

Commercial Product Disclosure Statement Update

October 2024



Vero Retail Services

We have prepared this guide to help you compare the previous version of the Vero Retail Services Product Disclosure Statement and Policy Wording (**V10164 28/04/23 A**) with the new version (**V10164 05/12/24 A**). Please read the new PDS and Policy Wording (**PDS**) which is available at vero.com.au for full details of the terms, conditions, limitations and exclusions. This is a summary of key changes only and also does not take into account any endorsements that may apply to the policy. This comparison does not constitute advice and should not be used by a potential insured for any purpose, including making a decision about a financial product or class of products. It is intended as a reference tool for brokers only and does not represent an exact or full outline of the **PDS** or available cover. This comparison is current as at 17 October 2024. The cover offered to an insured may vary from that described.

Schedule of changes

For policies commencing on or after 5 December 2024.

General information

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| Changed: | <ul style="list-style-type: none">• All references to settling claims by paying by cheque have been removed as payment is now only by direct deposit.• There are various punctuation, bolding and formatting changes. |
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Part B: Your Rights and Responsibilities

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| Changed: | <ul style="list-style-type: none">• 'Cancellation' - reference to paying premiums by monthly instalments have been removed as this option is no longer available. |
| Removed: | <ul style="list-style-type: none">• Paying by monthly instalments – deleted as no longer available. |

Part E: Other information

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| Changed: | <ul style="list-style-type: none">• 'How the Goods and Service Tax (GST) affects this insurance' – now refers to any sub-limit and amounts payable under extra covers, additional benefits and optional insurances.• 'Financial Claims Scheme' – website reference updated.• 'General Insurance Code of Practice' – now refers to the Code Governance Committee. |
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Part G: Retail Services Policy Wording

New:	<ul style="list-style-type: none">• General Exclusions<ul style="list-style-type: none">• 'Transmission and distribution lines' (reinsurance related change).
Changed:	<ul style="list-style-type: none">• Important information<ul style="list-style-type: none">• 'References to legislation and Australian Standards' – now refers to Australian Standards.• General Policy Conditions<ul style="list-style-type: none">• 'Taking steps to reduce risk' – condition in respect of driving into water amended to account for the wading depth of the vehicle.• 'The amount of cover' - now refers to any sub-limit and amounts payable under extra covers, additional benefits and optional insurances.• General Claims Conditions<ul style="list-style-type: none">• 'Claims Settlements' (B) 'Cash payments' applies 'Unless your policy states otherwise'.• General Exclusions<ul style="list-style-type: none">• 'Conflict and confiscation' (reinsurance related change).• 'Nuclear' (reinsurance related change).• 'Data Loss' – does not apply to the Commercial Motor policy section which has a new policy section exclusion in respect of cyber and data.• 'Sanctions' (reinsurance related change).• 'Communicable disease' (reinsurance related change).• General Definitions<ul style="list-style-type: none">• Building or Buildings – the condition in respect of how the doors of shipping containers in which stock is stored are secured no longer references a specific Australian standard for padlocks.• Communicable disease (reinsurance related change).

Policy section 1: Property Damage

Changed:	<ul style="list-style-type: none">• What we exclude<ul style="list-style-type: none">• The "writeback" paragraph at the end of Exclusion 6 – 'Deterioration, heat, faults and breakdown' –is amended so that the writeback does not apply to exclusion 6 (d) which excludes loss or damage caused by 'gradually operating causes including but not limited to wear and tear, gradual deterioration, disease, fading, tree roots, evaporation, change in flavour, colour, or texture;' (reinsurance related change).
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Policy section 5: Business Interruption

New:	<ul style="list-style-type: none">• Your insurance under this policy –What we exclude - Exclusion 2 - in respect of critical infrastructure.• Definition - Critical Infrastructure.
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Policy section 6: Public and Products Liability

Changed:

- What we exclude
 - The preamble to the exclusions has been amended from 'This Policy Section (including the Additional Benefits unless expressly stated otherwise) does not cover you for liability arising directly or indirectly out of, or caused by, through, or in connection with, or for:' to 'This Policy Section (including the Additional Benefits unless expressly stated otherwise) does not cover you:'.
 - The words 'for liability arising directly or indirectly out of, or caused by, through, or in connection with, or for:' now appear at the beginning of the exclusions as appropriate.
 - Exclusion 7. 'Professional duty' – part (a) has been amended to 'caused by the rendering of or failure to render professional advice or service'.
 - Exclusion 21. 'Hot work' – 'or if not current any subsequent amendments or replacements' deleted.
 - Exclusion 22. 'Underground works' – Australian Standards references updated and 'reference to 'or if not current any subsequent amendments or replacements' deleted.

Policy section 8: Portable and valuable items

Changed:

- What we exclude
 - Exclusion (i) (iii) now refers to a steel chain 'having a link diameter of 10mm or more'.
- Additional Benefit 1. 'Theft of other property'
 - Exclusion (b) (iv) – the reference to the security rating of the padlock has been deleted.

Policy section 11: Commercial Motor

Changed:

- Policy Section Exclusions
 - new cyber / data exclusion applicable to Part 1 – Loss or damage to your vehicle (reinsurance related change).