

**Entertainment Equipment  
Insurance**



About Aon Entertainment Equipment Insurance - Aon Risk Services Australia Limited ABN 17 000 434 720, AFSL No 241141 (Aon) distributes this Aon Entertainment Equipment Insurance branded Product Disclosure Statement (PDS) and Policy that is issued by the insurer, CGU Insurance Limited, ABN 27 004 478 371, AFSL No 238291. An IAG Company. Aon is not the insurer and does not act for it in distributing this PDS and Policy. While Aon recommends this product generally in distributing the PDS and policy, Aon does not provide any personal financial product advice to you in doing so, 'ie' Aon does not make any recommendation that this product is appropriate for your personal needs or the most appropriate. So before deciding whether it is right for you, you should consider this PDS and policy. The insurer administers the Customer Care Centre.

**entertainment  
equipment  
insurance  
product disclosure  
statement  
and policy**

**entertainment equipment**

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The information in this booklet is current at the date of preparation. Details of any changes will be available by calling 13 15 32. We will give you a free copy of any updates if you request them. If there is a materially adverse change, we will issue a supplementary or replacement Product Disclosure Statement.

This Product Disclosure Statement and policy wording is issued by:

CGU Insurance Limited  
ABN 27 004 478 371  
AFS Licence No. 238291

# Welcome to the security of CGU Insurance

**This booklet is important**

## **Product Disclosure Statement**

### **The purpose of this PDS**

This PDS has been prepared to assist you in understanding the insurance policy and making an informed choice about your insurance requirements. This PDS sets out the significant features of the insurance policy including its benefits, risks and information about how the insurance premium is calculated. You still need to read the policy wording that commences on Page 13 for a full description of the terms, conditions and limitations of the insurance policy.

### **Introduction**

#### **Who is the insurer**

CGU Insurance Limited, an IAG Company, is the issuer and insurer of the insurance policy. Our Australian Business Number is 27 004 478 371. Our Australian Financial Services Licence Number is 238291. In this booklet the issuer and insurer is called 'we', 'us', or 'our'.

#### **How to contact us**

You may contact us by any of the following ways:

- ◆ In person at any CGU Insurance office.
- ◆ By telephone on 13 15 32.

- ◆ By writing to us at CGU Insurance, GPO Box 9902 in your capital city.
- ◆ By email on our website [www.cgu.com.au](http://www.cgu.com.au)

## General Insurance Code of Practice

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The objectives of the Code are:

- ◆ to promote better, more informed relations between insurers and their customers
- ◆ to improve consumer confidence in the general insurance industry
- ◆ to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers, and
- ◆ to commit insurers and the professionals they rely upon to higher standards of customer service.

## Our commitment to you

We have adopted and support the Code and are committed to complying with it.

Please contact us if you would like more information.

## Your cooling-off period

We will refund all premium paid for cover under the insurance policy if you request cancellation of the insurance policy within 21 days of its commencement. To do this, you must advise us in writing and return the client coverage summary to your nearest CGU Insurance office. You will not receive a refund if you have made a claim under the insurance policy. Details about the cooling-off period are shown in the policy wording under 'Money Back Guarantee' on pages 25 and 26.

## Your privacy

We treat your personal information with care. We will not release your personal information to anyone else other than another insurer, an insurance reference service or as permitted or required by law. In the event of a claim, we may disclose information to and/or collect additional information about you from investigators or legal advisers.

Further details about your privacy are shown in the policy wording under 'The way we handle your personal information' on page 26.

## Your duty of disclosure

We rely upon the information you provide to us when you apply for insurance, and when you renew, change or reinstate your policy. You must tell us anything that you know, or should know, that could affect our decision to insure you and/or the terms on which we insure you.

Details about disclosure information are shown in the policy wording under 'What you must tell us' on page 15.

## How to apply for insurance

Complete our application form. If we accept your application for insurance, you will receive a schedule that sets out details of the insurance you have taken out.

