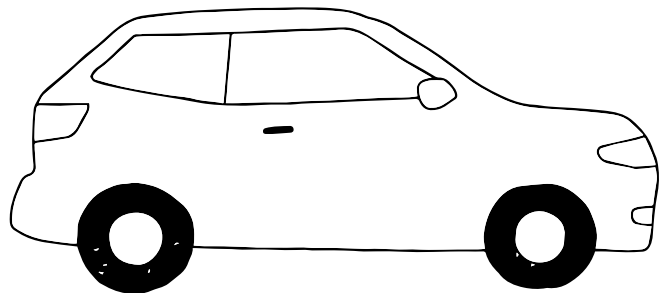


Changes made to the ahm Home & Contents Insurance PDS

At ahm, we are committed to keeping you informed about any updates to our products and services.

This document is organised in two sections:

- **Section 1** summarises the changes that were made to the ahm Home & Contents Insurance PDS in December 2023
- **Section 2** contains information about a change in the way claims on ahm Home & Contents Insurance are administered, starting on 4 October 2024



Section 1

6 December 2023- Summary of changes between the previous and new ahm Home & Contents Insurance PDS

We've made some changes to the wording of our ahm Home & Contents Insurance product. The new wording is in the new ahm Home & Contents Insurance Product Disclosure Statement (PDS) with a preparation date of 6 December 2023 which replaces any previous ahm Home & Contents Insurance PDS you hold for the policy for which you've received this notice.

Please note that this notice isn't part of your insurance policy with us and doesn't take your personal circumstances into account.

To make sure the product continues to be right for you, please read the new PDS, your Certificate of Insurance and any other documents that form part of your policy that we tell you form part of the contract with us. These documents set out the terms and conditions, limits, and exclusions of your insurance contract with us.

Our new ahm Home & Contents Insurance PDS will apply to:

- new ahm Home & Contents Insurance policies quoted on or after 18 January 2024; and
- existing ahm Home & Contents Insurance policies renewing on or after 7 February 2024.

Got a question?



Call us on
1300 518 049



Or email us at
carandhome@ahm.com.au

Change to what you'll pay

Open has introduced a policy arrangement fee for services it provides to you. This fee does not form part of the premium payable under the policy. If a policy arrangement fee is charged, it is payable upfront when you enter into or renew your insurance policy, and it is non-refundable if your policy is cancelled outside of the 14-day cooling off period. This fee is not subject to any discounts or promotions. The fee and the applicable terms will be set out in your Certificate of Insurance.

Changes to how an excess applies in the event of an earthquake or a flood

Previously, in the event of an earthquake or flood, the PDS explained that a fixed excess of \$500 applied to each event. Now, in the event of an earthquake or flood, the higher of your chosen basic excess or a fixed excess of \$500 will apply to each event.

Please check out page 19 of the PDS for more information.

Changes to 'Ensure your premiums are always paid'

We have updated the wording in this section on page 62 of the PDS to accommodate the introduction of direct debit from a financial institution account as a payment method.

Changes to our policy cancellation process

We have updated our cancellation process as detailed on page 16 of the PDS.

Got a question?



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**Or email us at
carandhome@ahm.com.au**

Changes made to the ahm Home & Contents Insurance PDS

Section 2

4 October 2024 – Update to wording in the ahm Home & Contents Insurance PDS relating to how claims are administered

What's changing?

Starting from 4 October 2024, the way claims are administered for your insurance policy will change slightly. Instead of Open Insurance Pty Ltd (Open) handling the administration and settlement of claims on behalf of the insurer, the insurer will now manage this directly.

Updated PDS paragraph

The updated wording (with the changes in bold in the paragraph below) replaces the previous paragraph in the PDS prepared on 6 December 2023, found on page 3.

*This insurance is issued by Open Insurance Pty Ltd ABN 23 166 949 444 AFSL 451712 (Open) acting on behalf of the insurer, The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473 AFSL No. 241436 (Hollard). Open has binding authority from the insurer to issue, vary or dispose of this insurance **The insurer administers and settles claims of this insurance.***

What does this mean for you?

No action needed: Your policy coverage and benefits remain the same – you don't need to do anything.

Unchanged claim lodgement and access: There is no change to the existing claim lodgement process or online service.

Ongoing support: ahm is still here to assist you with any questions or support you may need.

If you have any questions about this change or need further information, please feel free to contact us at the details below.

Got a question?



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1300 518 049



Or email us at
carandhome@ahm.com.au