otherwise specified in the Certificate of Insurance; and

- We will not cover the first 48 hours of interruption to the Business unless otherwise specified in the Certificate of Insurance; and
- We will not pay any cost to clean up, decontaminate, disinfect, remove, replace, monitor and/or test for any diseases, conditions, or circumstances described in this additional benefit.

For the purpose of this additional benefit only the following definitions apply:

**Insured Premises** means only the Business Premises that are directly owned, leased or controlled by You and does not include any extension to the definition of Business Premises elsewhere in the Plan or Certificate of Insurance.

**Human Infectious or Contagious Disease** means:

- influenza but not highly pathogenic avian influenza in humans or human influenza with pandemic potential; or
- viral gastroenteritis, norovirus and rotavirus; or
- legionnaires' disease (legionellosis).

#### **Roads, bridges and railway lines**

We treat any interruption to the Business as a result of physical loss of or physical damage, excluding by Flood, to roads, bridges and/or railway lines within Australia over which raw materials and other Stock are conveyed to or from the Business Premises occurring during the Period of Insurance, as physical loss of or physical damage to Other Property under Our Business property damage policy.

We will not be liable for any loss unless the interruption to the Business covered by this additional benefit extends for a period greater than 48 hours.

The most We will pay under this additional benefit is 20% of the Gross Profit sum insured shown on the Certificate of Insurance.

#### **Computer installation**

We treat any physical loss of or physical damage to property which a claim would have been payable under Our Business property damage policy, if such property had been insured under this Plan, resulting in interruption to the Business as a consequence of physical loss of or physical damage to computer installations, including ancillary equipment and data processing media utilised by You anywhere in Australia.

We do not pay for any loss sustained by the Business as a consequence of that damage, unless it extends for a period greater than 48 hours.

We pay up to 20% of the sum insured shown on the Certificate of Insurance for this additional benefit.

## **Change 7: Amendment to 'Variable Costs' definition in the Business interruption policy**

Your PDS is amended by deleting the definition of the 'Variable Costs' in the section 'Special definitions of words used in this policy' on page 28 and replacing it with the following:

**Variable Costs** means:

- wages (where permanent wages have not been declared as included in Gross Profit); and
- costs, of the Business which vary in direct proportion to Turnover.

## **Change 8: Removal of 'Mortgage protection for a unit' from Standard home policy**

Your PDS is amended by:

- a) removing 'Optional benefit' and 'Mortgage protection for a home unit' option from the Standard home policy table of contents on page 65; and
- b) deleting:
  - the heading 'Optional benefit'; and
  - the entirety of the option 'Mortgage protection for a home unit' from page 73 from the Standard home policy.

## **Change 9: Removal of Domestic workers policy**

a) Your PDS is amended by deleting the entirety of the section 'Domestic workers policy (WA only)'.

b) Your PDS is also amended by:

- under 'How the Commercial Plan works' on page 1, deleting:
  - paragraph 6 under 'About the insurer and WFI';
  - the words '(Note: the General exclusions do not apply to the Domestic workers (WA only) policy. See the Domestic workers (WA only) policy for details about the exclusions applicable to it)' from the first bullet point under 'Understanding the significant features and benefits'; and
  - 'Domestic workers (WA only)' under 'Policies You can choose from'.

- deleting the entirety of the section 'Domestic workers policy (WA only)' in the 'Summary of contents' on page 3.
- deleting the words '(except for the Domestic workers (WA only) policy – see that policy for information about the exclusions applicable to it)' from paragraph 1 under 'The agreement between You and Us' under 'Important information applying to all policies' on page 5.
- in the section 'General exclusions applying to all policies except the Domestic workers (WA only) policy' on pages 12-14, deleting the following words wherever they appear:
  - 'Domestic workers policy (WA only)'
  - 'except the Domestic workers (WA only) policy'
  - 'except for the Domestic workers (WA only) policy'
  - 'the Domestic workers'
- deleting paragraph 2 under 'What is not insured by the policies in this Plan' under the 'General exclusions applying to all policies except the Domestic workers (WA only) policy' on page 12.