## How to make a claim

To make a claim, please contact Aon Risk Services on (02) 9253 7000 or freecall 1800 806 584 (outside Sydney metropolitan area) when something happens that you believe you can claim for. Further, details about making a claim are shown in the policy wording under Section 5 'How to make a claim' on page 28 and Section 4 'Subrogation' on page 25.

## How to resolve a complaint or dispute

### 1. Talk to us first

If you have a complaint, the first thing you or your insurance adviser should do is speak to one of our staff. If your complaint relates specifically to a claim, speak with the claims officer managing your claim.

If the staff member or claims officer are unable to resolve the matter for you, you or your insurance adviser may speak to a manager. The manager will usually provide you with a response to your complaint within 15 days. If the timeframe is impractical for any reason such as the need for more information or further investigation, they will discuss with you alternative timeframes. If you are not satisfied with our response or we cannot agree with you on alternative timeframes, you can go to step 2.

### 2. Seek a review

If the matter is still not resolved the manager will refer you or your insurance adviser to the relevant dispute handling department or area who will conduct a review of your dispute and will usually provide you with a response to your dispute within 15 business days. If the timeframe is impractical, we will discuss with you alternative timeframes.

If you are still not satisfied with our response to your dispute or we cannot agree on alternative timeframes, you can go to step 3.

### 3. Seek an external review

You are entitled to seek an external review of our decision. We will provide you with information about options available to you, including, if appropriate, referring you to the external dispute resolution scheme administered by the Insurance Ombudsman Service Limited (IOS).

You will not be able to have your dispute resolved by the IOS if you are not eligible under the IOS's Terms of Reference.

Further information about our complaint and dispute resolution procedures is available by contacting us.

## Taxation information

Aon Risk Services shows all taxes and charges as separate items on all client coverage summary schedules (e.g. stamp duty and the Goods and Services Tax). Generally, benefits under the policy are not assessable for income tax purposes. Details about the Goods and Services Tax are shown in the policy wording under 'GST Settlement Provisions' in Section 2 on page 19. Any tax enquiries should be referred to your tax adviser who can take into consideration your personal circumstances.

## Significant features and benefits

Equipment Insurance is an agreed value policy that protects your financial investment in your equipment if it is lost or damaged:

- ◆ anywhere in the world; and
- ◆ in any location, including whilst in transit; by any accidental physical external means.

The policy provides the following additional benefits:

- ◆ emergency hire costs (limited to 20 per cent of the sum insured);
- ◆ cover for salvage and general average contributions where the transit is by sea or air.

This summary of the benefits available under this policy is not exhaustive and limitations and conditions apply.

## When benefits are provided

These benefits for which you are insured under the policy are payable when:

- ◆ your application for insurance has been accepted;
- ◆ the premium has been paid;
- ◆ an insured event occurs during the period of insurance causing loss or damage to your property; and
- ◆ your claim is accepted by us.

When we pay a claim we consider a number of aspects in calculating the amount payable. These can include:

- ◆ the amount of loss or damage;
- ◆ the excess (if any);
- ◆ the sum insured;
- ◆ the terms and conditions of the policy; and
- ◆ your taxable status for GST purposes.

## The amount you pay for this insurance

The amount we charge you for this insurance policy is the total amount of the premium that we calculate to cover the risk plus any relevant government charges (such as stamp duty). This is the total amount payable shown on your client coverage summary and is the amount you must pay. If you change your policy in any way, you may be required to pay an additional amount.

## How various factors affect your premium

We consider a number of factors in calculating your premium. The key factor that affects your premium is the level of cover that we provide you. The amount of premium that you pay will also depend on the information you give us about your equipment and the other factors listed below.

These can include:

- ◆ what type of equipment you are covering, for example, a laptop computer or a musical instrument;
- ◆ the security precautions taken at the normal storage location;
- ◆ your previous claims history on this type of policy;
- ◆ the policy excess.

