



OUR GUARD

Industrial Special Risks Protection

Product Disclosure Statement v2025_04

This document is dated 30 April 2025 and issued by Our Guard Mutual Limited ACN: 652 207 808. Distribution of this document has been authorised by:
Picnic Distribution Pty Ltd ACN 652 925 294 as Authorised Representative (AR no 1300250) of Picnic Licensing Pty Ltd ACN: 647 642 117 AFSL 532540



OUR GUARD

FOR MORE INFORMATION, CONTACT THE MANAGER OR OUR GUARD MUTUAL:

General/Membership/Protection

Telephone: 02 8310 7294

Email: hello@ourguard.com.au

Claims

Telephone: 02 8310 7307

Email: claims@ourguard.com.au

Complaints

Telephone: 02 8310 7294

Email: disputes@ourguard.com.au

Privacy

Telephone: 02 8310 7294

Email: privacy@ourguard.com.au

Mutual – Our Guard Mutual Limited

Telephone: +61 2 8310 7294

(Mon to Fri except public holidays
from 8.30am to 5.30pm, AEST)

Email: hello@ourguard.com.au

Post: PO Box 21, Buddina, QLD, 4575

Website: www.ourguard.com.au

AFS Licensee – Picnic Licensing Pty Ltd

Telephone: 02 8310 6981

Email: afsl@picniclabs.io

INTRODUCTION

ABOUT THIS DOCUMENT

This Product Disclosure Statement (**PDS**) is an important legal document. It is designed to help you understand what you need to know about Our Guard Mutual Limited (**Mutual**) and the Industrial Special Risks Protection (**Protection**) so you can make an informed choice about whether or not you wish to join the Mutual as a Member and how to apply for Protection.

The Mutual is the product issuer of the Protection. It is provided by the Mutual on the terms contained in the PDS (subject to the operation of the Constitution of the Mutual). The Mutual is managed by Picnic Services Pty Ltd (**Manager**) ACN: 638 145 418. The Protection is distributed by Picnic Distribution Pty Ltd ACN 652 925 294 (**Distributor**).

Before you decide whether to join the Mutual or to hold Protection, please read this PDS, the [Financial Services Guide](#)¹ and the [Constitution](#)² carefully.

- Part 1 of this document contains information about the Mutual, the Protection and how to become a Member of the Mutual including details about the rights and entitlements

of Members and explains the benefits and risks that are relevant to purchasing Protection.

- Part 2 of this document is the Industrial Special Risks Protection Wording. It contains the terms and conditions on which Protection is provided by the Mutual including the benefits, exclusions, conditions and other details about accessing the Protection including how to make a claim.

You will be given the opportunity to purchase Protection when you join as a Member of the Mutual. At that time, you will be given a PDS Quotation which will provide details of the Protection provided and the amount charged for that Protection (referred to as your **Contribution**).

A Schedule of Protection will be issued to you when you purchase Protection and this forms part of the terms and conditions of the Protection. See Part 2 of this document for further details.

The Mutual may update some of the information in the PDS from time to time without needing to notify you (but only if it is not materially adverse information). You can obtain a copy of any updated information by contacting the Manager or visiting [this page](#) at the Mutual website.³ A free paper or electronic copy of any updated information will be made available to you on request, at no charge. When necessary, the Mutual will issue a supplementary or replacement document.

¹ <https://www.ourguard.com.au/corporate-documents>

² <https://www.ourguard.com.au/corporate-documents>

³ <https://www.ourguard.com.au/corporate-documents>



This document contains words that may have special meaning. Such words are characterised in Title Case. Their meaning for the purpose of this document is described in the [GLOSSARY](#).

For your quick reference, there are words in this document that are linked to other parts of the document or another document. Where a link exists, the word with the link will be shown in a different colour with an underline.

ABOUT THE MUTUAL

What is Our Guard Mutual?

Our Guard Mutual is a non-profit company limited by guarantee that has been formed to operate a discretionary mutual fund to provide financial protection for the benefit of customer-owned financial institutions and aligned entities who are Members of the Mutual. The Mutual offers discretionary risk protection, including the Industrial Special Risks Protection solely to its Members. Claims on the Mutual may only be made by Members.

Industrial Special Risks Protection is one of the financial risk products offered by the Mutual. It is a financial risk product regulated under the Corporations Act 2001 (Cth) and it is not insurance – it is known as “discretionary risk protection” or “protection”.

As a discretionary mutual, the Mutual can use the combined purchasing power of its Members to spread the cost of risk and to provide additional benefits within the discretionary risk protection in areas where traditional insurers will not provide cover.

The Mutual and the Manager have worked closely with customer-owned financial institutions to design Industrial Special Risks Protection, a product that is tailored to the needs of the members of the community of customer-owned financial institutions.

Who is involved?

The Manager (AR No: 1300248) is an authorised representative of Picnic Licensing Pty Ltd (**Picnic**) ACN: 647 642 117 (AFSL No: 532540). The Manager acts as the manager for the Mutual. The Distributor is an authorised representative (AR No: 1300250) of Picnic and offers Protection on behalf of the Mutual. More information about the Manager and the Distributor is contained in the [Financial Services Guide](#)⁴.