# Supplementary Product Disclosure Statement

## SPDS Edition 2

This Supplementary Product Disclosure Statement (SPDS) was prepared on **8 May 2025** and will apply to all policies under the **WFI Commercial Plan Product Disclosure Statement** (Preparation date: 29 February 2024) version WFICPLPDS 09 0224 (PDS) with a new business effective date on or after 16 August 2025, or with a renewal effective date on or after 16 August 2025.

The information in this SPDS updates the terms contained in the PDS and should be read with the PDS, and any other applicable SPDS (including SPDS Edition 1 dated 4 June 2024). These documents together with Your Certificate of Insurance make up the terms and conditions of Your insurance contract with Us. Your current Certificate of Insurance outlines the cover You have chosen.

## Changes to Your PDS

### Change 1: Removal of 'Limited Flood cover' in the Business property damage policy section

Your PDS is amended by:

- a) **deleting the entirety of the 'Limited Flood cover' clause on page 23.**

Your PDS is also amended by removing 'Limited Flood cover' from the Business property damage policy Summary of contents.

- b) **deleting the 'Limited Flood cover' clause under the 'Special conditions' heading in the Business interruption policy section on page 28.**

Your PDS is also amended by removing 'Limited Flood cover' from the Business interruption policy Summary of contents.

### Change 2: Amendments to 'What We pay' in the Business legal liability policy section

Your PDS is amended by:

- a) **amending the paragraph under the 'Aggregate limit for product liability' heading on page 37 by deleting and replacing the entire paragraph with:**

Subject to exclusion '16 products' under 'What is not insured' in the Business legal liability policy on page 35 and other applicable exclusions, We pay up to the limit shown on the Certificate of Insurance for 'Aggregate limit for product liability' for liability for all Occurrences that happen during the Period of Insurance and are directly or indirectly caused by or arise out of a product You sold or supplied.

The 'Aggregate limit for product liability' is subject to and does not operate in addition to the 'Limit any one Occurrence' as stated in the Certificate of Insurance.

**b) amending the paragraph under the 'Aggregate limit for pollution liability' heading on page 37 by deleting the paragraph in its entirety and replacing the paragraph with:**

Subject to exclusion '15 pollution' under 'What is not insured' in the Business legal liability policy on pages 34 and 35 and other applicable exclusions, We pay up to the limit shown on the Certificate of Insurance for 'Aggregate limit for pollution liability' for liability for all Occurrences that happen during the Period of Insurance and give rise to a liability to pay:

- compensation for pollution; or
- for the cost to prevent, remove, nullify or clean up any actual, alleged or threatened pollution.

The 'Aggregate limit for pollution liability' is subject to and does not operate in addition to the 'Limit any one Occurrence' as stated in the Certificate of Insurance.

### Change 3: Amendments to 'What is not insured' in the Classic home policy section

Your PDS is amended by:

**a) deleting the sixth bullet point in the '1 damage directly caused by:' clause under 'What is not insured', in the Classic home policy section on page 57, and replacing it with:**

- earth movement no matter how caused, including erosion, vibration, subsidence, seepage, saturation, creeping, landslip, mudslide, collapse, shrinkage, settling, expansion or heaving, unless the damage occurs within 72 hours of, and is directly caused by:

- a) earthquake; or
- b) water overflowing, leaking or bursting from a fixed pipe or fixed system; or
- c) Storm water; or
- d) Flood, if Your Certificate of Insurance for this policy states under the heading 'Flood cover': 'Your policy includes cover for damage caused by Flood'.