Where we view a factor as decreasing the risk, it will tend to decrease the premium; and where we view a factor as increasing the risk, it will tend to increase the premium. The following table gives a guide on how these factors combine together and impact your premium.

Factor	Reduces Risk	Increases Risk
Type of Equipment	Standard Musical Equipment	Non-standard Musical Equipment
Security Precautions	Monitored Alarm System	No alarm or standard lock
Claims Experience	Lower frequency/ value of claims	Higher frequency/ value of claims
Policy Excess	Higher excess	Lower excess

## Important information

The insurance we offer you is set out in the policy.

It is important that you:

- ◆ read all of the policy before you buy it to make sure that it gives you the protection you need,
- ◆ are aware of the limits on the amounts we will pay you, and
- ◆ are aware of the policy definitions, exclusions and limitations.

For the policy limits:

- ◆ the sum insured will be the amount specified against each item of equipment in your client coverage summary; and
- ◆ should be based on the current replacement value (that is the amount it would cost you to buy the same item).

You should retain any documentation that supports the description and value of the equipment insured. This will assist you in the event of a claim.

In some circumstances, the terms and conditions of this policy may be amended by endorsement. If your policy is endorsed, you will receive notification of the endorsement.

Aon Risk Services Australia Limited ABN 17 000 434 720 (Aon) issues this insurance policy under a Binder given by CGU Insurance Limited. Aon does not guarantee any benefits under this policy.

## Intermediary Remuneration

CGU Insurance Limited pays remuneration to insurance intermediaries when we issue, renew or vary a policy the intermediary has arranged or referred to us. The type and amount of remuneration varies and may include commission and other payments. If you require more information about remuneration we may pay your intermediary you should ask your intermediary.

## Significant risks

The risks associated with your Entertainment Equipment Insurance include:

Cover may not be adequate because the type or amount of cover you require does not match the cover provided by your policy. For example, you require cover for reduction in value due to repairs but this is excluded under this policy.

We can refuse to pay part or all of a claim if you do not comply with policy terms and conditions. For example, in applying for this insurance or when making a claim you are not truthful, or do not give us accurate and complete information, or do not tell us something when you should have.

## Exclusions

This insurance is designed to provide protection for you in the event of something happening which has been insured against.

Under some circumstances, this policy will not provide any insurance cover to you. For example, we do not pay for loss or damage caused by:

- ◆ Theft whilst the equipment is in or on any unattended road vehicle in certain circumstances.
- ◆ Loss of tone of any equipment unless directly resulting from visible external physical damage.

## The amount you pay towards a claim

An excess is the amount that you are required to pay in the event of a claim. The standard policy excesses are:

- ◆ \$100 all claims other than theft claims; and
- ◆ 1 per cent of total sum insured (minimum \$100 to maximum \$1,000) for theft claims.

In some circumstances the standard excesses may be varied by us, based on the assessment of risk, including sum insured and claims history. If the standard excess is varied by us, you will be advised of this at time of quotation or renewal of the policy and it will be shown in your client coverage summary.

You may request variation of an excess, subject to a minimum excess of \$100 and acceptance by us at any time during the period of insurance. We will advise you how this will change your premium. We will subtract the excess that applies from the amount we pay in the event of a claim.

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## Entertainment Equipment Insurance Policy Section 1

### Meanings of special words in this policy

In this policy, certain words have special meanings. They have the same meanings wherever they appear. These words are:

**Accidental loss or damage** means

physical external loss and/or damage to your equipment which occurs by accident, including theft. An accident is an unforeseen and unintended happening.

**Client coverage summary** means

the document of that name issued by Aon Risk Services Limited (Aon) and which principally identifies the client name(s), class of insurance, period of insurance, coverage summary, insured(s), business description, situation, property insured, limits of liability, the policy excess, endorsements, Insurer, and policy number.

