

Be part of something bigger.

Students Liabilities Insurance
Master Policy Wording



Don't go it alone

Making a Choice That's Right for You

Your Students Liabilities Insurance Master Policy has been designed to provide a level of cover that is consistent with requirements of students across Australia.

This policy-booklet details everything you need to know about what's covered under the Master Policy, and any exclusions or limitations that apply.

If you need assistance at any time,
please call us on **1800 810 213**.

The value of insurance to a student is undeniable

Welcome to Guild Insurance

Thank you for insuring with Guild Insurance. We are pleased to provide you with your policy documentation.

Don't trust your livelihood to just any insurer

At Guild Insurance, we are supported by an award-winning risk management program and a dedicated team of legal experts. So if the time comes to make a claim, you have peace of mind knowing you're supported by one of Australia's leading insurance providers.

Cover you can rely on

As a student, you may be exposed to a number of risks every day and worrying about them is the last thing you need. Guild Insurance provides a comprehensive insurance product developed to protect your career, so you can get on with doing what you do best.

About Guild Insurance

This Policy is underwritten by Guild Insurance Limited, ABN 55 004 538 863 and AFS Licence No. 233791, of 171 Collins St, Melbourne Victoria 3000. Guild Insurance Limited (hereafter referred to as We, Us or Our) is part of the Guild Group of Companies, a wholly owned subsidiary of the Pharmacy Guild of Australia.

Making a Claim

When you need to make a claim remember we're here to help.

Contact us 24 hours, 7 days a week on 1800 810 213.

Registering your claim with us

As soon as you experience any loss or adverse event that has the potential to lead to a claim, or if a claim is made against you by a third party, you need to call our National Claims Office to lodge your claim.

It's important that we know what's happening as soon as possible so that we can help you deal with the situation and manage your claim efficiently. We will immediately offer you support, advice and guidance on what further action to take.

Please follow the points outlined below so the process is easier for you, and for us.

- 1. Take all reasonable steps** to minimise the loss or liability and to prevent any further problems arising.
- 2. Contact our National Claims Office on Freecall number 1800 810 213** – 24 hours, 7 days a week.
- 3. When you contact us**, you will be asked to provide us with the following:
 - > details of the incident (when, where, how);
 - > your policy number, and/or association membership number, if available;
 - > details of adverse event or claim made against you.

Where appropriate, we may appoint a solicitor.

What you must do

To protect our mutual interests in defending a claim, you must do the following:

- > **Make sure you comply** with the general conditions and claims conditions of the policy.
- > **Do not admit liability**, no matter what your own views are concerning the incident.
- > **Forward every letter, demand, writ, summons or other legal process** to us as soon as practicable after you receive it.
- > **Provide information that we request** in support of your claim under this policy.
- > **Pay any applicable excess** that is stated in the schedule or in this policy-booklet in relation to your claim under this policy.

If the person notifying us of a claim is not a person listed as an insured on this policy, they must obtain your written authority before the claim can proceed.

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Introduction

Applying for Cover with Us

Prior to this Policy coming into effect You have provided Us with information in support of Your request for Cover with Us. The information that You have provided to Us is referred to as Your Application for this Policy.

You must ensure the information provided to Us is accurate and that You have complied with Your duty of disclosure.

Your **duty of disclosure** is explained in more detail in the Important Information Section of this policy-booklet.

Your Policy

Your Policy consists of:

- > the Policy wording;
- > a Schedule; and
- > other documentation indicating a change to the Policy, including Endorsements.

This forms the legal contract of insurance between You and Us.

Our Commitment to You

We value Our customers and work hard to build strong and lasting relationships.

When dealing with You We will act reasonably, respectfully and fairly towards You, taking into account Your and Our respective interests.

We will do so by:

- > managing Your Policy and any claim You may make courteously, promptly and efficiently;
- > respecting Your entitlement to the full benefit of the Cover provided by Your Policy in respect of any Covered claim;
- > giving reasonable consideration to any request You might make;
- > applying sound judgement before exercising any right, discretion or remedy in respect of Your Policy Cover; and
- > ensuring any conditions We impose are reasonable in the circumstances.

What Happens if You Disagree with One of Our Decisions or Have a Complaint about Our Service?

Despite Our best intentions, sometimes We get it wrong.

If You want to question one of Our decisions, or if You have a complaint about how We have handled Your Policy or claim, We want You to tell Us.

Please do not hesitate to contact Us should You have any matter which You feel has not been satisfactorily resolved.

Complaints and Disputes Resolution

When a complaint or dispute arises Our objective is to resolve any disagreement as amicably and quickly as possible.

If You would like to make a complaint please call Us during office hours and speak to one of Our staff who will assist You.

In those instances where We and You cannot resolve Your complaint to Your satisfaction We have a formal complaints and dispute resolution process that is fair, efficient and accessible to all Our customers.

You may request that the matter be referred to Our Dispute Resolution Panel who will endeavour to resolve it through Our internal dispute resolution process. This service is free of cost to You.

You can view Our complaints resolution procedures at **guildinsurance.com.au/dispute-resolution-process**.

If Our internal dispute resolution facility is unable to resolve Your dispute and You wish to take the matter further We will advise You of any other options including You seeking independent legal advice at Your own expense.

General Insurance Code of Practice

We are a signatory to and fully support the General Insurance Code of Practice (the Code).

The objectives of the Code are:

- > to commit Us to high standards of service;
- > to promote better, more informed relations between Us and You;
- > to maintain and promote trust and confidence in the general insurance industry;
- > to provide fair and effective mechanisms for resolving complaints You make about Us; and
- > to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers' compliance with the Code.

Please contact Us if You would like further information about the Code of Practice.

Alternatively, You can view and find more information about the Code and the Code Governance Committee at **codeofpractice.com.au**

Privacy

We are committed to complying with privacy laws and protecting Your personal information. By entering into a contract with Us, You agree to:

Introduction (continued)

- > the collection, use and disclosure of Your personal information to evaluate, effect, manage and administer Your insurance Cover, financial service or product provided to You by Us, any related company, or in conjunction with Us. This applies to personal information provided previously, currently and in the future;
- > the collection, use and disclosure of Your personal information to inform You of other products and services offered by Us, Our related entities or Your representative;
- > the use and disclosure of Your personal information to test and improve upon the systems used to manage Your Policy or financial product;
- > the collection from, and/or disclosure of, Your personal information to a third party which may include Your professional association, Your employer and Our service providers (including but not limited to other insurers, medical practitioners, lawyers, claims consultants, loss assessors and investigators), where this is relevant for the administration of Your Policy, financial product or a claim under this Policy;
- > the disclosure of Your personal information to overseas recipients where relevant, such as offshoring operational and administrative functions to the Philippines under locally incorporated subsidiary Guild Solutions Inc (GSI), some of Our global reinsurers and Fiji for debt recovery administrative services; and
- > the disclosure of Your personal information to a person, regulatory bodies or other entities if We are required or permitted to do so by law.

