

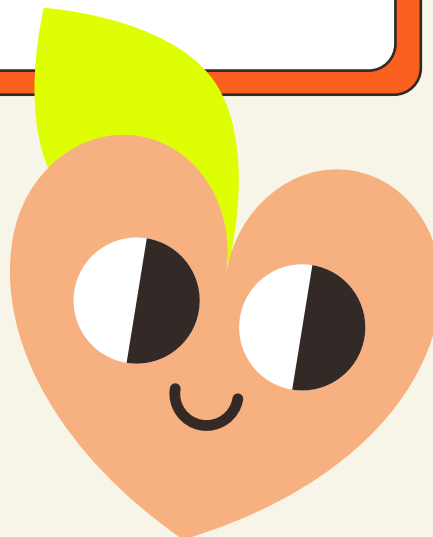
Peachii Personal Property Policy

Product Disclosure Statement



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Introduction to the Peachii Insurance Policy

The purpose of this **PDS** is to help **you** understand the key features of the insurance and provide **you** with sufficient information to enable **you** to make an informed decision about whether to accept the offer of free insurance and whether to continue your cover by purchasing the insurance upon expiry of the free cover period.

This document contains the terms, conditions, exclusions, limits and definitions of **your** insurance **policy**. It also contains information about **your** rights and obligations under the **policy**.

When **we** issue the insurance to **you**, **you** will also receive a **certificate of insurance** which describes what **we** have agreed to cover and other important information relating to **your** policy, including any applicable **excess**, limits and sub-limits.

Before **you** decide to buy this insurance, please carefully read both parts of this booklet.

If **you** purchase this insurance, **your policy** and contract of insurance comprises this **PDS** and the **certificate of insurance** that **we** issue to **you** acting on behalf of **Pacific**. The **certificate of insurance** shows details particular to **you** and **your** coverage. **Your policy** is subject to definitions, terms, conditions and limitations set out in this **PDS**.

Product Disclosure Statement

This **PDS** was prepared by **us** on 1st of March 2024. **We** have authorised the content and distribution of this **PDS**. **You** should review the content of this document carefully, so **you** understand the coverage provided by the **policy** before **you** decide to enter into or buy it.

This **PDS** contains important information about the features of the insurance, including costs, significant benefits, exclusions, conditions, , and other information, including your duty to take reasonable care not to make a misrepresentation, how to make a claim and **your** cooling-off rights. It also describes **our** commitment to the General Insurance Code and how **you** may contact **us** if you have a complaint.

You can also review the Target Market Determination (**TMD**) for this product if **you** want to understand the general demographic of consumers this product was designed for so **you** can evaluate if it suits **your** needs. The **TMD** is available at www.peachii.com

The information in this document is current at the date it was prepared. **We** may need to update this **PDS** from time to time if certain changes occur and where required by law. If the change is material, **we** will arrange for **you** to be provided with a supplementary or new **PDS** to the email address recorded in **our** system.

We may update some of the information in the **PDS** from time to time without needing to notify **you** (but only if it is not material information). A copy of any updated information can be obtained by calling **us** on +61 447 766 154.

About Peachii

Peachii Insurance Holdings Pty Ltd ABN 68 651 168 802 (Authorised Representative Number 001306395) specialises in micro insurance for lifestyle items. **We** are authorised to advise, deal in general insurance products and provide claims handling and settling services as an authorised representative of Asia Mideast Insurance and Reinsurance Pty Ltd ABN 67 079 924 851 (Australian Financial Services Licence No. 239926) (**AMIR**).

We issue the **policy** as an agent of **Pacific**. This means that in doing so, **we** will be acting on behalf of **Pacific**, not for **you**.

Our Contact details are:

Address: PO Box 2216,
Kardinya WA 6163
Tel +61 447 766 154
Email policy@peachii.com

About the Insurer

This **policy** is underwritten by Pacific International Insurance Pty Limited ABN 83 169 311 193 (AFS Licence No. 523921) (**Pacific**).

Significant Features and Benefits

This **policy** covers **eligible items** purchased from a **Peachii Retail Partner** for theft, **accidental loss** and **irreparable damage** that occurs during the **policy period** in the terms set out in the **policy**.

