

ACE PERSONAL ACCIDENT & PERSONAL EFFECT EXCESS OF LOSS POLICY

July 2018 (Ref 07.2018)



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PRODUCT DISCLOSURE STATEMENT (PDS)

The Purpose of this PDS

This Product Disclosure Statement (PDS) contains important information as required under the Corporations Act 2001 (Cth) and has been prepared to assist you to:

- Decide whether this product will meet your needs; and
- Compare this product with any other products you may be considering.

This PDS sets out significant benefits and risks of the policy. It is designed to help you decide if the cover is right for you. Any advice is general and does not take into account your individual needs and circumstances. For full details of the benefits, limitations, exclusions, terms and conditions you should read the insurance policy document carefully.

Definitions

Some words and expressions in this PDS and policy wording begin with capital letters. This is because they have been given a specific meaning, which may be different to what you commonly understand such terms to mean. Please read them carefully as they affect the extent of cover provided.

Please refer to the “Definitions” section at the end of the policy wording for details.

Jardine Lloyd Thompson Pty Limited

Jardine Lloyd Thompson Pty Limited ABN 69 009 098 864 (JLT) of Level 37, Grosvenor Place, 225 George Street, Sydney NSW 2000. JLT holds an Australian Financial Services Licence (No. 226827). JLT is one of Australia's largest general insurance brokers, a group totally committed to service and the fulfilment of client needs. The group offers a diverse range of products and services to all areas of the industry and the wider community in all parts of Australia. In arranging this policy JLT is acting on Your behalf and not as an agent for the insurer.

Accident & Health International

Accident & Health International Underwriting Pty Ltd (AHI) ABN 26 053 335 952, AFS Licence no. 238261, is an underwriting agency specifically created .to provide Personal Accident, Medical and Travel Insurance. They have been in operation since March 1998 and act on behalf of Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance (CGU), with full authority to quote and issue contracts of insurance, collect premiums and pay claims.

The Insurer

The Insurer of this Policy is Insurance Australia Limited trading as CGU Insurance (CGU).

Cooling –Off Period:

We will refund all premium 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 policy and the Certificate of Insurance. You will not receive a refund if you have made a claim under the insurance policy during the cooling off period.

Privacy JLT

JLT is committed to the protection of your privacy and is bound by the Australian Privacy Principles for the handling of your information.

JLT's Privacy Policy can be examined by accessing our website (<https://www.au.jlt.com/privacy-policy>) or by obtaining a copy from the JLT Privacy Officer (Level 37, 225 George Street, Sydney, NSW, 2000: or on telephone number (02) 9290 8000).

When you give us personal or sensitive information about other individuals, we rely on you to have made or make them aware that you will or may provide that information to us, the purposes we may use it for, the types of third parties that we disclose it to and how they can access it. If it is sensitive information we rely on you to have obtained their consent on these matters. If you have not done either of these things, you must tell us before you provide the relevant information.

AHI

As part of AHI's dealings with you, we may need to collect personal information (and sometimes sensitive information such as health information) about you. We will collect this information directly from you where possible, but there may be occasions when we collect this information from someone else.

AHI will only use your information for the purposes for which it was collected, other related purposes and as permitted or required by law. You may choose not to give us your information, but this may affect our ability to provide you with insurance cover.

We may share this information with our companies within our group and third parties who provide services to us or on our behalf, some of which may be located outside of Australia.

For more details on how we collect, store, use and disclose your information, please read our privacy policy located at www.acchealth.com.au. Alternatively, contact us at privacy@acchealth.com.au or 9251 8700 and we will send you a copy.

You should obtain a copy of this policy and read it carefully. By applying for, using or renewing any of our products or services, or providing us with your information, you agree to this information being collected, held, used and disclosed as set out in this policy.

Our privacy policy also contains information about how you can access and seek correction of your information, complain about a breach of the privacy law, and how we will deal with your complaint.

Contact Details

For more information about JLT's Privacy Policy or for details about your rights you can contact either your account executive or the JLT Privacy Officer:

Jardine Lloyd Thompson Pty Ltd
Level 37, Grosvenor Place
225 George Street
Sydney NSW 2000
Phone: +61 2 9290 8000

For further general Privacy information you can contact The Office of the Australian Information Commissioner, or visit their web site on www.oaic.gov.au.

Your Duty of Disclosure

Before you enter into an insurance contract with us, the Insurance Contracts ACT 1984 requires you to provide us with the information we need to enable us to decide whether and on what terms your proposal for insurance is acceptable and to calculate how much premium is required for your insurance.

