RINGO JEWELLERY INSURANCE

Combined Product Disclosure Statement & Financial Services Guide

PREPARED DATE 3 JUNE 2024

Introduction

Thank you for considering Ringo Jewellery Insurance (**Product**).

The Product is designed for people who do not have their jewellery item insured elsewhere, or who want to insure them separately, to cover the cost of repair or replacement following an Incident whether inside or outside their home that causes loss of, or damage to, the jewellery item.

About this document

This is an important document.

It is designed to help you decide whether to buy Ringo Jewellery Insurance and includes:

- Part 1: Product Disclosure Statement (**PDS**)
- Part 2: Financial Services Guide (**FSG**)

The PDS contains information about the Product's key features, premiums, policy benefits and limits, cooling-off period, cancellations, the complaints handling procedure, and sets out terms of the policy including the exclusions and conditions that apply.

The FSG outlines the financial services provided by Centrestone Insurance Pty Ltd ABN 28 610 253 891 and other persons or organisations listed in the FSG in relation to the Product, how they are remunerated in relation to the services, and their complaints handling procedure. It is designed to assist you in deciding whether to use any of those financial services. Centrestone and other persons or organisations providing the services are responsible for information relevant to them in the FSG.

This document also contains important information about:

- The product provider, Centrestone Insurance Pty Ltd ABN 28 610 253 891 | AR no. 1245649 trading as Ringo Insurance (**Ringo**)
- The product issuer, Enable Underwriting Pty Ltd ABN 81 610 250 425 | AR no. 1245646 (**Enable**)
- The insurer, Berkley Insurance Company (limited company incorporated in Delaware, USA) ABN 53 126 559 706 | AFSL 463129 trading as Berkley Insurance Australia (**Berkley**)

Please read this document carefully before making a decision to purchase the Product. Any information contained in this document is of a general nature only. It does not take into account your objectives, financial situation or needs. You should consider whether the Product is right for you before deciding to buy or hold this Product.

You can also review the Target Market Determination (**TMD**) for this Product if you want to understand whether it is suited to your needs and whether you are part of the target market for this Product. The TMD is available at ringoinsurance.com.au

Part 1: Product Disclosure Statement

This Product Disclosure Statement (**PDS**) is authorised for issue by Berkley Insurance Company (limited company incorporated in Delaware, USA) ABN 53 126 559 706 | AFSL 463129 trading as Berkley Insurance Australia (**Berkley**). It is an important document that tells You information You need to know about Ringo Jewellery Insurance. It is important to read it carefully before You decide whether or not the cover is right for You.

The Product is distributed by Ringo and issued by Enable on behalf of Berkley, who is the insurer of the Product. Ringo and Enable are Corporate Authorised Representatives of Enrizen Pty Ltd ABN 64 107 643 809 | AFSL 403905 (**Enrizen**). When arranging and issuing the Product to You, Ringo and Enable act under a binder agreement between Enrizen and Berkley. This means Ringo and Enable act as agent for and in the interests of Berkley and not You.

The information in this PDS is current at the date it was prepared. From time to time, We may update some of the information in this PDS that is not materially adverse to You without notifying You. This updated information will be available on ringoinsurance.com.au or You can ask Us for a copy. Other changes will be made by a Supplementary Product Disclosure Statement (**SPDS**) which We will give to You.

Some words in this PDS have a special meaning. Most of the words with special meaning are defined in section 7 ‘Definitions’, on pages 21 to 22.

Key information about Ringo Jewellery Insurance

Type of insurance

This Product provides comprehensive cover for your Specified Item.

What we pay

The most We will pay for any one Incident is the Insured Value for Your Specified Item shown in Your Certificate and Your Policy Schedule, unless We say otherwise in Your Policy.

What we cover

Accidental Loss of, or Damage to, Your Specified Item caused by an Incident occurring anywhere in the world during the Period of Insurance. Examples include hail, storm (including cyclone), fire, theft, and collision.

This is a summary only. Like all policies, there are conditions, limits and exclusions that apply so You need to read Your Policy carefully.

What to do if you need to make a claim

We understand that experiencing Loss of, or Damage to, Your Specified Item and having to make a claim can be stressful

Here is what to do:



Step 1

Make sure everyone is safe.

For emergencies in Australia, call 000.

For emergencies outside Australia, call the number for emergency services in the country You are located.



Step 2

Try to prevent further Loss of, or Damage to, Your Specified Item (e.g. not wearing Your Specified Item if it is likely to cause further Damage).



Step 3

Report the Incident to the police.

If someone has stolen or attempted to steal or maliciously damaged Your Specified Item, call the police as soon as possible and record the time, date, report number and the name of the recording officer.



Step 4

Where possible, collect details of all witnesses including their full names, addresses and contact numbers.



Step 5

Contact Us as soon as possible online, sending an email to claims@ringoinsurance.com.au, or calling 1300 359 816.

When You contact Us, describe details of the Incident to assist with lodging Your claim. If the Damage was caused by another person, provide Us with their name and address.

1 - Important things to know upfront

Before We get into the specifics of Your Policy there are important things to know upfront. This includes information about Your contract with Us, Your duty to Us, communicating with You electronically, administration fees, information about Your cooling off period, Your responsibilities, when You must contact Us about changes, Endorsements, and the Excess that applies when You make a claim.