**b) deleting the fourth and fifth bullet points in the '4 damage to:' clause under 'What is not insured', in the Classic home policy section on pages 56 and 57, and replacing them with:**

- Your Home if directly caused by an alteration or addition to Your Home in progress if the contract value (inclusive of labour, materials, all taxes including GST specified in the contract and any variations to the contract) for the alteration or addition exceeds \$100,000
- an alteration or addition to Your Home which is in progress, unless the contract value (inclusive of labour, materials, all taxes including GST specified in the contract and any variations to the contract) for the alteration or addition is \$100,000 or less and the damage:
  - occurs when the work on the alteration or addition has been in progress for less than three months; and
  - is directly caused by violent wind (but not by rain, hail or snow accompanying the violent wind), fire, explosion, lightning, earthquake, riot, civil commotion or impact by a vehicle, aircraft or aerial device

*If You are altering or adding to Your Home, You may want to insure the building materials before they become a part of Your Home because this policy does not insure them.*

### Change 4: Amendments to 'Additional benefits' in the Classic home policy section

Your PDS is amended by:

**a) inserting the following additional text, as the last paragraph in the 'Deterioration of food' clause under 'Additional benefits' in the Classic home policy section on page 61:**

You will not be required to pay an excess for a claim under this benefit.

**b) deleting the 'Solar panels' clause under 'Additional benefits' in the Classic home policy section on page 63.**

**c) deleting the ‘Temporary accommodation or loss of rent’ clause under ‘Additional benefits’ in the Classic home policy section on page 63, and replacing it with:**

**Temporary accommodation or loss of rent**

If We have paid or agreed to pay a claim for damage to Your Home or Contents and You are unable to live in Your Home as a result of the damage, We pay, as relevant:

- the reasonable cost for You and Your family to rent a comparable house in a nearby location; or
- the rental income You lose if at some time during the 60 days prior to the date on which the damage occurred, Your Home was occupied by a tenant,

until the earlier of when:

- We replace, reinstate or repair the damage to Your Home or Contents; or
- We pay You to do so (in which case it will include provision for this benefit as if We were replacing, reinstating or repairing the damage to Your Home or Contents); or
- Your Home becomes habitable.

We pay up to 20% of the sum insured for the ‘Building’ or 20% of the sum insured for the ‘Contents’ shown on the Certificate of Insurance, up to 52 weeks rental costs or 52 week’s loss of rent.

**d) inserting the following clauses under ‘Additional benefits’ of the Classic home policy section, directly after ‘Removal and storage of Contents’ on page 63:**

**Removal of debris**

If We have paid or agreed to pay a claim to replace or reinstate Your Home or Contents We pay for:

- demolition costs and the costs to clear debris and make the site safe if You have Your Home insured on this policy; and
- remove Contents from the site if You have Contents insured on this policy.

We will pay up to 20% of the sum insured for the ‘Building’ shown on the Certificate of Insurance any one claim or 20% of the sum insured for the ‘Contents’ shown on the Certificate of Insurance any one claim.

**Declared catastrophe**

If ‘Building’ is shown on the Certificate of Insurance and We have paid or agreed to pay a claim for the damage of Your Home and You have agreed to rebuild Your Home, We will pay up to an additional 25% of the sum insured for the ‘Building’ as a result of an event that the Insurance Council of Australia (ICA) declares a catastrophe.

This additional benefit is only payable for additional building costs that have been caused as a result of increased demand on building material and labour costs due to the ICA declared catastrophe.

This additional benefit will not provide any shortfall caused in Your rebuilding costs if You have underinsured Your Building.

For example, an ICA declared catastrophe leads to a high demand for building services which increases your rebuilding costs. If Your sum insured for the ‘Building’ is \$500,000 then We would provide up to \$125,000 on top of Your sum insured for the ‘Building’ to cover those extra costs.

**e) deleting the following bullet point in the ‘Costs connected with rebuilding’ clause under ‘Additional benefits’ in the Classic Home policy section on page 63:**

- demolition costs and the costs to clear debris from the site of the building being replaced or reinstated.

