



RESIDENTIAL STRATA EXISTING OWNER POLICY

stewart title[®]

IMPORTANT INFORMATION ABOUT YOUR POLICY AND YOUR COVERAGE

Stewart Title Limited's Residential Strata Existing Owner Policy (the Policy) insures your Title to your Strata Unit against Covered Risks which may cause you loss or affect your ownership of your property.

Please read this Policy carefully to ensure that it meets your requirements. The Policy will insure you against your Actual Loss and Authorised Expenses which result from:

- the Covered Risks described in the Policy, up to the Policy Amount; and
- costs, legal fees and expenses that we have to pay in defending the Title to your Strata Unit under this Policy.

This Policy contains the following sections:

- Section 1 – Your Cover
- Section 2 – Covered Risks
- Section 3 – Exclusions
- Section 4 – Who is Covered and For How Long
- Section 5 – How to Make a Claim
- Section 6 – Our Choices When You Notify Us of a Claim
- Section 7 – Extent of our Liability
- Section 8 – Transfer of Your Rights – Subrogation
- Section 9 – General Policy Provisions
- Section 10 – Cancellation

To be valid, this Policy must include both a Schedule A and a Schedule B. The Schedule A contains information about your Policy, premiums payable and your Strata Unit. The Schedule B contains information about Exceptions and Affirmative Cover which specifically apply to your Strata Unit.

The Policy may also contain an Endorsement or Endorsements that may change some of our standard Cover or provide additional Cover not provided in our standard Policy.

Please take the time to read the whole Policy and carefully review the Schedules and any Endorsement(s). As you read through the Policy please remember that any provisions in one section of the Policy may be affected by comments in another section, the Schedules or any Endorsement(s).

Your Cover under this Policy is subject to its provisions and is limited by the Exclusions and by any Exceptions detailed in Schedule B or any Endorsement. Your insurance, as described in the Covered Risks, is effective on the Policy Date shown in Schedule A.

Please note that this Policy does not provide Cover in respect of the destruction of or damage to a Strata Unit and is not a home building insurance product, a home contents insurance product or a personal and domestic property insurance product.

INFORMATION ABOUT STEWART TITLE LIMITED

Stewart Title Limited is wholly owned by Stewart Title Guaranty Company, the primary underwriter for Stewart Information Services Corporation (Stewart). Stewart Title Limited is authorised to operate in all Australian states and territories and is regulated by the Australian Prudential Regulation Authority (APRA).

Please visit our website www.stewartau.com to find out more about Stewart Title Limited.

NOTICE UNDER THE INSURANCE CONTRACTS ACT OF 1984

Before you enter into a contract of general insurance with an insurer, you have a duty under the Insurance Contracts Act 1984 to disclose to the insurer every matter that you know, or could reasonably be expected to know, which is relevant to the decision of the insurer whether to accept the risk of the insurance and, if so, on what terms.

You have the same duty to disclose those matters to the insurer before you renew, extend, vary or reinstate a contract of general insurance.

Your duty, however, does not require the disclosure of a matter:

- that diminishes the risk to be undertaken by the insurer;
- that is of common knowledge;
- that your insurer knows or, in the ordinary course of their business as an insurer, ought to know; and
- as to which compliance with your duty is waived by the insurer.

EFFECT OF NON-DISCLOSURE

If you fail to comply with your duty of disclosure, the insurer may be entitled to reduce their liability under the contract of insurance in respect of a claim or may cancel the contract.

If your non-disclosure is fraudulent, the insurer may also have the option of voiding the contract from its beginning.

PRIVACY STATEMENT

We are committed to handling your personal information in accordance with the Privacy Act. We recognise that any personal information we collect, use and disclose about you may only be collected, used and disclosed for the primary and related purposes for which it was collected and where you would reasonably expect us to.

We only collect information from you that is necessary for us to provide you with our services, including, but not limited to, assessing your request for title insurance, assessing any claim you may make under that policy and facilitating the payment or refund of premiums (if applicable).