Our agreement with You

If You buy this Product from Us, Your contract of insurance is made up of Your application for this insurance, Your Policy Schedule, Your Certificate of Insurance, any Endorsement, this PDS, and any SPDS that We have given You.

Your duty to Us: No Misrepresentation

Your Policy is a consumer insurance contract. Before You buy, make changes to or renew Your Policy, We will ask You questions. Your answers will be used to decide if We can insure You and on what terms.

You and other insured person(s) have a duty to Us under the Insurance Contracts Act 1984 (Cth) to take reasonable care not to make a misrepresentation. To make sure that You meet this duty to Us, it is important that You answer all questions relating to Your Policy truthfully and accurately. You have the same duty in relation to anyone else whom You want to be covered by Your Policy.

If You give Us information that is not true and accurate and therefore fail to comply with Your duty, We may be able to reduce or refuse to pay a claim or cancel Your Policy, or both. If Your failure to comply with Your duty is fraudulent, We may be able to refuse to pay a claim and treat Your Policy as if it never existed.

Communicating with You electronically

We will only send Your Policy documents and related communications by email and/or other types of electronic communication (e.g. SMS). Policy documents and communications will be provided to You in this way unless We tell You it is no longer suitable. To make sure We can always get in touch, You will need to keep Us up to date with Your current email address and Australian mobile phone number.

When it comes time for You to make a claim, all of Our communications with You will also be electronic. That is unless We allow or tell You otherwise.

You will be deemed to have received each electronic communication at the time it leaves Our information system. If You think something's gone missing, make sure You login and check Your Policy at ringoinsurance.com.au or contact Us to let Us know.

All communication and notices to be given by You to Us under Your Policy may be given to Ringo. All Policy documents, related communications and notices to be given by Us to You may be given by Ringo.

Administration fee

When You purchase or renew Your Policy or vary Your Policy to add another Specified Item, You will be charged an administration fee. The amount of the administration fee will be shown in the quote and in Your Policy Schedule.

Cooling off period

You can contact Us to return Your Policy within 14 days from its start date (including on renewal). This is called the cooling off period. As long as You have not made a claim during this period, We will refund in full the money You paid for Your Policy plus any administration fee (including GST if applicable), but You will no longer have the cover You otherwise would have had for that Period of Insurance.

Alternatively, You can cancel Your Policy at any time while You are insured. When You do this, unless We tell You otherwise, You will have cover up to the date and time of cancellation. For more information see 'What happens with cancellations', on page 20.

Extra support

Sometimes Your circumstances might mean You need additional support or assistance in dealing with Us. This could be due to Your physical or mental health, family or financial situation or cultural background. If You are comfortable, You can tell Us about Your situation and We will work with You to arrange support.

Your responsibilities

- take reasonable care to prevent Loss of, or Damage to, Your Specified Item. For example:
  - do not leave Your Specified Item unattended or where it is not secure;
  - do not wear Your Specified Item if it is already Damaged and likely to suffer further Damage;
  - follow the recommendations of the original jeweller about the correct use and maintenance requirements for Your Specified Item.
- maintain Your Specified Item in a good state of repair and, in the event of any Damage to Your Specified Item, You should arrange for repair of this Damage to prevent further Damage to Your Specified Item;

- for any Specified Item that contains set precious stones with an Insured Value more than $15,000, You must, at Your expense, have the Specified Item serviced at least once every three (3) years by a professional jeweller or the original jeweller and provide Us with any service reports if requested by Us;
- follow all terms, conditions and responsibilities set out in Your Policy;
- You must not assign Your interest in Your Policy to any other person;
- provide honest and complete information for any claim, statement or document supplied to Us;
- do not behave in a way that is abusive, dangerous, hostile, improper, or threatening when engaging with Us and Our service providers.

Not meeting Your responsibilities

Your Policy may not provide cover if You have not met Your responsibilities and it may lead Us to reduce or refuse to pay Your claim and/or cancel Your Policy.

When You need to contact Us

During the Period of Insurance You must tell Us as soon as possible if:

- any details on Your Certificate or Your Policy Schedule are no longer accurate and complete, including but not limited to Your Specified Item(s);
- there are any changes to the physical condition of Your Specified Item(s).

If You have not told Us about any of the above matters having occurred in any other Period of Insurance when You held Your Policy with Us, You must also tell Us as soon as possible.

What We will do when You contact Us

When You tell Us about any of the above matters or other matters which affect Your Policy, additional premium or an Endorsement may be applied to Your Policy. In some cases, it may lead Us to reduce or refuse to pay a claim or it may mean We can no longer insure You and We will cancel Your Policy.

If You do not contact Us

If You do not contact Us when You need to, You may not be covered under Your Policy and it may lead Us to reduce or refuse to pay a claim and/or cancel Your Policy.

Insured Value Adequacy

To reduce the possibility of being underinsured, You should periodically review the Insured Value for each Specified Item to ensure that it is as close as possible to its retail replacement cost. This is the cost a professional jeweller would charge to replace Your Specified Item with a like-for-like item.

Endorsements

An Endorsement is a term We add to Your Policy that might exclude, restrict or extend cover. For example, We may require Your Specified Item(s) to be stored in a safe when they are not being worn by You.

