



# Change Guide

## All-In-One Farm Pack Policy Disclosure Statement

Summary of changes to the following Product Disclosure Statements:

Supplementary Product Disclosure Statement (dated 1 May 2023)

All-in-One Farm Pack Product Disclosure Statement (dated 20 September 2021)



Farm Insurance

# All-in-One Farm Pack

## Product Disclosure Statement – Change Guide

Thank you for considering to insure your agribusiness with Achmea Australia, the Australian branch of Achmea Schadeverzekeringen N.V. ABN 86 158 237 702, AFSL No. 433984. Where 'we' or 'us' is used in this document, it refers to Achmea Australia.

### About the All-in-One Farm Pack Product Disclosure Statement (PDS) – 15 May 2024

We have updated our All-In-One Farm Pack (PDS) dated 1 September 2021 and the Supplementary Product Disclosure Statement (SPDS) dated 1 May 2023 with our All-In-One Farm Pack dated 15 May 2024.

### Changes to the PDS

To assist you with understanding what has changed, this Change Guide sets out a high-level summary of some of the most important and material changes between the:

- All-in-One Farm Pack PDS dated 20 September 2021 and the All-in-One Farm Pack SPDS dated 1 May 2023; and
- the All-in-One Farm Pack PDS dated 15 May 2024.

These changes will apply on renewal of your policy. While we have designed this Change Guide to assist you in understanding the changes to your policy, it does not cover all of the differences in cover under the All-in-One Farm Pack PDS dated 15 May 2024 and, for those mentioned, it does not set out full details of the changes. For full details of cover, you need to carefully read the following:

- The All-in-One Farm Pack PDS dated 15 May 2024, which is available from <https://www.achmea.com.au/downloads>; and
- your proposed Certificate of Insurance that contains specific details relevant to your policy.

### Contact us

If you have any questions in relation to any of the changes, or if there is anything else we can assist with, contact us at:

Visit: [www.achmea.com.au](http://www.achmea.com.au)

Call: 1800 724 214

Email: [info@achmea.com.au](mailto:info@achmea.com.au)

Write to us:

Achmea Australia

PO Box H359

Australia Square NSW 1215

The information in this document is general advice only and does not take into account your individual objectives, financial situation or needs (your personal circumstances). Before using this information to decide whether to purchase the insurance policy, you should consider your personal circumstances and the relevant Product Disclosure Statement available from the

'Downloads' section of our website [www.achmea.com.au](http://www.achmea.com.au). Achmea Schadeverzekeringen N.V. ABN 86 158 237 702 AFSL 433984.







