

# Landlords Residential Property Insurance information



CGU's Landlords Residential Property Insurance policy is designed to fully meet your investment property insurance needs – whether you own a flat, unit, apartment or house that is leased or rented to tenants.

Plus, when you insure with CGU, you know you will get the quality and service you expect from one of Australia's leading general insurance companies.

CGU's Landlords Residential Property Insurance policy delivers unusually wide cover. With CGU, rather than offering you a long list of acceptable risks, there's a short list of events and mishaps that are not covered.

So, if something happens and it's not specifically excluded, you know you're covered. It's that simple.

You can also build your CGU Landlords Residential Property Insurance cover to suit your specific needs by adding additional covers such as replacement benefit of the property to a new condition up to the sum insured, legal liability for loss or damage to other people's property or injury, and loss of rent and rent default and theft by a tenant.

The policy provides protection against fire, flood (for all new policies and renewals from 1 February 2012), explosion, storm, rainwater, lightning, wind damage, earthquake, theft or attempted theft and much more, as well as offering a great range of special benefits.

We believe you will find that the CGU Landlords Residential Property Insurance policy is the right and appropriate insurance solution for your investment property.

## Key features

**Unusually wide cover – includes accidental loss or damage cover to protect your rental property against a broader range of incidents.**

**Protection against problem tenants – vandalism or malicious acts by tenants is included as well as deliberate or intentional acts.**

**Optional covers for rent default and theft by a tenant and optional cover for loss of rent following accidental loss or damage to your buildings.**

**A great hassle-free claims service – you can lodge a claim with us at any time, anywhere.**

## Why CGU is the right insurer for your investment property

With CGU, you get the right insurance cover at the right price, tailored and delivered by insurance professionals and backed by the financial strength and security of a company that has been serving Australian communities for 160 years.

CGU understands what you need from your insurance, and delivers it to you in an easy-to-understand, trouble-free way.

That's why we are one of Australia's leading general insurers.

### Superior claims service

We know that an insurance policy only goes to work for you when you need to make a claim, and that's why we ensure our claims service is second to none.

Our approach is to always pay valid claims as soon as we can, and to make the claims process as easy, transparent, and as trouble-free as possible for you.

We work with you and your insurance adviser to ensure you get your property reinstated as quickly as we can following an incident.

Plus, not only can you lodge a claim with us at any time, we will help you in emergency situations by organising emergency repairs when you need it.

With CGU Landlords Residential Property Insurance you don't have to worry – you know your investment property is appropriately covered and that CGU is ready and waiting to help you when you need us.

## CGU: strength and security

- One of Australia's largest general insurers serving Australians since 1851.
- Australia's largest regional and rural insurer with a large network of local insurance professionals and an extensive regional presence.
- Part of Insurance Australia Group (IAG), Australasia's leading general insurance group and a top-50 company on the Australian Stock Exchange.



## A specialised policy

Insuring properties which you own but don't live in can be a complicated business. To make it simpler, CGU has a policy specifically designed to protect your investment.

CGU's Landlords Residential Property Insurance covers flats, units, apartments and houses which are leased or rented to tenants.

### Unusually wide cover

CGU offers accidental loss or damage cover to protect your rental property against a broader range of incidents. The CGU Residential Property Insurance policy automatically includes flood cover in all new policies and renewals from 1 February 2012.

### Your greatest fear

No matter how careful you are there is always the chance you will have problem tenants. To provide you with the protection that you need, CGU's Landlords Residential Property Insurance covers you for deliberate or intentional acts by tenants, or vandalism or malicious acts by tenants.

### No half measures

Suppose the worst happens and your property is totally destroyed by fire. If you choose the optional replacement benefit you will be covered for the complete cost of rebuilding the property to new condition up to the sum insured as listed on your schedule.

Even the cost of removing debris and the cost of architects, surveyors and legal fees are included, up to 10 per cent of the buildings sum insured.

### Liability cover

This area can become a financial nightmare unless you are adequately covered. With this option we cover your legal liability for an incident at your property that causes loss or damage to someone else's property, or death or bodily injury to other people.

### We will even pay your rent!

The CGU Landlords Residential Property Insurance policy provides optional cover for the loss of rent following accidental loss or damage to your buildings.