If You do not provide the requested personal information We may not be able to evaluate, effect, manage or administer Your Policy and You may also be in breach of Your **duty of disclosure**.

We will ensure that Your personal information is accurate, up-to-date and complete. You may access personal information We hold about You by contacting Us.

If You would like to make a complaint about how We have handled Your personal information please contact Us and speak to one of Our staff who will assist You.

Our privacy policy contains further information on access, correction and complaints handling procedures and can be accessed online at guildinsurance.com.au/privacy-policy.

Alternatively, You can write to Us at Locked Bag 32010 Collins Street East VIC 8003 or contact Us during office hours and We will arrange for a copy of the privacy policy to be provided to You.

Important Information

The following important information applies to all Sections of this Policy. Please read it carefully and if You are in any doubt as to how this information may affect You please contact Us and ask for an explanation.

Available to Nominated Members

Guild has an alliance agreement in place with the association named in the schedule. This Policy is only available to Nominated Members of the association, as defined in the Schedule. If You cease to be a Nominated Member of the association, or Your membership status otherwise changes or You are no longer a student, You must tell Us as soon as reasonably possible.

Alteration of Risk

This Policy Covers Your Professional Services and Your Business as You have represented these to Us.

It is important for You to advise Us as soon as reasonably possible of any change to the information You disclosed at the commencement or renewal of this policy.

In particular, You should advise Us when:

- > there are changes to the nature of Your Business activities or Professional Services;
- > You cease to be a member of the association named in the Schedule or Your membership status of the association otherwise changes (including but not limited to the non-renewal or cancellation of Your membership);
- > You are no longer a student; or
- > there are changes to Your or Your Business' products or services not previously disclosed to Us.

You should also advise Us of:

- > any other change to the Business or Your Professional Services that You could reasonably be expected to know would increase the risk Covered under any Section of this Policy.

When You advise Us of a change, We will assess whether and to what extent the change gives rise to an alteration to the risk in accordance with Our underwriting rules and processes.

If the change is that You have ceased to be a member of the association named in the Schedule, We may cancel Your participation in this Policy in accordance with the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation by giving You written notice that complies with the notice requirements of that Act.

If Our assessment is that the change alters the risk Covered under this Policy We may:

- > propose variations to the terms of Your participation under this Policy;
- > and if You agree, We will issue You with a revised Schedule.

If We do not agree to the change, or You do not accept any proposed variation to the terms, We may cancel Your participation in this Policy to the extent permitted by the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation.

If You do not advise Us about a change in the Business, Your Professional Services or of other changes in the risk Covered under any Section of this Policy We may refuse to pay all or part of Your claim under this Policy where permitted to do so by the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation.

Your Duty of Disclosure

Before You enter into an insurance contract, You have a duty to tell Us anything that You know, or could reasonably be expected to know, may affect Our decision to insure You and on what terms.

You have this duty until We agree to insure You.

You have the same duty before You renew, extend, vary or reinstate an insurance contract.

You do not need to tell Us anything that:

- > reduces the risk We insure You for; or
- > is common knowledge; or
- > We know or should know as an insurer; or
- > We waive Your duty to tell Us about.

If You Do Not Tell Us Something

If You do not tell Us anything You are required to, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both.

If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

Excess

An Excess may apply to Your claim under this Policy. The amount of any Excess applicable is stated in the Schedule or in this policy wording.

We will deduct the amount of any Excess from the amount We pay in relation to any claim under this Policy. The Excess will be deducted from Your claim before the Limit of Liability amount is applied.

Important Information (continued)

Financial Support for Associations

Where We have a referral agreement with a professional association We may provide financial support to that association. Such support can include:

- > sponsorship;
- > marketing assistance;
- > a referral fee of up to ten per cent (10%) of Your annual Policy Premium before government charges.

If You would like further information please contact Us.

GST – Goods and Services Tax

This Policy has a GST provision in relation to Premiums and to payments We may make in respect of claims under this Policy.

Your Policy contains claims conditions in respect of:

- > GST and claim payments for compensation;
- > GST and claim payments for legal and other costs; and
- > Our limitation for GST payment.

You should read the claims conditions contained in this policy-booklet to make sure You understand both Our and Your obligations in respect of how GST will be treated in respect of the payment of claims under this Policy.

Limits of Liability

Cover under this Policy is limited to the Limits of Liability stated in the Schedule. The Limits of Liability applicable to this Policy represent the full extent of Our maximum liability to You in relation to all claims under this Policy.

Limitations of Cover

Claims Made and Notified Cover

This Policy operates on a 'claims made' basis of Cover.

A 'claims made' basis of Cover means that We only Cover Claims first made against You during the Period of Cover. You must advise Us during the Period of Cover of any Claim first made against You by another party. If You do not notify Us during the Period of Cover You may not be Covered under this Policy.

You should refer to this policy-booklet for the full description of the 'claims made' Cover provided under this Policy.

This Policy **does not** provide Cover in relation to:

- > acts, errors, omissions or conduct occurring or committed by You prior to the Retroactive Date stated in the Schedule (if such a date is actually specified in the Schedule);

- > a Claim made after the expiry of the Period of Cover even though the act, error, omission or conduct giving rise to the Claim may have occurred during the Period of Cover;
- > Claims made, threatened or intimated against You prior to the commencement of the Period of Cover;
- > facts or circumstances of which You first became aware prior to the Period of Cover and which You knew or ought reasonably to have known had the potential to give rise to a Claim or other claim Covered under this Policy; or
- > any Claim, fact or circumstance that may give rise to a Claim or Inquiry disclosed or reported to Us or any other insurer under any insurance policy prior to the Period of Cover.