The Manager is your first point of contact for any enquiries about membership and Protection. The Manager’s contact details are at the front of this document.

How is Our Guard Mutual managed?

The Board manages the Mutual with the assistance of the Manager who acts as a financial services and claims service provider, manager and membership administrator. The Distributor will make

⁴ <https://www.ourguard.com.au/corporate-documents>



offers of Protection to eligible property owners who wish to participate and become a Member.

The Board must abide by the Constitution of the Mutual, which sets out the objectives of the Mutual, its powers as a company limited by guarantee, the rules governing its operations, the eligibility criteria of Members, the election of directors and the conduct of Members' and directors' meetings.

It also contains the power to exercise discretion in response to a Member's claim for Protection should a Member suffer loss or damage of the type described in the Protection Wording (see Part 2 of this PDS for full details of the terms of Protection).

Each Member of the Mutual is entitled to appoint a representative to vote at a general meeting of members. One or more of the directors are also representatives of the Members.

The Board also has the discretion to appoint other non-executive and independent directors, allowing them to participate in the decision-making process and represent the Members.

Members have the right to have their claim(s) for Protection considered by the Board. The Board has the absolute discretion to accept or refuse a Member's claim for Protection. Discretionary Protection is described in more detail on page 11.

Privacy

At Our Guard Mutual, your privacy is extremely important to us. We are committed to protecting the privacy of your personal information and to handling your personal information in a responsible manner. For full information and our Privacy Policy please visit [Our Guard Privacy Policy](https://www.ourguard.com.au/privacy-policy)⁵.

HOW DOES IT WORK?

Member-based community

The structure of the Mutual means it is owned by its Members and you will be invited to join as a Member when you are offered Protection. Only Members of the Mutual are entitled to access the benefits of the Protection when they pay their Contribution.

The Mutual uses the Contributions of all Members to fund costs involved in providing the Protection and other operating costs. The Contributions collected from all Members effectively fund the payment of Protection claims by the Mutual.

The advantage of the Mutual's structure is that it provides a cost effective way for Members to manage their financial risk. By managing the risk pool in this manner along with the tax advantages, Contributions can be kept to a minimum.

As a mutual, where Members are part of a community, it is incumbent on Members to engage as a community. The power of

⁵ <https://www.ourguard.com.au/privacy-policy>



OUR GUARD

the community is that it creates scale, as a whole, allowing the variable loss experience of individual Members of the community to be pooled. Member ownership of the Mutual allows savings from that pooling to be retained by the Mutual for the benefit of the Members.

Resilient Community

The success of the community is dependent on the Members. This includes how they manage their own risks and their behaviour relative to generally accepted norms. Failure of a Member to exhibit these desirable attributes may result in the cancellation of a Member's membership and renewal not being offered on their Protection.

Strong Member Attributes

Typical Members of the Mutual are committed to proactive risk management and will have the following attributes:

- they provide information truthfully and accurately in respect to their Protection and claims;
- they fully cooperate with all reasonable requests in the course of processing their claim;
- they do not expect their Protection to fund relevant maintenance that they may need to carry out over the life of owning a Building, including but not limited to:
 - roof and gutter deterioration;
 - seals in wet areas; and
 - components that have reached end-of-life;

- they do not expect their product to protect them in situations that they can prevent, such as deliberately damaging the Building or Contents;
- they address problems as soon as they become aware of them, including arranging for leaks to be repaired; and
- they take due precaution to minimise the chance of a Loss Event or further loss including where relevant:
 - ensuring Building(s) are secured; and
 - securing the keys to Building(s).

If all Members adopt a mindful and respectful attitude to risk management then the Mutual will thrive and the pooled Contributions can be used widely to protect Members when they need it most.

When considering a Member's claim, the Mutual will expect that these attributes have been demonstrated by the Member. Where a Member has not demonstrated these attributes, the Mutual may exercise its discretion to accept the Member's claim either in part or not at all.

GLOSSARY

Words with a special meaning:

AFSL: Australian Financial Services Licence

APRA: Australian Prudential Regulation Authority

ASIC: Australian Securities & Investments Commission

Assessed Loss: The amount that we have determined is the total of the Loss to your Building(s), Loss to your Contents, Money, Breakdown of Mechanical and Electronic Equipment and Consequential Loss.

Board: The Board of directors of Our Guard Mutual Limited.

Building(s): Permanent structures, including permanently attached fixtures, fittings, carpet and structural improvements, which are owned by you or for which you have assumed financial responsibility, mainly used for commercial purposes and located within the cadastral boundaries at the Protected Address. This includes landscaping, lawns, plants, shrubs and gardens.

However, Building(s) excludes all of the following:

- Contents;
- land, earth or fill;
- temporary structures;
- Retaining Walls constructed of wood, tyres or other non-permanent materials;
- boat ramps, breakwaters and seawalls, flood walls, and levees;

- culverts and dams;
- wells and boreholes; and
- any neighbouring property owner's share in any private road, lane, right-of-way, access way, walls, retaining walls, fences, gates, pipes, cables or driveways where those things are jointly owned by you and other property owners.