The information contained in this section is a summary of the significant benefits available under this **policy**. It is not exhaustive and the cover is subject to limitations, conditions and exclusions as set out in the **policy**.

There are two periods of insurance available under this **policy**: the Free Period coverage and the Paid Period coverage.

Free Period

When **you** purchase an **eligible item** from a **Peachii Retail Partner**, you will be offered 7 days of free or complementary insurance (on the terms and conditions detailed in this PDS) commencing from the date of the purchase of the **eligible item**. If **you** choose to accept this offer, **you** do not have to pay any premium or other cost (including any **excess**) or expense for the insurance provided during the Free Period.

Paid Period

When the Free Period ends, **you** may elect to extend the **policy period** for a period of 12 months by paying the premium shown in **your certificate of insurance**.

At **our** discretion, **we** may offer to renew **your policy** for another 12 months from each anniversary of the start of the Paid Period.

If **you** do not extend the **policy period**, you will no longer be covered under this **policy**.

Theft

We will cover **you** on the terms set out in the **policy** for the theft of **your insured property** during the **policy period** where **your** property is in **your** physical possession or under **your** physical control, or located in a **secure home, building or workplace**, or is locked in a vehicle or watercraft. This only applies when **your** property is located in Australia.

Accidental Loss

You will have cover on the terms set out in the **policy** the **loss of your insured property** which is neither intended nor expected and not the result of a deliberate act by **you** during the **policy period**.

Irreparable Damage

You will have cover on the terms set out in the **policy** physical damage (which is not day to day wear and tear) to **your insured property** during the **policy period** that is so extensive that the damaged item is not **economically repairable**. This only applies when **your** property is located in Australia.

Exclusions

This **policy** is subject to exclusions, which are detailed in under the heading 'What your policy does not cover'. In particular, this **policy** does not cover:

- Damage arising from normal **wear and tear**;
- Damage covered within the manufacturer warranty for the **insured property** (a copy of such warranty will need to be supplied to us when you lodge a claim); and

Any circumstance where the **Peachii Retail Partner** from whom the **insured property** was purchased is legally obliged to issue a refund based on the **property** being faulty.

Duty Not to Misrepresent

You have a duty to take reasonable care not to make a misrepresentation to **us** when **you** answer questions that **we** ask or when providing **us** with information which is relevant to **our** decision to insure **you** and on what terms. This duty applies when **you** first apply for the **policy**, when **you** request changes to **your policy**, or at renewal.

You must answer **our** questions with all relevant and complete information, and **you** must not misrepresent any information that **you** give to **us**.

If **you** fail to comply with **your** duty and **we** would not have issued the **policy** for the same premium and on the same terms and conditions as if **you** had complied with **your** duty, **we** may be entitled to reduce **our** liability under the **policy** in respect of any claim or **we** may cancel the **policy**.

If **your** failure to comply with **your** duty is fraudulent, **we** may refuse to pay a claim and treat the **policy** as never having been in existence.

Cooling Off Period

If **you** have changed **your** mind about the **policy** or it does not meet **your** requirements, **you** have the right to cancel the insurance **policy** within 14 days of the date **your** purchase of the **policy** is confirmed (**Cooling Off Period**), unless **you** make a claim under the **policy** within the **Cooling Off Period**. If **you** cancel the **policy** during the **Cooling Off Period**, **we** will refund the amount **you** have paid less any taxes or duties payable on **your** behalf which **we** are unable to have refunded to **us**. A **Cooling Off Period** does not apply to the Free Period coverage.

The **policy** will be terminated from the date **you** notify **us** of **your** request to cancel the **policy**, unless **we** agree otherwise with **you**.

About Your Premium

The amount we charge you for this policy is called the 'premium'. It is the total amount that we calculate to cover the risk, plus GST and any relevant government charges (such as stamp duty). These amounts will be shown on your certificate of insurance.

Excess

The excess is the amount **you** must contribute towards the cost of any claim **you** make under the **policy**. If **we** agree to pay **your** claim, **we** will compensate **you** for the purchase price detailed in the **certificate of insurance**, minus the **excess**, on the terms provided in the policy. The amount of any applicable **excess** will be shown on **your certificate of insurance**.

