

TERMS, CONDITIONS AND IMPORTANT INFORMATION

About Midland Insurance Brokers

Midland Insurance Brokers Australia Pty. Ltd. AFS Licence No. 238963 was formed in April 2003 following the merging of all three existing companies having established insurance Broking histories of over 20 years.

The Perils: Fire, Lightning, Impact, Explosion, Earthquake, Aircraft, Riots and Strikes, Malicious Damage, Storm and Tempest and/or Water, Burglary which shall mean theft resulting from forcible entry to the Unit and/or premises and Accidental Damage (excluding whilst loading and/or unloading from the unit).

Exclusions: This cover does not include indemnity for:

1. Flood
2. Currency, deeds, securities, money, notes, jewellery, watches, precious stones, furs or garments trimmed with fur, painting, antiques, curios and works of art.
3. Boats, motor cycles and motor vehicles
4. Aircraft.
5. Any flammable liquid, gas or oil such as petrol, kerosene, LPG, aerosol, diesel fuel or engine oil, any corrosive chemicals or nitrates such as chlorine, sulphuric acid or fertilizer, tobacco, cigarettes, paint or tyres in bulk.
6. Loss or damage to customers property which is caused by its own:
 - a) wear, tear, rust, corrosion or deterioration.
 - b) mechanical breakdown, electrical breakdown, fault, inherent defect, omission or design, OR directly resulting from:
 - a. vermin, insects, mildew, spontaneous combustion, atmospheric or climatic conditions (other than storms).
 - b. detention, confiscation, destruction or requisition by customs or other authorities
7. Loss or damage caused by any consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not). Civil war, rebellion, revolution, insurrection, military or usurped power of confiscation or nationalization or requisition or destruction or destruction of or damage to government or public or local authority.
8. Loss or damage or the incurring of a liability caused by or arising from radioactivity or the use, existence or escape of any nuclear fuel, nuclear waste, or nuclear material.
9. Consequential loss or legal liability of any kind.
10. Loss or damage caused by subsidence, landslip, erosion of earth movement (other than earthquake).
11. Loss of property in the open air.
12. Employee Dishonesty: Destruction, loss or damage due to, or sustained by or through theft, or any attempted theft, or any act of fraud or dishonesty committed by any:
 - a) members of your family, or
 - b) person or persons in your service, other than loss or destruction or damage due to, or sustained by, or through theft or any attempted theft following forcible and violent entry to the premises committed by any person or persons in **your** service
13. Computer Virus: Destruction, loss or damage caused by computer virus.

Excesses

\$250.00 each and every claim

Basis of Settlement for loss or damage is:

- A. Cover is full replacement cost of household goods and effects, plant and equipment therefore **all** goods should be insured for their **full replacement value**. Stock losses are on indemnity basis.

- B. Archive records – the cost to reinstate &/or replace documents, but not the value of the information contained therein.

Claims: On the happening of any event likely to give rise to a claim you must:

- a) take all reasonable precautions without delay to minimize the loss or damage and to prevent further loss or damage,
- b) immediately inform the police if the property insured is lost or damaged and forcible entry or malicious damage has occurred or is suspected,
- c) notify your Self Storage Facility manager, as soon as possible,
- d) complete and lodge a claim form as soon as practicable and submit to Insurers all particulars of the claim,
- e) not authorize the repair of the property insured without Insurers consent,
- f) promptly forward to Insurers any writ, summons, communication received concerning the event or claim and YOU shall not negotiate, admit or repudiate liability without Insurers written consent,
- g) provide Insurers with all proofs and information as may reasonably be required together with a statutory declaration (if requested) of the truth of the claim and any matters connected therewith
- h) retain all damaged property for inspection by us.

General Conditions: The Insurers are entitled to refuse to pay a claim without prejudice to any other right they may have under this Policy if:

- a) any claim is in any way fraudulent, or
- b) any fraudulent means or devices are used by you or anyone acting on your behalf to obtain any benefits under this Policy, or
- c) you made a fraudulent claim under this Policy or any other policy of Insurance that provided Insurance cover during any part of the period during which this Policy provides Insurance cover.

About CGU Insurance Limited (CGU).CGU is the underwriter of this insurance policy. ABN: 27004478371 AFSL no. 238291

CGU is wholly owned by Australia's leading general insurer – Insurance Australia Group (IAG). CGU is one of Australia's leading general insurers. CGU is Australia's largest regional and rural insurer and provides a comprehensive range of Personal and Commercial products to service the needs of individuals and commercial enterprises. CGU has an S&P rating of AA-.

General Advice 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 this Insurance policy, you should consider its appropriateness having regard to your personal circumstances.

Complaints Clients who are not fully satisfied with these services should contact Midland Insurance Broker's complaints officer. Midland is also Members of the Insurance Brokers Disputes Limited, a free consumer service. We also adopt the General Insurance Code of Practice.

Cooling off Period If you are not satisfied with any aspect of this cover, your premium will be refunded in full and the cover cancelled from its commencement date if:

You return the Certificate to the Self Storage facility where your goods are stored within 14 days of the commencement date of the cover **and** nothing has happened to give rise to a claim before you return the Certificate.