Catastrophic Events: Significant events leading to large losses. Such events include but are not limited to:

- nuclear explosion or contamination, fire, flood, earthquake, tsunami, cyclone, severe storm and hail;
- pandemic and epidemic disease or health events;
- undeclared war, civil war, civil unrest, riot, insurrection, rebellion or revolution and hostilities;
- warlike acts by a military force or military personnel, or the destruction, seizure or use of property for military purpose;
- terrorism or threat of force or violence to a person or group or class of persons, or to property by one or more persons, claiming to be committed to a cause whether political, religious, ideological or similar purposes, including an intention to influence a government, or invoke fear.

Consequential Loss: Loss that occurs when the Protected Property is unable to operate as normal for your Operations due to certain interruptions or interferences.

Constitution: The current rules governing the relationship between the Mutual, its Members and Mutual Capital Instrument (**MCI**)



OUR GUARD

holders. A copy can be obtained from the Manager on request, at no charge, or viewed at [this page](#) on the Mutual website.⁶

Contents: All tenant's improvements, stock, mobile machinery, equipment, plant, fixtures, fittings and furniture which are owned by you or for which you have assumed financial responsibility and which are mainly used by you for commercial purposes.

However, Contents exclude all of the following:

- Buildings;
- animals, other than birds or fish used solely for decorative purposes;
- land, earth and fill;
- building materials;
- unset gemstones;
- Money;
- documents and manuscripts;
- any item displayed for sale;
- aircraft (except for Hobby Aircraft);
- Watercraft over 8 metres in length and associated spare parts, tools and accessories; and
- any vehicles or trailers registered or licensed to travel on a public road, and associated spare parts, tools and accessories. However, this exclusion does not apply to any vehicles temporarily registered or licenced to travel on a

public road whilst such vehicles are at the Protected Address.

Contribution: The amount we will charge you for the Protection for the duration of the Protection Period.

Damage: Physical harm to tangible property that impairs its value, usefulness or normal function.

Distributor: Picnic Distribution Pty Ltd, ACN 652 925 294 (AR No 1300250)

Employee: Any person that you have the right to direct who is:

- employed by you;
- apprenticed to you;
- hired or seconded from another party by you;
- an executive, director or officer of your business whilst performing acts falling within the scope of the usual duties of an employee; or
- a voluntary worker.

Glass: Glass which you own or for which you are legally responsible, that is:

- glass or plastic material used as glass fixed in external windows, doors, showcases or skylights forming part of the Building(s);
- glass or plastic material used as glass in internal partitions, windows and doors, counters, shelves and/or stock restraints, furniture and interior showcases, fixed and

⁶ <https://www.ourguard.com.au/corporate-documents>



OUR GUARD

hanging mirrors and any other fixed internal glass contained in the Building(s); and

- baths, sinks, lavatory bowls and vitreous china cisterns, washbasins and pedestals forming permanent fixtures.

GST: Goods and services tax per the meaning given in the A New Tax System (Goods and Services Tax) Act 1999.

Hobby Aircraft: Any machine or apparatus, with or without an engine, which is capable of flight and does not require a licence to operate.

Hurdle: The amount which your claim must exceed to be protected. The amount may vary by type of claim and will be shown on your PDS Quotation and Schedule of Protection.

Income: The money paid or payable to you arising from your Operations including tithes, offerings, gifts, donations, grants, government subsidies, proceeds of sales, rent (including money paid as outgoings by the lessee under the terms of the rental or leasing agreement) and other receivables after the deduction of all discounts allowed.

Interested Party: Is a person with a financial interest in the Protected Property. You may tell us about Interested Parties when you apply for your Protection and they will be noted on your Schedule of Protection.

Limit(s) of Protection: The limit(s) that apply to the Protection, as stated in this PDS, your PDS Quotation or on your Schedule of Protection.

Loss, Losses, Lost: Sudden and unforeseen physical loss.

Loss Event: An event, including continuous or repeated exposure to substantially the same conditions, which results in Property Damage that is neither expected nor intended.

Mechanical and Electric Equipment: Any heating, cooling, venting device or machinery, plant, and hand-held power tools or any other motorised or powered device or machinery, including automated teller machines.

Member: A person, corporation, organisation or entity that has been admitted to membership of the Mutual in accordance with the Constitution and, subject to the Constitution, is entitled to claim under the Protection.

Money: Legal tender including bank notes, coins, bullion, cheques, bills of exchange and promissory notes, belonging to you or for which you are legally responsible.

Operations: The business, activities or services specified in your Schedule of Protection including any related incidental activities.

Our Guard Mutual, the Mutual: Our Guard Mutual Limited, ACN: 652 207 808.

PDS Quotation: The document titled 'Product Disclosure Statement Quotation' issued by the Mutual prior to purchasing the Protection that provides details of the Protection, including a quote for the amount of your Contribution, and which forms part of this PDS.

Personal Effects: Personal belongings, but not including cheques, Money, credit cards or negotiable instruments.

Picnic: Picnic Licensing Pty Ltd, ACN: 647 642 117 (AFSL No: 532540).



Picnic Services Pty Ltd, the Manager: Picnic Services Pty Ltd, ACN: 638 145 418 (AR No. 1300248).

Product Disclosure Statement (PDS): The document and any Supplementary Product Disclosure Statement we issue for this product.

