



SHARE THE PASSION

**HOME & CONTENTS
INSURANCE
ADDITIONAL INFORMATION
GUIDE**

INSURANCE FOR MOTORING ENTHUSIASTS

ADDITIONAL INFORMATION GUIDE

This Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and worked dollar examples. You should read this AIG together with our Shannons Home and Contents Insurance Product Disclosure Statement (PDS) dated 17/02/2025.

This AIG is relevant to you if your policy has a commencement or renewal date on or after 14 November 2026.

Your excess(es)

The excesses that apply to your policy are shown on your certificate.

The different types of excesses are:

Home excess and contents excess

You can choose a home excess and contents excess from the range we offer. The range we offer usually falls between \$100 and \$5,000. Increasing your excess lowers your premium.

Personal effects excess

The 'Personal effects–unspecified items' excess that applies to your policy can vary based on our assessment of the risk. If you apply to vary your 'Personal effects–unspecified items' excess and we agree to the variation, your 'Personal effects–unspecified items' excess will be the amount chosen by you from our range.

The 'Personal effects–specified items' excess that applies to your policy can vary based on our assessment of the risk. If you apply to vary your 'Personal effects–specified items' excess and we agree to the variation, your 'Personal effects–specified items' excess will be the amount chosen by you from our range.

NOTE: The Contents excess and any other excess won't apply if your claim is only for optional Personal effects cover.

Enthusiast items excess

The 'Enthusiast items' excess that applies to your policy can vary based on our assessment of the risk. If you apply to vary your enthusiast items excess and we agree to the variation, your 'Enthusiast items' excess will be the amount chosen by you from our range.

About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate.

Your risk - we work this out using factors we consider important, including the address, occupancy type, the type of home/unit you're insuring, the materials and characteristics of the home/unit, the amount and type of cover you select, and the policy options chosen.

This isn't a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

The premium you pay is also affected by other things including:

- the cost of claims we've paid to other customers and claims we expect to pay in the future
- our expenses of doing business
- other commercial factors.

When determining your renewal premium, we also consider your previous premium. As such we may limit premium movements up or down.

Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we have given you. Discounts are applied before we add GST, stamp duty, and other government charges and levies (as applicable). We determine eligibility for a discount on your renewing policy when we calculate your renewal offer.

From time to time we might offer a discount or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions may apply.

The amount and type of discounts that may be offered can change or be withdrawn.

If you're eligible for more than one discount, we usually apply any subsequent discount to the already discounted premium.

Government taxes and charges

Your premium includes GST, stamp duty, and other government charges and levies (as applicable) and these are added as the last step in the premium calculation.

Claims settlement examples

The following examples are a guide only and are designed to illustrate how a claim payment might be calculated. The examples don't cover all scenarios or all benefits and don't form part of your policy terms and conditions.

Shannons always determines real claim payments on an individual basis, after we've assessed each claim.

Notes about the claims payment examples:

- if any excess(es) applies to your claim, we'll choose whether to deduct the applicable excess from the amount we pay or direct you to pay the excesses to us. The excess amounts stated are examples only and may be different to your excess(es)
- all amounts are shown in Australian dollars and are GST inclusive (where applicable)
- all examples assume that the policyholder is not registered for GST.

The claims settlement examples that apply to your policy depend on whether you have:

- home and/or contents cover when you own the home and live in it, or contents cover if you live in a unit, or you are a tenant
- home cover when you own the home and rent it out.

Home and/or contents cover when you own the home and live in it, or contents cover if you live in a unit, or you are a tenant

Example 1 – Legal liability cover

You have insured your home. While you were mowing your front lawn, a stone is thrown up by the mower and hits a person walking along the footpath past your front yard and causes injury to them. You advise that a claim has been made against you and we engage lawyers on your behalf. A court decides that you're liable to pay \$10,000 to the injured person who's made a claim against you. A home excess of \$200 applies to your policy.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Liability for personal injury to a third party	\$10,000	Under 'Legal Liability', we cover your legal liability up to \$20 million, including all associated legal costs we've agreed to pay following your claim. We pay the person who claimed against you \$10,000.
Legal fees	\$10,000	Lawyers' fees to defend you are \$10,000 and we agreed to these fees before they were incurred. We pay the law firm for their fees.
Less excess	-\$200	In this example, you pay this excess directly to us.
Total Claim	\$19,800	