Where You have given notice in writing to Us of any facts or circumstances that might give rise to a Claim against You as soon as reasonably practicable after You become aware of those facts or circumstances but before the expiry of the Period of Cover You may have rights under Section 40(3) of the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation to be indemnified in respect of any Claim subsequently made against You arising from those facts or circumstances notwithstanding that the Claim is made after the expiry of the Period of Cover.

Any such rights arise under the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation only. The terms and effect of this Policy are that You are not Covered for Claims made against You after the expiry of the Period of Cover.

Premiums

Your Premium will be subject to the inclusion of:

- > GST in accordance with relevant taxation legislation; and
- > stamp duty as imposed by the relevant legislation of each Australian State or Territory.

Waiver of Rights and Our Right to Recovery

Waiver of Rights

No provision of this Policy, either in whole or in part, shall be considered to have been waived by Us unless the provision is expressly stated in writing to be waived by Us.

Preventing Our Right to Recovery

If You have agreed not to seek compensation from another person or entity who is liable to compensate You for any loss or liability which is Covered under this Policy **We may not Cover** You under this Policy for that loss or liability.

Your Policy

This policy-booklet together with the Schedule We provide to the association named in the Schedule or to You and any Endorsement form Your insurance Policy with Us.

Our Agreement with You

We agree to provide You with the Cover set out in this Policy and which is stated in the Schedule.

The Cover is in force for the Period of Cover stated in the Schedule.

You have paid Your Premium to the association named in the Schedule in accordance with the terms stated in the Schedule.

Exclusions, General Conditions, Claims Conditions and Definitions

This Policy has:

- > exclusions;
- > general conditions;
- > claims conditions; and
- > definitions;

that will apply to this Policy.

Grammatical Forms

A number of the defined words or terms in this Policy have different grammatical forms. The meaning given to them in their definition applies specifically to one of their grammatical forms but their other grammatical forms have a corresponding meaning.

Headings

This policy-booklet contains headings which are used for reference only and must not be used when interpreting this Policy.

Singular and Plural Words

In this Policy, a reference to the singular includes the plural and vice versa.

Section - Professional Indemnity

What is Covered

We will Cover You for Your civil liability in respect of any Claim as a result of a breach of professional duty by You in the provision of the Professional Services where such Claim is first made against You and notified to Us during the Period of Cover.

The Cover provided includes but is not limited to Your civil liability in respect of any Claim as a result of any of the following in the provision of the Professional Services:

Your actual or alleged unintentional:

- a. breach of any duty of confidentiality arising at law;
- b. breach of any Australian, State or Territory legislation enacted to protect the privacy of personal information;
- c. breach of any Australian, State or Territory legislation enacted for the protection of consumers; and
- d. unlawful discrimination.

Defence Costs

Where We agree to provide Cover to You for a Claim Covered under this Section We will also pay Defence Costs.

Limit of Liability

Our maximum liability under this Section in respect of:

- a. any one Claim will be limited to the Limit of Liability any one Claim amount stated in the Schedule or where applicable to the sub-limit stated in the Schedule for any specific Cover under this Section; and
- b. all Claims in the aggregate during the Period of Cover will be limited to the Limit of Liability in the aggregate any one Period of Cover amount stated in the Schedule or where applicable to the sub-limit stated in the Schedule for any specific Cover under this Section.

The Limit of Liability amount in respect of each of clauses a. and b. above **is inclusive of Defence Costs and any amounts payable** under any and all of the additional benefits under this Section or of any other extension of Cover under this Section.

We will not be liable to defend or to continue to defend any Claim or pay or continue to pay any Defence Costs associated with such defence once We have paid an amount equivalent to the Limit of Liability amount in each of clause a. or b. above.

The Limit of Liability amount for each of clause a. or b. above will not be reduced by the Excess amount payable by You.

Individual Member Limits

Where more than one Nominated Member comprises 'You' under this Section each Nominated Member will be considered as separate and distinct from the other and the word 'You' will apply to each Nominated Member as if a separate Policy had been issued to each Nominated Member:

Provided that:

nothing in this clause will increase Our Limit of Liability in respect of any one Claim made against any one Nominated Member Covered under this Policy or for all Claims in the aggregate made against one Nominated Member Covered under this Policy during the Period of Cover.

Multiple Claims

All acts, errors, omissions or conduct which are in any way related to or originate from one source or original cause shall jointly constitute a single act, error, omission or conduct. Where a single act, error, omission or conduct or causally connected or interrelated acts, errors, omissions or conduct result in more than one Claim or a series of Claims all such Claims shall jointly constitute one Claim and the Limit of Liability any one Claim and one Excess shall apply to that Claim.

Additional Benefits

We will, subject to all of the provisions of this Policy, Cover You in relation to the following additional benefits.

Our liability will be limited to the amount stated in the relevant additional benefit or, if no amount is stated, the applicable sub-limit or Limit of Liability amount stated in the Schedule.

Abuse and/or Molestation Defence Costs

Notwithstanding exclusions:

- > 'Fraudulent, Dishonest, Criminal, Malicious, Wilful or Intentional Acts'; and
- > 'Abuse and/or Molestation':

We will to the extent permitted at law, Cover You for Your:

- a. Defence Costs in respect of any Claim; or
- b. Inquiry Legal Costs in respect of any Inquiry;

as a result of any actual or alleged Abuse and/or Molestation by You which arises directly from the provision of the Professional Services, where:

- c. the Claim is first made against You or the Inquiry is first notified to You during the Period of Cover; and
- d. notified to Us during the Period of Cover; and

Section - Professional Indemnity (continued)

- e. You took reasonable steps to limit or prevent such Abuse and/or Molestation at the time it occurred or is alleged to have occurred:

Provided that:

- i. **We will not Cover** You if by any act or omission, You have committed or condoned such Abuse and/or Molestation:

Provided further that:

if it is found by way of an admission, judgment or adjudication that You did in fact commit or condone such Abuse and/or Molestation, then:

- ii. We shall not have any duty to defend any such Claim or Inquiry on behalf of You and We shall cease to provide any Defence Costs or Inquiry Legal Costs; and
- iii. any Defence Costs or Inquiry Legal Costs Covered under this additional benefit must be repaid by You within thirty (30) days following a request by Us for such repayment.

Our maximum liability under this additional benefit for any one claim and all claims in the aggregate during the Period of Cover will be limited to the Abuse and/or Molestation Defence Costs sub-limit stated in the Schedule.