Property Damage: Physical loss, physical destruction or physical injury to tangible property, specifically excluding personal injury to any person.

Protected Address: The addresses and place(s) noted on your Schedule of Protection where the property subject to the Protection is located. In addition, any place where an automated teller machine owned by you is located but only in respect of the automated teller machine itself and not the building in which it is located.

Protected Property: Your Building(s), Contents, Money and Mechanical and Electronic Equipment at a Protected Address.

Protection Period: The duration of your Protection as stated in your Schedule of Protection.

Protection(s), Industrial Special Risks Protection: A miscellaneous financial risk product used to protect industrial special risks, issued to a Member in accordance with the Constitution. The Industrial Special Risks Protection is described in this PDS.

Retaining wall: A wall which is not part of a building, designed to hold back or prevent the movement of earth or water.

Schedule of Protection: The current Schedule issued by the Mutual to you which sets out the scope and extent of the Protection including any Special Conditions applying to the Protection(s).

Special Condition: An additional term applied specifically to your Protection over and above the terms included in this PDS.

Specified Protection Amount: The amount(s) we agree to protect the Protected Property and Consequential Loss for. The amount(s) and the details of the Protected Property are noted on your PDS Quotation and Schedule of Protection and is the most we will pay if you claim for Loss or Damage to that property or for Consequential Loss.

Tax Invoice: The invoice issued to you by the Mutual which sets out the amount of your Contribution and any other amounts payable.

Total Loss: Loss that occurs when the Protected Property is totally destroyed or is damaged in such a way that it can be neither recovered nor repaired for further use.

Watercraft: Any vessel, craft, or thing made or intended to float on or in or travel on or through or under water. This also includes the Watercraft's:

- hull, motors and machinery;
- equipment and accessories;
- sails, masts, spars, booms and fittings, standing and running rigging;
- trailer; and
- tender and life boats.

we, us, our: Our Guard Mutual.



you, your(s): A Member who holds a Protection as described in your Schedule of Protection.

PART 1

IMPORTANT INFORMATION

DISCRETIONARY RISK PROTECTION

Why does the Board have discretion to approve claims?

By offering Protection that is discretionary and not an insurance product, the Mutual is able to offer its Members a financial product for management of their risks without establishing an insurance company. The Board has the absolute discretion to accept or reject a Member's claim. Discretionary protection is a financial product which is regulated by ASIC. Picnic is also supervised by ASIC, as the holder of the AFSL in relation to offers of this product by the Distributor and the Mutual.

APRA regulates insurance companies, but not discretionary mutuals such as Our Guard Mutual. This means the Mutual is not subject to the prudential standards which apply to insurance companies and are set by APRA or the provisions of the Insurance

Act 1973 (Cth). The Protection is not subject to the Insurance Contracts Act 1984 (Cth).

Insurance is different to Protection because an insurer must indemnify a policyholder if the claim comes within the policy terms and conditions. Protection involves the Board deciding whether to exercise its discretion to pay a claim based on its understanding of the Member's claim and its potential impact on the financial position of the Mutual.

The Board's discretion will be exercised fairly and consistently, and with all due consideration to the merits and circumstances of each claim and the terms and conditions for the Protection set out in Part 2 of this document. The Board comprises non-executive independent directors as well as representatives for the Members, the Manager, and representatives acting for MCI holders, in accordance with the Corporations Act 2001 (Cth).

The Board sets guidelines to ensure that they exercise discretion in the interests of the Members and they will consider whether your claim falls within the Protection Terms and Conditions when deciding whether you qualify for the payment of your claim.

Notwithstanding that the Protection offered is not insurance, the Board seeks to maintain adequate claims provision, surplus assets, and insurance cover (to protect the Mutual from financial exposures). The Mutual also abides by governance policies and protocols which are benchmarked to the standard of the generally accepted practices expected of a general insurer as contained in APRA's prudential standards. There is no guarantee from the



OUR GUARD

Federal Government's Financial Claims Scheme in the event of insolvency of the Mutual.

This PDS explains the scope of protection available to Members including the risk management and other behaviours expected of Members and this gives Members an indication of the circumstances when the Board is likely to exercise its discretion in favour of the payment of a Member's claim.

What are the Significant Risks?

Protection is a financial product and you should be aware of the following:

- Protection is not an insurance product.

The Protection is a 'miscellaneous financial risk product'. This means that there is no automatic right of indemnity under the terms of the Protection. Instead, there is an automatic right to have a claim considered and the Member may ask the Board to exercise their discretion to indemnify them for the loss. The payment of all claims is at the discretion of the Board.

- Whether there is adequate funding of the Mutual

If the number of claims made in any one year by all Members exceeds the amount of Contributions that the Mutual has set aside to pay claims, there could be a risk that a Protection claim would not be paid.

To address this risk, the Manager provides the Mutual with professional advice as to the adequacy of the Contributions to meet likely claims liabilities. In addition, the Mutual purchases its

own insurance cover that may meet claims that exceed the Mutual's self-retention limit or that covers a given proportion of claims.