Personal information is kept in a combination of paper and electronic format. Paper records, including general business records, are stored in our Australian head office. Access to personal information is restricted to Stewart employees and third party providers who require access for business purposes, such as:

- property valuers
- legal practitioners
- licensed conveyancers
- land surveyors
- building consultants
- other external and independent professional advisors who may be engaged by Stewart in the course of investigating, assessing and settling a claim

We transfer personal information (which may include electronic formats such as emails) for administrative, data back-up, processing (including claims administration) and reinsurance purposes to our head office, Stewart Title Limited United Kingdom, our affiliate, Stewart Title Guaranty Company Canadian Division, and/or our international head office, Stewart Title Guaranty, USA ("Other Jurisdiction Offices").

Personal information transferred outside of Australia may be accessible to regulatory authorities and enforcement agencies in accordance with the laws of the respective countries in the Other Jurisdiction Offices.

We take all reasonable steps to satisfy ourselves that our Other Jurisdiction Offices and our service providers are committed to complying with this Privacy Policy.

From time to time, certain information about your property, such as information about a known title defect or other adverse circumstances/issues affecting your property ("Known Risks"), may be disclosed to Stewart in the course of Stewart providing you with our services. Disclosure of Known Risks may result in Stewart issuing an exclusion, exception or condition on the cover it would normally provide to you. Such exclusions, exceptions and conditions are normally detailed in the Schedule B which forms part of your title insurance policy.

In the future, a prospective purchaser of your property may request similar services from Stewart. In those circumstances, Stewart may use the information relating to the Known Risks for the purposes of assessing any request

for our services by a purchaser of your property. Stewart may for this purpose:

- disclose the existence of the Known Risks to the purchaser and/or their legal or conveyancing representatives
- apply the same exclusion, exception or condition on cover in respect of the Known Risks to any subsequent policy which is issued to a purchaser of your property by Stewart

By visiting our website, applying for any of our services, making a claim or providing us with your personal information, you consent to your personal information being collected, held, used and disclosed as set out in our Privacy Policy.

For a copy of our complete Privacy Policy (which may be amended from time to time), please visit our website at www.stewartau.com or contact our Privacy Officer at PrivacyAU@stewart.com

CUSTOMER SERVICE – OUR PROMISE

If you should have any questions about our Policy and its Cover and Exclusions and Exceptions, let us know so we can help you. Please contact us on 1800 300 440. You will be referred to a manager in the appropriate department who will help you.

If the manager is unable to help you, the matter will be referred to the General Manager who will review your questions with you and the manager.

COMPLAINTS & DISPUTE RESOLUTION

If you have any concerns or complaints about:

- our service or our staff;
- a claim (or the progress of a claim); or
- any other issues relating to your insurance cover;

please contact us on 1800 300 440. You will be referred to a Complaints Officer who will assist you with your complaint. Your complaint will be handled promptly and fairly in accordance with our Complaints Handling & Internal Dispute Procedures which are available on our website www.stewartau.com.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

DEFINED MEANINGS – WHAT WE MEAN

Words often used in this Policy and their meaning are described below, unless the context requires a different meaning.

Access means a legal right of both pedestrian and vehicular ingress and egress to the Strata Unit and not the physical condition of the access, or the adequacy or sufficiency of access.

Actual Loss means the difference between the value of your Strata Unit unaffected by the Covered Risk that is the substance of a claim and the value of the Strata Unit affected by the Covered Risk that is the substance of a claim. Any determination of Actual Loss which is required under this Policy shall not take into account any real or perceived loss of opportunity or loss of expectation of future development of the Strata Unit.

Affirmative Cover means a statement outlined in Schedule B (where applicable) that modifies or extends the Cover provided by this Policy.

Authorised Expenses means any costs, expenses and Legal Fees incurred as a result of a claim payable under this Policy and pre-approved in writing by us and which are incurred prior to our payment or resolution of the claim reduced by any Input Tax Credit to which you are entitled in respect of such costs, expenses and Legal Fees.

Certificate of Title means an instrument evidencing an interest in the Strata Unit, executed by the Registrar of Titles in the Jurisdiction.

Cover means the protection provided by this Policy.

Covered Risks mean the risks we protect you against as specified in Clause 2 of this Policy.

Endorsement means a document attached to this Policy (where applicable) that defines the limits of Cover for specific types of risk identified in the Endorsement.

Exception(s) means the matters and circumstances which are expressly excluded from Cover under this Policy as detailed in Schedule B and for which there is no entitlement for you to make a claim, unless Affirmative Cover applies.