**f) inserting the following clause under ‘Additional benefits’ in the Classic home policy section directly after the ‘Contents in a commercial storage facility’ clause on page 63:**

**Contents in the open air**

If ‘Contents’ is shown on the Certificate of Insurance and We have paid or agreed to pay a claim to replace, reinstate or repair loss or damage to Contents while they are in the open air at Your Home. We pay up to \$2,000 for all damage arising out of the one event.

## **Change 5: Addition of ‘Inflation protection’ clause to the Classic home policy section**

**a) Your PDS is amended by inserting the following additional clause in the Classic home policy section, directly before the ‘Sum insured’ clause on page 63:**

**Inflation protection**

Where We have accepted a Total Loss claim for ‘Buildings’, at the time of the settlement of the claim, We will automatically review and may apply a different amount to the relevant sum insured shown on the Certificate of Insurance for ‘Building’ to account for inflationary trends. However, You still need to consider if the sums insured are suitable for Your Home.

We will automatically increase the sum insured shown on the Certificate of Insurance for ‘Contents’ for a Total Loss claim. We multiply the proportion of that sum insured which the expired term of the Period of Insurance bears to 365 days by 4%.

Your Policy is also amended by adding ‘Inflation protection’ to the Classic home policy Summary of contents.

## Change 6: Amendments to 'What is not insured' in the Standard home policy section

Your PDS is amended by:

a) deleting the sixth bullet point in the '1 loss or damage directly caused by:' clause under 'What is not insured' in the Standard home policy section on page 67, and replacing it with:

- earth movement no matter how caused, including erosion, vibration, subsidence, seepage, saturation, creeping, landslip, mudslide, collapse, shrinkage, settling, expansion or heaving, unless the damage occurs within 72 hours of, and is directly caused by:
  - a) earthquake; or
  - b) water overflowing, leaking or bursting from a fixed pipe or fixed system; or
  - c) Storm water; or
  - d) Flood, if Your Certificate of Insurance for this policy states under the heading 'Flood cover': 'Your policy includes cover for damage caused by Flood'.

b) deleting the fifth and sixth bullet points in the '4 damage to:' clause under 'What is not insured' in the Standard home policy section on page 67, and replacing them with:

- Your Home if directly caused by an alteration or addition to Your Home in progress if the contract value (inclusive of labour, materials, all taxes including GST specified in the contract and any variations to the contract) for the alteration or addition exceeds \$100,000
- an alteration or addition to Your Home which is in progress, unless the contract value (inclusive of labour, materials, all taxes including GST specified in the contract and any variations to the contract) for the alteration or addition is \$100,000 or less and the damage:
  - occurs when the work on the alteration or addition has been in progress for less than three months; and
  - is directly caused by violent wind (but not by rain, hail or snow accompanying the violent wind), fire, explosion, lightning, earthquake, riot, civil commotion or impact by a vehicle, aircraft or aerial device

*If You are altering or adding to Your Home, You may want to insure the building materials before they become a part of Your Home because this policy does not insure them.*

## Change 7: Amendments to 'Additional benefits' in the Standard home policy section

Your PDS is amended by:

a) inserting the following additional text as the last paragraph of the 'Deterioration of food' clause under 'Additional benefits' in the Standard home policy section on page 71:

You will not be required to pay an excess for a claim under this benefit.

b) deleting the 'Solar panels' clause under 'Additional benefits' in the Standard home policy section on page 73.

c) deleting the 'Temporary accommodation or loss of rent' clause under 'Additional benefits' in the Standard home policy section on page 73, and replacing it with:

### Temporary accommodation or loss of rent

If We have paid or agreed to pay a claim for damage to Your Home or Contents and You are unable to live in Your Home as a result of the damage, We pay, as relevant:

- the reasonable cost for You and Your family to rent a comparable house in a nearby location; or
- the rental income You lose if at some time during the 60 days prior to the date on which the damage occurred, Your Home was occupied by a tenant,

until the earlier of when:

- We replace, reinstate or repair the damage to Your Home or Contents; or
- We pay You to do so (in which case it will include provision for this benefit as if We were replacing, reinstating or repairing the damage to Your Home or Contents); or
- Your Home becomes habitable.