We may add an Endorsement to Your Policy at inception, renewal, or when You tell Us about changes to Your circumstances. Any Endorsement applied to Your Policy will be listed on an Endorsement schedule and / or Your Policy Schedule. It is important that You read the Endorsement schedule and Your Policy Schedule carefully.

Excesses

An excess is the amount You pay toward the cost of Your claim for each Incident covered by Your Policy. The amount of the excess is shown on Your Policy Schedule.

If You are required to pay an excess, it will need to be paid before We finalise Your claim. We will let You know the available options for paying Your excess.

2 - What we cover

In this section, We tell You about Our cover for Loss of, or Damage to, Your Specified Item.

What Your Policy covers

	**Accidental Loss or Damage cover**
We cover 	We cover accidental Loss of, or Damage to, Your Specified Item caused by an Incident occurring anywhere in the world during the Period of Insurance. Examples of accidental Loss or Damage cover include hail, storm (including cyclone), flood, fire, theft or attempted theft, malicious damage or vandalism, collision and impact.
We don't cover 	We do not cover anything in section 3 'What we do not cover', see pages 9 to 10. There are also things that We do not cover set out in section 4 'Making a Claim', see pages 11 to 14.
Limit 	The most We will pay for any one Incident is the Insured Value for Your Specified Item as shown in Your Certificate and Your Policy Schedule, unless We say otherwise in Your Policy.

3 – What We Do Not Cover

There are some things We do not cover under Your Policy and We want to be upfront about this. There are also specific things We do not cover in section 4 ‘Making a Claim’, on pages 11 to 14.

You are not covered under any section of Your Policy for Loss or Damage that is caused by or arises from or involves:

Cleaning and renovations

the process of any cleaning, refinishing, dyeing, repairing, alterations, renovating or restoration.

Confiscation

the destruction, confiscation or seizure of Your Specified Item by any government or public authority.

Cyber Risks

the use or operation, as a means of inflicting harm, of any computer, computer system, computer software programme, malicious code, computer virus or process or any other electronic system. This exclusion shall not apply to Loss of, or Damage to, Your Specified Item directly caused by theft, robbery, burglary, hold-up or other criminal taking.

Dishonest or Intentional Acts

an intentional, deliberate, dishonest or criminal act committed by, or at the direction of, You or a Family Member. This exclusion shall not apply if an intentional or deliberate act was committed by You or at Your direction or by any other Family Member for the purpose of preventing personal injury or property damage to another party or their belongings.

Existing Damage

any Loss of, or Damage to, Your Specified Item which occurred prior to the Period of Insurance.

Gradual Deterioration, Breakdown, Wear and Tear

wear and tear, gradual deterioration, warping, shrinkage, mould, rust or other corrosion, wet or dry rot, vermin, rodents, insects, inherent vice, latent defect, mechanical or electrical breakdown.

Misappropriation

theft or other misappropriation of Your Specified Item from You by a Family Member or a person to whom You gave the Specified Item as a gift or for safe keeping.

Nuclear Hazard, Radioactive, Chemical or Biological Contamination

nuclear hazard, radioactivity or ionizing radioactive contamination from nuclear fuel or nuclear waste arising from nuclear fuel, the radioactive, poisonous, explosive or other dangerous properties of any nuclear equipment or nuclear part of that equipment, or the use of a nuclear, chemical or biological weapon by any cause.

Economic and Trade Sanctions

any payments (including claims or refunding a premium) or the provision of any services or benefit to You or any other party to the extent that such cover, payment, service or benefit would contravene or otherwise expose Us to any sanction, prohibition or restriction under any applicable United Nations resolutions or trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.

War, Terrorism or Similar Risks

war, including the following and any consequence of undeclared war, civil war, insurrection, rebellion or revolution, hostilities, warlike acts by a military force or military personnel, or the destruction, seizure or use of property for military purpose. We do not cover any Loss or Damage caused directly or indirectly by terrorism or threat of force or violence to a person or group or class of persons, or to property by one or more persons, claiming to be committed to a cause whether political, religious, ideological or similar purposes, including an intention to influence a government, or invoke fear.

4 - Making a Claim

We are here for You in the moments that matter. In this section We set out how We help You when You make a claim.

Claims Conditions

When You make or intend to make a claim, You must comply with the following claims conditions:

What You must do

- Contact Us as soon as possible after the Incident to notify Us of Your claim;
- If Your claim involves theft of, or malicious Damage to, Your Specified Item, You must promptly report the Incident to the police and provide Us with the police event number;
- Assist Us in handling Your claim. This can include agreeing to be interviewed (e.g. meeting with an investigator) and / or providing relevant documents We ask for (e.g. proof of ownership);
- Take reasonable steps to minimise any further Loss of, or Damage to, Your Specified Item. For example, You should avoid using or wearing Your Specified Item if this is likely to cause further Loss or Damage;
- If Your Specified Item is a Total Loss, allow Us or a person nominated by Us to take possession of and salvage Your Specified Item.

What You must not do

- Do not dispose of any Damaged parts of Your Specified Item without Our consent;
- Do not carry out or authorise any repairs without Our consent, except for emergency repairs;
- Do not accept payment from someone who admits fault for Loss of, or Damage to, Your Specified Item. Refer them to Us instead.