Upon the occurrence of a Catastrophic Event, the Board may make a decision not to pay any claims resulting from that event, or to make a reduced payment, in the interests of all Members. For instance, the Board may exercise its discretion to pay claims on a proportional basis depending on the total amount of Contributions collected from its Members and the number and size of claims, as a way to ensure that all Members with claims caused by a particular Catastrophic Event are treated fairly.

- A Member could lose their Protection entitlements if their membership is cancelled

The Mutual is operated for the benefit of all Members. The Board reserves the right to expel Members in circumstances which are in the best interests of the Members as a whole, or where a Member breaches the rules of membership.



OUR GUARD

FINANCIAL INFORMATION

Cost of Protection

A Contribution is the amount you pay to the Mutual for each Protection Period. Because the Mutual is a not-for-profit entity, there is no 'profit factor' built into the calculation of your Contribution. The Mutual calculates the amount of the Contribution based on key factors which are relevant to your risk. The cost of your Protection depends on factors such as:

- The Limit(s) of Protection. The higher the Limit(s), the higher the Contribution.
- The Protected Address(es). The higher the risk at the address, the higher the Contribution.
- The amount of your Hurdle. The lower the Hurdle, the higher the Contribution.
- The previous claims experience. The higher the previous claims experience, the higher the Contribution.
- Our expenses of doing business, including payments we make to intermediaries. The higher these expenses, the higher the Contribution.
- Other factors such as the construction, age and security of your Buildings. The higher the risk for these factors, the higher the Contribution.

The amount of your Contribution will be shown in dollars on the PDS Quotation. If you decide to purchase the Protection, this amount will be confirmed in dollars on your Tax Invoice.

Tax implications

Your Contributions may be tax deductible. Contributions will be subject to GST and GST will be included in your PDS Quotation when we offer the Protection to you.

There are no stamp duty or other insurance taxes (e.g. emergency services levy) payable on the Contribution.

The Mutual does not provide any advice on the individual tax treatment for Members of having membership and Protection or the treatment of any claims that are paid to Members. Members should seek their own advice on tax issues, including the availability of any tax deductions.

Dealing with surplus

At the end of the financial year, there may be a 'surplus' of funds held by the Mutual – this is the amount that the Mutual retains and has not paid out in claims to Members.

The Mutual may in its discretion reserve these funds for additional and likely claims from Members and/or apply a surplus from a previous financial year to assist claim payments in future years. These funds can also be used by the Mutual to offer other benefits, reduce Contributions for Members, provide increased protection to Members, pay a dividend to MCI holders where appropriate to do so, or for any other use approved by the Board on the grounds that it is considered beneficial to the membership base (e.g. the development of risk management programs) or which is permissible under the Constitution.



OUR GUARD

Unlike other public companies, Members are not entitled to receive surplus funds on voluntary winding up or after the closure of the financial year in order to preserve the tax treatment.

If the Mutual is wound up, it could use a surplus for the purposes of its objects including in any successor mutual or risk vehicle, to offer other products and services that benefit the Members or by transferring the surplus to other non-profit organisations which provide benefits to the Members.

Estimating future payments

On the advice of its professional consultants and the Manager, the Mutual will calculate the total amount of Contributions that is reasonably required to ensure that the Mutual will have appropriate financial resources to discharge claims liabilities.

Each year, the Mutual will model its future claims liabilities to Members based on a mathematical model and actuarial advice. The Mutual will manage these future liabilities and payments through its risk assessment process and reserves.

PROTECTION PERIOD

At least 28 days before the end of the current Protection Period, you will be provided with an offer to renew your Protection for another year or you will be notified that the Mutual is unable to renew your Protection.

If we notify you that your Protection will not be renewed, the Protection will cease on the end date and time of the Protection Period shown on your current Schedule of Protection.

If we offer to renew your Protection, the notification document will include an updated Schedule of Protection. The terms of the Protection offered for the next period may be different from those that applied in the current period.

Any adjustments to your Protection will be clearly communicated and may include the amount of your Contribution, Hurdle, Specified Protection Amount for your Buildings and/or Contents, and Special Conditions. We may also issue a new PDS or update this PDS if the Protection offered changes substantially.

CANCELLING PROTECTION

You may choose to discontinue your Protection at any time. This can be done in a number of ways:

- Email us at hello@ourguard.com.au.
- Call us on 02 8310 7294.

During cooling off period

Where you cancel within 20 days of the commencement of the Protection Period and you have not lodged a claim relating to that period, you will be fully refunded any Contribution that has been collected for that period. This is known as the cooling off period.



OUR GUARD

After cooling off period

If you choose to cancel at any other time, a refund will be provided for the period between the cancellation date and the end of the current Protection Period (**cancelled Protection Period**). The amount of the refund will depend on the proportion of the total year's hazard that applies to the cancelled Protection Period and may not be proportional to the remaining Protection Period. For example, the storm/cyclone season from October to April presents a higher hazard than the rest of the year.

In certain circumstances the Mutual may cancel a Member's Protection prior to the end of the current Protection Period and a refund may be provided for the cancelled Protection Period. In such circumstances a refund of your Contribution may be made on a pro rata basis. If you have made a claim during the Protection Period and we cancel your Protection, your Contribution may not be refunded.

No refund will be provided where:

- You have lodged a fraudulent claim or grossly misrepresented information about you in the application for protection; or
- You have not paid your Contribution within 14 days of its due date.