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<b>General conditions –</b> PDS page: 8	<b>Change to the waiting period</b> Under section 1. Your policy period, we have amended the waiting period from 48 hours to 72 hours.	Take note of the change to the waiting period.
 <b>Amended Cover</b> PDS page: 18	<b>Clean-up costs</b> Under 1.2 Additional benefits, we have replaced the reference to increased clean-up costs associated with the removal of asbestos with the following: b) We will pay up to 10% of the insured sum of your building for clean-up costs relating to that building. c) Where it is noted on your Certificate of Insurance that Guarantee against Underinsurance applies to a building, we will pay the clean-up costs up to 10% of the insured loss for your building.	Take note of the changes to this benefit. To avoid the risk of underinsurance, review and assess the estimated clean-up costs following a loss or damage to your building items. Contact us if you require a quotation for increased limits over and above the 10% limit for clean-up costs (e.g., if asbestos might be present). Note that an additional premium will be payable.
 <b>Amended Cover</b> PDS page: 19	<b>Damage prevention</b> We have introduced a new limit of \$10,000 (or \$20,000 if the Building is insured for Guarantee Against Underinsurance) for damage prevention cost and have also changed the circumstances in which we pay for such costs (see the Definition of Damage Prevention on page 67 of this document).	Take note of the new limit.
 <b>Amended Cover</b> PDS page: 19	<b>Claim preparation costs</b> Under a), we have introduced a condition that any claim preparation costs must have our prior consent (which we will not unreasonably withhold).	Take note of this new condition. Prior to incurring any expenses in connection with preparing a claim, obtain our consent.
 <b>Amended Cover</b> PDS page: 19	<b>Reconstruction of essential records</b> We have introduced a new limit for the reconstruction of essential records. Previously this was limited to 5% of the insured loss of your building but it is now limited to 5% of the insured loss of your buildings subject to a maximum of \$20,000 (unless a higher amount is shown on your Certificate of Insurance).	Take note of this new limit, and review if the new limit is sufficient to reconstruct your business records. Contact us if you require a quotation for increased limits. Note that an additional premium will be payable.
 <b>Amended Cover</b> PDS page: 20	<b>Paving, driveways, garden fences and walls</b> We have widened the cover previously only available to gardens and fences to include concrete, bitumen or paved paths and driveways.	Take note of the additional benefit. To avoid the risk of underinsurance, assess whether the payout of the lesser amount of the standard policy limit of \$50,000 or 5% of the insured sum of your building is adequate to cover the loss of your concrete, bitumen or paved paths and driveways, internal garden walls and fences. Note that we do not cover earth or gravel pathways or other unpaved surfaces. Contact us if you require to increase the limits (noting additional premium will be payable).
 <b>Amended Cover</b> PDS page: 20	<b>Pipe bursts or leaks</b> We have clarified the cover for locating the source of burst pipes and leaks as follows: If you have One or Two Star Cover, we will pay up to \$5,000 to locate the source of liquid escaping or overflowing. If you have Three Star Cover, we will pay up to the insured sum of the house or \$100,000 whichever is the lesser to locate the source of liquid escaping or overflow. Any subsequent damage caused by the leak or burst pipe will continue to be covered, subject to the PDS terms, up to your building sum insured.	Take note of the change to this cover. To avoid the risk of underinsurance, assess whether these limits are adequate for your needs. Contact us if you require to increase the limits (noting additional premium will be payable).

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 <b>Amended Cover</b> PDS page: 21	<b>Malicious damage by tenants</b> We have reduced the excess that you must pay for damage to your buildings caused by tenants from \$25,000 to \$10,000.	Take note of the change to this excess. Contact us if you require a quotation for your tenanted properties.
 <b>New Additional Benefit</b> PDS page: 21	<b>Environmental Upgrade</b> We have introduced a new additional benefit which will pay you up to a maximum of \$5,000, after the deduction of any rebate to which you are entitled under any government or council scheme, if your house is a total loss to install any of the following: <ul style="list-style-type: none"><li>i. a rainwater tank;</li><li>ii. a solar power system (solar hot water heating system or photo-voltaic electricity system);</li><li>iv. a hot water heat exchange system; or</li><li>v. a grey water recycling system.</li></ul>	Take note of the additional benefit. In the event of a total loss, you will be provided up to \$5,000 for any of the items listed under this benefit.
 <b>New Optional Insurance</b> PDS page: 36	<b>Working Dogs Cover</b> We have introduced a new optional cover for working dogs which will cover the loss or damage from theft, or death of your working dog due to an accident or illness during the policy period. Cover is not available for dogs that are younger than one year or older than 10 years or for any loss resulting from neglect, overwork or abuse.	Take note of the additional optional cover and contact us if you require a quotation for any working dogs on your farm. This optional cover is specifically for working dogs on your farm, as defined in the PDS and is not a form of pet insurance.
 <b>Amended Cover</b> PDS page: 37	<b>Claim preparation costs</b> Under a), we have introduced a condition that any claims preparation costs must have our prior consent (which we will not unreasonably withhold).	Take note of this new condition. Prior to incurring any expenses in connection with preparing a claim, obtain our consent.
 <b>Amended Cover</b> PDS page: 37	<b>Damage prevention</b> We have introduced a new limit of \$10,000 for damage prevention and have changed the circumstances in which we pay for such costs (see definition of Damage prevention on page 67).	Take note of the new limit.
 <b>New Additional Benefit</b> PDS page: 37	<b>Environmental Replacement</b> We have introduced a new additional benefit if any of the below items are a total loss: <ul style="list-style-type: none"><li>a) a refrigerator;</li><li>b) a freezer;</li><li>c) a washing machine (but not a clothes dryer); or</li><li>d) a dishwasher;</li></ul> and had an energy star rating of less than three stars, towards replacing them with an equivalent item that has an energy rating of at least four stars if an item is available. If your claim is accepted for a clothes dryer, it is a total loss, and it had an energy star rating of less than two stars, then we will replace the item with an equivalent item that has an energy rating of at least three stars if an item is available.	Take note of the additional benefit. In the event of a total loss.
 <b>Amended Cover</b> PDS page: 44	<b>Claim preparation costs</b> We have introduced a new limit for the payment of professional fees incurred to prepare a Business Interruption claim. Previously this was limited to 10% of the claim amount but it is now limited to 10% of the claim amount subject to a maximum of \$20,000 (unless a higher amount is shown on your Certificate of Insurance).	Take note of the new limit. Both the percentage and dollar value of the limit for professional fees incurred to prepare a Business Interruption can be varied. You are encouraged to ask any professional service provider such as your accountant or bookkeeper who may assist you in the preparation of a Business Interruption claim to estimate the bill for their work and request Achmea to insure that amount. An additional premium will be payable.