An Excess may apply to this additional benefit. The amount of any applicable Excess is stated in the Schedule.

Continuous Cover

Notwithstanding exclusion:

- > 'Known Circumstances or Known Claims',

We will Cover You for Your civil liability in respect of a Claim first made against You or a notice of an Inquiry first served on You during the Period of Cover where such Claim or Inquiry arises from a fact or circumstance:

- a. You first became aware of prior to the Period of Cover and You knew or ought to have reasonably known might give rise to a Claim or Inquiry; and
- b. You did not notify Us of such fact or circumstance under the Policy in force with Us at the time when You first became aware of such fact or circumstance:

Provided that:

- i. there is an absence of fraud in Your not notifying Us of such fact or circumstance;
- ii. We have continued to be Your professional indemnity insurer without interruption between the date when the fact or circumstance could have been first notified to Us and the date the Claim or Inquiry was actually notified to Us;
- iii. other than the Limit of Liability amount Cover is subject to all of the provisions and Excess of this Section;

- iv. Cover is limited to the Limit of Liability amount of the policy for the period of cover in force at the time when You could have first notified Us of such fact or circumstance; and

- v. We may reduce Our liability under this Section to the extent of any harm suffered by Us due to Your not notifying Us of such fact or circumstance when You first became aware of it.

Fraud and Dishonesty

Notwithstanding exclusion:

- > 'Fraudulent, Dishonest, Criminal, Malicious, Wilful or Intentional Acts',

We will Cover You for Your civil liability in respect of any Claim as a result of any fraudulent, dishonest, criminal or malicious act, error, omission or conduct in the provision of the Professional Services where the Claim was first made against You and notified to Us during the Period of Cover:

Provided that:

We will not Cover:

- i. any of You who committed or condoned the act, error, omission or conduct excluded under exclusion 'Fraudulent, Dishonest, Criminal, Malicious, Wilful or Intentional Acts'; or
- ii. any Claim relating to:
 - > Money or electronic funds or records of electronic funds; or
 - > the unauthorised or illegal transfer of Money, land or other property by any means.

Good Samaritan Acts

We will Cover You for Your civil liability in respect of any Claim as a result of Good Samaritan Acts:

Provided that:

- a. such Claim is first made against You and notified to Us during the Period of Cover; and
- b. You were not acting under the terms of a contract for service or apprenticeship with another employer, entity or practice at the time of the Good Samaritan Acts.

Inquiries and Proceedings

We will Cover You for Your Inquiry Legal Costs incurred by Us or by You with Our prior written consent in Your legal representation at any Inquiry:

Provided that:

- i. notice of the Inquiry is first served on You and notified to Us during the Period of Cover; and

Section - Professional Indemnity (continued)

- ii. You are legally required to respond to and/or attend the Inquiry.

Our maximum liability under this additional benefit for any one Claim and all Claims in the aggregate during the Period of Cover will be limited to the Inquiries and Proceedings sublimit stated in the Schedule.

An Excess may apply to this additional benefit. The amount of any applicable Excess is stated in the Schedule.

Loss of Documents

We will Cover You for Your civil liability in respect of any Claim for the loss of or damage to Business Documents not owned by You but which are in Your custody or control in the ordinary course of Your Professional Services and for which Business Documents You are legally responsible:

Provided that:

- i. the loss or damage occurred and was first discovered by You during the Period of Cover;
- ii. You notified Us within thirty (30) days from first discovery of the loss of or damage to such Business Documents and prior to the expiry of the Period of Cover;
- iii. You must provide Us with invoices and accounts in support of the costs and expenses incurred by You in replacing or restoring such Business Documents for Our consideration and approval; and
- iv. any Business Document held in electronic format is duplicated via daily back-up of material capable of restoring any lost or damaged document to its original status;

Provided further that:

We will not Cover You for:

- v. loss of or damage to Business Documents brought about by wear and tear, vermin, mould or mildew or any other gradual deterioration; or
- vi. Consequential Loss of any kind.

Our maximum liability under this additional benefit for any one Claim and all Claims in the aggregate during the Period of Cover will be limited to the Loss of Documents sub-limit stated in the Schedule.

An Excess may apply to this additional benefit. The amount of any applicable Excess is stated in the Schedule.

Reinstatement of Limit of Liability

Where the Limit of Liability amount is exhausted partially or totally by the payment of a Claim or Claims Covered under this Section We will reinstate the Limit of Liability amount up to the maximum aggregate Limit of Liability for Section – Professional Indemnity during the Period of Cover to Cover

You for any subsequent Claim or Claims Covered under this Section:

Provided that:

- i. We will only reinstate the Limit of Liability amount for any such subsequent Claim or Claims arising from acts, errors, omissions or conduct unrelated to any Claim or Claims already Covered (whether in whole or in part) within the original Limit of Liability amount;
- ii. Our aggregate liability for all Claims Covered under Section – Professional Indemnity will not exceed the Limit of Liability in the aggregate any one Period of Cover amount stated in the Schedule;
- iii. notwithstanding the aggregate Limit of Liability amount available Our maximum liability in respect of any one Claim or Claims arising from the same or interrelated acts, errors, omissions or conduct will be limited to the Limit of Liability amount for Section – Professional Indemnity inclusive of any additional benefits or other amounts Covered and Defence Costs; and
- iv. this additional benefit **will not apply** to the extent that there is other insurance cover available to You in excess of the original Limit of Liability amount under this Section.

Run-off Cover

We will Cover You if, during or prior to the Period of Cover You:

- a. permanently retire from the provision of the Professional Services; or
- b. permanently cease to provide the Professional Services;

for Claims first made against You or notices of Inquiry first served on You and notified to Us on or after the happening of any of the matters listed in clauses a. or b. above:

Provided that:

- i. such Claim or Inquiry arises out of an act, error, omission or conduct which occurred prior to the date of the happening of any of the matters listed in clauses a. or b. above but on or after the Retroactive Date; and
- ii. Cover shall only continue up to the expiry of the Period of Cover and is only in respect of Claims or Inquiries arising from an act, error, omission or conduct occurring whilst We were Your professional indemnity insurer:

Provided further that:

all Cover under this additional benefit shall cease if:

- iii. You cease retirement;
- iv. You resume Your conduct of any of the Professional Services; or

Section - Professional Indemnity (continued)

- v. another policy of insurance is arranged to insure any liability arising from the retirement or permanent cessation of the Professional Services.