Example 2 – Accidental damage to contents

You've insured your contents for \$60,000. You've also selected and paid for the optional cover 'Accidental loss or damage cover' and this is shown on your certificate. A new entertainment unit for your television is delivered to your house. When carrying your television across the lounge room to put it on the new entertainment unit, you stumbled on a floor rug and drop the television on the timber floor. The television no longer works. In this example, a contents excess of \$200 applies.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Television	\$3,200	The television can't be repaired. You choose to have a replacement on a new for old basis sourced through our supplier network. It's the same type, standard and specification but it's a different brand to the TV you damaged. Our supplier delivers and installs the replacement television for you. Although the retail price of the television is \$3,500 it costs us \$3,200 to replace the television for you through our supplier.
Less excess	-\$200	In this example, you pay this excess directly to us.
Total Claim	\$3,000	

Example 3 – Accidental damage to home

Your home sum insured is \$350,000. You've also selected and paid for the optional cover 'Accidental loss or damage cover' and this is shown on your certificate. While carrying a ladder down the hallway to check the batteries in your smoke detectors, you accidentally hit the wall with the ladder and made a large hole in the wall. A home excess of \$500 applies to your policy.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Hallway repairs	\$1,100	A member of our supplier network assesses it will cost \$1,100 to repair the hole in your wall and repaint the damaged area. You request a cash settlement. The assessed quote of \$1,100 is paid to you and you arrange the repairs.
Less excess	-\$500	In this example, we deduct the excess from the amount we pay you.
Total Claim	\$600	

Example 4 – Theft of contents, replacement of locks and keys

You've insured your contents for \$50,000. Electrical items with a retail replacement value of \$4,000 were stolen from your home as well as spare keys for the home that were sitting on the kitchen bench top. While gaining entry to the home the thieves also damaged the front door lock. A contents excess of \$200 applies to your policy.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Electrical items	\$3,700	We've offered to replace the electrical items through our supplier network on a new for old basis and you accept. It costs \$3,700 to replace the items for you through our supplier and we pay the supplier.
Locks and keys	\$800	You arrange for the replacement of external door and window locks and keys. The cost to replace these locks was \$800. Under the 'Lock replacement' additional cover you're covered for a maximum of \$1,000. We reimburse you \$800 as this is how much it cost to replace the locks and keys.
Less excess	-\$200	In this example, we deduct this excess from the reimbursement of locks and keys replacement costs.
Total Claim	\$4,300	

Example 5 – Damage to enthusiast items: motoring memorabilia

You've insured your contents for \$80,000 and also taken out the optional cover 'Accidental loss or damage cover'. You automatically have cover for loss or damage to enthusiast items under the additional cover 'Enthusiast items'. Because you've selected the optional cover 'Accidental loss or damage cover' any accidental loss or damage is an insured event and cover is provided for enthusiast items up to \$10,000 in total. While you were carrying items over to a newly purchased memorabilia display you stumbled on a floor rug and knocked the display and its contents over. A number of model cars were damaged when they fell to the floor. An enthusiast items excess of \$200 applies to your policy.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Memorabilia	\$3,000	The assessed quote to replace the model cars from a specialist hobby shop is \$3,000. You request a cash settlement.
Less excess	-\$200	In this example, this excess is deducted from your cash settlement.
Total Claim	\$2,800	