We pay up to 20% of the sum insured for the 'Building' or 20% of the sum insured for the 'Contents' shown on the Certificate of Insurance, up to 52 weeks rental costs or 52 weeks loss of rent.

d) inserting the following clause under 'Additional benefits' in the Standard home policy section, directly after 'Removal and storage of Contents' clause on page 72:

### Removal of debris

If We have paid or agreed to pay a claim to replace or reinstate Your Home or Contents We pay for:

- demolition costs and the costs to clear debris and make the site safe if You have Your Home insured on this Policy; and
- remove Contents from the site if You have Contents insured on this Policy.

We will pay up to 20% of the sum insured for the 'Building' shown on the Certificate of Insurance any one claim or 20% of the sum insured for the 'Contents' shown on the Certificate of Insurance any one claim.

**e) deleting the following bullet point in the 'Costs connected with rebuilding' clause under 'Additional benefits' in the Standard Home policy section on page 73:**

- demolition costs and the costs to clear debris from the site of the building being replaced or reinstated.

**f) inserting the following clause under 'Additional benefits' in the Standard home policy section directly after the 'Contents in a commercial storage facility' clause on page 73:**

**Contents in the open air**

If 'Contents' is shown on the Certificate of Insurance and We have paid or agreed to pay a claim to replace, reinstate or repair loss or damage to contents while they are in the open air at Your Home. We pay up to \$2,000 for all damage arising out of the one event.

## **Change 8: Addition of 'Inflation protection' clause to the Standard home policy section**

**a) Your PDS is amended by inserting the following additional clause in the Standard home policy section, directly before the 'Sum insured' clause on page 73:**

**Inflation protection**

Where We have accepted a Total Loss claim for 'Buildings', at the time of the settlement of the claim, We will automatically review and may apply a different amount to the relevant sum insured shown on the Certificate of Insurance for 'Building' to account for inflationary trends. However, You still need to consider if the sums insured are suitable for Your Home.

We will automatically increase the sum insured shown on the Certificate of Insurance for 'Contents' for a Total Loss claim. We multiply the proportion of that sum insured which the expired term of the Period of Insurance bears to 365 days by 4%.

## **Change 9: Amendments to 'What is not insured' in the Personal legal liability policy section**

Your PDS is amended by:

**a) deleting the second bullet point of the '11 for Personal Injury or Damage to Property directly or indirectly caused by or arising out of:' clause under 'What is not insured' in the Personal legal liability policy section on page 76, and replacing it with:**

- an alteration, addition or repair to Your Home which is in progress if the contract value for the alteration, addition or repair is more than \$100,000

## **Change 10: Amendments to the Motor vehicle policy section:**

Your PDS is amended by:

**a) deleting the first sentence of the 'Personal property' clause under 'Additional benefits – Private Use with 'Comprehensive' cover' in the Motor vehicle policy section on page 87, and replacing it with:**

We pay up to \$1,000 for Your personal property contained in the boot or cab of Your Vehicle if during the Period of Insurance it is:

**b) deleting the 'Hire car benefit' clause under 'Optional benefit for 'Comprehensive' cover – all uses' in the Motor vehicle policy section on page 88, and replacing it with:**

**Hire car benefit**

If 'Hire Car Benefit' is shown on the Certificate of Insurance and during the Period of Insurance Your Vehicle becomes unusable as a result of Accidental damage, We will pay up to \$1,500 towards the cost to hire a vehicle of a similar type for the earlier of 21 days from the time Your Vehicle becomes unusable, or until Your Vehicle is repaired. We do not pay for fuel, running costs or other charges.