CHANGING PROTECTION

You need to tell us within 30 days if your circumstances change in such a way that may require changes to your level or type of Protection, or that increase the risks that are relevant to your Protection. In particular, you need to advise us if any of the answers provided in your application for Protection are no longer correct.

You can do so by emailing us at hello@ourguard.com.au or calling us on 02 8310 7294. Any changes to your Protection will take effect from the date and time you nominate in the future, which may be any time from when you advise us of the change through to the end of the current Protection Period. We will issue you with an amended Schedule of Protection where relevant.

Your Contribution for your current Protection Period may change depending on the nature of the update. We will advise you promptly if additional Contributions must be paid by you. Additional Contributions will be due 14 days from when we issue you an amended Schedule of Protection. The amended Schedule of Protection will also advise what action we will take if you do not pay your additional Contributions by the due date.

Where the changes are made after you have been offered to renew your Protection for a future Protection Period, a revised offer to continue Protection will be prepared and sent to you based on your new circumstances.



PART 2

PROTECTION WORDING

Limits apply to this Protection. They are summarised in the LIMITS OF PROTECTION section.

THE PROTECTION

Loss to Your Building(s)

We may protect you for loss, destruction or damage to your Building(s) at the Protected Address(es).

Loss to Your Contents

We may protect you for loss, destruction or damage to your Contents at:

- the Protected Address(es);
- any other location where your Contents are located for a continuous period not exceeding 45 days; or
- any other location where you or your officials or Employees are working or living for a continuous period exceeding 45 days.

We may also protect loss, destruction or damage to the Personal Effects of officials or Employees which occurred at the Protected Address(es), to the extent that these items are not otherwise covered by policies of insurance.

Consequential Loss

We may protect you during the period that you are unable to operate as normal for:

- **Loss of Income:** The loss of Income that normally would have applied, less savings to your normal operating expenses that have ceased or reduced due to the Loss; and
- **Increased cost of working:** Additional expenditure you incur in order to lessen the reduction in Income, resume or maintain your normal Operations,

where interruption or interference with your Operations is caused by:

- Loss, Damage or destruction of Building(s) or Contents at the Protected Address(es);
- Damage to computer installations utilised by you;
- landslide, bushfire or flood that directly prevents or hinders access to the Protected Address(es);
- interruption in the supply of communication services, electricity, gas, water or sewerage utilised by you;
- an outbreak of human infectious or contagious disease or the discovery of an organism likely to result in human infectious or contagious disease, but only where the interruption is directly caused by the disease or organism being present at the Protected Address(es);
- the orders of a civil, public or other authority that impact access to or the use of the Protected Address(es), except where this is directly or indirectly related to an outbreak of



OUR GUARD

human infectious or contagious disease or an organism likely to result in human infectious or contagious disease;

- bomb threat;
- poisoning directly caused by the consumption of food or drink provided by you at the Protected Address(es);
- death or injury occurring at the Protected Address(es); or
- the interruption of business of a supplier caused by property damage at the supplier's premises.

Money

We may protect you for loss of or damage to Money which occurs while the Money is:

- in your Buildings at the Protected Address(es);
- in one of your automated teller machines;
- in transit to or from the Protected Address(es) and is in custody of a contracted security firm or one of your officials or Employees; or
- in a securely locked safe.

Breakdown of Mechanical and Electronic Equipment

We may protect you at the Protected Address(es) for:

- breakdown of mechanical equipment;
- explosion of boilers and pressure vessels;
- breakdown of electronic equipment; and

- the cost of alternative equipment to replace the damaged equipment whilst awaiting completion of repair or replacement.

Glass

We may protect you at the Protected Address(es) for:

- loss, destruction or damage to Glass;
- temporary repairs, installation of shuttering and/or the hire of security services pending the replacement of the broken Glass;
- the removal, repair and refixing of window and showcase frames, fittings and tiles to enable replacement of the broken Glass;
- the cost of replacing signwriting or ornamentation on the Glass and replacing heat reflecting material or process on the Glass; and
- the cost of replacing burglar alarm tapes and testing to re-establish security for the Protected Property.

ADDITIONAL BENEFITS

When we accept a claim for a loss protected by the Protection, you can also claim for related costs in addition to that loss, as detailed in this section.

Limits apply and are summarised in the [LIMITS OF PROTECTION](#) section on page 18 of this document.



OUR GUARD

Make-Safe, Demolition and Debris Removal

The reasonable cost of:

- emergency building repairs needed to prevent further loss or damage and make your Building(s) safe and secure;
- demolishing and related removal of damaged Buildings or part thereof;
- removing debris and/or damaged Contents from the location of loss;
- cleaning up the location; and
- firefighting costs and other costs to prevent or limit imminent damage to the Building(s) and Contents protected by the Protection.

Professional Fees and Claim Preparation Costs

The reasonable cost of:

- professional fees for an engineer, architect or surveyor required as a result of the building works required following the loss, destruction or damage; and
- professional fees for financial advisers (including fees of accountants, loss adjusters and/or valuers you appoint) and such other reasonable expenses incurred by you for the preparation of claims for a loss protected by the Protection.

LIMITS OF PROTECTION

The following limits apply to the Protection.