The Act imposes a different duty the first time you enter into the policy with us to that which applies when you vary, renew, extend, reinstate or replace your policy. We set these two duties out below.

Your Duty of Disclosure when you enter into this policy with us for the first time:

You will be asked various questions when you first apply for this policy. When you answer these questions, you must:

- give us honest and complete answers
- tell us everything you know, and
- tell us everything that a reasonable person in the circumstances could be expected to tell us.

Your Duty of Disclosure when to renew, vary, extend, reinstate or replace your policy:

When you renew, vary, extend, reinstate or replace the policy your duty is to tell us before the renewal, variation, extension, reinstatement or replacement is made, every matter known you which:

- you know, or
- a reasonable person in the circumstances could be expected to know, is relevant to our decision whether to insure you and whether any special conditions need to apply to your policy.

What you do not need to tell us for either duty:

You do not need to tell us about any matter:

- that diminishes our risk,
- that is of common knowledge,
- that we know or should know as an insurer, or
- that we tell you we do not need to know.

Who do the above two duties apply to? Everyone who is insured under the policy must comply with the relevant duty. What happens if you or they do not comply with either duty? If you or they do not comply with the relevant duty, we may cancel the policy or reduce the amount we pay if you make a claim. If fraud is involved, we may treat the policy as if it never existed and pay nothing.

How to apply for this insurance

You apply for insurance at the time of hiring the vehicle.

Your application is accepted when payment has been received.

How to make a claim

In the event of a claim arising immediate notice should be given to Echelon Claims Services.

Taxation

Premiums may be tax deductible where you purchase your insurance policy for business purposes.

This tax information is a general statement only. See your tax adviser for information about your personal circumstances.

Excesses

Nil Excess for all policy sections

Significant Benefits and Features of the Insurance Policy

1. If an Insured Person whilst getting into, travelling in or getting out of any Vehicle hired from the Policyholder they suffer Bodily Injury as a direct result of an Accident which within twelve calendar months of the Accident is the sole cause of Death or Permanent Total Disablement or Major Permanent Disablement then the Underwriters will pay the sum(s) specified in the schedule of benefits.
2. If an Insured Person whilst getting into, travelling in or getting out of any Vehicle hired from the Policyholder they suffer Bodily Injury as a result of an Accident the Underwriters will pay all medical expenses necessarily incurred up to but not exceeding in all the sum specified in the schedule of benefits in respect of all claims arising from any one Period of Insurance.

Medical expenses include the cost of medical, surgical or other remedial attention, treatment or appliances given or prescribed by a Medical Practitioner.

3. The Underwriters will indemnify an Insured Person against loss of or damage to any clothing and personal effects which is the Property of (not hired, loaned or entrusted to) an Insured Person whilst in the private car hired from the Policyholder which occurs during the Period of Insurance to the extent of the value of the Property so lost or damaged up to but not exceeding the amount stated in the schedule of benefits.
4. The Underwriters will indemnify an Insured Person in the event of fire, collision or overturning of a commercial vehicle against loss of or damage to any property which is either in or secured to the vehicle which occurs during the Period of Insurance to the extent of the value of the Property so lost or damaged up to but not exceeding the amount stated in the schedule of benefits.

Significant Risks / Exclusions

There are certain cases where the Policy will not respond, which means a claim may be refused. Some examples of General Exclusions are:

1. If the number of Passengers carried and/or the weight of the goods carried in the Vehicle is in excess of the manufacturer's designed capacity for such Vehicle.
2. Arising from the consequences of an Insured Person (other than a passenger) at the time of the Accident giving rise to a claim being under the influence of alcohol or drugs unless taken on the advice of a Medical Practitioner and not for the treatment of drug addiction.
3. Arising from any violation in the Conditions of Use of the Vehicle hired from the Policyholder as described in the Terms and Conditions of the Rental Agreement unless an Insured Person or their legal representative satisfy the Underwriters that the Accident was totally unconnected with such violation.
4. Arising from an Accident whilst engaged in motor rallies or competitions or motor racing of any kind.
5. Arising from consequential loss of any kind suffered by an Insured Person.

