

Commercial Product Disclosure Statement Update

October 2024



Vero Business Insurance Solutions

We have prepared this guide to help you compare the previous version of the Vero Business Insurance Solutions Product Disclosure Statement and Policy Wording (**V10700 28/04/23 A**) with the new version (**V10700 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 has 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 D: Complaints Resolution

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| Changed: | <ul style="list-style-type: none">• Reference to the resolution of complaints on the spot or within 5 days is removed. |
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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: Business Insurance Solutions Policy Wording

New:

- General Exclusions
 - 'Transmission and distribution lines' (reinsurance related change)

Changed:

- Important information
 - 'References to legislation and Australian Standards' – now refers to Australian Standards.
- General Policy Conditions
 - '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
 - 'Claims Settlements' (B) 'Cash payments' applies 'Unless **your policy** states otherwise'.
- General Exclusions
 - '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
 - Building or Buildings – the condition in respect of how the doors of shipping containers are secured no longer references a specific Australian standard for padlocks.
 - Communicable disease (reinsurance related change).

Policy section 1: Property Damage

Changed:

- What we will pay – Building(s), specified items or business contents apart from customers' goods
 - Reinstatement or replacement condition (d) amended from '**we** will only pay to return the **property insured** to a condition...' to '**we** will only pay to return the **building** to a condition...'
- Limitations on cover which apply if you have cover under this section
 - 'Storm, rainwater, wind, hail or snow' - the description of structures to which the \$25,000 limit applies has been expanded.
- Extra covers
 - '**property**' amended to '**property insured**' in 8. Playing surfaces, 11. Removal of debris and temporary repairs and 18. Environmental upgrade.
 - 11. Removal of debris and temporary repairs limit amended to:

'**We** will pay **you** up to the amount for "Removal of debris" shown in the **policy schedule**, or if no such amount is stated, up to \$100,000 or 20% of the total **insured amount** for **buildings, contents** and **stock** shown on the **policy schedule** for such **premises** whichever is the greater.

If this is insufficient and **you** have not exhausted **your insured amount** for **buildings, contents** and **stock** on the **damaged** items requiring demolition and/or removal of debris, **we** will pay up to the remaining balance of the **insured amount** for **buildings, contents** and **stock**.'
- Worked dollar claim example 1
 - '**property**' amended to '**property insured**'
- Worked dollar claim examples 1 and 2
 - 'Further information' for Removal of debris updated with amended limit.
- Definitions
 - Debris – '**property**' amended to '**property insured**'.

Policy section 2: Theft

Changed:

- Optional insurance
 - Theft of property insured in the open air – What we exclude - the reference to the security rating of the padlock has been deleted.

Policy section 6: General Property

Changed:

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

Policy section 8: Business Interruption

New:

- Policy Section Exclusions
 - Exclusion 2 – in respect of critical infrastructure.
- Definition - Critical Infrastructure.

Changed:

- Policy Section Exclusions
 - Exclusion 1 begins '**We** do not cover **you**, or **your** cover may be reduced...'
- Extra Covers – 3. Infectious diseases, murder, suicide – In qualifications after clause (f) – 'Insured event' is now 'Extra Cover'

Policy section 9: 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 10: Goods in transit

Changed:

- Extra covers
 - Preamble notes that 'General average and salvage contribution' is an exception to 'we will only settle the claim by paying you'.

Policy section 11: Tax Audit

Changed:

- Policy Section Conditions
 - '2. Commencement and completion of a tax audit' – in (b) 'authority notifies **us** in writing' amended to 'authority notifies **you** in writing'.

Policy section 12: Commercial Motor

Changed:

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