ADDITIONAL INFORMATION GUIDE

Example 6 – Total loss, emergency repairs and other repair/rebuilding costs

Your home sum insured is \$340,000. Your contents sum insured is \$80,000 and you've selected and paid for optional cover 'Personal effects – unspecified items' cover of \$3,000. There's a fire at your home and we determine that your home and contents are a total loss. A \$500 home excess, a \$500 contents excess and a 'Personal effects – unspecified items' excess of \$100 apply to your policy.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Building costs	\$340,000	A builder from our supplier network assessed it will cost \$340,000 to rebuild your home new for old. We pay the builder \$340,000 to undertake the rebuild.
Removal of debris	\$15,000	The cost to remove debris from the insured address is \$15,000. We'll pay these costs directly to our supplier or reimburse you for these costs. It is necessary to engage an architect to design your replacement home. The architect's fee is \$12,000. We pay this amount directly to the architect. Your home didn't comply with the relevant building code that came into effect after your home was built. These extra rebuilding costs are \$20,000. We pay this directly to the builder. The above costs are covered under the 'Emergency repairs and other repair/rebuilding costs' additional cover. The most we'll pay for any one incident is a combined total of these costs, up to 15% of the home sum insured. In this instance, the total costs for the removal of debris, the architect's fee, and the extra rebuilding costs to make the home comply with building regulations and laws are \$47,000. This amount doesn't exceed 15% of the home sum insured ($\\$340,000 \times 15\% = \\$51,000$), therefore all 3 separate amounts are covered and payment is made as noted.
Architect's fee	\$12,000	
Extra rebuilding costs	\$20,000	
Contents Personal effects – unspecified items	\$80,000 \$3,000	You provided the requested proof for the contents you've lost in the fire. Our settlement to you is a combination of replacement through our suppliers, and cash.
Temporary accommodation	\$26,000	Under the 'Temporary accommodation when you have home cover' additional cover, you're covered for reasonable and necessary temporary accommodation costs you incur while your home is being rebuilt up to 10% of the home sum insured. In this case, you needed 40 weeks temporary accommodation (40 x \$650 per week). We'll either pay the costs you incur direct to the accommodation supplier or reimburse you these costs.
Less excess	-\$500	As you're claiming under both home and contents policies arising from the same incident, the higher of your home excess and contents excess applies. In this example, they're the same. As your contents claim is under both contents and the optional personal effects cover, the higher of either excess applies. Because your contents excess is higher than your personal effects excess, your contents excess applies. In this example, we deduct the applicable \$500 excess from the cash settlement portion of your claim.
Total Claim	\$495,500	

Example 7 – Personal effects–unspecified items

You have the optional cover 'Personal effects-unspecified items' shown on your certificate. Whilst bushwalking you accidentally drop your camera and it's now damaged.

In this example, you have a \$100 'Personal effects-unspecified items' excess.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Damaged camera	\$1,000	A member of our supplier network determines that the camera can't be repaired and needs to be replaced. The camera can be replaced on a new for old basis for \$1,200. The most you can claim under Personal valuables-unspecified items cover for any one item is \$1,000. We pay you \$1,000 for your damaged camera.
Less excess	-\$100	In this example, we deduct your excess from the settlement.
Total Claim	\$900	

Example 8 – Personal effects–specified items

You've insured your engagement ring for \$6,000 under the optional cover 'Personal effects-specified items' on your policy. While you were swimming at your local beach your ring slipped off your finger and you're unable to find it and it hasn't been handed into police. In this example, you have a \$100 personal valuables excess.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Engagement ring	\$5,000	You're able to provide us photos of your ring, proof of purchase (for example, a sales receipt) and a professional valuation certificate from a qualified jeweller. A member of our supplier network determines that the quoted cost to replace your ring with one of the same standard and specification (this may be a different brand) is \$5,000. We replace your lost ring within the sum insured.
Less excess	-\$100	In this example you pay your excess directly to us.
Total claim	\$4,900	As we've replaced your engagement ring this item is removed from your policy and there's no refund of the premium. If you want to insure the replacement ring then you will need to apply for new cover.

Home cover when you own the home and rent it out

Example 1 – Legal liability

You've insured your tenanted home and your tenant has made a claim against you for the amount of \$10,000 arising from an injury he sustained when he tripped over a large crack running across the driveway of your investment home. It's determined that you're liable for this amount. In this example, a \$200 home excess applies.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Total amount of liability	\$10,000	We pay this amount to the injured party.
Less excess	-\$200	In this example you pay the home excess to us.
Total claim	\$9,800	

Example 2 – Total loss, emergency repairs and other repair/rebuilding costs, loss of rent