Furthermore, the Underwriters shall not be liable for any claims made by an Insured Person:

- a) For any act of intentional self-inflicted injury, suicide or attempted suicide or an Insured Persons own criminal act.
- b) Who is travelling against the advice of a Medical Practitioner.
- c) Arising from a pre-existing illness, disease, depression or physical defect, infirmity or medical condition suffered by an Insured Person.
- d) Who suffers from sickness or disease not directly resulting from Bodily Injury.
- e) Arising directly or indirectly from any death injury illness expense or other liability attributable to Human Immune Deficiency Virus (HIV) and/or any HIV related illness including Acquired Immune Deficiency Syndrome (AIDS) and/or any mutant derivative or variations thereof however caused.
- f) While a passenger travelling in a goods-carrying Vehicle otherwise than when sitting in a seat permanently fitted to the Vehicle.

For full details of Conditions and Exclusions see Sections 1, 2 & 3 of the Policy Wording.

Overdue Premium

The premium for this insurance must be paid at the time of purchase otherwise the policy may not operate.

Costs

The premium payable by you takes into consideration the number of Vehicle hire days.

Premiums are subject to Commonwealth and State taxes and/or charges where applicable. They can include Goods and Services Tax, Stamp Duty, and any other charges that we advise you. We will tell you when they apply.

The General Insurance Code of Practice:

Insurance Australia Limited trading as CGU Insurance (CGU) is a signatory to the General Insurance Code of Practice. The Code aims to:

- Commit insurers to high standards of service;
- Promote better, more informed relations between insurers and their customers;
- Maintain and promote trust and confidence in the general insurance industry;
- Provide fair and effective mechanisms for the resolution of complaints and disputes between insurers and their customers;
- Promote continuous improvement of the general insurance industry through education and training.

Dispute Resolution

We and AHI will do everything possible to provide a quality service to you. If you have any concern or complaint AHI staff are always available to listen to you and to help where they can.

If, after talking to a staff member, you wish to take the matter further, AHI has a Complaints and Disputes Resolution Procedure which undertakes to provide an answer to you within fifteen (15) working days. Please contact the Disputes Resolution Manager as follows:

Accident & Health International Underwriting Pty Ltd
ABN 26 053 335 952
AFS Licence No: 238261
Level 4, 33 York Street
Sydney NSW 2000
Phone: (02) 9251 8700
FAX: (02) 9251 8755
Website: www.acchealth.com.au
Email: equiries@acchealth.com.au

If you are not happy with any decision and it relates to a claim, you may take your complaint to the Financial Ombudsman Service Limited (FOS), an independent and external dispute resolution body subject to eligibility. Access to the FOS process is free of charge to you.

Please contact AHI if you would like further information about FOS or contact:

Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001
Phone: 1800 367 287
Email: info@fos.org.au
Website: www.fos.org.au

Financial Claims Scheme

You may be entitled to payment under the financial claims scheme in the event that Insurance Australia Limited trading as CGU Insurance becomes insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from the Australian Prudential Regulation Authority (APRA) website at www.fcs.gov.au and the APRA hotline on 1300 558 849.

How to Contact Us

If you have any questions or would like further information about this policy or the PDS you may contact your local Jardine Lloyd Thompson Pty Ltd office, or alternatively by writing to us at the following address:

Jardine Lloyd Thompson Pty Ltd
Level 37, Grosvenor Place
225 George Street
Sydney NSW 2000

PERSONAL ACCIDENT & PERSONAL EFFECTS INSURANCE

This policy and Certificate of Insurance sets out the benefits, terms and conditions as they relate to this insurance.

Certain words and phrases that appear in the policy have specific meanings and are defined in the general definitions section of the policy.

Extent of Cover:

The cover provided by this policy will only apply during the Period of Insurance.

Territorial Limits:

This policy applies in respect of accidents/losses occurring Anywhere in the Commonwealth of Australia.

General Definitions:

Accident means a sudden, unexpected, unusual, specific event which occurs at an identifiable time and place as a direct result of a road accident that occurs in a situation where compulsory third party liability insurance is required by law.

Bodily Injury means identifiable physical injury sustained by an Insured Person which is caused by an Accident during the Period of Insurance and which within 12 months of the date of the Accident results in an Insured Persons death, Loss of Limb or Loss of Sight or other major disability. Such injury shall be one which arises solely and independently of any other cause except illness directly resulting from, or medical or surgical treatment rendered necessary by injury and which causes death, Loss of Limb, Loss of Sight or disability of an Insured Person within 12 months from the date of the Accident.

Excess(es) means the amount which an Insured Person must contribute to each claim arising from the one event.