**Equipment** means the property insured specified in the client coverage summary.

**'Insurer' or 'we' or 'our' or 'us'** means

CGU Insurance Limited  
ABN 27 004 478 371.

**Period of insurance** means

the period of time that we insure you for under this policy and which is specified in the client coverage summary. The period of insurance starts on the 'From' date shown in the client coverage summary and ends at 4pm on the 'To' date shown in the client coverage summary.

**Policy excess** means

the amount specified in the client coverage summary as the amount you will pay towards a claim.

**Premium** means

the amount you must pay us for the insurance you select including government charges. The Tax Invoice shows you the details.

**Sum insured** means

the amount specified against each item of equipment in the client coverage summary.

**'you' or 'your'** means

the insured(s) or client(s) named in the client coverage summary.

**An explanation of this policy**

This policy is an insurance contract between you and the Insurer.

This Equipment Insurance policy consists of:

- ◆ your application,
- ◆ this policy wording,
- ◆ your client coverage summary and any endorsement/s.

In summary, this policy:

- ◆ provides you with the insurance you select (this is shown in your client coverage summary), and
- ◆ requires you to pay your premium including any relevant government charges.

You must pay your premium by the dates advised to you by our agent, your broker or us:

- ◆ when you first take out this policy, and
- ◆ each year when you accept any offer we may make to renew this policy. This is because a renewal is a new contract of insurance with the Insurer.

It is also important that you:

- ◆ read your policy and client coverage summary carefully, and
- ◆ check that the details on your client coverage summary are correct and up to date, and
- ◆ keep this booklet and your client coverage summary together in a safe place.

**Duty of Disclosure**

You have a legal duty of disclosure to us whenever you apply for, or change an insurance policy.

**What you must tell us**

You have a general duty to disclose to us everything that you know, or could reasonably be expected to know, that is relevant to our decision whether to insure you, and, if we do, on what terms.

However, your duty does not require you to disclose anything:

- ◆ that reduces the risk to be undertaken by us,
- ◆ that is generally well known,
- ◆ that we know or, in the ordinary course of our business, ought to know, or
- ◆ in respect of which we have waived your duty.

## **Your general duty applies to changes.**

Your general duty applies in full when you change an existing policy including when you extend or reinstate it.

## **Your general duty is limited for new policies**

When you apply for a new policy, your duty of disclosure applies, but you do not need to disclose something to us unless we specifically ask you about it. However, you must be honest in answering any questions we ask you. You have a legal duty to tell us anything you know, and which a reasonable person in your circumstances would include in answering the questions. We will use the answers in deciding whether to insure you and anyone else to be insured under the policy, and on what terms.

## **Who needs to tell us**

It is important that you understand you are disclosing to us and answering our questions for yourself and anyone else you want to be covered by the policy.

## **If you do not tell us**

If you do not answer our questions honestly or do not properly disclose to us, we may reduce or refuse to pay a claim or may cancel the policy. If you act fraudulently in answering our questions or not disclosing to us, we may refuse to pay a claim or treat the policy as never having existed.

## **Section 2**

### **Loss of or damage to your equipment**

#### **Where is your equipment covered**

Your equipment is covered anywhere in the world, in any location including whilst in transit.

#### **What accidental loss or damage to your equipment is covered**

You can claim for loss or damage to your equipment only if:

- ◆ an accident occurs during the period of insurance, and
- ◆ that accidental loss or damage is described in the 'We will pay you for' provisions below, and that accidental loss or damage is not excluded by the 'General Exclusions' specified in Section 3.

#### **We will pay you for**

- ◆ Accidental loss or damage to your equipment, including theft.
- ◆ Hiring costs which you incur as a result of accidental loss or damage but limited to 20 per cent of the sum insured of the lost or damaged equipment.
- ◆ Any General Average and/or Salvage contribution that you are required to pay under the conditions of carriage contained in any bill of lading or similar document if the insured transit is by sea or air.