Exclusion(s) means the matters and circumstances which are expressly excluded from Cover under this Policy and for which there is no entitlement for you to make a claim, unless an Affirmative Cover applies. These excluded matters and circumstances are detailed in Clause 3 of this Policy.

Input tax credit means an input tax credit available under A New Tax System (Goods and Services Tax) Act 1999.

Insurance Date means the date this Policy was issued by Stewart Title to You.

Insured means the insured named in Schedule A and sometimes referred to as “you” in this Policy.

Jurisdiction means the state or territory in which the Strata Unit is located.

Laws means all federal, state, territory or local codes, laws, ordinances, orders, proclamations and regulations which affect real property in the Jurisdiction.

Legal Fees means any legal fees and related expenses incurred in defense of any matter insured against by this Policy but only to the extent provided in this Policy.

Local Authority means any local government, city, municipal or shire council or consent authority or other statutory body such as an Owners Corporation, Body Corporate or Strata Company which has jurisdiction where the Strata Unit is located with respect to matters of building, development and zoning approvals and compliance or with respect to the collection of Council rates, taxes and levies.

Local Authority Search means any search of local government, city, municipal or shire council records or records from any other statutory body pertaining to your Strata Unit that a Practitioner would normally conduct in a conveyance transaction in the Jurisdiction.

Policy means this document, your policy Schedules (Schedule A and Schedule B) and any written Endorsement(s) to your Policy.

Policy Amount means the policy amount outlined in Schedule A, as automatically increased as outlined in Clause 1.5.

Policy Date means the date when the settlement of your purchase occurred, as outlined in Schedule A.

Practitioner means a solicitor or conveyancer entitled to practice in the Jurisdiction.

Public Records means records established and maintained by the land titles registry for the registration and/or recording of interests in Title in the Jurisdiction that give notice of matters affecting your Title.

Registration means making an entry in the Strata Unit titles registry in the Jurisdiction for the ownership of Strata Unit.

Stewart Title Limited, “we”, “us” or “our” means Stewart Title Limited, ARBN 101 720 101 (United Kingdom).

Title means the registered estate or interest in the in the Strata Unit as detailed in Schedule A which is disclosed by the Public Records.

Strata Unit means the Strata Unit outlined in Schedule A, and includes any car space, balcony, garden, terrace or storage area identified in the strata plan as attaching to your Strata Unit and any interest in the common property as defined by the relevant Laws in the Jurisdiction.

Unmarketable means another person has the legal right and refuses to complete a contract for the purchase of your interest in the Strata Unit, has the legal right and does not comply with their obligations under a lease, or will not grant you a mortgage.

“**You**”, “**you**”, “**Your**”, or “**your**” means the person(s) insured under this Policy as named in Schedule A. It also refers to anyone identified in Clause 4.1.

INTERPRETATION – WHAT WE MEAN

In this document unless the context otherwise requires:

- a) clause and sub clause headings are for reference purposes only and not intended to be used in interpreting the clause;
- b) all words take their common meaning. Those words are explained above, unless defined somewhere else in this Policy;
- c) the singular includes the plural and vice versa;
- d) words denoting any gender include all genders;
- e) reference to a person includes any other entity recognised by law and vice versa;
- f) an agreement, representation or warranty on the part of two or more persons binds them jointly and severally;
- g) an agreement, representation or warranty on the part of two or more persons is for the benefit of them jointly and severally; and
- h) reference to an item is a reference to an item in a Schedule to this document.

1. YOUR COVER

Subject to the payment of the Policy premium and abiding by the terms and conditions outlined below and relying upon the information disclosed to us, we will provide you with the following Cover in relation to the Covered Risks:

1.1 Actual Loss

We insure you against Actual Loss sustained or incurred in relation to the Covered Risks up to the Policy Amount. Any assessment of Actual Loss which is required under Section 2.1 of the Policy will be determined as at the Policy Date. Any assessment of Actual Loss which is required under Section 2.2 of the Policy will be determined as at the date you discover the Covered Risk.

1.2 Authorised Expenses

We insure you in respect of Authorised Expenses which are incurred by you or which we agree to pay or are required to pay under the Policy as a result of a Covered Risk up to the Policy Amount.

