

TRANSIT AND STORAGE INSURANCE BENEFITS

PRODUCT DISCLOSURE STATEMENT



Preparation Date: 01 November 2009

IMPORTANT INFORMATION

Property transited or stored by Walkers Moving and Storage Pty Ltd trading as Walkers Moving and Storage ABN 70 010 176 002 (Walkers) can be subject to a number of risks, some for which Walkers is not liable. Your agreement with Walkers relating to the relevant property to be transited and/or stored, restricts Walkers' liability for loss or damage in certain circumstances (See the terms and conditions of the Agreement for Removal and Storage provided to you by Walkers). For example Walkers is not liable for damage to your goods which results from any cause beyond Walkers' control.

SUMMARY OF THE COVER

You may be able to access certain insurance benefits under an insurance policy Walkers has entered into with the insurer WFI, a trading name of Wesfarmers General Insurance Limited (ABN 24 000 036 279) ("WFI") (Policy number 09 MCA 2402992) ("the Policy").

WFI's contact details are:

Telephone: 1800 199 755

Post: Locked Bag 1,
Bassendean DC WA 6942

Wesfarmers General Insurance Limited is an Australian Financial Services Licensee (AFSL No 241461) authorised to issue, vary and cancel general insurance products and provide general financial product advice in relation to general insurance.

You can apply to access the:

- Transit Insurance Benefit or the Overseas Transit Insurance Benefits that provide cover while your Property is being Transited anywhere in Australia or overseas (as applicable); and/or
- Storage Insurance Benefit which provides cover during Storage of your Property in Australia,

by Walkers, subject to the terms of this insurance which apply (See the Cover Section on page 3 of this document for full details of the cover provided).

You can also apply to access one or more Optional Insurance Benefits which provide cover that would otherwise be excluded under the insurance benefits:

- Mould and Mildew (only available where you have access to a Transit Insurance Benefit or overseas Transit Insurance Benefit and Walkers or a packing agent approved by WFI packs your Property)
- Electrical and mechanical derangement (only available where Walkers or a packing agent approved by WFI packs your Property)
- Pairs and Sets

It is not compulsory for you to access the insurance benefits and you may obtain your own insurance to cover the relevant risks or choose to bear the risks yourself.

WALKERS' ROLE

Walkers is not the insurer or the agent of the insurer of the insurance benefits, but is the contracting insured under the Policy with WFI which you can access (See Applying for access to the benefits below).

It does not hold an Australian Financial Services Licence and is not authorised to provide any recommendations or opinions about this product or to otherwise provide any financial product advice. You should consider obtaining financial product advice about this product from a person who is able to give such advice under an Australian Financial Services Licence.

Before making a decision about whether you want to access an insurance benefit, please read the terms of this product and you can contact the insurer if you have any queries.

WHAT IS THE NATURE OF YOUR RIGHTS UNDER THE POLICY?

The legal nature of your rights under the Policy vary depending on the cover selected.

You will in all cases have a right to make a claim under the Policy directly with WFI for the relevant insurance benefits (see the Cover Section for details of what the benefits are).

If the Overseas Transit Insurance Benefit is accessed your cover may be subject to the Marine Insurance Act.

If not, the *Insurance Contracts Act 1984 (Cth)* applies and when you elect to be covered you fall within the category of person who gets automatic access to the insurance benefits set out in this document under section 48 of the Act.

If you have any queries in relation to the insurance benefits, contact the WFI office for your State on the number or address shown on the back page.

APPLYING FOR ACCESS TO THE BENEFITS

Before you apply or decide, you must read the following important information to ensure you understand the features, benefits and risks of the insurance benefits you are accessing.

To make sure that you can readily understand your rights and obligations, this document has been written in plain English. Those words that are used in special ways are explained in the Words With Special Meaning Section on page 5. All the other words in this document have the meanings set out in the Macquarie Dictionary (current edition) so that you can easily find out what they mean.