#### **What accidental loss or damage to your equipment is not covered**

The exclusions that apply to this policy are detailed under Section 3 – 'General Exclusions' and the conditions are detailed under Section 4 – 'General Conditions'.

## How much will we pay you for accidental loss or damage to your equipment

We will pay you for either a partial loss or a total loss depending on the repair cost and the sum insured of your equipment.

### Partial loss

If we agree to pay your claim for partial loss, we may choose to:

- ◆ repair your equipment, or any part of it, or
- ◆ replace any part of your equipment, or
- ◆ pay you the costs of repairing or replacing your equipment, or any part of it.

Whilst we will endeavor to match items being replaced with the same make and model as that lost or damaged beyond repair, this is often not possible. In such cases, we reserve the right to settle the loss by payment to you or replacement with the make and model having the nearest specifications to the original.

Where any insured equipment forming part of a pair or set is lost or damaged and cannot be repaired, we will not pay more than a proportionate part of the insured value of the pair or set. Where any equipment has a special value as part of any set, such special value will be taken into account in the claim settlement.

If we agree to pay your claim for partial loss under this policy, the most we will pay you is the least of:

- ◆ the cost of repairs, and
- ◆ the sum insured of the equipment that is stolen or damaged,
- ◆ plus any hiring costs and less the policy excess.

## Total loss

If we agree to pay your claim for total loss:

- ◆ in respect of one or more items, our liability shall in no case exceed the sum insured in respect of each item of the equipment described in the client coverage summary, or
- ◆ if there is no sum insured in respect of one or more unspecified item(s) of equipment, we will endeavour to replace such item(s) with the same make and model as that totally lost or damaged beyond repair. In such cases, we reserve the right to settle the loss by payment to you or replacement with the make and model having the nearest specifications to the original, or
- ◆ in respect of all the insured equipment, our liability shall in no case exceed the total sum insured, plus any hiring costs and less the policy excess.

We will delete the equipment on which the total loss has been paid from the policy client coverage summary and, because we have carried out our part of the insurance contract, we will not refund any premium.

### GST settlement provisions

Notwithstanding the payment provisions contained in this policy, we will pay you or the third party:

- ◆ where you or the third party cannot claim an input tax credit in respect of the cost of repairs or replacement to make good the loss, the amount(s) payable as detailed in the policy, including the amount of any Goods and Services Tax (GST) incurred to make good the loss, or
- ◆ where you or the third party can claim an input tax credit in respect of the cost of repairs or replacement to make good the loss, the amount(s) payable as detailed in this policy, less any input tax credits available to you or the third party in respect of the loss.

## Purchases and acquisitions

Automatic cover is granted for new purchases or acquisitions provided that notification is received within 14 days of acquisition.

This cover is limited to equipment similar in kind to the equipment currently insured by this policy and our liability will be limited to the purchase price of the new purchases or acquisitions, or \$10,000, whichever is the lesser, unless otherwise agreed by us in writing.

## Section 3

### General Exclusions

The Radioactive Contamination Exclusion Clause shall be paramount and shall override anything contained in this insurance inconsistent therewith. In the event of conflict between these two clauses, the Radioactive Contamination Clause shall prevail.

### Radioactive Contamination Exclusion Clause

In no case shall this contract cover loss damage liability or expense directly or indirectly caused by or contributed to by or arising from:

- ◆ Ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel.
- ◆ The radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof.
- ◆ Any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
- ◆ The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter.

The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes.

## Other exclusions

### We do not cover you:

For any accidental loss or damage that is caused by:

- ◆ Ordinary wear and tear, scratching or marring.
- ◆ Natural occurrences to the equipment.
- ◆ Moths, insects, rats or other vermin.
- ◆ Mildew.
- ◆ Rust or corrosion.
- ◆ Faulty materials or faulty workmanship.
- ◆ Your willful act or connivance.
- ◆ Earthquake, subterranean fire or volcanic eruption.
- ◆ Spontaneous combustion, or any fermentation or heating or any process involving the direct application of heat.
- ◆ Any war, whether it has been formally declared or not, or any hostilities, rebellion, revolution, except where insured transit is by sea or air.