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 <p><b>New Optional Cover</b> PDS page: 48</p>	<p><b>Reduced Excess for Vehicle Glass</b></p> <p>We have introduced a new optional cover for vehicle glass which reduces the excess payable for one vehicle glass claim per year for the vehicle insured to \$100.</p> <p>The No Claims Bonus will be unaffected for the first vehicle glass claim in the insurance period for each vehicle where the option has been chosen.</p> <p>The definition of Vehicle Glass has also been amended to include sunroofs, window tinting, rain sensors and demisters.</p>	<p>Take note of the additional optional cover and review your current insurance cover for your vehicles. If you are interested in and require Achmea Australia's optional cover for Reduced Excess for Vehicle Glass, contact us to request a quotation.</p>
 <p><b>New Cover Option</b> PDS page: 49</p>	<p><b>Hire Car Following Accident or Theft</b></p> <p>We have introduced a new optional cover that will pay for the reasonable costs of an equivalent hire car when your car is damaged and cannot be safely driven, or is being repaired, following an event covered by your policy. If an equivalent vehicle is not available within a reasonable distance from your location, then we will pay you the costs you incur in making alternative travel arrangements. We offer different limits for this cover (to be selected by you) and the most we will pay per day and the maximum number of days we will pay as confirmed in your Certificate of Insurance.</p>	<p>Take note of the additional optional cover and review your current insurance cover for your vehicles.</p> <p>If you are interested in and require Achmea Australia's optional cover for Hire Car Following Accident or Theft, contact us to request a quotation.</p>
 <p><b>Amended Cover</b> PDS page: 50</p>	<p><b>Other property you own</b></p> <p>Under d) we have introduced a new limit of \$1,000,000 for any one event per policy period.</p>	<p>Take note of the changes to the maximum amount for any one event and for any one policy period.</p> <p>To avoid the risk of underinsurance, review and assess items that are either not insured on your property(ies) or not insured if a vehicle impacts them. If any of these items would cost more than \$1,000,000, you may wish to increase the limit of these items.</p> <p>Contact us if you require any changes to your policy.</p>
 <p><b>Amended Cover</b> PDS page: 52</p>	<p><b>Automatic 21-day replacement cover</b></p> <p>Under automatic 21-day replacement cover, we have increased the limit under this extra benefit from \$100,000 to \$150,000.</p>	<p>Take note of the increased limit.</p> <p>To avoid the risk of non insurance, review and notify of us of any new vehicles that may be worth over \$150,000.</p> <p>Contact us if you require any changes to your policy, including when you have replaced any vehicles to arrange cover for the new vehicles.</p>
 <p><b>New Cover Option</b> PDS page: 54</p>	<p><b>Agreed Value Cover</b></p> <p>We have introduced an additional way of insuring your vehicles. Agreed value is an amount we agree to insure your vehicle for (from a range we give you). The agreed value includes an allowance for:</p> <ul style="list-style-type: none"> <li>Any modifications, options or accessories that are attached to your vehicle;</li> <li>GST;</li> <li>registration and any CTP Insurance; and</li> <li>other on-road costs.</li> </ul> <p>It does not include any allowance for dealer profit, warranty costs, any stamp duty or transfer fees.</p> <p>We have also clarified which of the extra benefits are paid in addition to the agreed value (such as any clean-up costs following an accident).</p>	<p>Take note of this new and additional way of insuring your vehicles and review your current insurance cover for your vehicles.</p> <p>Contact us if you are interested in and require a review of the values of your insured vehicles.</p> <p><b>Deciding between agreed value and market value for your vehicles</b></p> <p>Choosing the cover for your vehicles depends on your individual circumstances, preferences and requirements. You may wish to consider these factors:</p> <ul style="list-style-type: none"> <li>The stability of your car's value. If you think that value will probably remain stable over time, agreed value may be more suitable. This can be the case for classic or vintage vehicles that may have a unique value.</li> <li>Depreciation. If your car is not a classic vehicle, and is likely to depreciate in value over time, market value may be more appropriate.</li> <li>Cost. Agreed value and market value cover will have different premiums, so be sure to check that the cover you choose is right for you and your needs.</li> <li>Personal preference. Some people may prefer the certainty of an amount covered, whereas others may appreciate the flexibility of market value cover.</li> </ul> <p>Ultimately, the best option for you is the one that meets your needs and provides you with the peace of mind that comes with knowing your car is covered.</p>