How to Make a Claim

If **you** wish to make a claim for **theft, accidental loss** or **irreparable damage** under this **policy** **you** must follow the process outlined in the **terms and conditions** under the heading 'Claims settlement procedure'. Be mindful that **you** need to have complied with the conditions set out under the heading 'Conditions which apply to your insurance' before **we** can pay a claim under this **policy**. **You** should familiarise yourself with those conditions in order to avoid unexpected complications with a claim. For example, if **your insured property** is stolen, it is a condition of **your policy** that **you** must report the theft to the police and provide **us** with a copy of the police report that has been made.

Complaints & Disputes

If you **are** not satisfied, tell **us**. **We** want to know so **we** can help. **We** are committed to:

- Listening to what **you** tell **us**;
- Being accurate and honest in telling **you** about **our** products and services;
- Communicating with **you** clearly; and
- Resolving any complaints or concerns **you** have.

How to Make a Complaint

If you have a complaint about the **policy**, a claim or the services provided to **you**, please contact **us** and **we** will attempt to resolve **your** complaint in accordance with **our** Internal Dispute Resolution (**IDR**) procedures.

We can be contacted:

By phone: +61 447 766 154
By email: policy@peachii.com
By post: PO Box 2216, Kardinya WA 6163

If **you** choose to write a letter, please ensure that you provide as much detail as possible including the reference, **policy** or claim number, as well as any extra information **you** feel **we** may not already have.

When **we** receive **your** complaint, **we** will promptly acknowledge to **you** that **we** have received it. **Your** complaint will be handled by a person who has the appropriate authority, knowledge or experience to deal with it (this will not be the person whose decision or conduct is the subject of **your** complaint). They will consider all the facts and circumstances and contact **you** within 5 business days.

If **we** require additional information for assessment or investigation of **your** complaint, **we** will contact **you** and agree with **you** on a timeframe to resolve the matter.

We will advise **you** of a final decision within 15 business days of commencing **our** IDR process.

If We Can't Resolve Your Complaint

We are committed to answering any questions or resolving any concerns **you** might have. **We** expect **our** procedures will deal fairly and promptly with **your** complaint. However, if **you** remain dissatisfied **you** also have external dispute resolution options.

If **you** are not satisfied with **our** decision or **your** complaint remains unresolved after 20 business days (or any other timeframe agreed with **you**), **you** can raise certain complaints directly with the Australian Financial Complaints Authority (**AFCA**). This is an independent external dispute resolution body and its service is free to our customers.

Any decision by **AFCA** in relation to a complaint that they review is binding on **us**, not on **you**. If **you** do not accept the decision of **AFCA**, **you** have the option of seeking other remedies.

You can contact AFCA by:

- Phoning: 1300 55 88 49
- Writing to: GPO Box 3, Melbourne Victoria 3001
- Emailing: info@afca.org.au
- Visiting: www.afca.org.au

AFCA is available to customers and third parties that fall within the Terms of Reference of **AFCA** (which can be found on **AFCA's** website). Where the **AFCA** Terms of Reference do not extend to **your** dispute, **we** will give **you** information about other external dispute resolution options that may be available to **you**.

General Insurance Code of Practice

Pacific has subscribed to the General Insurance Code of Practice (**Code**) which has been developed by the Insurance Council of Australia. The **Code** is designed to promote good relations and good insurance practice by insurers, their suppliers, authorised representatives and distributors with consumers.

The **Code** sets standards for **Pacific** as the insurer, including acceptable sales practices, claims handling and investigations and complaints. It also details how financial hardship and vulnerable customers are dealt with. **We**, as an agent of **Pacific**, are accountable to **Pacific** for complying with relevant standards in the **Code**.

Please phone **us** if **you** want more information about the **Code**. Alternatively, a copy of the **Code** can be viewed at the Insurance Council of Australia's website (www.ica.com.au).

Financial Claims Scheme

Pacific is a general insurer authorised to carry on insurance business in Australia and this **policy** is a protected policy under the Federal Government's Financial Claims Scheme (**FCS**) which is administered by APRA.

The **FCS** only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the **FCS** will apply to that insurer. It is also subject to eligibility criteria.