### We also do not cover you for:

- ◆ Misappropriation or theft by hirers, theft committed by any member of your family or by any person who would benefit by this insurance, or theft by employees or persons to whom the goods have been entrusted.
- ◆ Theft, whilst the equipment is in or on any unattended road vehicle unless:
  - the vehicle is fully enclosed and all doors, windows and other openings, windscreen and boot, if used, are left closed and securely locked, and
  - the equipment is concealed from sight, and
  - the vehicle has been broken into by violent and forcible means, and

- if left overnight, the vehicle is parked on private property (Motel, Hotel or Club car parks are deemed to be private property whilst on tour); or
- the equipment is unattended whilst being loaded onto or unloaded from the conveying vehicle.

- ◆ Unexplained inventory shortage or disappearance resulting from clerical or accounting errors.
- ◆ Legal seizure of your equipment.
- ◆ Delay, even if caused by an insured event.
- ◆ Loss or damage which occurs when the building containing the equipment has been unoccupied for more than 60 days.
- ◆ Reduction in value because of repairs.
- ◆ Loss of tone of any equipment unless directly resulting from visible physical external damage.
- ◆ Depreciation, loss of market or consequential loss of any description.
- ◆ Loss of or the cost of reproducing or re-writing electronic or other data, records, photographs, film and the like.
- ◆ Electrical, mechanical, electronic or hydraulic failure or malfunction of the equipment unless it is caused by visible external physical damage.
- ◆ Error or omission in design, plan or specification or failure of design or during testing.

### We may also refuse to pay if:

- ◆ You do not do what your duty of disclosure requires you to do (refer to the Product Disclosure Statement).
- ◆ In applying for this insurance or when making a claim, you are not truthful.
- ◆ Have not given us accurate and complete information.

- ◆ Have not told us something when you should have.
- ◆ You or anyone acting on your behalf uses fraud, or any fraudulent means or devices to obtain any benefit under this policy.
- ◆ You do not at all times take reasonable measures to protect your equipment by minimising the risks of theft, or loss or damage caused by any of the events insured against.

## Section 4

### General Conditions

#### Insurers rights

We shall at all reasonable times have the right to inspect and examine any equipment.

#### Law and Practice

This policy is subject to Australian law, including the Insurance Contracts Act 1984. It is also subject to Australian jurisdiction.

#### Your obligation to protect your equipment

You shall at all times take reasonable measures to protect your equipment by minimising the risks of theft or loss or damage caused by any of the events insured against.

#### Other insurance

You must tell us about any other insurance covering the equipment.

#### Subrogation

When we settle a claim, we may endeavour to pursue recovery rights against the carrier or any other third party who caused the loss or damage to the goods. You authorise us to act in your name in such recovery action, and undertake to give us reasonable assistance in such actions.

If we make any recovery as a result of such action, you may only recover from us any amount by which the amount recovered by us exceeded the amount paid to you by us in relation to the loss.

## Money Back Guarantee

You have 21 days after you receive your client coverage summary to be sure you have received the cover you require. If it is not the cover you require, you can cancel the policy. To do this, you must advise us in writing and return the client coverage summary and policy booklet to your nearest CGU Insurance office. You will receive a full refund of the premium paid, providing nothing has occurred for which a claim is payable under the policy.

## General Insurance Code of Practice

CGU Insurance proudly supports the General Insurance Code of Practice.

The purpose of the Code is to raise standards of practice and service in the general insurance industry.

The objectives of the Code are:

- ◆ to promote better, more informed relations between insurers and their customers;
- ◆ to improve consumer confidence in the general insurance industry;
- ◆ to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- ◆ to commit insurers and the professionals they rely upon to higher standards of customer service.