1.3 Our duty to defend your Title

We will defend any challenge to your Title, including that part of any proceedings or court case, which is based on a Covered Risk under this Policy. We will also pay necessary costs, legal fees and expenses incurred in that defence. You must contact us prior to incurring these costs, fees or expenses. We may decide not to defend your Title, but may alternatively exercise one or more of the options outlined in clause 6. We may also end our duty to defend your Title as insured by exercising any of the options outlined in clause 6.

1.4 Rental accommodation

If you cannot use the Strata Unit as your principal place of residence because of circumstances insured under this Policy and we have agreed to indemnify you under the terms of the Policy, you may rent a reasonably equivalent home. We will reimburse your actual rent until you are able to resume the use of the Strata Unit as your principal place

of residence or until we settle your claim in accordance with our choices under the Policy (whichever is the earlier), provided that we will only reimburse you in respect of your actual rent which we consider to be necessarily and reasonably incurred by you.

For the avoidance of doubt, the maximum aggregate amount of Cover described in clauses 1.1, 1.2 and 1.4 of this Policy shall not exceed the Policy Amount.

1.5 The value of your Strata Unit may increase

Market conditions and inflation may increase the value of your Strata Unit. The amount of your insurance cover automatically increases in line with increases in the fair market value of your Strata Unit after the Policy Date, up to a maximum of 200% of the Policy Amount shown in Schedule A of the Policy. This added Cover is provided without additional premium.

If you have made improvements which increase the value of your Strata Unit above 200% of the Policy Amount and you wish to increase your Policy Amount, then provided you do not have any unresolved claims which you have made under the Policy, you may contact our office and an additional premium may apply.

2. COVERED RISKS

2.1 Risks occurring before the Policy Date

We will provide you with Cover against all of the following Covered Risks, if the circumstances creating or giving rise to these risks existed or occurred before the Policy Date. Any assessment of Actual Loss which is required under this Section 2.1 will be determined as at the Policy Date.

Risks affecting your ownership of the Strata Unit

- a) you are not the owner of the estate or interest in the Strata Unit detailed in Schedule A;
- b) you do not have any legal right of Access to and from the Strata Unit;
- c) someone else claims to have rights affecting your Title because of forgery, fraud, impersonation, duress, mental incompetence or incapacity;
- d) someone else claims an interest in the Strata Unit under the Family Law Act;
- e) someone else claims a right or interest over whole or part of the Strata Unit arising out of a lease, contract or an option;
- f) someone else claims to have a lien, encumbrance, easement, access order, access right, or a right of way that affects the Title to the Strata Unit, other than those registered or otherwise recorded on Title on the Policy Date;
- g) any other defect that affects Title to your Strata Unit as at the Insurance Date.

Risks affecting your use of the Strata Unit

- h) your Strata Unit is Unmarketable, or you are prevented by a Local Authority from using the Strata Unit as a residence, or you are forced by a Local Authority to rectify, alter or remove all or part of the existing Strata Unit because:
 - i. the present use contravenes existing planning or zoning Laws;
 - ii. of any outstanding order, notice of violation or deficiency notice, provided the outstanding order, notice of violation or deficiency notice relates to a Covered Risk under the Policy and you did not agree to be responsible for them;
 - iii. any part of the existing Strata Unit does not comply with or was built or altered without obtaining building or development approvals from the relevant Local Authority, provided building or development approvals would have been required by the relevant Local Authority at the time the construction or alterations were carried out.

Risks of errors, affectations and proposals

- i) any affectation, proposal or adverse matter affecting Title to the Strata Unit that a Local Authority Search completed on or before the Policy Date would have disclosed;
- j) an error or omission by the Local Authority in providing the results of a Local Authority Search indicating that there are no affectations, proposals or adverse matters affecting Title to the Strata Unit, if the Local Authority search was completed on or before the Policy Date;
- k) any affectation, proposal or adverse matter affecting Title to the Strata Unit which would have been disclosed by searches of the Public Records relating to the Strata Unit as at the Policy Date;

- l) an error or omission by the Local Authority in providing the results of searches of the Public Records indicating that there are no affectations, proposals or adverse matters affecting Title to the Strata Unit if the searches were completed on or before the Policy Date;

2.2 Risks occurring after the Policy Date

We insure you against the following Covered Risks only if the circumstances creating or giving rise to these risks occur after the Policy Date and the Covered Risks are not known to you on the Insurance Date. Any assessment of Actual Loss which is required under Section 2.2 of the Policy will be determined as at the date you discover the Covered Risk.