The **FCS** entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA. Further information about the scheme can be obtained from the APRA website at www.apra.gov.au or on the APRA hotline on 13000 13 10 60.

Privacy

We respect your privacy. **We** and **Pacific** will always deal with personal information in accordance with our respective privacy policies.

Purpose of Collection

We and **Pacific** collect personal information (that is, information about **you** as an identifiable individual and includes facts or an opinion about **you** which identifies **you** or by which **your** identity can be reasonably determined) which is essential to enable **us** to conduct **our** business of offering and providing **you** with **our** insurance services.

We collect personal information for the purposes of:

- Identifying **you** when **you** do business with **us**;
- Establishing **your** requirements and providing the appropriate product or service;
- Setting up, administering and managing **our** products and services;
- Assessing and investigating, and if accepted managing a claim made by **you**; and
- Improving **our** financial products and services, including training and developing **our** staff and representatives.

We may also be required by Anti-Money Laundering/Counter Terrorism Financing legislation to collect **your** personal information.

Consequences if Personal Information is Not Provided

If **we** request personal information about **you** and **you** do not provide it, **we** may not be able to consider **your** application for insurance cover, administer your **policy** or manage any claim under **your policy**.

Disclosure

We use and disclose **your** personal information for the purposes **we** collected it.

We may also use and disclose **your** personal information for a secondary purpose related to the purpose for which **we** collected it, where **you** would reasonably expect **us** to use or disclose **your** personal information for that secondary purpose. In the case of sensitive information, any secondary purpose, use or disclosure will be directly related to the purpose of collection.

When necessary and in connection with purposes listed above, **we** may disclose **your** personal information to and/or collect **your** personal information from:

- Other companies within the same corporate group;
- Where required or authorised under **our** relationship with **our** joint venture companies;
- Information technology providers, including hardware and software vendors and consultants such as programmers;
- Customer research organisations;
- Intermediaries including a representative acting on **your** behalf, other Australian financial services licensees or **our** authorised representatives, distributors and **our** agents;
- Government, law enforcement or statutory bodies;
- **AFCA**;
- Other insurers, financial institutions, insurance and claims reference agencies, credit agencies, loss assessors, financial or investigative service providers;
- Legal and other professional advisers;
- Hospitals, medical and health professionals;
- Research and development service providers;
- Printers and mail service and delivery providers for the mailing of statements, insurance policy documents and marketing material; and
- Imaging and document management services.

Privacy Cont.

Disclosure Overseas

There are also instances where **we** may have to send **your** personal information to, or collect **your** personal information from, entities located overseas. These instances include:

- When **we** send **your** personal information to companies in **our** corporate group;
- When **you** have asked **us** to do so;
- When **we** are authorised or required by law to do so;
- When **we** have outsourced a business activity or function to an overseas service provider with whom **we** have a contractual arrangement; or
- when it is necessary in order to facilitate an electronic transaction on **your** behalf.

We will only send **your** personal information overseas or collect personal information about **you** from overseas for the purposes in this statement and in compliance with the privacy regime.

The countries to which we may disclose **your** information includes New Zealand, Fiji, the United States, the United Kingdom, the Philippines and South Africa.

Privacy Policy

Our and **Pacific's** privacy policies contain information about how **you** can request access to any personal information that each of them hold about **you** and seek correction of any such information. It also contains information about how **you** can complain about of the way **your** personal information has been handled, and **our** complaint handling process.

See **our** and **Pacific's** website for copies

Peachii Privacy Policy:

<https://www.peachii.com/privacy-policy/>

Pacific Privacy Policy:

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

Terms and Conditions

This **PDS** and **your certificate of insurance** form the contract of insurance between **you** and **us** (the **policy**). It is intended to provide insurance cover for the **eligible item you** purchased from the **Peachii Retail Partner** which is listed in **your certificate of insurance**. Under this **policy we** insure **you** against **theft, accidental loss or irreparable damage** during the **policy period** in accordance with the terms and conditions set out in this **policy**. These terms and conditions together with **your certificate of insurance** explains **your** cover and the other terms and conditions of **your policy** in detail.