Loss to Your Building(s)

The reasonable cost to rebuild your Building to a similar standard and quality to that which applied before the loss (full replacement). This reasonable cost will be the amount determined by either a property assessor or valuer appointed by the Mutual at the time of the loss.

In addition to the amount above, for rebuilding you are protected for the reasonable cost of safe and secure storage of your Contents for the duration of the rebuilding works.

Where the loss arises due to gradual forces or gradual damage, the Protection is limited to \$10,000 per Loss Event (whether it involves either or both a Loss and/or Damage).

Loss to Your Contents

- For items that are individually recorded on your PDS Quotation and Schedule of Protection, the Specified Protection Amount for the item as relevant.
- For items that are NOT individually recorded on your Schedule of Protection, \$250,000 per item, to the aggregate limit per Loss Event recorded on your Schedule of Protection.
- For Personal Effects of officials or Employees, \$20,000 per Loss Event.

If your Contents are physically lost or destroyed and cannot be restored, repaired or replaced, subject to the limits above, the higher of:

- the market value immediately prior to the Loss;



OUR GUARD

- the value as evidenced by a recent valuation; or
- the value as determined by a suitable expert who is able to place a value on the Contents from photos or other descriptive information.

Consequential Loss

- The limits recorded on your Schedule of Protection.

Money

- The limits recorded on your Schedule of Protection.

Breakdown of Mechanical and Electronic Equipment

- The limits recorded on your Schedule of Protection.

Glass

- The reasonable cost to repair or replace the Glass.

Make-Safe, Demolition and Debris Removal

Your PDS Quotation and Schedule of Protection show in dollar amounts (where this can be determined) the Limits of Protection that apply to your Protected Property, which are described below:

For Your Buildings

- Up to 20% of your Buildings' full replacement value.

For Your Contents

- Up to 10% of the Specified Protection Amount for your Contents.

Professional Fees and Claim Preparation Costs

- \$250,000 in total per Loss Event, unless otherwise shown on your Schedule of Protection.



EXCLUSIONS

The Board will not exercise its discretion to pay claims under this Protection arising in connection with any of the following circumstances:

- A dishonest, fraudulent, reckless, criminal or malicious act or omission by you or by any official or Employee except where it occurs without prior knowledge or reckless disregard.
- A deliberate breach of any statute or regulation by you or by any office bearer, official or Employee except where it occurs without prior knowledge or reckless disregard.
- Loss of Money caused by fraud or dishonesty by you or any official or Employee.
- Theft caused by you or any official or Employee.
- Loss, destruction or damage to Watercraft while in water.
- Loss, failure or damage which is covered by a warranty under which you can claim.
- Termites, insects, birds or vermin have caused loss or damage (other than when it causes subsequent water or fire damage).
- Your Building(s) or Content(s) are damaged, destroyed or contaminated by pollutants or pollution and there is no other damage at the Protected Address.
- Hydrostatic pressure causes damage to in-ground structures such as pools, spas or tanks.
- Any part of your Building(s) or Content(s) are damaged or destroyed in the course of construction, reconstruction or maintenance of contract value over \$500,000 (other than such situations that occur in the course of undertaking works relating to a claim for loss or damage under this Protection).
- You fail to prevent, contain or repair bursting, leaking, discharging or overflowing of fixed apparatus, fixed tanks or pipes used to hold or carry liquid within a reasonable period of time after becoming aware of damage or a leak.
- Loss, destruction or damage to your Building(s) or Content(s) occurs due to maintenance failures or failing to carry out reasonable repairs and maintenance.
- Equipment breakdown occurs after you became aware that the equipment was defective or required repair or rectification of a defect.
- Your mechanical equipment fails due to overloading, excessive stress, rust or corrosion or is at the end of its life.
- Loss, destruction or damage that is otherwise covered by a policy of insurance.

CLAIMS

Making Claims

You can report a claim online at our website www.ourguard.com.au/claims, by calling us on 02 8310 7307 or emailing us at claims@ourguard.com.au.

We may subsequently need you to provide additional information or make your Building(s), Contents and/or financial records available for assessment or inspection by us or our representative.

As a Member of the Mutual when the Loss or Damage occurred, you will have an automatic right to have your claim for Protection considered by the Board.

The Manager will support the Mutual to manage claims and may make recommendations to the Board on whether or not to accept a claim and the amount to be paid. At its discretion, the Mutual may elect to take over the management or defence of any subrogated claim or recovery action.

The Board's discretion to refuse or reduce a claim is absolute. The Board has the power to pay claims that do not fall within the terms and conditions in Part 2 of this document. If the Board exercises its discretion not to pay the claim, or to pay only part of the claim, we shall advise you promptly.

In the event that a claim is submitted and there is fraudulent or dishonest conduct on the part of a party who is not a Member, the Board will make an assessment of all of the circumstances that led

to the loss or damage in deciding whether to pay the Member's claim or not.

Assessing Claims

Each claim can only relate to a single incident. If there is more than one incident, a separate claim will need to be submitted.

You must not repair, sell or dispose of any property prior to advising us of the loss or damage and allowing us the opportunity to assess the loss or damage, unless emergency repairs are required to prevent further loss or damage to the Protected Property.