If You do not comply

If You do not comply with ‘What You must do’ and ‘What You must not do’, We can reduce or refuse to pay Your claim and / or recover from You any costs and / or any monies We have paid and / or cancel Your Policy.

If We decline a claim or do not pay a claim in full

When You contact Us to make a claim, We will assess Your claim and We may need to undertake further investigation. If We decline Your claim, We will give You Our reasons in writing.

How to establish Your loss or damage

Establish an incident took place

When making a claim You must be able to prove that an Incident covered by Your Policy actually took place. If You do not do this, We will not be able to pay Your claim.

We may obtain or ask You to obtain the following from the police:

- Confirmation that You reported the Incident;
- Details of any investigation the police performed.

You must give Us authority to access these records, if We ask.

Prove Your Loss or Damage

You must also give Us accurate and full details of the Loss of, or Damage to, Your Specified Item and give Us proof of value and ownership, if We ask.

Proof includes things like sales receipts, service records, valuations, bank account or credit card statements. If You are unable to reasonably substantiate Your claim, We can reduce or refuse to pay Your claim.

Insurable Interest

We do not cover Loss of, or Damage to, a Specified Item in which You do not have an insurable interest at the time of Loss or Damage. If more than one person has an insurable interest in a Specified Item, We only pay the amount that reflects Your interest up to the Insured Value for the Specified Item.

Other Insurance

When You make a claim under Your Policy for Loss of, or Damage to, Your Specified Item, You must let Us know if You hold any other insurance policy that may cover Your Specified Item. This includes providing Us with the name of the other insurer and the policy number.

How we settle Your claim

If Your claim for Loss of, or Damage to, Your Specified Item is covered under Your Policy, We will either:

- pay Your preferred jeweller the cost to repair or replace the Lost or Damaged parts of Your Specified Item;
- settle Your claim as a Total Loss by paying Your preferred jeweller the cost to replace Your Specified Item with a new created item that is similar in appearance and specification to Your Specified Item immediately before the Incident that caused the Loss of, or Damage to, the Specified Item.

Your preferred jeweller

You can choose the jeweller who repairs or replaces Your Specified Item.

Your preferred jeweller must have all the necessary equipment, skills, capabilities, licenses and authorisations required by law, to repair or replace Your Specified Item.

Repair or replacement of Specified Item

If any part of Your Specified Item is Lost or Damaged, We will pay up to the Insured Value to Your preferred jeweller for the cost to repair or replace the Lost or Damaged parts of Your Specified Item. In no circumstances will We pay more than the Insured Value to repair or replace Your Specified Item.

You are responsible for making arrangements to deliver and paying the costs of delivering Your Specified Item to Your preferred jeweller. You must provide Us with the name and contact details for Your preferred jeweller.

After Your Specified Item has been delivered to Your preferred jeweller, We will speak with them to obtain a quote. We will authorise the repairs or replacement if the quote meets industry standards and will result in Your Specified Item being competently repaired and in a cost effective manner.

When We pay Your preferred jeweller to repair or replace the Lost or Damaged parts of Your Specified Item, We will not:

- pay to repair or replace Your Specified Item to a better standard, specification or quality than your item was before the Incident causing the Loss or Damage;
- cover You for any reduction in the value of Your Specified Item following the repair or replacement;
- pay to repair pre-existing damage.

When Your Specified Item is a Total Loss

Your Specified Item becomes a Total Loss if:

- We determine the Damage to Your Specified Item is so great that it would not be economical to repair;
- it is Lost (e.g. misplaced or stolen) and not recovered after 14 days and We accept Your claim for the Loss of Your Specified Item.

Settlement of Your Total Loss claim

If Your Specified Item is a Total Loss, We will pay up to the Insured Value to Your preferred jeweller for the cost to replace Your Specified Item. In no circumstances will We pay more than the Insured Value to replace Your Specified Item.

When Your Specified Item is replaced, it will be replaced by a new created item that is similar in appearance and specification to Your Specified Item immediately before the Incident that caused Loss of, or Damage to, the Specified Item. We will not cover You for any extra loss where the value of the replacement item is less than the Specified Item it replaced.

You are responsible for making arrangements to deliver and paying the costs of delivering Your Specified Item to Your preferred jeweller. You must provide Us with the name and contact details for Your preferred jeweller. We will speak with them to obtain a quote for the replacement.

We will authorise the replacement if the quote meets industry standards and will result in Your Specified Item being competently replaced and in a cost effective manner.

Payment of Premium

If You are paying the premium for Your Policy by monthly instalments and have made a claim for a Specified Item that We have determined is a Total Loss, then before We will pay Your preferred jeweller to replace Your Specified Item You must pay Us the monthly instalments for the remainder of the Period of Insurance attributable to the Specified Item.

If You have chosen to pay the premium for Your Policy by monthly instalments and at least one instalment has remained unpaid for at least 14 days, We may refuse to pay Your claim in whole or in part.

Pairs, sets or collections

If Your Policy covers Loss of, or Damage to, Your Specified Item that is a pair, set or collection, then We only cover the part of Your Specified Item that was Lost or Damaged.

Where it is not possible to repair or replace only the Lost or Damaged part of Your Specified Item, We will replace the entire pair, set, or collection on the same basis that would apply to a Total Loss.

Salvage

Where We pay to repair or replace Your Specified Item, the salvage becomes Our property.