Section - Public and Products Liability

What is Covered

Public Liability

We will Cover You for Your civil liability in respect of any Claim for Bodily Injury or Property Damage where such Claim is first made against You and notified to Us during the Period of Cover as a result of an Occurrence happening in connection with Your Business:

Provided that:

We will not Cover You under Public Liability for any Bodily Injury or Property Damage as a result of an Occurrence happening in connection with Your Products.

Products Liability

We will Cover You for Your civil liability in respect of any Claim for Bodily Injury or Property Damage where such Claim is first made against You and notified to Us during the Period of Cover as a result of an Occurrence happening in connection with the nature, condition or quality of Your Products:

Provided that:

We will not Cover You under Products Liability for any Bodily Injury or Property Damage which is Covered or could be Covered under Public Liability.

Defence Costs

Where We agree to provide Cover to You for a Claim Covered under either Public Liability or Products Liability We will also pay Defence Costs.

Limit of Liability

Public Liability

Our maximum liability under this Section for Public Liability in respect of:

- a. any one Claim will be limited to the Public Liability Limit of Liability any one Claim amount stated in the Schedule or where applicable to the sub-limit stated in the Schedule for any specific Cover under this Section; and
- b. all Claims in the aggregate during the Period of Cover will be limited to the Public Liability Limit of Liability in the aggregate any one Period of Cover amount stated in the Schedule or where applicable to the sub-limit stated in the Schedule for any specific Cover under this Section.

The Limit of Liability amount in respect of each of clauses a. and b. above **is inclusive of Defence Costs and any amounts payable** under any and all of the additional benefits under this Section or of any other extension of Cover:

Provided that:

- i. We will not be liable to defend or to continue to defend any Claim or pay or continue to pay any Defence Costs associated with such defence once We have paid an amount equivalent to the Limit of Liability amount in each of clause a. or b. above; and
- ii. the Limit of Liability amount for each of clause a. or b. above will not be reduced by the Excess amount payable by You.

Products Liability

Our maximum liability under this Section for Products Liability in respect of:

- a. any one Claim will be limited to the Products Liability Limit of Liability any one Claim amount stated in the Schedule or where applicable to the sub-limit stated in the Schedule for any specific Cover under this Section; and
- b. all Claims in the aggregate during the Period of Cover will be limited to the Products Liability Limit of Liability in the aggregate any one Period of Cover amount stated in the Schedule or where applicable to the sub-limit stated in the Schedule for any specific Cover under this Section.

The Limit of Liability amount in respect of each of clauses a. and b. above **is inclusive of Defence Costs and any amounts payable** under any and all of the additional benefits under this Section or of any other extension of Cover:

Provided that:

- i. We will not be liable to defend or to continue to defend any Claim or pay or continue to pay any Defence Costs associated with such defence once We have paid an amount equivalent to the Limit of Liability amount in each of clause a. or b. above; and
- ii. the Limit of Liability amount for each of clause a. or b. above will not be reduced by the Excess amount payable by You.

Individual Member Limits

Where more than one Nominated Member comprises 'You' under this Section each Nominated Member will be considered as separate and distinct from the other and the word 'You' will apply to each Nominated Member as if a separate Policy had been issued to each Nominated Member:

Provided that:

nothing in this clause will increase Our Limit of Liability in respect of any one Claim made against any one Nominated Member Covered under this Policy or for all Claims in the aggregate made against one Nominated Member Covered under this Policy during the Period of Cover.

Multiple Claims

Where in respect of each of:

Section - Public and Products Liability (continued)

- > Public Liability; or
- > Products Liability;

a single Occurrence results in more than one Claim or a series of Claims against You all such Claims shall jointly constitute one Claim and one Limit of Liability and one Excess shall apply.

Additional Benefits

We will, subject to all of the provisions of this Policy, Cover You in relation to the following additional benefits.

Our liability will be limited to the amount stated in the relevant additional benefit or, if no amount is stated, the applicable sub-limit or Limit of Liability amount stated in the Schedule.

Run-off Cover

We will Cover You if, during the Period of Cover, You:

- a. permanently retire; or
- b. permanently cease to conduct the Business;

for Claims Covered under Public Liability or Products Liability which are first made against You and notified to Us during the Period of Cover on or after the happening of any of the matters listed in clauses a. or b. above:

Provided that:

- i. such Claim arises out of an Occurrence happening prior to the date of the happening of any of the matters listed in clauses a. or b. above but on or after the Retroactive Date; and
- ii. Cover shall only continue up to the expiry of the Period of Cover:

Provided further that:

all Cover under this additional benefit shall cease immediately if:

- iii. You cease retirement;
- iv. You resume Your conduct of the Business; or
- v. another policy of insurance is arranged to insure any liability arising from the retirement or permanent cessation of the Business.

Exclusions

The following exclusions apply to this Policy. Please read them carefully.

Exclusions - Applicable to All Sections

This Policy **does not Cover** and **We will not be liable** for any claim under this Policy for, directly or indirectly arising out of or in any way connected with:

Abuse and/or Molestation

any actual or alleged Abuse and/or Molestation.

Aircraft

- a. Your ownership, maintenance, service, operation, use or legal control of an Aircraft or Aircraft landing area; or
- b. any of Your Products that are used or incorporated in or connected with Aircraft or which You could be reasonably expected to know are or would be incorporated or used in Aircraft.

Aircraft landing area includes any land, building or structure in an area where Aircraft take off or land or are housed, maintained, operated or refuelled.

Asbestos

the existence or presence of asbestos in whatever form or quantity:

Provided that:

this exclusion will not apply to any claim under this Policy arising from Professional Services provided to persons affected by any asbestos-related disease.

Bankruptcy, Insolvency or Business Sold

You being placed into bankruptcy.

Clinical Trial or Clinical Research

the participation in any clinical trial or clinical research.

Contract Works

any alteration, renovation or addition work to or of any buildings or structure by You or on Your behalf where the total contract price or estimated commercial value of such works exceeds \$500,000.