If your property is so badly damaged that it is uninhabitable, CGU will pay you the lost rent until the buildings can be lived in, for up to 12 months, or up to the sum insured.

### **Optional rent default and theft by a tenant**

If your tenant defaults on rent or leaves the building before the end of the rental period, or is legally evicted, the CGU Landlords Residential Property Insurance policy can provide cover for lost rent until the property is re-let – up to \$5,000 less any excess or bond money that applies.

In addition, cover is available for theft by tenants, and legal costs you incur in taking action against your tenants for rent default or theft by a tenant.

### **Workers' compensation**

In those states where legislation permits, you are also able to cover the amount you are liable to pay if a person you employ is injured while working for you. This cover applies to employees doing work in connection with you as owner operator or manager of the rental property.

### **Automatic flood cover**

From 1 February 2012, the CGU Landlords Residential Property Insurance policy will automatically include cover for flood. If you are an existing CGU Landlords Residential Property Insurance policyholder and want to add flood cover to your policy before your next renewal date, please speak with your insurance adviser to arrange it.

### **Great claims service**

You can contact CGU on 1300 306 497 to lodge a claim at any time. When you do, you will find our claims service is transparent, simple and helpful. Plus, our claims team will also arrange emergency repairs for you and provide temporary accommodation should you need it.

At CGU, we know our reputation rides on the way we manage claims – that's why we go out of our way to make our claims services as effective and hassle-free for you as we can. We treat you like we would like to be treated.



## **Why use an insurance adviser?**

**CGU + professional advice = the right insurance cover for your home and contents**

At CGU, we are proud of the quality of our insurance and the way it is delivered to you. We offer our market-leading insurance products through a network of insurance professionals who work with you to tailor a complete insurance solution using their extensive knowledge of our insurance products.

That's why our insurance delivers the cover you need while demonstrating real value.

CGU also has an extensive branch network nationwide which means we are capable of rapidly delivering an effective local response wherever and whenever a major event occurs.

With CGU, you know we will be there for you when you need us.

## **CGU can meet all your insurance needs**

CGU has a full suite of insurance products, so speak to your insurance adviser today and let them build a complete insurance solution for all your insurance needs.

## Contact details

### Adelaide

80 Flinders Street  
Adelaide SA 5000  
t (08) 8405 6300  
f (08) 8405 6444

### Ballarat

The Gordon  
1-3 Bath Lane  
Ballarat VIC 3350  
t (03) 5329 4100  
f (03) 5329 4194

### Brisbane

189 Grey Street  
South Bank QLD 4101  
t (07) 3135 1900  
f (07) 3212 7898

### Hobart

Level 5 188 Collins Street  
Hobart TAS 7000  
t (03) 6230 4748  
f (03) 6230 4740

### Melbourne

181 William Street  
Melbourne VIC 3000  
t (03) 9601 8222  
f (03) 9279 5450

### Newcastle

3rd Floor The Metro  
Cnr Scott & Watt Streets  
Newcastle NSW 2300  
t (02) 4935 7100  
f (02) 4935 7110

### Perth

46 Colin Street  
West Perth WA 6005  
t (08) 9254 3600  
f (08) 9254 3601

### Sydney

388 George Street  
Sydney NSW 2000  
t (02) 8224 4000  
f (02) 8224 4025

**[cgu.com.au](http://cgu.com.au)**

This brochure is a general description of cover only.  
Full details are set out in the policy wording.

## Need more information?

For professional advice or further information about CGU's Landlords Residential Property Insurance, please contact your intermediary or your nearest CGU office.

This is general advice only and does not take into account your individual objectives, financial situation or needs ('your personal circumstances'). Before using this advice to decide whether to purchase any of these insurance policies, you should consider the appropriateness of it having regard to your personal circumstances, plus obtain and consider the current Product Disclosure Statement for the relevant insurance policy.

Landlords Residential Property Insurance is issued by CGU Insurance Limited ABN 27 004 478 371 AFSL 238291. You can get a Product Disclosure Statement (PDS) for the product from any office of CGU or at [cgu.com.au](http://cgu.com.au). You should consider the PDS in deciding whether to buy or hold the product.



Insurer  
**CGU Insurance Limited**  
ABN 27 004 478 371  
AFSL 238291