Brochures on the Code are available from your nearest CGU office.

## The way we handle your personal information

We collect personal information from you for the purpose of providing you with insurance products, services, and processing and assessing claims.

You can choose not to provide this information, however, we may not be able to process your requests.

We may disclose information we hold about you to other insurers, an insurance reference service or as required by law. In the event of a claim, we may disclose information to and/or collect additional information about you from investigators or legal advisers.

If you wish to update or access the information we hold about you, contact us.

## Section 5

### How to make a claim

If you suffer any loss or damage likely to give rise to a claim you must:

- (a) Take immediate steps to minimise the loss or damage and take all reasonable steps and protective measures to prevent further loss.
- (b) Promptly notify Aon Risk Services of the occurrence.
- (c) Inform the Police if equipment is lost or if theft or malicious damage or any other crime is suspected.
- (d) Lodge a written claim on the carrier within 3 days if the equipment was in transit and not in your care. If you are unable to fully quantify the extent of damage, still lodge a written claim, advising that further details will be forwarded once the claim is quantified.
- (e) Not carry out repairs (except as allowed in (a) above) until we have had the opportunity to examine the damage and have authorised such repairs.
- (f) Within thirty (30) days submit in writing full particulars of any claim and supply all such information and documentation as we may reasonably require.
- (g) Preserve any damaged equipment and make it available for inspection by our representative or agent (including a loss assessor).

Unless the above procedures have been complied with, our liability in respect of any claim will be reduced by the amount that fairly represents the extent to which our interests have been prejudiced by your acts or omissions.

## Section 6

### How to cancel this policy

#### How you may cancel

Subject to the 'Money Back Guarantee' on page 25, you may cancel this policy at any time by telling us in writing that you want to cancel it.

We will subtract from any premium you have paid us an amount to cover the period that we have already insured you for. We will then return the rest of the premium to you subject to a minimum premium of \$50.00, plus government charges, being retained by us.

#### How we may cancel

We may cancel this policy only if you do not pay us your premium and any relevant government charges by the date advised to you by us, Aon Risk Services, or the law otherwise says we can.

If we cancel this policy, we will tell you in writing.

We will give you this notice of cancellation in person or send it to the most recent address you have given us.

We will subtract from any premium you have paid us an amount to cover the period that we have already insured you for subject to a minimum premium of \$50.00, plus government charges, being retained by us. We will then return the rest of the premium to you.

## Automatic cancellation

This policy is automatically and immediately cancelled if you:

- ◆ sell, trade-in or in any other way dispose of all the equipment insured under this policy; and
- ◆ do not insure any replacement equipment with us.

For further details, please refer to 'Purchases and Acquisitions' in Section 2 on page 20.

## Our service commitment

CGU Insurance is proud of its service standards and supports the General Insurance Code of Practice. In an unlikely event that you are not satisfied with the way in which we have dealt with you, as part of our commitment to customer service, we have an internal dispute resolution process in place to deal with any complaint you may have.

Please contact your nearest CGU Insurance office if you have a complaint, including if you are not satisfied with any of the following:

- ◆ one of our products;
- ◆ our service;
- ◆ the service of our authorised representatives, loss adjusters or investigators; or
- ◆ our decision on your claim.

Our staff will help you in any way they can. If they are unable to satisfy your concerns, they will refer the matter to their supervisor or manager. If the manager cannot resolve the matter, the manager will escalate the matter to our Internal Dispute Resolution Department.

Brochures outlining our internal dispute resolution process are available from your nearest CGU Insurance office.

## Notes



*Insurer*

**CGU Insurance Limited**

ABN 27 004 478 371

An IAG Company

*Issuer*

**AON Risk Services Australia Limited**

ABN 17 000 434 720

AFSL No. 241141

**Insurer**

CGU Insurance Limited

ABN 27 004 478 371

AFSL No. 238317

An IAG Company

[www.aon.com.au](http://www.aon.com.au)

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