Walkers and WFI can provide you with factual information about the insurance benefits. Walkers cannot provide any recommendation or opinion as to whether the insurance benefits are appropriate for you or not. You need to make this decision yourself after carefully reading this document and where appropriate, seeking advice from a person who is able to give such advice under an Australian Financial Services Licence.

A quotation can be provided based on the information provided. To apply for access you need to properly complete the Walkers' Acceptance of Quotation form to confirm the insurance benefits you want and send it to Walkers or provide it to their representative.

You need to fully and properly complete the Transit and Storage Insurance Benefits Value Declaration provided to you by Walkers and specify the estimated value of the Property you want covered which should be at least what it would cost to buy an item of a similar make, model and condition.

Walkers will tell you if any further information is required. If you would like another copy of this document or any updates to the terms of your cover, these are obtainable at no charge by going to www.walkmove.com.au.

PAYING FOR YOUR INSURANCE BENEFIT

The policy provided to Walkers by WFI is subject to the payment or agreement to pay the premium WFI requires by the agreed time and in accordance with the formula WFI agrees with it in writing.

The premium amount to be paid takes into account things such as the likely number of persons who may access the cover, the risk locations, Walkers' claims history and WFI's obligations to bear any relevant stamp duty, GST as well as an amount estimated by WFI to cover its Fire Services Levy (FSL) obligations to Government where applicable.

Walkers may charge you an amount to access the insurance benefits. The amount will be agreed with you by Walkers before the relevant Transit and/or Storage commences and an invoice will be provided to you by Walkers for the relevant amount.

The amount payable by you is not premium. It is an amount estimated by Walkers to cover the premium they are required to pay WFI as the contracting insured under the Policy, Walkers' likely administrative and other costs incurred relevant to the insurance benefit and a profit component.

The profit earned will depend on the number of persons accessing the benefits and the actual administrative and other costs incurred during the period of the Policy.

WHEN YOUR ACCESS TO TRANSIT AND/OR STORAGE INSURANCE BENEFITS STARTS

Access to the relevant insurance benefits starts from the time you have accepted Walkers' quote for Storage and/or Transit fully and properly completed and provided Walkers with the Transit and Storage Insurance Benefits Value Declaration and paid Walkers the relevant amount(s) required for the cover you want to access.

Walkers will confirm to you in writing which insurance benefits you have access to (ie Transit and/or Storage Insurance Benefits and any of the relevant Optional Insurance Benefits). This must occur before the relevant Transit and/or Storage commences.

21 DAY COOLING-OFF PERIOD

If you choose to access the insurance benefits and for any reason wish to change your mind about either the Transit and/or Storage Insurance Benefit you have accessed, you may write to Walkers within 21 days of the date you accessed the insurance benefits asking for a refund.

Walkers will provide you with a refund, less an amount which covers Walkers' reasonable administrative costs, provided you are not entitled to make a claim and any Transit has not commenced. If a refund is made and you later make a claim, you agree that WFI may deduct such amount from any claim payment and pay it to Walkers.

You still have the right to end your access to the insurance benefit rights after this period but no refund is payable if you end access after the 21 day period referred to above (See below on when access to cover finishes).

CONFIRMING THAT YOU ARE COVERED

You can contact WFI in writing or by phone to confirm that you are covered by the relevant insurance benefit.

WHEN YOUR ACCESS FINISHES

Your right to access the relevant insurance benefit(s) finishes:

- 28 days after you receive written notice that your access to the insurance benefit is terminated;
- when the Policy terminates. The Policy lasts for a set annual period of insurance 1 September to 31 August and is typically renewed for consecutive annual periods. Your access to cover will automatically continue under the renewals;
- when your Walkers' Agreement ends or you terminate your access to the insurance benefit(s) by providing written notice to Walkers or the 21 day cooling off period is exercised (see page 2); or
- if WFI pays an amount or incurs costs which exceed the maximum total amount WFI is obliged to pay you in relation to the insurance benefits. This is the Total Declared Value specified in the Transit and Storage Insurance Benefits Valuation Declaration.

However, nothing affects any right you have to claim in relation to an event which occurred prior to the time your right to access ended.

