

SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT

Strata Insurance

This is a Supplementary Product Disclosure Statement (SPDS) issued by AAI Limited ABN 48 005 297 807 AFSL No. 230859, trading as GIO. This SPDS was prepared on 18 May 2022.

This SPDS supplements the GIO Strata Insurance Product Disclosure Statement (PDS), prepared on 25 November 2020, and must be read together with the PDS that you hold and any other SPDS we may give you for the PDS.

The purpose of this SPDS is to:

- update information about how we will pay claims under the Additional covers 'Lock replacement' and 'Motor burnout'; and
- update information about how we will settle claims under 'How we settle common contents claims' and a new section 'For additional covers' to update information about how we will settle claims under those covers.

Changes to the PDS

1. In 'Motor burnout' on page 54, above the heading 'Replacing the whole appliance' add:

Paying you

If you have already had the motor repaired or replaced when you lodge a claim, this means we are not able to repair or replace the motor or arrange for someone to do this and we will pay you the reasonable cost of the repair or replacement of the motor. This also means the second dot point under the heading 'What you must not do' on page 62 does not apply to motor burnout. For the avoidance of doubt, the additional cover 'Emergency repairs' is still applicable.

2. The paragraphs below the heading 'How we settle common contents claims' on page 65 and above the heading 'When we settle a building or common contents claim we will not' on page 66 are deleted and replaced with:

When your claim for loss, theft or damage to your common contents is covered, your common contents may be replaced, repaired or we may pay you. We will aim to use a member of our supplier network to repair or replace damaged common contents.

Sometimes this is not always possible or practical and this will determine how your common contents claim will be settled.

This will not be possible or practical where:

- there is pre-existing damage to your common contents item(s) or it is unsafe to repair them;
- we do not have a supplier for the lost or damaged items (or we do not have a supplier available in your area);
- the lost or damaged items cannot be itemised or measured (e.g. items that have been completely destroyed);
- there is no expertise available in Australia to repair the item;
- the common contents are low value items; and/or
- replacement(s) for the common contents item(s) are not available readily at a supplier(s) convenient to you.

We will tell you if this is the case and we will settle your claim by paying you, see 'Paying you' below.

How we settle will depend on the circumstances of the claim including the cost of repair or replacement, your sum insured and any lower policy limits.

If the cost of repair or replacement exceeds your common contents sum insured, you will be paid your sum common contents insured.

Repairing your common contents

We will engage a repairer within our supplier network who is able to complete the repairs to your common contents to provide a quote. If the quoted cost to repair the item is less than the cost of replacement, we will authorise the repairs.



Replacing your common contents

If the quoted cost to repair is more than the cost of replacement on a 'new for old' basis or if the common contents item cannot be repaired, you have the option to accept a replacement on a 'new for old' basis sourced through our supplier network. See page 66 for what 'new for old' means.

Paying you

We will pay you to settle your claim:

- If you do not accept an offer to repair the common contents item, you will be paid the quoted cost.
- If you do not accept an offer to replace the common contents item, you will be paid the amount of our supplier's assessed quote to replace the item through our supplier network. This may be less than what it would cost you to arrange the replacement in the market. We are able to secure supplier discounts from within our supplier network.
- If it is not possible or practical for us to repair or replace damaged common contents, we will pay you the amount of your repairer/supplier's assessed quote to repair or replace them on a 'new for old' basis.

To work out the amount of the assessed quote we will review the quote(s) provided by our supplier or if it is not possible or practical for us to repair or replace the damaged common contents, the quote(s) you have provided to repair or replace the damaged common contents, and assess those quote(s) to make sure that each quote is appropriate and reasonable for the scope of services or goods. This includes a consideration of the appropriateness of materials, repair method, labour and material costs and overall cost assessed to repair or replace the common contents on a 'new for old' basis.

We will pay you by cheque or direct deposit into your bank account, or if available, you can choose to be paid with a voucher, store credit or stored value card.

3. On page 67 above the section 'Building Claims' insert the new section:

For Additional covers

If we pay a claim under an additional cover, we will settle your claim in accordance with that additional cover. For the additional cover 'Lock replacement' (see page 55) we will only settle the claim by paying you. This means that we will not repair or replace or arrange for a service.

If we settle your claim by paying you, we will pay you by cheque or direct deposit into your bank account, or if available, you can choose to be paid with a voucher, store credit or stored value card.

