

What's changed?

1 July 2025

Blue Zebra Insurance (BZI) is pleased to announce new insurers for our Home Buildings & Contents Insurance, underwritten by a high-quality co-insurance panel comprising Chubb, AIG, and HDI, for any replacement or new business policies incepting from 1 July 2025.

The purpose of this document is to highlight certain differences between the below Product Disclosure Statements (PDS). This document is only intended to provide a summary of the changes and does not form part of your policy. Please carefully read the relevant PDS for full details of the cover offered, and any exclusions, conditions and limits that apply.

| | Previous PDS | New PDS |
|---|--|---|
| Home Buildings & Contents Insurance – Accidental Damage | Effective date: 1 July 2023 Preparation date: 17 May 2023 Version: BZ_H_AD_PDS_FSG_20230701 Underwritten by: *Youi Pty Ltd | Effective date: 1 July 2025 Preparation date: 25 June 2025 Version: BZ_H_AD_PDS_FSG_20250701 Underwritten by: Chubb, AIG and HDI |
| Home Buildings & Contents Insurance – Listed Events | Effective date: 1 July 2023 Preparation date: 17 May 2023 Version: BZ_H_LE_PDS_FSG_20230701 Underwritten by: *Youi Pty Ltd | Effective date: 1 July 2025 Preparation date: 25 June 2025 Version: BZ_H_LE_PDS_FSG_20250701 Underwritten by: Chubb, AIG and HDI |
| Home Buildings & Contents Insurance – Basic | Effective date: 1 July 2023 Preparation date: 17 May 2023 Version: BZ_H_LEB_PDS_FSG_20230701 Underwritten by: *Youi Pty Ltd | Effective date: 1 July 2025 Preparation date: 25 June 2025 Version: BZ_H_B_PDS_FSG_20250701 Underwritten by: Chubb, AIG and HDI |

* From 1 July 2025, Blue Zebra Home Building & Contents Insurance will no longer be underwritten by Youi.

For further information on any of the changes below please refer to the relevant section of the policy described in the first column. For example, when considering the first update below, if you need additional information you should go to the "About the insurers" section of the PDS.

Our new Product Disclosure Statements (PDS) are available on the BZI Website <https://www.bzi.com.au/product-documents>.

UPDATES TO IMPORTANT INFORMATION – Accidental Damage, Listed Events & Basic covers

| Section | Change Type | Description |
|---|-------------------|---|
| About the insurers | Updated | Updated to reflect that our Home Buildings & Contents Insurance is jointly underwritten by Chubb, AIG, and HDI. |
| How to pay your premium Instalments | No longer offered | Paying by instalments is not available. |
| About your sum insured Sum insured adjustment | Change | There is no longer an automatic adjustment to sums insured applied at claims time (previously an automatic increase of 0.5% per month was applied during the period of insurance). |
| About making a claim How to make a claim | Change | Our contact details have been updated. If it is an emergency outside business hours or you would like to lodge the claim with us directly, please use one of the following methods to do so: <ul style="list-style-type: none"> phone us on 1300 171 535 or +61 2 8551 1915 (if dialling from overseas); or register your claim online at www.bzi.com.au/claims and our claims staff will contact you. |
| About making a claim Your cover after a claim Total loss | Change | <ol style="list-style-type: none"> Temporary contents cover is no longer provided in the event of a total loss (previously \$5,000 was provided for 3 months). Liability cover, in relation to buildings, will continue for up to 6 months from the destruction, loss or damage that resulted in a claim, or your policy expiry date, whichever occurs later (previously it was the earliest). The total premium is payable and non-refundable because you have received the benefit of the cover we provide under the policy. |
| Goods and Services Tax (GST) | Change | There is no change to how GST applies to the liability section. However, elsewhere in the policy the sum insured values and any limits within the policy are now inclusive of GST (previously exclusive). |