In certain circumstances you may not be entitled to some or all of the insurance benefits you have access to under the Policy for the full period of Transit or Storage. For example, if the Policy is cancelled or not renewed this will end your cover.

If Walkers reasonably believes that these things may occur or have occurred, it is obliged to notify you as soon as reasonably possible unless you will continue to be covered under a policy that provides substantially similar cover for the remainder of the period for which it was represented that you would be covered.

If Walkers does not notify you of these things and you suffer loss or damage as a result, in consideration of your payment to access the relevant insurance benefit, Walkers is obliged to compensate you for your loss or damage.

WFI is not obliged to notify you of any such matters. WFI's notice obligations solely apply to Walkers.

Please note, any acts by Walkers under the Policy (other than Walkers' termination of the Policy) will not prejudice your rights to claim an insurance benefit.

COVER SECTION

WHAT YOU ARE COVERED FOR

You can choose to access one or more covers depending on the services you have engaged Walkers to provide.

The insurance benefit(s) provided to a person who has access to them in accordance with this document (referred to as "you") are as follows.

Subject to the terms of this insurance, WFI covers you against:

- physical loss of or physical damage to or theft of your Property which occurs in Australia during Transit by Walkers (**Transit Insurance Benefit**);
- physical loss of or physical damage to or theft of your Property which occurs in Australia or the world during Transit by Walkers (**overseas Transit Insurance Benefit**);
Where your Property is being Transited overseas, subject to the terms set out in this PDS, WFI will also cover your Property from any event occurring during the period of Transit as specified in the attached Institute War Clauses (Cargo), subject to the terms of those clauses. (As the cover provided by these clauses is subject to the *Marine Insurance Act 1904 (Cth)* they do not form part of the PDS for the purposes of meeting the Corporations Act requirements).
- physical loss of or physical damage to (but not theft of) your Property which occurs in Australia during Storage by Walkers (**Storage Insurance Benefit**),

provided you had access to the relevant insurance benefit(s) at the time of the occurrence in accordance with this PDS.

The insurance benefits you have access to will depend on whether you have engaged Walkers to provide Storage and/or Transit services. Walkers will tell you what cover you have access to.

OPTIONAL INSURANCE BENEFITS

For an additional amount or amounts, you may be able to access one or more of the following Optional Insurance Benefits.

You can only apply for the following Optional Insurance Benefits if you have applied to access one or more of the Transit Insurance Benefit, the overseas Transit Insurance Benefit and the Storage Insurance Benefit.

Each Optional Insurance Benefit is subject to the terms of this insurance.

MOULD AND MILDEW (only available where you have access to the Transit Insurance Benefit or overseas Transit Insurance Benefit and Walkers or a packing agent approved by WFI packs your Property)

If Walkers or a packing agent approved by WFI packs your Property for Transit for you, WFI will cover you for physical loss of or physical damage to your Property caused by mildew or mould or wet or dry rot that first occurred during Transit or any loss or damage arising directly or indirectly out of mildew or mould or wet or dry rot that first occurred during Transit.

The most WFI will pay under this Optional Insurance Benefit is 75% of the sum insured for each item of Property affected.

ELECTRICAL AND MECHANICAL DERANGEMENT (only available if Walkers or a packing agent approved by WFI packs your Property)

If Walkers or a packing agent approved by WFI packs your Property for Storage or Transit for you, WFI will cover you for physical loss of or physical damage to your Property which is caused by electronic, electrical and/or mechanical derangement that occurs during the Storage or Transit (as relevant), provided that the item or items of your Property affected are not more than six years old.

This Optional Insurance Benefit does not provide cover for automobiles, campers, trailers or motorcycles.

PAIRS AND SETS

Under the insurance benefit(s) that you have access to, where one or more articles in a pair, set or suite is/are lost or damaged, WFI only covers the lost or damaged part or parts.