Certificate of Insurance means the certificate attaching to and forming part of this policy and the information contained within the certificate which details coverage, schedule of benefits, Excesses and Insured Person(s).

Insured Person means the Renter and/or authorised driver of the Vehicle hired from the Policyholder who is specifically named in the rental agreement in which the Personal Insurance option has been chosen at the beginning of the rental period and Passengers limited to the number of authorised places in the Vehicle excluding any Vehicle hired under an annual contract.

Loss of Limb means the physical, permanent and total loss of the use of a limb at or above the wrist or ankle.

Loss of Sight/Eye means the complete and irrecoverable loss of sight of one or both eyes.

Major Permanent Disablement means the loss of sight of one or both eyes or loss or one or more limbs or other major disability which renders the Insured Person unable to earn an income for a minimum of twelve months.

Medical Practitioner means a registered practicing member of the medical profession who is not related to an Insured Person or any Passenger of the Vehicle hired from the Policyholder.

Pair or Set means a number of items or personal baggage associated as being similar or complementary or used together.

Passengers means all other occupants while travelling or driving with an Insured Person within the enclosed part of the rented Vehicle limited to the number of authorised places in the Vehicle which shall be eligible for insurance hereunder provided such occupancy is with permission of an Insured Person.

Period of Insurance means the same period as the duration of the Vehicle rental agreement. The insurance cover shall be effective at the time at which the Renter takes possession of the Vehicle and shall cease automatically at the time of its return to any Policyholder's branch in Australia and no later than the end of the agreed period of rental.

Permanent Total Disablement means disablement of an Insured Person (other than Major Permanent Disablement) which after a period of twelve months from the date of an Accident is considered by the Underwriters in its sole discretion likely to prevent such Insured Person from engaging in their usual occupation or business for the remainder of his or her life.

Policyholder means Ace Car Rentals Pty Ltd including their licensees.

Property means clothing and personal effects, suitcases trunks and other containers (excluding Valuables) belonging to an Insured Person.

Renter means each person with a valid driving licence who hires a motor vehicle from the Policyholder shall be eligible for insurance hereunder, provided at the time of affecting the rental of the Vehicle from the Policyholder they have elected the insurance section of the Policyholder's rental agreement and agrees to pay the premium stated.

Underwriter means Insurance Australia Limited trading as CGU Insurance (CGU).

Valuables means watches, photographic audio video and/or visual equipment, computer and electronic equipment, mobile telephones, furs, antiques, collections and works of art.

Vehicle means any private motor car or goods carrying van, which the Policyholder leases or hires to an Insured Person.

General Conditions:

Applicable to all Policy Sections.

- a) Due observance and fulfilment of the terms, exclusions and conditions of this policy insofar as they relate to anything to be done or complied with by an Insured Person or by his or her personal representative shall be conditions precedent to the liability of the Underwriters to make any payment under this policy.
- b) Any dispute arising out of this policy shall first be referred to mediation for resolution. Unresolved disputes shall be referred to arbitration in accordance with the Commonwealth Arbitration Act 1984 (NSW) (as amended) or its equivalent in the relevant State. This shall not restrict either party's rights to take action at law in the event of urgency.
- c) The Underwriters may cancel this policy or any section thereof for any reason set out in Section 60 of the Insurance Contracts Act (Cth) 1984 by issuing seven days notice of cancellation by registered mail to the Insured Person's last known address but in respect of a Vehicle hired from the Policyholder prior to the date of cancellation, such cancellation shall not apply in respect of the use of such Vehicle until it is returned to the Policyholder's premises prior to or at the end of the period of hire.
- d) In the event that any other insurance exists to provide compensation for the loss sustained, cover under Sections 2 and 3 of this policy will apply in excess of any other compensation to the limit of the loss. Limits as shown will be the limit payable under this policy.

- e) Should any dispute arise over the application of this policy such disputes shall be determined in accordance with the laws of the state or territory of Australia in which the policy was issued.
- f) If there is a breach of any of the Conditions of this insurance, the Underwriters shall be entitled to reject a claim to the extent permitted by the Insurance Contract Act. However a breach by an individual Insured Person will not affect the cover or claims of other Insured Persons.

General Exclusions:

Applicable to all Policy Sections.