Contribution to repair or replacement

There may be instances where You are required to contribute to the cost of repair or replacement of Your Specified Item. An example of this is where the Insured Value for Your Specified Item is less than the cost to replace Your Specified Item.

In this instance, We will ask You to pay the difference between the Insured Value and cost to replace Your Specified Item so that the replacement can be carried out.

If You do not want to pay the shortfall, We will work with You and Your preferred jeweller to replace Your Specified Item with a new jewellery item that is as close to the specification of Your Specified Item that can be covered by the Insured Value.

After We pay Your claim

Does Your claim affect Your cover?

If We pay to repair or replace Lost or Damaged parts of Your Specified Item, the cover under Your Policy for this Specified Item continues for the remainder of the Period of Insurance.

If We pay to replace Your Specified Item because it is a Total Loss, the cover under Your Policy for this Specified Item ends and there is no refund of the premium attributable to this Specified Item.

You can contact Us to ask for the replacement item to be added to Your Policy. If We agree, You must pay Us any additional premium We ask You to pay to add the replacement item to Your Policy. You may also be required to pay an administration fee. If this is the case, it will be shown on the quote given to You.

Our right to recover from those responsible

If You have suffered Loss of, or Damage to, Your Specified Item as a result of an Incident covered by Your Policy and You make a claim with Us for that Incident, then We have the right and You have permitted Us to take action or start legal proceedings against any person liable, or who would be liable, to You for the recovery of Your Loss.

“Your Loss” means Your insured, underinsured or uninsured loss or damage, costs, payments made and expenses in relation to the Incident. Any action or legal proceeding We take will be commenced in either Your name, or in the name of any other person that suffered Your Loss. We will have full discretion over the conduct and any settlement of the recovery action.

If You make a claim with Us for Your Loss and You have already started action or legal proceedings against any person or entity liable, or who would be liable to You for Your Loss, then We have the right and You have permitted Us to take over and continue that action or legal proceeding.

You must provide Us with all reasonable assistance, co-operation and information in the recovery of Your Loss. This assistance may include:

- providing Us with any document required to prove Your Loss;
- providing evidence and documentation relevant to Your claim and executing such documents, including signed statements and affidavits which We reasonably request;
- attending court or meeting with Our legal / other experts (only if required);
- providing copies of any photographs or footage of the Incident available;

You must not enter into any agreement, make any admissions or take any action or steps that have the effect of limiting or excluding Your rights and Our right to recover Your Loss, unless We have given You Our prior written agreement. If You do, We may not cover You under Your Policy for Your Loss.

5 - Important things to know – Our contract with You

In this section We set out more important information about Your contract with Us, including information about Your premium (including paying Your premium and what happens when Your premium payment is late), renewals, how Your Policy operates and responds where there are joint policyholders, how the GST affects Your Policy, and what happens with cancellations.

About your premium

The amount You pay Us for Your Policy is called the premium. Your premium includes stamp duty, GST, other government charges and any levies that apply. The premium is shown on Your Policy Schedule.

The amount of the premium reflects Our assessment of the likelihood of You making a claim and Our costs of doing business. A change to Your Policy details could mean a change to Your premium.

Each time You renew Your Policy the premium is likely to change, even if Your personal circumstances have not changed. This is because Your premium is affected by other things such as Our expenses of doing business and changes in Our approach to how We determine Your premium. Your renewal premium will be shown on the renewal notice We send You.

We use many factors to calculate the premium. See 'Calculating Your premium' below for more information.

Calculating Your premium

Your premium will depend on many factors. We calculate Your premium based on Your risk and government charges such as stamp duty and GST.

We work out Your risk by using factors We consider important, such as the type of Specified Item, the number of Specified Items, and Insured Value of the Specified Items. We also consider additional factors such as previous claims history, and whether You pay by instalments or not. Your premium costs less if You pay annually, rather than by instalments.

This is not a list of all Our risk factors. The importance We place on the factors We use can change and how these factors combine to affect Your premium will differ from person to person. We may add or remove factors.

The premium You pay is also affected by other things including the cost of claims We have paid to other customers and claims We expect to pay in the future, changes in government taxes and any state or territory duties or levies, Our expenses of doing business, and other commercial factors.

Paying Your premium

You must pay the premium by the due date to get this insurance cover. We will tell You how much to pay and when payment is due.

If You make changes to Your Policy details, it may affect the premium You need to pay for the remaining Period of Insurance. If changes to Your Policy require You to pay Us additional premium, the changes will only take effect when You have paid the additional premium.

Pay by monthly instalments

You can pay the premium by monthly instalments but the total premium will be higher than if You pay one lump sum for the entire Period of Insurance.

If You do pay the premium by monthly instalments, You must pay the instalment by the due date. You authorise Us to charge amounts to the payment card You have nominated to pay instalments. This includes the charging of any unpaid monthly instalments and remaining instalments in the circumstances specified in Your Policy.

You must ensure that You have the authority to use the payment card You have nominated. It is Your responsibility to ensure there are sufficient funds available to meet each monthly instalment. You will be responsible for any fees Your financial institution or payment provider might apply (including dishonour fees).

Unpaid premium

A monthly instalment is unpaid if it cannot be charged on the due date to the payment card You have nominated. If Your monthly instalment is overdue, We will send You a notice outlining the overdue amount and attempt to charge the payment card You have nominated again.