Contractual Liability

liability assumed:

- a. under any agreement, contract, guarantee, indemnity or warranty unless such liability would have attached to You regardless of the existence of the agreement, contract, guarantee, indemnity or warranty; and/or

- b. which is outside the normal course of Your Professional Services or conduct of Your Business:

Provided that:

this exclusion will not apply when such liability:

- i. is assumed under any statutory guarantee of fitness or quality regarding Your Products as required by any legislation in Australia in respect of product safety;
- ii. has been specifically agreed to by Us and stated in the Schedule; or
- iii. in respect of the Cover provided under Section – Public and Products Liability, in respect of Public Liability Cover only, is assumed under any Incidental Contract.

Cyber Event

any actual or alleged Cyber Event:

Provided that:

this exclusion shall not apply to the Cover provided under:

- i. Section – Professional Indemnity, in respect of any claim for, directly or indirectly arising out of or in any way connected with, a Cyber Incident; or
- ii. Section – Public and Products Liability, in respect of any claim for, directly or indirectly arising out of or in any way connected with, Property Damage to any Computer arising from a Cyber Incident.

Defamation, Libel, Slander

any actual or alleged defamation, libel or slander.

Directors and Officers

in respect of the Cover provided under:

- > Section – Professional Indemnity:

Your acting in the capacity of a director or officer of any legal entity, corporation or other incorporated body.

Employer's Liability

- a. Bodily Injury to any Employee arising out of or sustained in the course of their employment with You;
- b. Bodily Injury to any individual who is deemed to be Your Employee pursuant to any workers' compensation legislation or similar law or who is deemed to be Your Employee at common law;
- c. Bodily Injury to an Employee for which You are indemnified or entitled to be indemnified under any policy of insurance or self-insurance licence arrangement required to be taken out pursuant to any workers' compensation legislation or

Exclusions (continued)

accident compensation legislation, whether or not You are a party to such policy;

- d. liability imposed by the provisions of any workers' compensation legislation;
- e. liability imposed by the provisions of any industrial award, agreement or determination; or
- f. property or Money belonging to or in the physical or legal control of any Employee.

Employment Practices Liability

any:

- > defamation, demotion, denial of natural justice, discrimination;
- > failure to promote or hire;
- > harassment of any kind;
- > misleading or deceptive representation, misstatement; or
- > wrongful or unfair dismissal;

relating to or in respect of:

- a. the employment; or
- b. the prospective employment;

of any person by You.

Error in Design

in respect of the Cover provided under:

- > Section – Public and Products Liability:

an error or omission in design, plan or specifications or failure of design in Your Products.

Failure to Take Reasonable Precautions

failure to take all reasonable precautions for the maintenance and protection of the Business property.

Faulty Workmanship

the cost of:

- > correcting;
- > completing;
- > improving;
- > performing;
- > rectifying; or
- > re-performing;

any work undertaken by You or on Your behalf.

Fines and Penalties or Liquidated, Punitive, Exemplary or Aggravated Damages

- a. fines and/or penalties;
- b. liquidated damages, punitive, exemplary or aggravated damages or additional damages resulting from the multiplication of compensatory damages; or
- c. non-compensatory damages or taxes.

Fraudulent, Dishonest, Criminal, Malicious, Wilful or Intentional Acts

any actual or alleged:

- a. dishonest, fraudulent, criminal or malicious act or conduct;
- b. wilful act or intentional conduct intended to cause loss, damage, harm or liability or committed with a reckless disregard for the consequences thereof; or
- c. wilful or intentional breach of any regulation, statute or other law, contract or duty;

committed by You or any person acting with Your knowledge, consent or connivance.

Hovercraft

- a. Your ownership, maintenance, service, operation, use or legal control of a Hovercraft or Hovercraft landing area; or
- b. any of Your Products that are used or incorporated in or connected with Hovercraft or which You could be reasonably expected to know are or would be incorporated or used in Hovercraft.

Hovercraft landing area includes any land, building or structure in an area where Hovercraft take off or land or are housed, maintained, operated or refuelled.

Infectious and/or Transmissible Diseases

- a. Transmissible Spongiform Encephalopathy (TSE) including but not limited to Bovine Spongiform Encephalopathy (BSE) or new variant Creutzfeldt-Jakob Disease (vCJD);
- b. the existence, suspected existence or threat of:
 - > Cholera;
 - > Highly Pathogenic Avian Influenza in humans;
 - > Rabies;
 - > any disease caused by the SARS-COV-2 virus or its variants; or
- c. the existence, suspected existence or threat (actual or perceived) of any infectious or transmissible disease with pandemic or epidemic potential determined or declared by either State, Territory or Federal Governments or the World Health Organisation to be quarantinable prior to, or at any

Exclusions (continued)

time during, the Period of Cover or any extension thereof, including but not limited to:

- > any disease determined to be a Public Health Emergency of International Concern (PHEIC);
- > any disease determined to be a listed human disease under the Biosecurity Act 2015 (Cth) or any subordinate legislation, subsequent amendment(s), re-enactment, replacement, successor legislation or similar legislative regime; or
- > any mutation or variant of a disease stated above, or of a disease referred to in such legislation;

irrespective of whether the infectious or transmissible disease was discovered on Your Business premises or elsewhere:

Provided that:

this exclusion does not apply where You or others acting on Your behalf have taken all reasonable steps to comply with all relevant statutory requirements, published professional and/or government protocols and standards in respect of the diseases referred to in clauses a., b. and c. above:

Provided further that:

a reference to listed human disease shall have the meaning found in any replacement definition, in any amendment, re-enactment, replacement or successor legislation, or where there is no replacement definition the term shall have the meaning of a term which is substantially similar in meaning as defined in or declared in any amendment, re-enactment, replacement or successor legislation.

Intellectual Property

in respect to the Cover provided under:

- > Section – Professional Indemnity:

any infringement of any copyright, trademark, registered design or patent by You or on Your behalf.

Intoxicants or Drugs

any act, error, omission or conduct by You while under the influence of alcohol, intoxicants or drugs.

Jurisdiction and Territorial Limits

- a. any event or any actual or alleged act, error, omission, conduct, Bodily Injury or damage to property happening outside of the Territorial Limitation stated in the Schedule; or
- b. any Claim, action or matter:
 - > brought in a court outside of the Jurisdiction Limitation stated in the Schedule;

- > brought in any court to enforce a judgment handed down by a court outside of the Jurisdiction Limitation stated in the Schedule;
- > where You have agreed to submit to the legal jurisdiction of a court outside of the Jurisdiction Limitation stated in the Schedule; or
- > which We are prohibited from paying by law in the jurisdiction concerned:

Provided that:

clause a. shall not apply in respect of Cover provided by additional benefit 'Good Samaritan Acts' under Section - Professional Indemnity.