This policy does not provide insurance cover

1. For war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not) civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
2. For any act(s) of Terrorism that is directly or indirectly caused by, or contributed to by, or in any way involves or is connected with biological, chemical, radioactive, or nuclear pollution or contamination.
3. For radioactivity or the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste or action of nuclear fission or fusion.
4. If the Accident loss or damage occurs outside Australia.
5. If the Accident loss or damage does not occur within the Period of Insurance.
6. If the number of Passengers carried and/or the weight of the goods carried in the Vehicle is in excess of the manufacturer's designed capacity for such Vehicle.
7. Arising from the consequences of an Insured Person (other than a passenger) at the time of the Accident giving rise to a claim being under the influence of alcohol or drugs unless taken on the advice of a Medical Practitioner and not for the treatment of drug addiction.
8. Arising from any violation in the Conditions of Use of the Vehicle hired from the Policyholder as described in the Terms and Conditions of the Rental Agreement unless an Insured Person or their legal representative satisfy the Underwriters that the Accident was totally unconnected with such violation.
9. Arising from an Accident whilst engaged in motor rallies or competitions or motor racing of any kind.
10. Arising from consequential loss of any kind suffered by an Insured Person.

Additional Exclusions applicable to Sections 1 and 2

The Underwriters shall not be liable for any claims made by an Insured Person:

- a) For any act of intentional self-inflicted injury, suicide or attempted suicide or an Insured Persons own criminal act.
- b) Who is travelling against the advice of a Medical Practitioner.

- c) Arising from a pre-existing illness, disease, depression or physical defect, infirmity or medical condition suffered by an Insured Person.
- d) Who suffers from sickness or disease not directly resulting from Bodily Injury.
- e) Arising directly or indirectly from any death injury illness expense or other liability attributable to Human Immune Deficiency Virus (HIV) and/or any HIV related illness including Acquired Immune Deficiency Syndrome (AIDS) and/or any mutant derivative or variations thereof however caused.
- f) While a passenger travelling in a goods-carrying Vehicle otherwise than when sitting in a seat permanently fitted to the Vehicle.

Claims Procedures:

1. In the event of an Accident or any occurrence which may give rise to a claim under this policy the Insured Person shall give written notice to the Underwriters as soon as possible and in any event within thirty (30) days after the date of the occurrence. An Insured Person shall at their expense provide the Underwriters with such information and evidence as the Underwriters may from time to time reasonably require in the form prescribed by the Underwriters.
2. Any inflation or exaggeration of a claim made by an Insured Person or the submission of forged or falsified documents in support of a claim shall render null and void insurance cover of such Insured Person under this policy. Any benefits so claimed and paid out to an Insured Person shall be repaid to the Underwriters. The Underwriters reserve the right to notify law enforcement authorities of any such claim.
3. If any claim under this policy is fraudulent in any respect or if any fraudulent means or devices are used by the Insured Person or anyone acting on the Insured Persons behalf or by an Insured Persons legal representatives to obtain benefits under this policy the Underwriters will be under no liability in respect of such claim.
4. An Insured Person shall not be entitled to claim any element of interest on losses the subject of a claim or claims under this policy and no such sum payable under this policy shall carry interest.
5. In the event of a claim under Section 1 of this policy any benefit shall be payable to the legal personal representative of an Insured Person who makes such a claim, whose receipt shall be a valid discharge of the Underwriters liability.

POLICY SECTION 1 – PERSONAL ACCIDENT

Extent of Cover:

If an Insured Person, whilst getting into, travelling in or getting out of any Vehicle hired from the Policyholder, suffers Bodily Injury as a direct result of an Accident which within twelve calendar months of the Accident is the sole cause of Death or Permanent Total Disablement or Major Permanent Disablement then the Underwriters will pay the sum(s) specified in the schedule of benefits.

Conditions applicable to Section 1

1. Benefits will be paid to an Insured Person or their legal personal representative.
2. The Underwriters shall not in respect of the same Accident be liable to pay in respect of any one Insured Person more than the benefits shown in A and B of Section 1.
3. Benefits payable under this Section is limited to the number of seats per Vehicle subject to a maximum of twelve.
4. Upon reasonable notice to an Insured Person the Underwriters shall be entitled at its own expense to arrange a medical examination or post mortem examination of an Insured Person to be carried out if the Underwriters considers it appropriate to do so.

POLICY SECTION 2 - MEDICAL AND ADDITIONAL EXPENSES BENEFIT FOR NON AUSTRALIAN RESIDENTS

Extent of Cover:

If an Insured Person, whilst getting into, travelling in or getting out of any Vehicle hired from the Policyholder, suffers Bodily Injury as a result of an Accident the Underwriters will pay all medical expenses necessarily incurred up to but not exceeding in all the sum specified in the schedule of benefits in respect of all claims arising from any one Period of Insurance.