Please read the following sections carefully as they set out the:

1. **Free & Paid Periods** (explains how the policy comes into operation and how it operates over two separate periods of time).
2. **Definitions** (the definitions set out the specific meanings **we** give to certain words and phrases which appear in **bold** throughout **your policy**).
3. **What your policy covers** (the cover **we** provide **you** under **your** policy).
4. **What your policy does not cover** (property and events which **we** do not cover under **your policy**).
5. **How we pay a claim** (how **we** will pay **you** for a covered claim).
6. **Conditions which apply to your insurance** (specific conditions which apply to **your policy** a breach of which may mean that **we** refuse **your** claim, or may pay a lesser amount).
7. **Claims settlement procedures** (explains what **you** need to do to make a claim).

1. Free & Paid Periods

This **policy** has two potential periods, with each part operating over a separate period of time.

The Free Period

When **you** purchase any **eligible item** from a **Peachii Retail Partner** **you** will be offered 7 days of free insurance cover in accordance with the terms and conditions set out in this **policy** (excluding the requirement for **you** to pay a premium) commencing from the date of purchase. **You** are not required to accept this offer however, should **you** choose to accept that offer, **your eligible item** will be covered as **insured property** as detailed in **your policy**.

You do not have to pay any premium or other cost or expense for the insurance cover provided during the Free Period.

Your Free Period will end at midnight on the 6th day after the date of purchase. However, prior to the end of the Free Period eligible customers may choose to accept the option to continue their cover by paying a premium and extending the **policy** for a period of 12 months from the date of purchase for the **eligible item**.

If **you** suffer an **insured loss** within the Free Period then **you** can make a claim under the **policy**. That claim must be made within 30 days of the incident that resulted in the loss.

The Paid Period

Before the Free Period ends, **you** may elect to extend **your** cover by paying a premium. If **you** decide to do this, **you** must pay the premium stated in **your certificate of insurance** before cover under the policy for the Paid Period will commence.

You are under no obligation to take out this Paid Period of insurance but, if **you** do not, **you** will no longer be covered under the **policy** for loss or damage that occurs after expiry of the Free Period.

If **you** elect to continue **your** insurance cover under the Paid Period then, upon payment of the premium, **we** will provide cover in accordance with the terms and conditions of this **policy**.

The Paid Period of **your** cover will commence immediately following the expiry of the Free Period to ensure continuation of cover under the **policy**.

If you suffer an **insured loss** within the Paid Period then you can make a claim under the **policy**. That claim must be made within 90 days of the incident that resulted in the loss.

2. Definitions

There are words and phrases used in this **policy** which have specific meanings. Where they appear throughout the **policy** they are in **bold** font and have the meaning set out below.

accidental loss means the loss of **your insured property** as a result of a specific event at a specific point in time which is neither intended nor expected and not the result of a deliberate act by **you**.

certificate of insurance means the document titled certificate of insurance which is issued to **you** at the time **your policy** commenced, as evidence of the **policy**.

excess means the amount which will be deducted from the value of the **gift card** **you** will receive from **us** as settlement of a claim as provided for in the **policy**.

economically repairable means that the **insured property** is cost effective to repair rather than replace, including transport and delivery costs, which shall be at our absolute discretion.

eligible item means any item purchased from a **Peachii Retail Partner** which is eligible for Free Period insurance under this **policy**.

family member means any natural person who is **your** mother, father, sister, brother, grandparent or child (whether adopted or biological).

gift card means the gift card that will be issued to **you** in settlement of your claim under this **policy** redeemable at the **Peachii Retail Partner** from whom **you** purchased the **insured property**.

insured property means the **eligible item** identified in the **certificate of insurance** as covered under this **policy**.

irreparable damage means physical damage that is so extensive that the damaged **insured property** is not **economically repairable**.

mould means fungi, mould, mould spores or mycotoxins.

Pacific means Pacific International Insurance Pty Ltd (ABN 83 169 311 193 (AFS Licence No. 523921)).

Peachii means Peachii Insurance Holdings Pty Ltd ABN 68 651 168 802.

Peachii Retail Partner means a retailer from which **you** purchased you the **eligible item** you have insured with us as **insured property**.