If you select this Pairs and Sets Optional Insurance Benefit, then in the event of physical loss of or physical damage to any item(s) of your Property that form part of a pair, set or suite covered under your relevant insurance benefit, WFI will pay the reasonable and fair reduction in value of the pair, set or suite by reason of the loss or damage to the affected item(s) having regard to the importance of that/those item(s) within the pair, set or suite.

All the items constituting the pair, set or suite shall, at WFI's option become its property in the event that WFI pays the full sum insured for the pair, set or suite.

WHEN YOU MAY NOT BE COVERED

WFI may not pay or may reduce the amount it pays in relation to a claim in certain circumstances (to the extent permitted by law), notably:

- if the person claiming is not a person entitled to access the cover at the time of the event giving rise to the claim. For example, if at the time of the event they had cancelled their access to the cover;
- if the event resulting in the claim is outside the scope of cover described in this Cover Section;
- if the amount claimed for the relevant property exceeds the relevant limits of indemnity (See "Important Limits" below for details);
- if the event is otherwise excluded. For example, intentional damage caused by you is excluded (see What you are not covered for section page 5);
- if you have not complied with the terms of this insurance or not acted with the utmost good faith. For example, you have not provided proper notice of a claim or legal proceedings instituted against you (See in particular the Claims Section page 6).

IMPORTANT LIMITS

The cover provided is as set out in this document and only up to the limits specified (all values are Australian Dollars). You need to make sure that you are satisfied with the cover provided and relevant limits which apply.

If you do not adequately insure for your full potential loss (e.g. the full replacement value of an item), you may have to bear the uninsured portion of any loss or liability yourself. This is a matter for you to determine for yourself or seek professional advice on. See the “How a claim is settled” section on page 6 for details of how WFI settle a claim.

WFI never pays more than:

- the Declared Value for the relevant type of general item of property or specific item of property specified in the Transit and Storage Insurance Benefits Value Declaration which you completed and provided to Walkers in order to access cover;
No cover is provided for any item of property for which no value has been specified. See the Transit and Storage Insurance Benefits Value Declaration for more details;
- the Total Declared Value of all items of property listed in the Transit and Storage Insurance Benefits Value Declaration for any one claim made or all claims combined in relation to the relevant property covered;
- a proportionate amount of the Declared Value of any item of Property which is a pair, set or suite for any part of the item. No allowance is made for any special value which the item may have as a pair, set or suite, except to the extent that such cover is provided under the Pairs and Sets Optional Insurance Benefit and you have access to that benefit; and
- certain aggregate limits of cover under the Policy.

For the Transit Insurance Benefit the aggregate limit is per conveyance.

For the Storage Insurance Benefit, the limit is per Walkers' storage location.

Where aggregate limits apply, if the total of all claims made by all persons accessing the insurance benefits for loss or damage to their property caused by or arising directly or indirectly from any one event during the Walkers' Policy period of insurance exceeds the aggregate limit, then the total claims payout by WFI is limited to the aggregate limit.

If a claim is made by you and the aggregate limit has been exceeded, you may only receive part payment of your claim.

This is because settlement will be calculated on the relevant Total Declared Value specified in your Insurance Benefits Valuation Declaration as it proportionately compares to the Total Declared Values of all other persons who accessed the insurance benefits and are covered for their loss or damage for the particular event. That percentage will be applied against your loss or damage.

Walkers will inform you if this is not the case.

Walkers confirms that at the date you accessed the relevant Insurance Benefit, the Total Declared Values of all persons accessing the Insurance Benefits under the Policy in relation to the relevant location and/or conveyance does not exceed the above aggregate limits, or if it has WFI has approved the extension of the limits to Walkers in writing.

EXCESS

An excess is the first part of any claim and is payable by you not WFI. The excess payable by you is \$250 (AUD).

GOODS AND SERVICES (GST) AND OTHER TAX

The limits of indemnity are inclusive of any GST and other taxes that may be payable. This means you must take GST and other taxes into account when determining the appropriate amount(s) you want to insure your Property for.

If WFI arranges for the repair or replacement of the item which is the subject of a claim, it will pay the cost of the repair or replacement, inclusive of GST and other taxes.