UPDATES TO THE POLICY WORDING

| Section | Change Type | Description |
|--|---------------|---|
| Where we cover Contents in the open air | Change | <p>Accidental Damage cover</p> <p>Limit is now 10% of the contents sum insured if contents are damaged by flood, storm, storm surge, or are stolen (previously the greater of \$10,000 or 20% of the contents sum insured).</p> <p>Listed Events cover</p> <p>Limit is now 10% of the contents sum insured if contents are damaged by flood, storm, storm surge, or are stolen, and 20% for all other listed events (previously 20% of the contents sum insured for all listed events).</p> <p>Basic cover</p> <p>Limit is now 5% of the contents sum insured if contents are damaged by flood, storm, storm surge, or are stolen, and 10% for all other listed events (previously 20% of the contents sum insured for all listed events).</p> |
| Where we cover Contents away from your insured address | Change | <p>Accidental Damage cover</p> <p>There is no cover for contents outside of Australia or New Zealand when the duration of your trip exceeds 100 days (previously 180 days).</p> <p>Listed Events cover</p> <p>The longest period that we will cover contents away from the insured address is 60 days (previously 90 days).</p> <p>Basic cover</p> <p>The longest period that we will cover contents away from the insured address is 45 days (previously 90 days).</p> |
| BUILDINGS COVER What are buildings What are not buildings Buildings used for business purposes | Clarification | <p>Accidental Damage, Listed Events & Basic cover</p> <p>We have clarified that, provided the <u>primary use</u> of each individual structure remains residential, the definition of buildings includes residential dwellings that have areas used for business purposes within them, or domestic outbuildings (garages, carports, sheds) that are used for business purposes.</p> <p>Any buildings, including outbuildings, that are used primarily for business purposes, including farming activities, are not included in the definition of buildings, and cannot be insured under this policy.</p> |
| BUILDINGS COVER What are not buildings Various updates | Clarification | <p>Accidental Damage, Listed Events & Basic cover</p> <p>The following items are not buildings:</p> <ul style="list-style-type: none"> common property; any buildings located in a caravan or holiday park; any buildings which a body corporate entity (refer to the new definition below) is legally responsible to insure, including but not limited to free standing homes, apartments, town houses and semi-detached homes. |
| CONTENTS COVER What are contents What are not contents Various updates | Change | <p>Accidental Damage, Listed Events & Basic cover</p> <p>The definition of contents is updated to exclude:</p> <ul style="list-style-type: none"> quadbikes; electric scooters, electric or pedelec bicycles that are not compliant with the relevant power output and speed regulations allowed under state or territory laws, regulations or rules, or that require registration; stock; any item which is legally part of a building under a Strata Management, Owners Corporation, Body Corporate or similar entities according to the relevant state or territory strata law. |

| Section | Change Type | Description |
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| CONTENTS COVER The most we will pay for contents claims Contents with fixed limits | Change | <p>Accidental Damage cover</p> <p>Tools of trade and equipment used for earning an income have a fixed limit of \$5,000 (previously \$10,000).</p> <p>Listed Events cover</p> <p>Tools of trade and equipment used for earning an income have a fixed limit of \$3,000 (previously \$5,000).</p> <p>Basic cover</p> <p>Tools of trade and equipment used for earning an income have a fixed limit of \$500 (previously \$2,000).</p> |
| WHAT YOU ARE COVERED FOR Buildings or contents Escape of liquid – under certain circumstances the cover will only apply when specific conditions are met. | Clarification | <p>Accidental Damage cover</p> <p>The cover for escape of liquid only applies to the sudden and unforeseen leaking, overflowing, escaping, or bursting of liquid from any of the following:</p> <ul style="list-style-type: none"> house gutters, drainpipes or pipes; sanitary fixtures (such as toilets, sinks, shower recesses or baths); appliances (such as washing machines, refrigerators or dishwashers); waterbeds; swimming pools or spas; fixed heating systems; fixed water tanks; or aquariums. <p>However, we will not cover destruction, loss or damage caused by:</p> <ul style="list-style-type: none"> the incorrect or failed installation of any drainage, membranes, pipes and/or waterproofing; or a gradual process of bursting, seeping, leaking, splashing, dripping or overflowing over a period of time (and a reasonable person in the circumstances would have been aware of it). <p>We will not pay any costs associated with:</p> <ul style="list-style-type: none"> delays in you taking steps to reduce the damage or notifying us; repairing or replacing the item from which the liquid escaped; replacing any liquid that has escaped; or locating the cause of the damage if: <ul style="list-style-type: none"> you do not own the buildings for which this claim is made (e.g. if you are a tenant); or you own the property under a body corporate entity. <p>If you have cover for your buildings and you have a claim where we pay for escape of liquid damage, we will also pay for:</p> <ul style="list-style-type: none"> the reasonable costs associated with locating the cause of the damage; and any damage to your buildings or your contents caused while looking for the cause. <p>If you incur costs without our prior written agreement, we will only pay for the reasonable covered costs to identify the source of the leak using non-invasive testing methods (e.g. using a thermal camera) up to an amount we would have agreed to had you asked us first. We will not cover any damage caused to your buildings or your contents using invasive methods without our prior approval.</p> |