If You are paying the premium by monthly instalments and a monthly instalment remains unpaid, We will let You know and We can cancel Your policy:

- by giving You at least 14 days advance notice; or
- without notifying You in advance when an instalment is 1 month (or more) overdue.

If You need to make a claim when premium for Your Policy is unpaid, and before Your Policy has been cancelled for non-payment, We will require You to pay the overdue amount as part of the claim settlement.

Renewal

At least 14 days before expiry of Your Policy, We will tell You whether We are prepared to offer You renewal of Your Policy and, if so, on what terms. If We offer to renew Your Policy, We will provide You with the details of the premium and Excesses for the renewal period and any changes to the terms of Your Policy.

At renewal, We may adjust the Insured Value for Your Specified Item in accordance with indexes We use. This is designed to ensure that the amount of cover available to You under Your Policy is as close as practicable to the retail replacement cost for Your Specified Item should an Incident happen that causes Loss of, or Damage, to Your Specified Item. The retail replacement cost is the cost a professional jeweller would charge to replace Your Specified Item with a like-for-like item.

Unless You cancel Your arrangements for paying Your premium or You let Us know before expiry of Your Policy that You do not want it to renew, You authorise Us to take payment of the renewal premium by charging the payment card You have nominated to automatically renew Your Policy and keep You covered. You can contact Us before the renewal date to stop renewal of Your Policy.

If You do not pay the premium due on renewal by the due date, You have no cover from the due date.

Joint policyholders

When You insure Your Specified Item in the names of more than one person, and all of those people are named insured on Your Certificate and / or Your Policy Schedule, each of them is a joint policyholder and is able to request changes and otherwise deal with Your Policy. The reasons for this is that these joint policyholders each have an interest or ownership in the Specified Item.

We will treat a statement, act, omission, claim, request or direction (including a request to change or cancel Your Policy) made by one policyholder (either before You purchase Your Policy and during the Period of Insurance), as a statement, act, omission, request or direction by all policyholders.

There are, however, some exceptions to this.

During the Period of Insurance, We might ask all joint policyholders before We action a request or direction in relation to Your Policy. For example, before We cancel Your Policy, reduce the Insured Value or remove another policyholder. This way We can help to protect the interests of all policyholders.

How the Goods and Services Tax (GST) affects Your Policy

All cover limits in Your Policy include GST.

You must tell Us about the input tax credit (**ITC**) You are entitled to for Your premium and Your claim, each time You make a claim. If You do not give Us this information or if You tell Us an incorrect ITC, We will not pay any GST liability You incur.

If Your Specified Item is a Total Loss, We will reduce any payment We make by an amount equal to Your ITC entitlement, if any. In all other circumstances Our liability to You will be calculated taking into account any ITC to which You are entitled for any acquisition which is

relevant to Your claim, or which You would have been entitled had You made a relevant acquisition.

For Your Policy, and where You are registered for GST purposes, You should calculate the Insured Value for Your Specified Item having regard to Your entitlement to input tax credits. You should consider the net amount (after all input tax credits) which is to be insured and determine an Insured Value on a GST exclusive basis.

The outline of the effect of the GST on Your Policy is for general information only. You should not rely on this information without first seeking expert advice on the application of the GST in Your circumstances.

What happens with cancellations

Cancellations by You

You can cancel Your Policy at any time by notifying Us. Your cancellation will be effective from the date You request cancellation.

If You have paid Your premium by annual payment, then for each Specified Item cover cancelled, You will be refunded 90% of the unexpired portion of the premium attributable to that Specified Item cover (including GST if applicable), less any non-refundable government charges.

If You pay premium by monthly instalments, We will not charge You any further instalments from the time You cancel Your Policy but We will not refund any instalment premiums already paid. You will also be required to pay any unpaid premium at the time of cancellation.

Any administration fee charged by Ringo to set up, renew, or add a Specified Item to Your Policy will not be refunded.

Cancellations by Us

We can cancel Your Policy where the law allows Us to do so including but not limited to if You do not comply with the terms and conditions of Your Policy.

If You have paid Your premium by annual payment, then for each Specified Item cover cancelled, You will be refunded 90% of the unexpired portion of the premium attributable to that Specified Item cover (including GST if applicable), less any non-refundable government charges.

If You pay premium by monthly instalments, We will not charge You any further instalments from the time Your Policy is cancelled but We will not refund any instalment premiums already paid.

If We cancel Your policy due to fraud, We will not refund any money to You.

Any administration fee charged by Ringo to set up, renew, or add a Specified Item to Your Policy will not be refunded.

6 – What to do if You have a complaint

We will always do Our best to provide You the highest level of service but if You are not happy, here is what You can do.

How to contact Us with a complaint

Let us know

If You experience a problem with Your Policy or are not satisfied with Our service or a decision We have made, let Us know so that We can help.

You can contact Us:

By phone: 1300 359 816

By email: contact@ringoinsurance.com.au

We aim to resolve complaints on the spot but will make best efforts to resolve Your complaint within 5 business days of receiving it.

Review by Internal Dispute Resolution Team

If We are unable to resolve Your complaint within 5 business days, Our Internal Dispute Resolution (**IDR**) team will handle Your complaint.