Forgery, fraud and mistake

- a) an instrument is registered or otherwise recorded in the Public Records by which someone else claims to have an interest in or an encumbrance, charge or lien on the Title to your Strata Unit because of:
 - i. an act of forgery, fraud or misrepresentation; or
 - ii. a mistake by a land titles registry or a governmental or Local Authority.

Encroachments

- b) someone else builds a structure, other than boundary walls or fences, which encroaches onto your Strata Unit.

Supplementary Rates & Land Taxes

- c) a Local Authority assesses supplementary rates or taxes not previously assessed against your Strata Unit for any period prior to the Policy Date, unless you agreed to pay the supplementary rates or taxes. We will only indemnify you for that portion of the total amount of the supplementary rates or taxes which relates to a period prior to the Policy Date.

3. EXCLUSIONS – RISKS WE DO NOT COVER

The following risks or circumstances relating to the Land are specifically excluded from Cover. We do not provide any Cover for any loss or damage of the type(s) listed in clauses below or caused by any matter(s) listed in Schedule B, except to the extent that specific Affirmative Cover is given. We will not pay any loss for these matters. Also, we are not obliged to pay costs, legal fees or expenses for these matters.

3.1 Risks

- a) that cause you no loss or damage;
- b) that you create, allow, assume or agree to at any time;
- c) that arise because you did not pay full value for the Strata Unit;
- d) that are known to you, but not to us, on the Insurance Date;
- e) that occur, come into existence or appear in Public Records after the Policy Date, other than those risks insured under Clause 2.2;
- f) that arise out of or relate to any use of the Strata Unit for business or commercial activities, including, but not limited to, any loss of rental income or loss of business revenue.

3.2 Laws, contamination, claims and interests against the Strata Unit

- a) existing or future Laws which restrict, regulate, prohibit or relate to use or ownership of the Strata Unit or the violation or breach of those Laws – this does not however limit the Cover described in Clauses 2.1 (h)(ii);
- b) the right to take the Strata Unit by compulsory acquisition unless:
 - i. a notice of the right being exercised appears in the Public Records on the Policy Date; or
 - ii. the compulsory acquisition happened before the Policy Date and is binding on you if you bought the Strata Unit without knowing about the compulsory acquisition;
- c) matters which are registered or otherwise recorded on Title on the Policy Date. This does not however limit the Cover described in sub-clauses 2.1 (h)(ii) and any Affirmative Cover noted on Schedule B;
- d) environmental contaminants or hazardous wastes or covenants, conditions and restrictions for environmental protection or any environmental matters, including but not limited to, legislation with respect to environmental protection, legislation with respect to underground fuel storage tanks, abandoned oil wells, water quality and water quantity;
- e) any claims for which there is protection under legislation relating to home and buildings insurance or builders warranty insurance;

- f) any claims arising directly or indirectly from mine subsidence;
- g) any native title claims.

3.3 Workmanship, Damage, Dilapidation and Infestation

- a) any claims, loss or damage relating to the conditions and repair of any structures erected on the Strata Unit, or the infestation or dilapidation of those structure(s);
- b) any claims, loss or damage relating to the condition and repair (including any failure) of any electrical or plumbing fittings/items such as hot water systems, air conditioning systems, electric doors, internal plumbing and electrical wiring.
- c) any claims, loss or damage relating to structures and the external and internal components thereof, including but not limited to, electrical wiring and internal plumbing which have not been built in accordance with applicable building codes and standards. Subject to clause 3.1 of this Policy, this exclusion does not apply if notice of the non-compliance appears in Public Records as at the Policy Date or if the existence of the non-compliance would have been disclosed by a Local Authority Search of your Strata Unit as at the Policy Date and does not limit the Cover described in sub-clause 2.1 (h) (iii);
- d) any claims, loss or damage relating to matters disclosed in the contract for sale and associated documentation for the purchase of your interest in the Strata Unit, including, but not limited to, any strata inspection report or building inspection report obtained by the Insured prior to the Policy Date.
- e) any claims, loss or damage arising from any non-compliant cladding of the building which forms part of your Strata Unit, including but not limited to:
 - i. any liability arising from any periodic or special levies which are struck prior to or after the Insurance Date that relate to non-compliant cladding of the building, and
 - ii. any enforcement action issued by a Local Authority requiring you to rectify, alter or replace the non-compliant cladding of the building, because the cladding does not comply with building or developments approvals from the relevant Local Authority which were granted at the time the building was constructed.