| Section | Change Type | Description |
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| WHAT YOU ARE COVERED FOR Buildings or contents Listed Event Escape of Liquid | Clarification | Listed Events & Basic cover <u>What is covered – insuring clause amended:</u> Loss or damage caused by <i>sudden and unforeseen</i> leaking, overflowing, escaping or bursting of liquid from any of the following: <ul style="list-style-type: none"> house gutters, drainpipes or pipes; sanitary fixtures (such as toilets, sinks, shower recesses or baths); appliances (such as washing machines, refrigerators or dishwashers); waterbeds; swimming pools or spas; fixed heating systems; fixed water tanks; and aquariums. <u>What is not covered – additional items:</u> Loss or damage caused by: <ul style="list-style-type: none"> the incorrect or failed installation of any drainage, membranes, pipes and/or waterproofing; Any costs associated with: <ul style="list-style-type: none"> delays in you taking steps to reduce the damage or notifying us; replacing any liquid that has escaped. |
| WHAT YOU ARE COVERED FOR How we settle your claim - buildings | Clarification | Accidental Damage, Listed Events & Basic cover The following have been included within this section: <ul style="list-style-type: none"> We will not pay any costs upgrading damaged or undamaged parts of your buildings to comply with local government or other statutory requirements (for example: current building regulations or laws), except as provided for under the additional benefit 'Meeting building regulations'. We may not always be able to repair or replace your buildings if the repair or rebuilding requires upgrades to comply with current local government or other statutory requirements, where the extent of the upgrades to damaged or undamaged parts of the building requires significant contribution outside of what is covered under this policy. |
| Additional Benefit Sum insured safety net | Change | Accidental Damage cover Limit is now up to 10% of the buildings sum insured (previously 30%). Listed Events cover Limit is now up to 5% of the buildings sum insured (previously 25%). Basic cover There is now no sum insured safety net additional benefit under the Basic cover (previously up to 10% of the buildings sum insured). |
| Additional Benefit Rebuilding fees | Change | Accidental Damage & Listed Events cover Limit is now 10% of the building sum insured (previously 20% of the building sum insured). For Basic cover this remains at 10% of the building sum insured. |
| Additional Benefit Meeting building regulations | Change | Accidental Damage cover Limit is now \$50,000 during any one period of insurance (previously 20% of the building sum insured per claim). Listed Events cover Limit is now \$25,000 during any one period of insurance (previously 10% of the building sum insured per claim). Basic cover Limit is now \$10,000 during any one period of insurance (previously 5% of the building sum insured per claim). |

| Section | Change Type | Description |
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| Additional Benefit Plants, trees & shrubs | Change | Accidental Damage cover only Limit is now \$5,000 per claim (previously up to the contents sum insured). There is no cover under this additional benefit for storm, storm surge or flood (previously \$5,000 per claim). |
| Additional Benefit Locating the source of escaped liquid | Moved Clarification | Accidental Damage cover This is no longer provided as an additional benefit, however cover is provided under the 'What you are covered for' 'Escape of Liquid' (see above). Listed Events & Basic cover If you own your buildings and have cover for your buildings and/or contents and we accept a claim for damage caused by the 'Escape of liquid' listed event, then we will also pay for the reasonable costs associated with locating the cause of the damage, and any damage to your buildings and/or contents caused while looking for the cause. If you incur costs without our prior written agreement, we will only pay for the reasonable covered costs to identify the source of the leak using non-invasive testing methods (e.g. using a thermal camera) up to an amount we would have agreed to had you asked us first. We will not cover any damage caused to your buildings or your contents using invasive methods without our prior approval. We will not pay under this additional cover: <ul style="list-style-type: none"> any costs associated with repairing or replacing the item from which the liquid escaped; or if you do not own the buildings for which this claim is made (e.g. if you are a tenant); or if you own the buildings under a body corporate entity. |
| Additional Benefit Claims preparation fees | Deleted | Accidental Damage cover only This additional cover is no longer provided. |
| Additional Benefit Counselling | Change | Accidental Damage cover only Limit is now \$1,000 during any one period of insurance (previously \$2,000). |
| Additional Benefit Funeral benefit | Deleted | Accidental Damage, Listed Events & Basic cover This additional cover is no longer provided. |
| Additional Benefit Paraplegia, quadriplegia or permanent total disablement benefit | Deleted | Accidental Damage cover only This additional cover is no longer provided. |
| Additional Cover Pet cover | Change | Accidental Damage cover Limit is now \$1,000 during any one period of insurance (previously \$2,000). Listed Events cover Limit is now \$500 during any one period of insurance (previously \$1,000). |
| Additional Cover Food and medication spoilage | Change | Accidental Damage cover Limit is now \$500 during any one period of insurance (previously \$1,000). Listed Events cover Limit is now \$500 during any one period of insurance (previously \$1,000). |
| Additional Cover Fire brigade attendance fees | Deleted | Accidental Damage & Listed Events cover This additional cover is no longer provided. |