The IDR team will contact You if they require additional information or if they have reached a decision.

When responding to Your complaint You will be informed of the progress of and the timeframe for responding to Your complaint. Unless additional time is required, the IDR team will inform You in writing of the outcome of Your complaint within 30 days of Us first receiving it.

Seek review by an external service

We expect Our procedures will deal fairly and promptly with Your complaint. However, if You remain dissatisfied, You may be able to access the services of the Australian Financial Complaints Authority (**AFCA**). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Any determination AFCA makes is binding on Us, provided that You also accept the determination. You do not have to accept their determination and You have the option of seeking remedies elsewhere.

AFCA has authority to hear certain complaints. Contact AFCA to confirm if they can assist You.

You can contact AFCA:

By Phone: 1800 931 678

By Email: info@afca.org.au

In Writing: Australian Financial Complaints Authority
GPO Box 3, Melbourne
VIC 3001

By Visiting: www.afca.org.au

7 - Definitions

Sometimes We have to use words with special meanings to properly explain the cover Your Policy provides. If a word does not have a special meaning listed below, then it just has its ordinary meaning.

Certificate means the most recent Certificate of Insurance We have given You that describes the details of Your Specified Item(s).

Damage, Damaged means physical damage, unless stated otherwise in Your Policy.

Endorsement means a term We add to Your Policy that might exclude, restrict or extend cover. If an Endorsement applies to Your Policy it will be shown in an Endorsement schedule We give You and / or Your Policy Schedule.

Excess means the amount You pay toward the cost of Your claim for each Incident covered by Your Policy. The amount of the excess is shown on Your Policy Schedule.

Family Member means Your family members who normally live with You, including a legal or de facto spouse and any member of their family who normally lives with You.

GST means Goods and Services Tax imposed under *A New Tax System (Goods and Services Tax) Act* 1999 (Cth).

Incident means a single event, accident or occurrence which You did not intend or expect to happen and that is not excluded by Your Policy. A series of incidents attributable to one source or originating cause is deemed to be the one incident.

Insured Value when used in relation to Your Specified Item, it means the maximum amount We will pay for Loss of, or Damage to, Your Specified Item in any one Incident, unless We say otherwise in Your Policy.

Loss, Lost means physical loss, unless stated otherwise in Your Policy.

Period of Insurance means when Your Policy starts to when it ends. It is shown in the Policy Schedule.

Policy means Your insurance contract. It consists of this PDS, any SPDS We have given You, Our record of Your application for this insurance, the Certificate, Policy Schedule, and any Endorsement.

Policy Schedule means the most recent Policy Schedule We have given You that describes Your Specified Item(s) and their Insured Value, the Period of Insurance, applicable Excess, and premium for Your Policy.

Specified Item means the jewellery item(s) insured by Us described in Your Certificate and Policy Schedule.

Total Loss means:

- We determine the Damage to Your Specified Item is so great that it would not be economical to repair;
- Your Specified Item is Lost (e.g. misplaced or stolen) and not recovered after 14 days and We accept Your claim for the Loss of Your Specified Item.

We, Us, Our means Berkley Insurance Company (limited company incorporated in Delaware, USA) ABN 53 126 559 706 | AFSL 463129 trading as Berkley Insurance Australia.

You, Your means the person(s) listed in Your Certificate and Policy Schedule who owns or has an interest in the Specified Item.

Part 2. Financial Services Guide

This Financial Services Guide (**FSG**) is authorised for distribution by Enrizen Pty Ltd (**Enrizen**), the authorising licensee for the offer of Ringo Jewellery Insurance and Australian Financial Services Licence Holder (AFSL 403 905).

Ringo Jewellery Insurance is a product administered by Centrestone Insurance Pty Ltd (**Centrestone** or **Ringo**), an authorised representative of Enrizen. Centrestone is the insurance distributor and administrator. Enable Underwriting Pty Ltd (**Enable**) is an agency that has delegated binding authority to issue, vary and cancel the insurance product on behalf of the insurer. It acts as agent of the insurer.

This FSG covers the financial services provided by Centrestone, Enable and Enrizen.

3.1 Purpose of FSG – The FSG is designed to help You decide whether to obtain the financial services we provide and explains the product and services we can offer You, how we and others are remunerated for the services offered to You and our complaint handling procedures.

3.2 Services offered – We can provide You with factual information and general advice about jewellery insurance and can arrange for you, through Enable as agent of the insurer, to acquire an insurance policy that will provide cover for Your jewellery. Alternatively, You can obtain insurance from an insurance company of Your choice.

When providing any general advice about jewellery insurance, we have not taken into account Your personal circumstances, needs or objectives. You should consider the advice in light of Your personal circumstances and/or seek independent professional advice from a qualified adviser.

3.3 Important relationships – Enable has a binding authority from the insurer, Berkley Insurance Company (limited company incorporated in Delaware, USA) ABN 53 126 559 706 | AFSL 463129 trading as Berkley Insurance Australia (**Berkley**) to issue, vary and cancel Ringo Jewellery Insurance. A binding authority allows Enable to transact the insurance policies as agent for the insurer. The insurer handles any claims for the insurance product.

Enrizen has authorised Enable and Centrestone to provide financial services under its Australian financial services licence including to provide general advice on and deal in the insurance.