3.4 Exception(s) specifically affecting the Strata Unit

- a) exceptions listed in Schedule B of the Policy unless an Affirmative Cover applies.
- b) lack of a right to the Strata Unit outside the area specifically described and referred to in Schedule A, or in streets, lanes, or waterways that touch your Strata Unit.

3.5 Initiation of enforcement action

- a) the Cover provided in Clause 2.1 (h) (i) and (iii) will not apply in circumstances where the Insured, or a party acting on behalf of the Insured, by conduct or communication, including communication which is verbal or partly verbal or written or partly written, takes action which initiates, instigates and/or encourages any enforcement action by or on behalf of a Local Authority and/or by or on behalf of an adjoining property owner in relation to the Strata Unit, including, but not limited to, inviting a Local Authority and/or an adjoining property owner to inspect the Strata Unit (including by physical inspection and/or by inspection of plans and records) for the purposes of a Local Authority and/or an adjoining property owner:
 - i. assessing whether the Strata Unit does not comply with, or was built or modified without obtaining building and development approvals required by the relevant Local Authority; and/or
 - ii. assessing whether the Strata Unit encroaches on any other land.; and/or
 - iii. assessing whether in respect of the Strata Unit there is any non-compliance with any easement, restriction, right of way or covenant

4. WHO IS COVERED AND FOR HOW LONG

4.1 Who is covered?

This Policy insures and protects you, the Insured named in Schedule A of this Policy, forever. This Policy also insures and protects:

- a) anyone who receives your Title because of your death;
- b) the trustee, or successor trustee, of a trust of which you are a settlor, to whom you transfer your Title after the Policy Date;
- c) your spouse, legal partner or child who receives your Title for nominal consideration or in settlement of your obligations under the Family Law Act;
- d) the beneficiary of a trust of which you are the trustee, to whom Title to the Strata Unit is transferred under the terms of the trust; and

- e) any successor or assignee of a mortgage you took back from anyone who purchased your interest in the Strata Unit.

We may assert any rights and defences we have against any person previously insured under this Policy against any of the above persons.

4.2 No policy cover on sale or assignment

This Policy cannot be assigned. The Policy will not protect anyone who purchases the Strata Unit from you. However upon resale of the Strata Unit, we will consider offering the same Cover that was offered to you to a prospective purchaser, upon payment of the applicable premium at the time of sale.

5. HOW TO MAKE A CLAIM

5.1 Claims are subject to this Policy

You can make a claim in respect of a Covered Risk at any time after the Insurance Date. Any claim you make against us must be made under this Policy and is subject to its terms.

5.2 You must give us notice of your claim

If you have a claim, you must give us notice in writing as soon as possible after you become aware of:

- a) legal proceedings, whether commenced or threatened, in relation to your Title to the Strata Unit or your use of the Strata Unit;
- b) any information or claim which is or may be adverse to the Title to your Strata Unit or the use of your Strata Unit;
- c) any information or circumstance that might entitle you to make a claim under this Policy.

All notices should be sent to:

Claims Department
Stewart Title Limited
GPO Box 527
Sydney NSW 2001

Please provide the policy number and the full street address of the Strata Unit. We may require you to complete a claim form.

Our obligation to you under this Policy may be reduced in part or in whole if you fail to promptly notify us and that failure adversely affects our ability to dispute or defend any claim or to timely commence any claim against other persons.

5.3 Proving your loss

You must provide us with a written statement to prove your loss. This statement is to be given to us as soon as the circumstances permit, however, this must not be later than 90 days after you know the facts that will permit you to establish the amount of your loss. The following must be included in the statement:

- a) the Covered Risk which constitutes the basis of your loss;
- b) the amount of your loss;
- c) the method you used to compute that amount, or an assessment prepared by an expert; and
- d) whether you are entitled to an Input Tax Credit for the premium paid and the extent of Input Tax Credit in relation to the period during which the event giving rise to the claim happened.