However, WFI will not repair or replace an item where the cost of doing so will exceed the amount of the relevant sum insured, limit of indemnity or other limit in this document for the item.

If WFI settles your claim by making a payment to you, it will reduce the amount of your loss by the amount of any input tax or other credits to which you would be entitled if you made an acquisition to repair or replace the item which is the subject of the claim. However, the actual amount WFI pays you in respect of your loss will not exceed the amount of the relevant limit of indemnity for the item.

If you register, or are registered for GST you are required to tell WFI your entitlement to an input tax credit. If you do not disclose or understate your entitlement, you may be liable for GST on settlement of the claim. The insurance benefits do not cover you for this GST liability or for any fine, penalty or charge for which you may be liable.

CODE OF PRACTICE

WFI has adopted the General Insurance Code of Practice developed by the Insurance Council of Australia. The Code is a self regulatory code for general insurers in Australia. WFI embraces the objectives of the Code to raise standards of practice and service in the general insurance industry.

PRIVACY

WFI and Walkers (referred to as “we” and “our” in this Privacy section) are committed to meeting our privacy obligations to you under the Commonwealth Privacy Act 1988. We collect your personal and other information to carry out various business functions or activities, including deciding whether you are entitled to access this insurance cover and if you are managing our rights and obligations under and in relation to that cover. We also collect your information so that we and our related companies and business alliance partners can offer you services and products that we believe may be of interest to you. However, you can opt out of receiving such communications. We only disclose information to third parties where:

- necessary for the above purposes (e.g. to a risk or claims assessor or investigator, lawyer, reinsurer, agent, sales associate, market research organisation or business alliance partner);
- a lawful exception applies (e.g. to lessen or prevent a serious and imminent threat to a person's life, health or safety); and
- you consent to us doing so.

If you do not provide this information, we may not be able to provide you with the services you require.

Where you give us personal information about another person, you must be authorised to provide that information and agree to inform them of the information contained within this privacy notice.

You can seek access to your personal information and require us to correct it if it is inaccurate, incomplete or out of date. For further information, read our brochure 'Privacy', or visit our website at www.wfi.com.au.

COMPLAINTS AND DISPUTE RESOLUTION

To access our 'Complaints Handling Procedures', simply contact WFI. If you have a complaint, we will do everything possible to resolve the matter on your initial contact with us. If a complaint is not resolved, we will treat it as a dispute and will enter it into our 'Internal Dispute Resolution' process. The complaint will then be considered by a designated Internal Dispute Resolution Officer of WFI with the appropriate experience, knowledge and authority to deal with it.

Details of our 'Complaints Handling Procedures' are set out in our brochure 'Handling Complaints and Dispute Resolution our Commitment To You' and in our 'Privacy' brochure. The brochures tell you how to access our 'Complaints Handling Procedures'. You can contact us for these brochures or access them online at www.wfi.com.au.

If we are unable to resolve your complaint through our 'Complaints Handling Procedures', you may be able to have your complaint dealt with by the Financial Ombudsman Service Limited, which is a free, independent and impartial external dispute resolution service. Its contact details are as follows:

Financial Ombudsman Service Limited
Telephone: 1300 78 08 08
Post: GPO Box 3, Melbourne,
Victoria 3001
Website: www.fos.org.au
Email: info@fos.org.au

If your complaint is to do with a privacy issue, you may refer it to the Federal Privacy Commissioner.

WORDS WITH SPECIAL MEANING

In this PDS some words have a special meaning (whether expressed in the singular or the plural) and they are defined below:

Property means the property owned by you for which you have shown a Declared Value on the Transit and Storage Insurance Benefits Value Declaration.

Storage means storage of your Property by Walkers for the period agreed in your Walkers' Agreement. It excludes any Transit.

Transit means transport of your Property by Walkers from and to the places shown in your Walkers' Agreement. Transit includes loading and unloading. It also includes storage of your Property by Walkers for a maximum of 120 consecutive days in any one location, but only if the storage is temporary and incidental to the transit and forms part of continuous or ongoing transit.