3.4 How We are paid – Enable and Centrestone receive a commission based on the total insurance premium. Our commission is included in the premium quoted to You.

Enable may receive a profit share from Berkley. A profit share commission is only payable from the insurer for factors relating to the performance and profitability of the insurance portfolio including the claims and other operational expenses.

In addition, Enable and Ringo charge an administration fee. These amounts are to cover product development, marketing, arranging insurance, administrative services and managing claims. The fee is shown on your invoice for the insurance.

You can ask us for further details of the remuneration that we receive. If you are interested in this information, you must ask us for it within a reasonable timeframe after receiving this FSG. You must ask us before we provide any financial services to you, such as placing your insurance.

3.5 Payments we make to others – Ringo may provide a marketing fee to distribution partners. This marketing fee is to cover the costs and administration involved in referring Ringo Jewellery Insurance.

3.6 How Can You Contact Us - You may instruct us in person, by phone, or email. It is important that you provide us with complete and accurate information otherwise the services we provide may not be appropriate for your needs.

3.7 Compensation arrangements– Professional indemnity insurance is in place which covers Enable, Centrestone and Enrizen for any errors or mistakes relating to our insurance services. This insurance meets the requirements of the Corporations Act and covers the services provided by us, our authorised representatives and our employees after they cease working with us, provided we notify the insurer of the claim when it arises, and this is done within the relevant policy period.

3.8 Privacy statement – Ringo and our service providers seek at all times to comply with the *Privacy Act 1988* (Cth) and the Australia Privacy Principles (APP) therein. If Ringo discloses personal information to You for any reason You must also act in accordance with and comply with the terms of the *Privacy Act 1988* (Cth) and the APP. Ringo's Privacy Policy statement can be found on our website at www.ringoinsurance.com.au

The Privacy Policy contains information on how You may access Your personal information held by Ringo and how to seek correction of such information. It also provides information on how You can make a complaint against Ringo for a breach of the APP, or registered APP code(s), if any, that binds Ringo. If Ringo through a service provider sends Your personal information to any recipient overseas, Ringo requires that the recipient subscribes to the same Privacy Policy as Ringo. Ringo may retain Your personal information to enable it to provide or assess insurance and pay claims. You consent to us providing Your personal information to our third-party providers who may be external valuers or appraisers, loss adjusters or investigators, professional advisers, related body corporates as defined in the *Corporations Act 2001* (Cth) and other organisations that provide services to Us including Berkley for these purposes or for other financial services.

3.9 Complaints and disputes about Our services – We will do everything possible to provide a quality service at all times. If there are any concerns or complaints about any financial product or service provided by Ringo, our staff are always available to listen and help where they can. If, after talking to a staff member, the complaint remains unresolved, it can be taken further upon request in writing or verbally.

You can contact us:

In writing:	Ringo Jewellery Insurance GPO Box 225, Sydney NSW 2001
By email:	contact@ringoinsurance.com.au

When we receive Your complaint, we will consider all the facts and circumstances and contact You within five business days of receiving Your complaint. If the complaint remains unresolved it can be referred (in writing) and reviewed by our Internal Dispute Resolution (IDR) process, which is free of charge. This process will involve a further review of Your complaint. We will advise You of our final decision within 15 consecutive business days of commencing our IDR process, subject to all necessary information being provided. In the event we require additional information for our assessment or investigation of Your complaint, we will contact You and agree with You on a timeframe to resolve the matter.

After 45 days You may take Your complaint to the Australian Financial Complaints Authority (AFCA) even if it is still being considered by us. Contact details for AFCA are set out below.

If You are not satisfied with our final IDR decision You may be able to access the services of AFCA, subject to eligibility. This is a free service to You. Decisions made by the AFCA are binding on us, provided You accept the decision. If You do not accept the decision of the AFCA, You have the option of seeking other remedies.

The services of the AFCA are available to customers who fall within their terms of reference. They will advise if they can be of assistance to You.

You can contact AFCA:
By phone: 1800 931 678
By email: info@afca.org.au
By visiting: www.afca.org.au
In writing: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Delegated Binding Authority Agent:

Enable Underwriting Pty Ltd
ABN 81 610 250 425 is a Corporate Authorised Representative of Enrizen Pty Ltd AFSL 403 905
Level 28/88 Phillip St, Sydney NSW 2000

Email: info@enableunderwriting.com.au
Ph: (02) 8316 3994

Australian Financial Services Licence Holder:

Enrizen Pty Ltd
ABN 64 107 643 809 AFSL No 403 905
Level 28/88 Phillip St, Sydney, NSW 2000
Web: www.enrizen.com.au
Email: enquiries@enrizen.com.au
Ph: 1300 650 341

Insurance Distributor/Administrator:

Centrestone Insurance Pty Ltd
ABN 28 610 253 891 is a Corporate Authorised Representative of Enrizen Pty Ltd AFSL 403 905
Level 28/88 Phillip St, Sydney NSW 2000
Web: www.centrestone.com.au
Email: contact@centrestone.com.au
Ph: 1300 356 680

Insurer:

Berkley Insurance Company
ABN 53 126 559 706 AFSL 463 129
Level 7/321 Kent St, Sydney NSW 2000
Web: www.berkleyinaus.com.au
Ph: (02) 9275 8500