We require you to give us and the Manager your full cooperation and comply with all our reasonable requests in relation to your claim, including but not limited to;

- supplying all information completely, truthfully and honestly about:
 - the incident giving rise to the claim; and
 - you or anyone else protected under your Protection;
- providing assistance needed to recover our costs from other parties;
- within a reasonable timeframe of our request, providing any information, written statements, evidence and help we may need in defending, prosecuting and investigating the claim;
- attending an interview with our assessor or investigator;
- assisting any agents appointed by us (such as solicitors); and
- attending court to give evidence.



OUR GUARD

If you receive any demand or claim arising out of any incident, copies of these are to be sent to us immediately. Furthermore, you must assist us in taking or defending legal action in your name, including providing statements to legal representatives and appearance at trial or any other court proceedings.

Claim Hurdles

All claims are subject to a Hurdle which is displayed on your PDS Quotation and Schedule of Protection.

At the time of the claim, the amount determined as the loss under the Protection (the **Assessed Loss**) will be compared to the Hurdle. If the Assessed Loss does not exceed the Hurdle, your claim will not be paid.

Accepting Claims

In most cases your claim will be accepted by the Mutual when you first make the claim. This acceptance may be subject to the assessment of the loss or damage.

Where the claim is not able to be immediately accepted, it will be presented for review by the Board, or a committee appointed to represent the Board.

Settling Claims

We will never pay more than the limits described in the [LIMITS OF PROTECTION](#) section and shown on your PDS Quotation and Schedule of Protection.

We have the choice to settle your claim in many ways, including:

- paying for the reasonable cost of repairs;
- replacing/rebuilding the lost or damaged item(s);
- paying you a cash settlement or providing you with a store voucher for an amount equal to the reasonable cost of repair or replacement of the lost or damaged item(s); or
- any combination of the above.

When your Building(s) is declared a Total Loss we will first check whether there is an amount owed to an Interested Party. If that is the case, the Interested Party will have first claim against the payment from your claim. Where the amount owed to the Interested Party exceeds the claim payment, you will be responsible for the remaining debt to that party. Any surplus funds available from the claim payment after considering Interested Parties will be reimbursed to you.

When repairing your Building(s), we will always try to match colours and materials, but where products are unavailable we will use the closest possible match that is available. Additional costs resulting from the unavailability of matching materials are not protected by the Protection. Whether we settle your claim by replacing, repairing or rebuilding, it will only be for the damaged areas of your Building(s). We will not pay for the costs to replace, repair or rebuild undamaged areas.

We will use the replacement value to determine the value of your Contents at the time of a loss. Where an identical item is no longer available, we will determine the replacement value on an item that is comparable.



After we have settled a claim, we may assert our rights of subrogation and assume ownership of the items claimed. You will be required to give to us all associated parts as relevant (such as remote controls) at this time.

We may commence or defend legal action in your name and recover our costs from a third party.

Appointing a Representative

If you want to appoint someone to represent you in relation to your claim, then you need to tell us and we need to agree. You can appoint someone to manage your claim for you like an employee or volunteer.

However, you can't appoint someone who has a conflict of interest – for example, someone who supplies goods or services to the Mutual that relate to your claim such as a repairer/builder.

COMPLAINTS

Making a Complaint

We are committed to ensuring our products and services meet your expectations and we value feedback on how we are performing. Our customer care team is the first point of contact and will aim to resolve your complaint. [CONTACT DETAILS](#) are set out on page 2.

We will acknowledge your complaint immediately and we will attempt to resolve your complaint within 15 business days of the date we receive your complaint.

The Board sets guidelines to ensure they exercise discretion fairly and consistently and in the interests of all Members when considering the merits of a claim. The Board also considers the terms of the PDS when determining claims for Protection.

If you wish to dispute the decision about a claim made by the Mutual, please contact us in the first instance by making a written submission to the Mutual and asking the Board to reconsider their decision.

If you have a complaint about any of the services provided by us or any other person engaged by us, please contact Picnic on the contact details provided on page 2 of this document.

Escalating a complaint

If you are not satisfied with our decision or if your complaint remains unresolved after 15 business days, you may refer the matter to our Internal Dispute Resolution (**IDR**) team.

Disputes processed by the IDR team will be presented to a Review Committee. The review will be guided by the principles of good faith, equity and merit. If you are still unhappy with the outcome, you can choose to have the matter resolved externally.

External Dispute Resolution

If you are not satisfied with the outcome of your complaint or we do not resolve your complaint within 30 calendar days of the date



OUR GUARD

on which we first received your complaint, you can contact the Australian Financial Complaints Authority (**AFCA**). This independent body provides its service free of charge and we will abide by the outcome. The decision is not binding on you.

AFCA is an external complaints resolution scheme approved by ASIC to provide free advice and assistance to consumers to help them in resolving complaints relating to members of the financial services industry. Information about AFCA, and the types of disputes that it can consider, can be found at its website.

Membership of AFCA is held by Picnic as the authorising licensee of the Mutual, Manager and Distributor

AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)

Phone: 1800 931 678

Website: www.afca.org.au

Email: info@afca.org.au

Post: GPO Box 3, Melbourne VIC 3001.