2. Definitions Continued

policy means this **PDS** and the **certificate of insurance** provided when **you** were issued with this **policy**.

policy period means the Free Period as provided for in Section 1 of these terms and conditions and, where the Paid Period is applicable, the period of insurance for such cover shown in your **certificate of insurance**.

purchase price means the purchase price amount for the **insured property** set out in **your certificate of insurance**.

secure home, building or workplace means a home, building or workplace where **you** can demonstrate to **us** that **you** took reasonable steps to prevent the theft of **your insured property** from same.

unauthorised entry means access by a person to a motor vehicle or watercraft without the consent of **you**, or the applicable owner or lessee (as applicable).

unexplained disappearance where **you** cannot identify a specific event, point in time and location where the loss of the **insured property** occurred.

we, our and **us** means **Peachii** acting on behalf of **Pacific**.

wear and tear means the normal deterioration of property caused by age, ordinary everyday use, gradual deterioration, or lack of maintenance.

you and **your** means the person or entity named in the **certificate of insurance** as covered under this **policy**.

3. What your policy covers

In return for **your** payment of the premium and compliance with all the **policy** terms and conditions, **you** will be covered to replace your **insured property** (as provided for in Section 5) when you suffer loss or damage within Australia occurring during the **policy period** in the following circumstances:

3.1. Theft

- **You** will be covered for the theft of **your insured property** during the **policy period** whilst such property is in:
- **your** physical possession or under **your** physical control; or
- a **secure home, building or workplace**; or
- a locked vehicle, caravan or watercraft, anywhere in Australia.

3.2. Accidental loss

You will be covered for the **accidental loss** of **your insured property** during the **policy period**, anywhere in Australia.

3.3. Irreparable damage

You will be covered for **irreparable damage** to **your insured property** which happens during the **policy period**, anywhere in Australia.

Your insured property is covered under the **policy** whilst it is in transit between the point of sale, or other **Peachii Retail Partner** distribution centre (subject to such being located in Australia), and the location for delivery detailed in **your certificate of insurance**. If the **insured property** is not delivered then the date of loss is taken to be the estimated date of delivery advised by the **Retail Peachii Partner** (or any courier or delivery service engaged by it), or the latest date if a range of delivery dates is given.

4. What your policy does not cover

The following Exclusions apply to **your policy**.

4.1 You will not be covered for any loss or damage caused by or directly or indirectly, arising from or connected with the following events:

- war, civil war (whether war be declared or not) insurrection, rebellion, revolution, acts of a foreign enemy or any action taken in defending against any of these.
- confiscation, destruction, nationalisation or requisition or other lawful seizure by any government or public authority.
- **your** failure to exercise reasonable care or to attend to the maintenance of **your insured property**.
- **your** failure to take reasonable care to prevent **theft, accidental loss or irreparable damage** to or of **your insured property**.
- **you** have left **your insured property** unattended in an area to which the public has access. For the purposes of this exclusion, unattended means that **you** have not taken all reasonable steps to avoid **theft, accidental loss or irreparable damage** of or to **your insured property**.
- damage to **your insured property** caused by or arising out of a computer or software malfunction if there is no physical damage.
- mechanical or electrical failure of any type.
- **you** connecting **your insured property** to an inappropriate electricity supply.
- radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear weapon, installation, reactor or other nuclear assembly or nuclear component thereof.

4.2 You will not have cover under the **policy** for **insured property** for the following:

- any loss or damage to **your insured property** arising from normal wear and tear, gradual deterioration, or because of its normal mode of use.
- any loss or damage covered by the manufacturer's warranty for the **insured property** (a copy of such warranty will need to be supplied to **us** when **you** lodge a claim).
- any loss or damage where the **Peachii Retail Partner** from whom the **insured property** was purchased is legally obliged to issue a refund or replacement based on the **insured property** being faulty.
- any loss or damage caused by inherent vice, latent defect or mechanical breakdown.
- any loss or damage caused by, or perpetrated by, a **family member**.

- any loss or damaging arising from the use of **your insured property** where it is rented, hired or loaned to someone for a reward or fee.
- any loss or damage caused by rust, oxidation, mildew, **mould**, wet or dry rot, corrosion, change of colour, dampness or atmosphere.
- **your insured property** being stolen from an unattended motor vehicle or watercraft, except where **your insured property** is stored out of sight in a locked boot, and:
 - the vehicle or watercraft is securely locked; and
 - there is **unauthorised entry** to the motor vehicle or watercraft where the **insured property** was stored.
- where the cause of the loss being **theft, accidental loss or irreparable damage** is an **unexplained disappearance**.