| Section | Change Type | Description |
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| Additional Cover Contents at your new address | Change | Accidental Damage cover Cover at both the insured address and your new address for up to 30 days (previously 180 days). Listed Events cover Cover at both the insured address and your new address for up to 30 days (previously 45 days). |
| Additional Cover Contents of invited guests | Change | Accidental Damage cover Limit is now \$3,000 per claim (previously \$5,000). Money, bullion or negotiable instruments are now excluded (previously \$2,000). |
| Additional Cover Tax audit | Change | Accidental Damage cover & Listed Events cover We have clarified that cover applies to formal audits by the Australian Tax Office, preliminary risk reviews or enquiries which are not related to an identified intention to conduct an audit are not covered. |
| OPTIONAL COVER Home business extension | Deleted | Accidental Damage cover only This optional cover is no longer available. |
| LEGAL LIABILITY What you are not covered for New exclusion | Change | Accidental Damage, Listed Events & Basic cover We will not cover any liability arising from: <ul style="list-style-type: none"> directly or indirectly out of or in connection with the inhalation of, or exposure to silica in any form. |
| LEGAL LIABILITY The most we will cover Limit | Change | Accidental Damage, Listed Events & Basic cover The most we will cover for any liability claim is \$20,000,000 inclusive of GST, for any one occurrence (previously \$30,000,000). |

| Section | Change Type | Description |
|---|-------------|---|
| LEGAL LIABILITY Additional benefits Motor vehicle liability | Change | <p>Accidental Damage, Listed Events & Basic cover</p> <p>We will cover you against a claim for compensation or expenses which you become legally liable to pay resulting from an occurrence that occurs during your period of insurance for:</p> <ul style="list-style-type: none"> the death of, or personal injury to, a person; or the damage to property; <p>arising from the ownership, custody, or use of any of the following vehicles that are not required to be registered by law:</p> <ul style="list-style-type: none"> motorcycles (including mini bikes and trail bikes but excluding quadbikes) up to 250cc capacity or 20kW (for electric motorcycles); pedal cycles (but excluding electric scooters); golf buggies; ride on mowers; any motorised wheelchairs or mobility scooters used to assist the disabled or elderly; or any domestic trailer not attached to any vehicle. <p>We will also cover you against a claim for compensation or expenses you become legally liable to pay for:</p> <ul style="list-style-type: none"> the death of, or personal injury to, a person caused by you solely as a result of you being a passenger in a registered vehicle if the occurrence causing the death or personal injury occurs during your period of insurance; or the death of, or personal injury to, a person arising from the ownership, custody or use of any registered vehicle if the occurrence causing the death or personal injury takes place at the insured address and occurs during your period of insurance. <p>The most we will pay for all claims arising out of any one occurrence under this additional benefit is \$20,000,000 inclusive of GST.</p> <p>In addition to the limit of your liability cover, if we agree that you are entitled to liability cover under this additional benefit in respect of an occurrence, we will also pay legal costs incurred with our consent to defend the claim.</p> <p>We will not cover you:</p> <ul style="list-style-type: none"> if you are entitled to be wholly or partly insured by any compulsory statutory insurance or accident compensation scheme, or would have been, but for the failure to register the vehicle or to apply for cover under the insurance or scheme or to comply with a term or condition of the insurance or scheme; or if you are entitled to be wholly or partly protected by any other policy of insurance which specifically covers compulsory third party motor vehicle liability. |
| LEGAL LIABILITY Legal liability home business extension | Deleted | <p>Accidental Damage cover only</p> <p>The home business extension is no longer available.</p> |
| GENERAL TERMS AND CONDITIONS Reasonable actions and precautions | Change | <p>Accidental Damage, Listed Events & Basic cover</p> <p>We have included examples of what we consider reasonable actions and precautions to prevent or minimise loss, damage, injury, illness or liability.</p> |