Known Circumstances or Known Claims

any Known Circumstance and/or Known Claim.

Loss of Use

in respect of the Cover provided under:

- > Section – Public and Products Liability:

loss of use of real or tangible property that has not been physically damaged, destroyed or lost as a result of:

- a. a delay in or lack of performance by You or on Your behalf of any contract or agreement; or
- b. the failure of Your Products to meet the level of performance, quality, fitness or durability warranted or represented by You:

Provided that:

clause b. of this exclusion will not apply to loss of use of other real or tangible property not being Your Products resulting from sudden and accidental physical loss, destruction of or damage to any of Your Products after Your Products have been put to use by any person or organisation other than You.

Manufacturing Activities

in respect of the Cover provided under:

- > Section – Public and Products Liability:

any Bodily Injury or Property Damage directly or indirectly related to any of Your Products or goods manufactured or wholesaled by You.

Medical Practitioners

any act, error, omission or conduct of any Medical Practitioner.

Non-student Activities

any Professional Services provided by You:

- a. when You were not enrolled in a course of study relevant to Your practice of the Professional Services;

Exclusions (continued)

- b. which are outside the requirements of Your course of study or not related to Your course of study;
- c. in a private capacity; or
- d. when You were entitled to be registered as a practitioner in Your field of study but were not so registered.

Nuclear Material

- a. ionising radiation from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel;
- b. the radioactive, toxic, explosive or other hazardous properties or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;
- c. any weapon or device employing atomic or nuclear fission and/or fusion or other reaction or radioactive force or matter;
- d. the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
- e. nuclear weapons material:

Provided that:

this exclusion will not apply to any claim under this Policy arising from the use of radioisotopes when used away from the place where such are made or produced and used solely for the purpose of medical, industrial or scientific services in the conduct of Your Business or Professional Services.

Occupier's and Owner's Liability

in respect of the Cover provided under:

- > Section – Professional Indemnity:

Your occupation, ownership, lease or management of any land, building, structure or other real or tangible property.

Pollution and/or Contamination

- a. the actual or threatened discharge, dispersal, release, seepage, migration or escape of any Pollutant or harmful substance into or upon any property, land, watercourse, body of water or the atmosphere;
- b. costs and expenses incurred in the prevention, removal, nullifying or clean-up of contamination or Pollutants or harmful substances caused by pollution into or upon any property, land, watercourse, body of water or the atmosphere; or
- c. the actual or threatened discharge, dispersal, release, seepage, migration or escape of any contamination, Pollutant or harmful substance occurring in the United States of America, Canada or any other territory coming

within or subject to the jurisdiction of the courts of the United States of America or Canada:

Provided that:

in respect of the Cover provided under Section – Public and Products Liability:

- i. clauses a. and b. above shall not apply where the discharge, dispersal, release or escape of any contamination, Pollutant or harmful substance was sudden, identifiable, unexpected and unintended and took place in its entirety at a specific time and place; and
- ii. in such circumstances Our total aggregate liability for any one Claim and all Claims Covered under this Policy in connection with Pollutants or harmful substances shall not exceed the Limit of Liability amount stated in the Schedule for Public Liability or the Limit of Liability amount stated in the Schedule for Products Liability.

We will not Cover You for more than one Limit of Liability for all such Claims.

Product Defect

damage to Your Products if the damage arises from:

- a. any defect contained within Your Products;
- b. Your Products' harmful nature or unsuitability for intended purpose; or
- c. Your Products' inherent ineffectiveness:

Provided that:

this exclusion shall not apply to any resultant damage to third party goods caused by Your Products that are found to be defective, harmful, unsuitable or ineffective.

Product Recall

any recall, including but not limited to the withdrawal, inspection, repair, replacement, adjustment, removal, disposal or loss of use of:

- a. any goods or products manufactured, sold, supplied or distributed by You; or
- b. any of Your Products or any other property of which Your Products form a part if Your Products are recalled or withdrawn from the market or from use because of any known or suspected defect or deficiency in Your Products.

Products

in respect of the Cover provided under:

- > Section – Professional Indemnity, the:
 - > distribution;
 - > maintenance, manufacture, modification;
 - > preparation;

Exclusions (continued)

- > repair;
- > sale; supply;
- > treatment; or
- > wholesale;

by You of any goods or products.

Professional Liability

in respect of the Cover provided under:

- > Section – Public and Products Liability:

the rendering of or failure to render professional advice or services or any act, error, omission or conduct connected with such professional advice or service by You.

Professional Qualifications Breach

any Professional Services provided by You at a time when You were not permitted to practise the Professional Services due to Your not having attained the satisfactory level of qualification or the successful pass of relevant subject modules under Your course of study required to practise such Professional Services.

Property in Care, Custody or Control

any damage to property in Your physical or legal control.

Railways, Tramways and Trolleybuses

the construction and/or operation and/or ownership and/or structural maintenance of railways, tramways or trolleybuses:

Provided that:

in respect of the Cover provided under Section – Public and Products Liability:

this exclusion will not apply where rail loops, spurs or sidings are owned or operated by You in connection with Your Business for the sole purpose of loading or unloading of Your Business stock, goods or Your Products.

Related Entities

Claims made against You by or on behalf of:

- any subsidiary company or parent company of Yours;
- any joint venture partner of Yours; or
- any entity operated, controlled, owned or managed by You.

Retroactive Date

any act, error, omission or conduct committed or alleged to have been committed or any Occurrence happening prior to the Retroactive Date stated in the Schedule.

Sanctions

the payment of such claim or provision of such Cover exposing Us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom, United States of America or Australia. This exclusion applies notwithstanding anything contained in this Policy to the contrary.

Supervision by a Qualified Practitioner

any act, error, omission or conduct by You at a time when You were not under the supervision of a registered practitioner who is qualified in the same discipline as Your course of study.

Terrorism

any act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the Property Damage, Bodily Injury or Claim or for any cost or expense including any action taken in controlling, preventing, suppressing or in any way relating to any act of Terrorism.

Trading Debts, Loss of Profit, Refund of Fees

the refund or payment of:

- a trading debt;
- loss of profit; or
- fees or other remuneration or consideration;

paid or due to You or Your agent or contractor or any person or party Covered under this Policy.