**c) deleting the last bullet point in the definition of 'Your Vehicle' under 'Special definitions of words used in this policy' in the Motor vehicle policy section on page 91, and replacing it with:**

- non-specified accessories up to a total value of \$2,000 if no accessories are specified on the Certificate of Insurance under the heading 'Accessories',

**d) deleting the definition of 'Farm Use' under 'Special definitions of words used in this policy' in the Motor vehicle policy section on page 91, and replacing it with:**

**Farm Use** means:

- use in connection with Your occupation as a farmer or Business; and
- use for social, domestic and pleasure purposes.

## **Change 11: Removal of the 'Personal accident and illness policy'**

**a) Your PDS is amended by deleting the entirety of the 'Personal accident and illness policy' section from pages 96 to 100.**

**b) Your PDS is amended by deleting the following paragraph in the clause 'About the insurer and WFI' under 'How the Commercial Plan works' on page 1:**

The Commercial Plan consists of 18 different policies You can choose from, covering a wide range of risks.

**And replacing it with:**

The Commercial Plan consists of 16 different policies You can choose from, covering a wide range of risks.

**c) Your PDS is also amended by:**

- Deleting 'Personal accident and illness' from 'Policies You can choose from' on page 1.
- Deleting the entirety of 'Personal accident and illness policy' in the 'Summary of contents' on page 2.
- Deleting the words '(for example, health information for personal accident insurance)' from paragraph 1 in the 'Privacy of Your information' clause under 'Important information applying to all policies' on page 9.
- In the section 'General exclusions applying to all policies' on pages 12 and 13, deleting the following words wherever they appear:
  - 'and Personal accident and illness policy'
  - 'and the Personal accident and illness policies in this Plan'

# Supplementary Product Disclosure Statement

## SPDS Edition 3

This Supplementary Product Disclosure Statement (SPDS) was prepared on 1 October 2025 and will apply to all policies under the **WFI Commercial Plan Product Disclosure Statement** (Preparation date: 29 February 2024) version WFICPLPDS 09 0224 (PDS) with a new business effective date on or after 1 October 2025, or with a renewal effective date on or after 1 October 2025.

The information in this SPDS updates the terms contained in the PDS and should be read with the PDS and any other applicable SPDS. These documents together with Your Certificate of Insurance make up the terms and conditions of Your insurance contract with Us. Your current Certificate of Insurance outlines the cover You have chosen.

## Changes to Your PDS

### Change 1: Change of insurer

Your PDS is amended by the following:

- a) All references to “Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as WFI (WFI)” are deleted and replaced by “CGU Australia Pty Ltd ABN 62 004 478 960 AFSL 700014 trading as WFI (WFI)”.
- b) All references to “Insurance Australia Limited trading as WFI” are deleted and replaced by “CGU Australia Pty Ltd trading as WFI”.
- c) All references to “AFSL No. 227681” are deleted and replaced by “AFSL No. 700014”.

This SPDS is issued by the Insurer  
**CGU Australia Pty Limited**  
ABN 62 004 478 960 AFSL 700014  
trading as WFI



# Financial Services Guide

## About this Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about whether to use the financial services we can provide to you. It also sets out information and details required by law to be included in an FSG.

For example, this FSG contains information about the services we can offer you, how we and other persons or organisations are remunerated in relation to the services offered and information about how we deal with complaints.

References in this FSG to 'we', 'us', 'our' or 'WFI' are references to CGU Australia Pty Ltd ABN 62 004 478 960 AFSL 700014 trading as WFI.

## Other documents we may give you

When we provide you with financial services as a retail client, we may give you:

- A General Advice Warning to let you know that any recommendation we have made is of a general nature and does not take your specific individual objectives, financial situation and needs into account.
- A Product Disclosure Statement (PDS) or Policy Wording before or at the time you acquire any of our products. These documents contain information on the benefits and significant characteristics of the product and are aimed to assist you in making an informed decision about whether to buy it or not.