Transit and Storage Insurance Benefits Value Declaration means the document of that name provided to you by Walkers, properly completed by you for access to the relevant insurance benefits, and received and approved by Walkers.

Walkers' Agreement means the written agreement you enter into with Walkers which sets out the terms of the relevant Transit and/or Storage.

WHAT YOU ARE NOT COVERED FOR

You are not covered for:

- any loss of or damage to or theft of:
 - living creatures;
 - dangerous, hazardous or perishable goods;
 - money, stamps, credit or cash cards or negotiable instruments;
 - jewellery, furs, bullion, precious metals or stones;
 - computer records, documents, manuscripts and business books except for the value of the stationery;
 - trains or rolling stock or aircraft or parts, spare parts or accessories for them;
- any damage to your Property:
 - whilst you are packing or unpacking it;
 - if the Property was damaged because you did not properly pack it for the purpose of the Transit and/or Storage;

If you are unsure about how to pack your Property, ask a Walkers' removalist for advice.

- scratching or cracking of lenses;
- latent defect or inherent vice or nature of the item insured or vibration, mechanical, electrical, hydraulic or electronic breakdown, failure, malfunction, derangement or disorder where there is no external evidence that an insured event has occurred, except to the extent that cover for this is provided under the Electrical and Mechanical Derangement Optional Insurance Benefit and you have access to that benefit;
- mildew or mould or wet or dry rot or any loss or damage arising directly or indirectly out of mildew or mould or wet or dry rot, except to the extent that cover for this is provided under the Mould and Mildew Optional Insurance Benefit and you have access to that benefit;
- any loss, damage or expense caused by, arising from or in any way connected with:
 - moths, insects, vermin or borers;
 - corrosion, rust, oxidisation, exposure to light or darkness, climatic or atmospheric conditions;
 - wear, tear, depreciation, fading or gradual deterioration;
 - any chemical, biological, bio-chemical or electromagnetic weapon;
 - the use or operation, as a means of inflicting harm, of any computer, computer system, computer software programme, computer virus or process or any other electronic system;
 - war or other acts of foreign enemy (whether war is declared or not); revolution or other civil disturbances or commotion; or confiscation, nationalisation or requisition of property by any government or local authority. However, for cover under the Overseas Transit Insurance Benefit only, the terms of the Institute of London Underwriters' Institute War Clauses (Cargo) which attaches to the policy applies, subject to all other terms of this document;

- ionising radiation from or contamination by radioactivity from any nuclear fuel or nuclear waste or from the combustion of nuclear fuel;
- the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;
- any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter;
- the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter;
- any personal injury, damage to your Property, loss of income, costs or liability directly or indirectly caused by or arising out of or in connection with an:
 - Act of Terrorism; or
 - action taken to control, prevent or suppress or attempt to control, prevent or suppress an Act of Terrorism; or
- any cost or expense incurred in connection with taking action to control, prevent or suppress or attempt to control, prevent or suppress an Act of Terrorism.

Act of Terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

If an event happens in Australia and the event is determined by the Minister responsible for the Commonwealth Terrorism Insurance Act 2003 to be a “Declared Terrorist Incident” under the Act, WFI will not apply this terrorism exclusion unless the Act of Terrorism was directly or indirectly caused by, contributed to by, resulting from, or arising out of or in connection with biological, chemical, radioactive, or nuclear pollution or contamination or explosion.

- loss or damage to your Property in storage, if the loss or damage is caused by or arises directly or indirectly from:
 - burglary or theft;
 - Flood;

Flood means the escape or release of water from the normal confines of any pond, lake, reservoir, canal, dam or uncovered watercourse.

- earth movement (except earthquake) no matter how caused;

Examples of earth movement include erosion, vibration, subsidence, seepage, creeping, landslip, mudslide, collapse, shrinkage, settling, expansion, heaving.