| Section | Change Type | Description |
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| GENERAL EXCLUSIONS Various | Change | Accidental Damage, Listed Events & Basic cover The following general exclusions that apply to this policy, are either amended, changed or were not in the previous policy. There is no cover under any section of this policy for damage, loss, cost or legal liability that is caused by, arises from or involves any of the following: <ul style="list-style-type: none"> ▪ a defect, structural fault, poor or faulty design specification, materials, planning or workmanship; ▪ water entering the buildings at the insured address: <ul style="list-style-type: none"> – through an opening made for any renovations, extensions, alterations or repair work; or – because of a structural defect, faulty design or faulty workmanship when your buildings were constructed that you knew about (or should reasonably have known about) and did not repair before the loss or damage occurred. However, we will pay for any resultant damage that is otherwise covered under this policy. We will not pay the cost of the rectification of the defect, structural fault, design fault, material or planning itself. ▪ damage to a heating element, however we will pay for any resultant damage, that is otherwise covered under this policy, following damage to a heating element; ▪ roots of trees, shrubs, plants or grass, however we will cover any resultant damage, that is otherwise covered under this policy, to the buildings caused by the roots (but not the damage caused directly by the roots); ▪ gradual deterioration due to the action of light, air, sand, sea salt, sea water, for example, the gradual weathering of brick, mortar or concrete or the breakdown of grouting or tile adhesive over time; ▪ any hazardous materials that are legally required to be stored or used in accordance with the manufacturer's controls and instructions; ▪ rising damp, seepage, mould, mildew or rot. |
| DEFINITIONS Accidental loss or damage | New | Accidental Damage, Listed Events & Basic cover Accidental loss or damage means damage to, loss or destruction of your building or your contents, when it is caused by a sudden and unforeseen event. |
| DEFINITIONS Bed & breakfast Homestay | New | Accidental Damage, Listed Events & Basic cover Bed & breakfast means a dwelling occupied by permanent residents where short term accommodation, that includes the option for meals, is provided to paying guests. Homestay means a bed & breakfast. |
| DEFINITIONS Boarding house Guest house | New | Accidental Damage, Listed Events & Basic cover Boarding house means a dwelling that provides a principal place of residence for five or more paying residents (excluding the proprietors or owners) where the furniture and beds are provided by the proprietors/owners. Guest house means a boarding house. |
| DEFINITIONS Body corporate entity | New | Accidental Damage, Listed Events & Basic cover Body corporate entity means Strata Management, Owners Corporation, Body Corporate or similar entities that are responsible for the administration, maintenance, and management of common property and shared facilities within a residential development and are legally responsible to insure the building at the insured address. |

| Section | Change Type | Description |
|---|---------------|---|
| DEFINITIONS Cash settlement value | Clarification | Accidental Damage, Listed Events & Basic cover <p>Where we choose to pay you as a cash settlement (for the reasons described in 'How we settle your claim' section), cash settlement value means the fair and reasonable value for which you or the funds recipient would be able to reinstate, replace or repair the insured property following the claim against this policy.</p> <p>Where you request the cash settlement instead of repair or replacement, cash settlement value means the fair and reasonable value for which we would be able to reinstate, replace or repair the insured property following the claim against this policy.</p> |
| DEFINITIONS Insurers | Updated | Accidental Damage, Listed Events & Basic cover <p>Insurers means:</p> <ul style="list-style-type: none"> ▪ Chubb Insurance Australia Limited (Chubb) of Level 38, 225 George Street, Sydney NSW 2000 (ABN 23 001 642 020, AFSL 239687); ▪ AIG Australia Limited (AIG) of Level 19, 2 Park Street, Sydney NSW 2000 (ABN 93 004 727 753, AFSL 381686); ▪ HDI Global Specialty SE (HDI), acting through its Australian branch, of Level 19, 20 Martin Place, Sydney NSW 2000 (ABN 58 129 395 544, AFSL 458776). |
| DEFINITIONS Pedal cycles | Clarification | Accidental Damage, Listed Events & Basic cover <p>The definition has been updated to clarify that any essential components required for a bicycle to operate (i.e. pedals, custom wheels) are included within the definition of a pedal cycle.</p> |
| DEFINITIONS Serviced apartment | Clarification | Accidental Damage, Listed Events & Basic cover <p>The definition has been updated to clarify that to be considered a serviced apartment it must be fully furnished within a complex that is available for short-term or long-term stays, and which provides regular housekeeping services during a stay.</p> |