## About WFI

WFI is an Australian Financial Services Licensee (AFSL No. 700014). It is authorised to deal in and provide general advice in relation to general insurance products.

## About the services we provide

We will give you factual information about the general insurance products we issue to help you decide whether to buy them.

In some cases, we may make a general recommendation or give an opinion about the general insurance products. We do this without consideration of your specific individual objectives, financial situation or needs. This is a general advice service.

When providing general advice we do not act on your behalf. You need to consider the appropriateness of any information or advice we give you, having regard to your specific individual objectives, financial situation or needs, before acting on it.

You should also refer to the policy documentation we give you (including the PDS) in deciding whether to acquire the products.

If you apply to buy one of WFI's products, we will collect information from you to decide whether to give you insurance, and if so, on what terms. If WFI agrees to issue the relevant insurance it will use the information to manage your and its rights and obligations under the insurance.

We can also vary, cancel or renew your WFI products.

## How we are remunerated

### Our remuneration

When we issue a general insurance product to you, we will charge you a premium for that product based on your risk profile and circumstances. The total amount you will pay is the premium plus any amount payable in relation to stamp duty, GST, fire services levy, or other government charges, taxes, fees or levies.

Our staff receive an annual salary that may include bonuses or other incentives based on performance criteria.

### Referrals

Any remuneration paid to third party referrers is not charged directly to you. Where you have been referred to us by a third party and you decide to acquire a general insurance product from us, we may pay the referrer. The payment amount depends on the product type, premium and the specific arrangement entered into with that referrer. The remuneration may also be paid on renewal and premium adjustments.

If we are unable to provide a product to you, we may refer you elsewhere in the CGU Australia Pty Ltd group or to another Australian Financial Services Licensee. If you enter into an insurance policy with or through that licensee we may receive a commission for the referral. The payment amount may depend on the product type, premium and arrangement with that licensee.

### More information

If you would like more information about the remuneration that we or referrers receive, please ask us. This request should be made within a reasonable time after this FSG is provided to you and before we provide you with a financial service to which this FSG relates.

## Compensation Arrangements

The Corporations Act 2001 (Cth) requires licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of this Act, unless an exemption applies. We are exempt from this requirement because we are an insurance company supervised by the Australian Prudential Regulation Authority and subject to the prudential requirements of the Insurance Act 1973 (Cth).

## If you have a complaint

### Complaints Handling Procedures

To access our Complaints Handling Procedures, simply contact your local WFI Area Manager, Client Service Team or the Claims Officer handling your claim.

If you have a complaint, we will do everything possible to resolve the matter on your initial contact with us. If your complaint is not resolved, we will treat it as a dispute and will enter it into our Internal Dispute Resolution process. The complaint will then be considered by a designated Internal Dispute Resolution Officer of WFI with the appropriate experience, knowledge and authority to deal with it.

Details of our Complaints Handling Procedures are set out in our brochure “Handling Complaints and Dispute Resolution Our Commitment to You” and in our “Privacy Policy”. You can contact us for these or access them online at [wfi.com.au](http://wfi.com.au).

### External Dispute Resolution

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001

AFCA is independent and administers the external segment of the general insurance industry’s alternative dispute resolution scheme, approved by the Australian Securities and Investments Commission.

Time limits may apply to lodge a complaint with AFCA, as such you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

If your complaint is to do with a privacy issue, you may refer it to the Privacy Commissioner through the Office of the Australian Information Commissioner.

## Contact Details

You may apply for, vary or cancel your financial product, give us instructions or make a complaint by contacting your WFI Area Manager. Alternatively, call **1300 934 934** or visit **[wfi.com.au](http://wfi.com.au)** to contact your local office.

### Western Australia

Locked Bag 1, Bassendean DC WA 6942

### Queensland, New South Wales and A.C.T

PO Box 712, Toowong QLD 4066

### Victoria, Tasmania and South Australia

PO Box 16213 Collins St West, Melbourne Vic 8007