Medical expenses include the cost of medical, surgical or other remedial attention, treatment or appliances given or prescribed by a Medical Practitioner.

Special Conditions and Exclusions applicable to Policy Section 2.

The Underwriters will not pay:

- a) Medical Expenses incurred in respect of the rendering in Australia of a professional service for which a Medical benefit is payable.
- b) Ambulance Expenses that are recoverable under any other policy, however the Underwriters will pay the excess of any other compensation payable up to the limit of the loss.
- c) Any Medical expenses incurred more than 24 months after the need for treatment arises.
- d) For claims that are not deemed medically necessary by the attending Medical Practitioner.
- e) The cost of any elective (non-emergency) treatment or surgery, including exploratory tests, which are not directly related to the injury which necessitated the Insured Persons admittance into hospital.
- f) Any additional hospital costs arising from single or private room accommodation unless medically necessary.
- g) For treatment for cosmetic purposes.
- h) For treatment or services provided by a health spa, convalescent or nursing home or rehabilitation centre.
- i) For hospitalisation benefits in excess of 10 days each hospitalised person.
- j) The cost of any medical expenses that is in breach of any Australian Health Act or legislation preventing the Underwriter paying these costs.

POLICY SECTION 3 - PERSONAL EFFECTS

Extent of Cover:

The Underwriters will indemnify an Insured Person against loss of or damage to any clothing and personal effects which is the Property of (not hired, loaned or entrusted to) an Insured Person whilst in the Vehicle hired from the Policyholder which occurs during the Period of Insurance to the extent of the value of the Property so lost or damaged up to but not exceeding the amount stated in the schedule of benefits.

Conditions applicable to Section 3

- i) An Insured Person shall act at all times as if uninsured and shall exercise reasonable care for the safety and supervision of his/her Property and in the event of loss or damage hereunder an Insured Person shall take all reasonable steps to protect save and/or recover any damaged or lost Property.
- ii) The Underwriters may at its own expense take proceedings on behalf of and in the name of an Insured Person for the purpose of recovering compensation or obtaining indemnity from any third party in respect of any loss or damage covered by this section of the policy. Any amount so recovered or indemnity so obtained shall belong to the Underwriters.
- iii) The Underwriters have the option either to pay an Insured Person for the loss, or to replace, reinstate or repair the items concerned. If an item of Property is damaged beyond economical repair a claim will be dealt with as if such item had been lost.
- iv) If the Item(s) of Property damaged or stolen forms part of a Pair or Set the Underwriters will only pay the value of the item itself. The maximum amount payable is the value of the item as a proportion of the combined Pair or Set.
- v) All loss or damage attributable to theft or vandalism must be reported to the local police or appropriate authority as soon as possible after the discovery of the loss and a written acknowledgement of the report obtained.

Exclusions to Section 3.

The Underwriters will not pay any claim arising out of:

- a) Loss or damage to;
 - i) Cash, credit or debit cards, travellers cheques, valuable documents or papers, deeds, securities, tickets or stamps;
 - ii) Unset precious stones, articles made of or containing gold, silver or other precious metals or animal skins or hides;
 - iii) Articles belonging to the Policyholder;
 - iv) Trade samples;
 - v) Animals; or
 - vi) Items of a perishable nature.
- b) The breakage of fragile articles including but not limited to, audio, video, visual or computer equipment unless caused by fire or road accident.

- c) Scratching rubbing or abrading of item of Property unless caused by collision or the overturning of the Vehicle.
- d) Mechanical or electrical breakdown or derangement.
- e) Loss or damage caused by inherent defect, depreciation, wear and tear, moths, vermin, weather or atmospheric conditions.
- f) Loss or damage directly caused by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- g) Theft of Property when in a Vehicle left unattended unless such Vehicle has all points of access closed and secured by the locks and other protections thereon and has all keys removed from such Vehicle.
- h) Theft of Property from a roof, boot luggage rack, open utility or commercial vehicle storage area.
- i) Theft of Property unless the Property is locked in the Vehicle and out of sight and forcible entry was used to gain access to the Vehicle.
- j) There is no cover for Valuables left in a Vehicle overnight.
- k) Delay, confiscation or detention by customs or other officials or authorities.