5. How we pay a claim

- The procedure for making a claim is set out in Section 7 of this **policy**.
- In the event of **theft, accidental loss or irreparable damage** to or of **your insured property**, we will compensate **you** for the **purchase price**, less the **excess and any premiums owing**.
- **You** will be compensated in the form of a **gift card** in **your** favour redeemable at the **Peachii Retail Partner** from which **you** originally purchased the **insured property**. **You** may use the **gift card** to replace **your** lost, damaged or stolen **insured property**. The **gift card** is subject to the **Peachii Retail Partner's** terms and conditions for such gift cards. If **you** do not wish to use the **gift card**, no cash or replacement will be offered to **you** in its place.
- If **your insured property** operates as or is a pair or set, and if **theft, accidental loss or irreparable damage** occurs to a part of the pair or set, **we** will compensate **your** loss or damage on the following basis:
 - if the damaged part of the pair or set can be replaced as an individual item which if replaced, would enable the pair or set to operate as intended, then **we** will compensate **you** for your loss or damage based on the value of the separate item;
 - if the damaged part of the pair or set cannot be replaced as an individual item, **we** will compensate you as provided in this Section based on the cost to replace the whole of the pair or set.

6. Conditions which apply to your insurance

The following Conditions apply to **your policy**.

6.1 Cancellation

- **You** can cancel this **policy** at any time during the **policy period** by:
 - writing to **us** at
Peachii Insurance Holdings Pty Ltd
PO Box 2216
Kardinya, WA, 6163
 - emailing us at policy@peachii.com

The effective date of the cancellation will be the date that **we** are notified. A pro-rata refund will be provided from the effective date.

- **We** can only cancel this **policy** in accordance with the provisions of the *Insurance Contracts Act 1984* (Cth), and **we** will give **you** written notice as required by the Act.

6.2 Abandonment

You cannot abandon any damaged insured item to **us** or to any other person unless **we** agree.

6.3 Taking care of your property

You must take proper care of **your insured property** including keeping it in good repair and arranging for it to be serviced in accordance with the manufacturer's or supplier's guidance.

6.4 Renewal

We may offer to renew this **policy** for a further period of twelve months following expiry of the initial 12 month **policy period**. If **we** do this, **we** will advise **you** in writing or by email and send **you** an account for the premium at least 14 days before the end of the **policy period**. **We** will tell **you** of any changes to the terms and conditions of the renewed **policy**.

If **we** do not offer to renew this **policy** then the **policy** will expire at the end of the **policy period**.

6.5 Other Insurance

If **your insured property** is covered under any other policy of insurance covering the same loss or damage as covered under this **policy**, **you** must provide **us** with details of that insurance.

6.6 Excess

The **excess** applies to each claim you make which is covered under this **policy**. The **excess** will be applied by us when we issue your **gift card** in settlement of your claim, as provided in Section 5.

6.7 Our right to recover from others

We may have rights against other parties who have caused or contributed to **loss** or **damage you** suffer and in respect of which **we** have paid a claim. This includes if **you** have cover under any other policy of insurance covering the same loss or damage as covered under this **policy**.

You must co-operate with **us** and provide such information and documents as **we** reasonably request for the purposes of exercising **our** rights to do so.

7. Claims settlement procedure

If **you** wish to make a claim for theft, **accidental loss** or damage under **your policy** you must:

- complete a claim form which **you** can access by clicking on the following link:
<https://portal.peachii.com>
- Subject to Section 1 regarding claims for loss or damage suffered during the Free Period, submit **your** claim within 30 days of the loss occurring;
- Subject to Section 1 regarding claims for loss or damage suffered during the Paid Period, submit **your** claim within 90 days of the loss occurring;
- take all reasonable steps to preserve any damaged property so that **we** may inspect it if **we** find it reasonably necessary;
- provide **us** with full details of the circumstances giving rise to **your** claim including how the theft, loss or damage occurred;
- if **your insured property** has been stolen, **you** must notify the police and provide **us** with a copy of the police report.