- delay, loss of use of Property or any losses that result only indirectly or secondarily to an insured event. For example, if you transport or store a profit earning piece of equipment and it is damaged by an insured event, WFI pays for the damage to the equipment, but not for any income you lose because you cannot use the equipment;

- theft or any deliberate or wilful loss or damage by:
 - you;
 - anyone with your consent; or
 - anyone entitled to access the insurance benefit;
- any loss or damage to a motor vehicle or motorcycle while it is being driven or ridden, except accidental damage to the motor vehicle or motorcycle while it is being driven or ridden by an employee or agent of Walkers for the purpose of loading or unloading within 1 kilometre of the location where the vehicle or motorcycle is being loaded or unloaded as the case may be.

CLAIMS

HOW A CLAIM IS SETTLED

If your Property is damaged, WFI may at its option:

- replace, reinstate or repair the part of your Property that is damaged as far as possible to the condition it was in immediately before it was damaged, using materials that are readily available in Australia or, in the case of Property being transported overseas, the country of destination; or
- pay the reasonable cost of any such replacement, reinstatement or repair. WFI will pay no more than what it would have paid if your Property had been destroyed.

If your Property is lost, destroyed or stolen, WFI pays the retail cost at the time of the event.

Retail cost means what it would cost to buy an item of a similar make, model and condition. For any item of Property which is a pair, set or suite no allowance is made for any special value which the item may have as a pair, set or suite unless you have accessed the Pairs and Sets Optional Insurance Benefit in which case we will pay the reasonable and fair reduction in value of the pair, set or suite by reason of the loss or damage to the affected item(s) having regard to the importance of that/those item(s) within the pair, set or suite. All the articles constituting the pair, set or suite shall, at WFI’s option become their property in the event that WFI agrees to pay the full sum insured for the pair or entire set or suite.

WFI never pay more than:

- the value(s) for the relevant specific item of Property or kinds of general item Property specified in the Transit and Storage Insurance Benefits Value Declaration. No cover is provided for any item of Property for which no value has been specified. See the Transit and Storage Insurance Benefits Value Declaration form for more details;
- the total value of all items of property listed in the Transit and Storage Insurance Benefits Value Declaration for any one claim made or all claims combined in relation to the relevant property covered; or
- the relevant aggregate limits of cover specified in the Transit and Storage Insurance Benefits Value Declaration.

See also the “Goods and Services (GST) and Other Tax” provisions on page 4.

GOVERNING LAW

The insurance benefits are governed by the laws of Queensland.

CLAIMS PROCESS

What you must do

If an event happens that might lead you to make a claim, you must immediately:

- tell Walkers if the event is one where an item of your Property has not been delivered;
Immediate advice to your removalist gives Walkers the best chance to locate any Property that may have been misplaced. Contact Walkers on 1800 630 077
- tell the police if a criminal act might be the cause of the loss or damage;
- tell WFI about the event and send them the written details that they require;
- send WFI any correspondence you receive about the event;
- give WFI any information and help it may need in handling the claim, including giving it the opportunity to inspect damaged Property and the containers and any packing used for the Property in its transport or storage.

What you must not do

If you are making a claim, you must not carry out repairs on or dispose of any damaged Property unless you have WFI's consent to do so.

If you want to make a claim, contact the WFI claims officers for your State on the number or address shown on the back page. If your claim is for missing Property, you should first contact Walkers as they may be able to locate your Property.

What WFI may do

If WFI pays your claim, it has the right to proceed in your name against any person responsible for the loss or damage. It takes this action at its own expense.

You must not do anything which limits WFI's right to do so.

WFI also reserve the right to appoint an assessor to assess the claim if required.

Keep records of insured property

To help WFI to process any claim you may have, make sure you keep in a safe place a record or evidence of ownership, value and detailed description of any Property insured.

Dishonest claims

WFI looks carefully at all claims. If you make a dishonest claim, WFI can refuse to pay it to the full extent permitted by law.

Contact details

WFI

Level 2, 9 Sherwood Rd, Toowong QLD 4066

Postal address: PO Box 712, Toowong QLD 4066

Telephone: (07) 3721 5100

Facsimile: (07) 3871 0776