You've insured your tenanted home for \$340,000. There's a fire at your home and your home is a total loss. Your home was rented under a rental agreement to a paying tenant at the time of the fire. A home excess of \$200 applies to your policy.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Building costs	\$340,000	A member of our supplier network assesses the home as a total loss and the amount of the assessed quote to rebuild is \$340,000.
Landlord furnishings	\$17,000	Under the additional cover 'Landlord furnishings' we'll pay up to 5% of your home sum insured towards replacing your domestic furnishings, furniture and carpet. The total cost to replace these items as assessed by a member of our supplier network is \$17,000. We pay this amount directly to the supplier.
Removal of debris	\$15,000	The cost to remove debris from the insured address is \$15,000. We'll pay these costs directly to our supplier or reimburse you for these costs.
Architect's fee	\$12,000	It is necessary to engage an architect to design your replacement home. The architect's fee is \$12,000. We pay this amount directly to the architect.
Extra rebuilding costs	\$20,000	Your home didn't comply with the relevant building code that came into effect after your home was built. These extra rebuilding costs are \$20,000. We pay this directly to the builder. The above costs are covered under the 'Emergency repairs and other repair/rebuilding costs' additional cover. The most we'll pay for any one incident is a combined total of these costs, up to 15% of the home sum insured. In this instance, the total costs for the removal of debris, the architect's fee, and the extra rebuilding costs to make the home comply with building regulations and laws are \$47,000. This amount doesn't exceed 15% of the home sum insured ($\$340,000 \times 15\% = \$51,000$), therefore all 3 separate amounts are covered and payment is made as noted.
Loss of rent	\$20,000	The home is unable to be lived in and your tenants decide to find alternate accommodation during the time it takes to rebuild the home. You're covered under the 'Loss of rent following an insured event' additional cover as you're unable to lease the home. Your tenant was paying \$500 per week rent (net the amount decided for the agent's commission and fees). A member of our supplier network determines that the rebuild should take forty (40) weeks to complete.

ADDITIONAL INFORMATION GUIDE

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Less excess	-\$200	In this example, you pay your home excess to us.
Total claim	\$423,800	

Example 3 – Partial loss – Loss of rent – tenant default

Your investment home has a sum insured of \$360,000. Your tenant has signed a written rental agreement on a fixed term basis where the weekly rental amount is \$400. Your tenant leaves the home without notice and owes you 12 weeks of outstanding rent. That same tenant also deliberately put a hole in one wall of your home. It takes 10 weeks to secure a suitable replacement tenant. Your home excess is \$1,000.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Loss of rent	\$5,600	There's no cover provided for an amount equal to four (4) times the weekly rental amount (4 x \$400 = \$1,600). Therefore, we deduct \$1,600 from the amount the tenant owes you (\$4,800 [12 weeks x \$400] - \$1,600 [4 weeks] = \$3,200) You secure a new tenant after 10 weeks, however, as cover is limited to a total of 14 weeks or until the date you re-let your home to a new tenant (whichever happens first) we pay you for an additional 6 weeks (6 x \$400 = \$2,400). Total loss of rent = \$3,200 (8 weeks rent owed by tenant) + \$2,400 (additional 6 weeks, taking total coverage up to the 14 week limit) = \$5,600.
Damage to wall	\$1,400	A member of our supplier network assesses the damaged wall and the assessed quote to repair and repaint the damaged wall is \$1,400. We pay this amount directly to the supplier.
Less excess	-\$1,000	In this example, you pay your home excess to us.
Total claim	\$6,000	

Example 4 – Partial loss, landlord furnishings, loss of rent following an insured event

Your investment home has a sum insured of \$400,000. Your tenant's weekly rent, after agent's commission, is \$450. During a severe storm your home partially loses its roof and rainwater damages the carpets in the lounge room. A home excess of \$500 applies to your policy.

WHAT YOU ARE CLAIMING FOR		FURTHER INFORMATION
Roof repairs	\$15,000	A member of our supplier network assesses the damage to the roof and the assessed quote to repair the roof is \$15,000. We pay \$15,000 directly to the builder.
Carpet restoration	\$1,500	Under the additional cover 'Landlord furnishings' we'll pay up to 5% of your home sum insured for loss or damage to your domestic furnishings, furniture and carpet caused by an insured event. The total cost to restore the carpet, as assessed by a member of our supplier network is \$1,500. In this instance we pay the carpet cleaners for the restoration of the carpet.
Loss of rent	\$900	The home is unable to be lived in and your tenant moves out for the two weeks it takes for the repairs to be completed. You're covered under the 'Loss of rent following an insured event' additional cover as you're unable to lease the home. Your tenant was paying \$450 per week rent (net the amount decided for the agent's commission and fees). We pay you for your loss of rent for two weeks.
Less excess	-\$500	In this example you pay your excess directly to us.
Total claim	\$16,900	

Financial Claims Scheme

In the unlikely event of an insurer becoming insolvent, a person entitled to claim under protected policies may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria.

You can find more information about the FCS from the APRA website at www.fcs.gov.au.