If you are not in a position to calculate the amount of your loss when notifying us of your claim, you must inform us. Thereafter, you must notify us of the amount of your loss in a written statement promptly after your loss can be established. You must also explain how you calculated that amount or provide us with an assessment prepared by an expert.

We reserve the right to independently assess the amount of your loss, the method of calculation of your loss and any assessment prepared by an expert when you notify us of your claim.

5.4 Your obligation to co-operate

After we receive your claim notice, you must:

- a) provide us with all records, in whatever medium maintained, including books, ledgers, cheques, memoranda, correspondence, reports, e-mails, disks, tapes, and videos whether bearing a date before or after the Insurance Date which are in your possession or your Practitioner's possession which reasonably pertain to the loss or damage;
- b) take all reasonable precautions to prevent any further damages or claims;
- c) give us the opportunity to inspect your Strata Unit before any actions are taken to protect you from any Covered Risk;
- d) assist us in all our endeavours to negotiate, defend or settle any claim under this Policy and to exercise for our benefit your legal right of recovery against any other party;
- e) answer questions relating to the claim under oath.
- f) Provide us with documentation relating to Your purchase of the Strata Unit.

5.5 Our obligation to you could be reduced or cancelled

If you fail or refuse to meet the obligations described in Clause 5.4 (a)-(e) inclusive, and that failure affects our ability to assess and dispose of your claim, discharge our duty under the Policy or adversely affects our ability to dispute or defend any claim or to timely commence any claim against other persons, then our obligation to you could be reduced or cancelled.

5.6 Legal Action – your duty to co-operate**5.6.1 Defence of litigation**

If we elect to defend a court case related to a claim, we have the right to select the lawyer to handle such defence (subject to your right to object for reasonable cause) and we will not be responsible for or pay the fees of any other lawyer. We will not be liable for any fees, costs or expenses incurred by you in the defence of those stated claims which allege matters not covered under this Policy, or for any loss or damage for liability voluntarily assumed by you in settling any claim or proceeding without our prior written consent.

5.6.2 Right to prosecute any claim

We have the right, at our sole cost, to commence and prosecute any action or proceeding or to do anything else which in our opinion may be necessary or desirable to establish the estate or interest in the Strata Unit as indemnified, or to prevent or reduce your loss or damage. We may take any appropriate action under the terms of this Policy, whether or not we are liable hereunder, and by doing so we shall not be taken to have conceded any liability or waived any provision of this Policy. If we exercise our rights under this paragraph, we will do so diligently.

5.6.3 Final court determination

Whenever we have brought an action or filed a defence as required or permitted by the provisions of this Policy, we may pursue any litigation to a final determination by a court of competent jurisdiction and we expressly reserve the right, in our sole discretion, to appeal against any judgment or order.

5.6.4 Your co-operation

In all cases where this Policy permits or requires us to prosecute or meet the cost of any defence of any action or proceeding, you give us the right to participate in such action, proceeding or appeal and allow us, at our sole option, to use your name for this purpose. If we request, you must, at our expense, give us all reasonable assistance and help us in:

- a) securing evidence, obtaining witnesses, prosecuting or defending the action or proceeding or effecting a settlement; and
- b) any other lawful act which in our opinion may be necessary or desirable to establish Title to the estate or interest the Strata Unit.

5.6.5 Mitigation

Following an event which may result in a claim, you must take all reasonable precautions to prevent further loss or damages or further claims.