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 <b>Amended Cover</b> PDS page: 55	<b>Additional excesses</b> We have introduced additional vehicle excesses as follows: <ul style="list-style-type: none"><li>• Tipping Excess: A doubling of all excesses applicable to a claim if a tipping vehicle is damaged or liability is incurred whilst the tipping mechanism is being operated and was fully or partially elevated.</li><li>• Outside of Radius Excess: A doubling of all excesses applicable to a claim or an increase of \$5,000 whichever is the greater if a vehicle weighing more than 12,000 kilograms Gross Vehicle Mass operating more than 250 kilometres away from its base where it normally starts its journey is damaged.</li></ul>	Take note of the additional vehicle excesses, and assess any vehicles that fall into these categories.
 <b>Amended Cover</b> PDS page: 59	<b>Items in your custody, care and control</b> We have introduced a new limit for animals in your custody, care and control (if you have this cover) of \$10,000 for any one animal, unless a higher limit is noted on your Certificate of Insurance.	Take note of the new limit. To avoid the risk of underinsurance, assess whether you need cover for other people's animals that are left in your custody, care, and control. Contact us if you require a quotation for this additional cover. Consider if any one animal is worth more than \$10,000. If so, contact us to add these to your policy and/or increase the limit (noting additional premium will be payable).
 <b>Amended Optional Insurance</b> PDS page: 59	<b>Labour hire</b> We have introduced a new condition as follows: <ul style="list-style-type: none"><li>i. the labour hire company is not owned by you.</li></ul>	Take note of the new condition. If you employ anyone under a labour hire agreement, inform us to arrange appropriate cover. If you own a labour hire company which supplies labour to your own farm(s), note the new condition and ensure workers compensation cover is in place.
<b>DEFINITIONS</b>  <b>Definition of Damage Prevention</b> PDS page: 67	An amended definition of damage prevention has been added which changes the circumstances in which we may pay for these costs.	Take note of the new definition and the circumstances in which we will pay for the costs.
<b>DEFINITIONS</b>  <b>Definition of Unoccupied Category</b> PDS page: 74	A new definition for unoccupied has been added. <b>Unoccupied</b> means: <ul style="list-style-type: none"><li>• The house does not contain at least a bed, clothes and linen storage area, an eating table or bench, a refrigerator and a cooking appliance;</li><li>• no-one is eating, living and has slept overnight for at least two consecutive nights; and</li><li>• the house is not connected to utilities.</li></ul>	If you own a home building which is not occupied be aware that cover is restricted after a period of 60 days if it remains unoccupied. Contact us to arrange appropriate cover.



# Keeping farmers farming

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