

Landlord Insurance Frequently Asked Questions

Purchasing insurance to protect your investment property is important, that's why it is also important that you understand exactly how our Landlord Insurance works and what you're covered for before you purchase a policy.

Before deciding to acquire any insurance product, you should first obtain and consider the relevant Product Disclosure Statement (PDS), this information is specific to Landlord Insurance provided by MYER Insurance and contains general advice only.

The questions and answers below provide additional information to assist your understanding.

Can I take out immediate cover?

Yes, once you complete a quote and application that is accepted by MYER Insurance. Whether you are applying online or over the phone, the process is fast and simple. Apply online or call us on 1300 155 694. The MYER Insurance Customer Care Centre opening hours are 8:30am – 6pm (AEST) Monday to Friday (excluding public holidays).

My Insurance isn't due just yet, can I still move to MYER Insurance now?

Yes. Simply obtain a quote for your insurance and when you wish to proceed:

1. Notify your existing insurance provider that you intend to cancel your policy (check any cancellation fees or refunds that might be applied to your policy);
2. If you have been paying by direct debit you may need to check that your financial institution has been informed and deductions have ceased
3. Re-access your quote on myer.com.au/myerinsurance and convert this quote into a policy

Who provides MYER Insurance Landlord Insurance?

MYER Insurance is underwritten and administered by QBE (Australia) Insurance Limited. AFSL Licence 239545.

How can I pay for my policy?

We offer you a choice of payment methods: direct debit, debit card or credit card that can be paid as one annual payment or spread over the year as monthly instalments

Can I change my mind and cancel once I've taken a policy out?

Yes. If you find that our Landlord Insurance doesn't meet your requirements then you have the right to cancel, but some charges may apply. All our policies have a 21 day cooling off period, please see our Product Disclosure Statement and Policy Wording for details.

Cooling Off Period

Our policy provides a 21 day cooling off period, please see our Product Disclosure Statement and Policy Wording.

How do I make a claim?

New claims - simply lodge your claim online or call 1300 155 694

Emergency assistance – is available after hours, call 1300 155 694

Existing claims enquiries - contact us anytime between 8.30am and 5pm (AEST) Monday to Friday (excluding public holidays) or email myerinsurance@qbe.com

Note: it is important to keep all receipts and documentation relating to your property.

What happens once I lodge a claim?

In the event that a claim is made, our claims professionals will determine the resources required to manage your claim, and where appropriate may appoint a loss adjuster and/or builder to help you through the claims process.

What events am I covered for?

You are covered for loss or damage caused by insured events. For more detail on the Insured Events covered by your policy, please refer to the Product Disclosure Statement and Policy Wording.

Can I cover myself for damage caused by my tenants?

Yes, you have the option for an additional premium to cover yourself for damage by tenants up to \$10,000 after the excess of \$750 is deducted.

What about loss of rent?

You have cover for loss of rent as a result of your property not being fit to live in while it is being repaired or rebuilding is taking place.

What is Legal Liability cover?

Legal Liability protects you if you become legally liable as an owner for bodily injury or death to another person or for loss or damage to another person's property.

Will my home be covered if I left it unoccupied between tenants?

Yes. You're covered for unoccupied/unfurnished circumstances between tenants for up to 30 days. For longer periods, please call us.

Is fusion cover standard with your policy?

Your policy covers you for fusion of household electric motors no more than 15 years old, up to \$2,000 after we have deducted the excess and depreciation where applicable.

Do you cover building costs?

As part of your sum insured, you are covered for building costs following damage to your investment property including temporary protection of your property, removing debris from the site, employing an architect or surveyor, demolition, and complying with statutory notices relating to the repair or rebuilding of your property.