6. OUR CHOICES WHEN YOU NOTIFY US OF A CLAIM

If you make a claim under this Policy for which we are liable can do one or more of the following:

- a) pay the claim against the Title to your Strata Unit;

- b) negotiate a settlement;
- c) prosecute or defend a court case related to the claim;
- d) pay you the amount required by the Policy;
- e) take other action that will protect you;
- f) pay the Policy Amount and costs, legal fees and expenses incurred up to the time of payment which we are obligated to pay. Upon payment of the Policy Amount the Policy will be cancelled.
- g) for a claim under Clause 2.1 (h)(iii), we have the following options:
 - i. Subject to any applicable Exclusions or Exceptions from Cover, where the cost of removing, upgrading, rectifying or rebuilding the structure or part of the structure which does not comply with or was built or modified without obtaining building or development approvals from the relevant Local Authority is less than \$25,000, we will pay the costs of removing, upgrading, rectifying or rebuilding the structure or part of the structure as an Authorised Expense;
 - ii. Subject to any applicable Exclusions or Exceptions from Cover and subject to Clause 7.1 of this Policy, where the cost of removing, upgrading, rectifying or rebuilding the structure or part of the structure which does not comply with or was built or modified without obtaining building or development approvals from the relevant Local Authority is greater than \$25,000, we may:
 - 1. pay the costs of upgrading, rectifying or rebuilding the structure or part of the structure as an Authorised Expense; or
 - 2. end the coverage for the claim by removing or paying the costs of removing the structure or part of the structure which does not comply with or was built or modified without obtaining building or development approvals from the relevant Local Authority as an Authorised Expense and paying you your Actual Loss as determined by an appraisal conducted by a member of the Australian Property Institute together with any Authorised Expenses incurred up to that time which we are obligated to pay.
 - 3. the appraiser will be selected and instructed by us. We will pay the appraiser's fees and expenses.
 - 4. in the event that a dispute arises between you and us regarding the value of the Actual Loss, the value of the Actual Loss will be finally determined by a further appraisal conducted by a member of the Australian Property Institute. You will select the further appraiser from a list of at least (2) two appraisers to be provided by us. The further appraiser will be instructed by us. The further appraisers will not have been previously instructed by us in relation to your claim. We will pay the further appraiser's fees and expenses. Upon payment to you of the finally determined Actual Loss and any applicable Authorised Expenses, our liability and obligations to you in relation to the claim, other than to make the payment required, shall terminate, including any liability or obligation to defend, prosecute, or continue any litigation.

7. EXTENT OF OUR LIABILITY

7.1 Our liability for claims

Our total liability under this Policy (excluding Legal Fees) will be the lesser of:

- i. your Actual Loss; or
- ii. the Policy Amount when the claim is made; or
- iii. \$160,000 if the claim is made under Covered Title Risk 2.1 (h)(iii) of the Policy.

If we are notified of a liability for a claim against your Title, and we remove it within a reasonable period of time, we will have no further liability for the claim.

7.2 Reduction of Cover

The amount of Cover payable by us under this Policy will be reduced or terminated by any or all of the following:

- a) all payments made under this Policy. However, the Policy Amount will not be reduced for Legal Fees;
- b) any amount we pay to the holder of any mortgage shown in this Policy or a later mortgage given by you;
- c) if you do anything to affect any right of recovery you may have, we can subtract from our liability the amount by which you reduced the value of that right.

8. TRANSFER OF YOUR RIGHTS - SUBROGATION

When we settle a claim, we have all the rights you had against any person or property related to the claim.

You must transfer these rights to us when we ask, and you must not do anything to affect these rights. You must let us use your name in enforcing these rights.

9. GENERAL POLICY PROVISIONS

- a) If any provision of this Policy is determined to be invalid or unenforceable under any Law or by any court of competent jurisdiction, the Policy will be deemed to omit that provision and all other provisions will remain in full force and effect.
- b) Any variation or Endorsement to this Policy will have no effect unless made in writing by us.
- c) The premium for this Policy becomes due and payable on the Insurance Date. Subject to Clause 2.1, if we do not receive the premium within 14 days of the Policy Date, we will not provide any Cover under this Policy and the Policy will be deemed not to have existed.
- d) If we fail to enforce a provision or right under this Policy, or if we grant you time or an indulgence, we will not be deemed to have given up that right.
- e) Any dispute relating to this Policy shall be subject to the law of the Jurisdiction.
- f) Any litigation or other proceeding brought by you against us must be filed only in a state or federal court within Australia having appropriate jurisdiction.

10. CANCELLATION

You may request cancellation of the Policy within 14 days of the Insurance Date or the date the Policy is received by you (whichever is the later). To do this, you must advise us in writing. We will refund all premium paid for Cover under the Policy subject to a minimum administration charge of \$50.00.

Version: 6 April, 2019