Vehicle

Your ownership, possession, or use by You of any Vehicle:

- which is registered or required to be registered under any legislation; and
- for which compulsory liability insurance or statutory indemnity is required by law whether or not such insurance has been effected or a statutory indemnity provided:

Provided that:

in respect of the Cover provided under Section – Public and Products Liability, this exclusion will not apply to:

- Bodily Injury:
 - > directly or indirectly arising out of or in any way connected with a Vehicle which is not required to be registered and have compulsory third party insurance or similar statutory indemnity under any legislation;
 - > directly or indirectly arising out of or in any way connected with a Vehicle which is registered under legislation and by legislation is not required to have

Exclusions (continued)

compulsory third party insurance or similar statutory indemnity and does not have compulsory third party insurance or similar statutory indemnity; or

- > where the compulsory liability insurance or statutory indemnity does not provide indemnity and the reason why that indemnity is not provided does not involve a breach by You of legislation relating to Vehicles;
- ii. liability caused by or arising out of the delivery or collection of goods to or from any Vehicle or during the loading and unloading of goods to or from any Vehicle;
- iii. Property Damage to any Vehicle, or the contents thereof, not belonging to You, leased or hired by You or on loan or rented to You or used by You or on Your behalf or in Your custody or control while within a car park owned or operated by You for the purpose of parking:
but excluding any Vehicle or its contents in any part of a car park owned or operated by You or Your Business for fee or reward; or
- iv. Bodily Injury or Property Damage caused by or arising out of the use of any Vehicle including any tool or plant forming part of or attached to or used in connection with such Vehicle whilst being operated by You or on Your behalf as a Tool of Trade.

Vibration, Weakening of Support

Property Damage resulting from:

- a. vibration; or
- b. removal or weakening of, or interference with, support to land, buildings or any other property.

War or Appropriation

any war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition or destruction of or damage to property by or under the order of any government or public or local authority.

Watercraft

Your ownership, use or operation of any Watercraft other than as specifically Covered under this Policy.

General Conditions

The following general conditions apply to this Policy. It is important that these conditions are observed. Please read them carefully.

If You or any other person or party Covered under this Policy do not comply with these conditions, and if permitted by applicable law:

- > the Cover under this **Policy may be cancelled**; or
- > to the extent Our interests have been harmed by the non-compliance, We may **reduce any claim payment** or **refuse to pay any claim** under this Policy.

Alteration of Risk

This Policy Covers Your Professional Services and Your Business as You have represented these to Us.

It is important for You to advise Us as soon as reasonably possible of any change to the information You disclosed at the commencement or renewal of this policy.

In particular, You should advise Us when:

- > there are changes to the nature of Your Business activities or Professional Services;
- > You cease to be a member of the association named in the Schedule or Your membership status of the association otherwise changes (including but not limited to the non-renewal or cancellation of Your membership);
- > You are no longer a student; or
- > there are changes to Your or Your Business' products or services not previously disclosed to Us.

You should also advise Us of:

- > any other change to the Business or Your Professional Services that You could reasonably be expected to know would increase the risk Covered under any Section of this Policy.

When You advise Us of a change, We will assess whether and to what extent the change gives rise to an alteration to the risk in accordance with Our underwriting rules and processes.

If the change is that You have ceased to be a member of the association named in the Schedule, We may cancel Your participation in this Policy in accordance with the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation by giving You written notice that complies with the notice requirements of that Act.

If Our assessment is that the change alters the risk Covered under this Policy We may:

- > propose variations to the terms of Your participation under this Policy;
- > and if You agree, We will issue You with a revised Schedule.

If We do not agree to the change, or You do not accept any proposed variation to the terms, We may cancel Your participation in this Policy to the extent permitted by the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation.

If You do not advise Us about a change in the Business, Your Professional Services or of other changes in the risk Covered under any Section of this Policy We may refuse to pay all or part of Your claim under this Policy where permitted to do so by the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation.

Available to Nominated Members

We agree to provide Cover under this Policy on the basis that You are a Nominated Member of the association named in the Schedule, at the time of entering into this Policy, and that You continuously remain a member during the entire Period of Cover. If, during the Period of Cover, You cease to be a Nominated Member of the association, or Your membership status otherwise changes, You must notify Us, as soon as reasonably possible, of the cessation of Your membership or the relevant change to Your membership status. We are entitled to cancel Your participation in this Policy when You cease to be a Nominated Member of the association named in the Schedule, and We may do so in accordance with the Insurance Contracts Act 1984 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation, by giving You written notice that complies with the requirements of that Act.

Cancellation

Cancellation by You

You may not cancel this Policy. You may cancel Your own participation in this Policy by giving written notice to Us. In the event that You do so, there will be no refund of Premium payable to You.

Cancellation by Us

We may cancel this Policy when We are entitled to do so in accordance with the Insurance Contracts Act 1984 (Cth) or any subordinate, subsequent amendment, re-enactment or successor legislation.

In the event of cancellation by Us there will be no refund of Premium payable to You.

General Conditions (continued)

Estates, Heirs, Legal Representatives

We agree to provide Cover to Your estate, heirs, representatives or assigns in the event of Your death, mental incapacity, insolvency or bankruptcy to the same extent as Cover would otherwise be available to You under this Policy.

Governing Law

Any dispute arising under this Policy will be determined by Australian courts and in accordance with the laws of the State or Territory of Australia in which this Policy was issued.

Hazardous Goods

You may only use and store hazardous goods which are usual to Your Business and You must use and store them in the manner and quantities permitted by law.

Joint Insurance – Non-imputation

Where this Policy Covers more than one of You:

- a. any misstatements or misrepresentations in Your Application for this insurance or in any information provided for any alteration to or renewal of this Policy or failure to comply with the **duty of disclosure** by one of You will not be imputed to any other of You where that other of You is innocent of and had no prior knowledge of the misstatement, misrepresentation or failure to comply with the **duty of disclosure**; or
- b. a failure of one of You to comply with all of the provisions of this Policy will not adversely impact the Cover afforded to any other of You provided that the other one of You is innocent of the conduct and advises Us all the facts relating to the failure as soon as reasonably possible after becoming aware of the failure.

Non-accumulation of Limits of Liability

Where two or more insurance policies issued by Us (one of which includes this Policy) provide Cover in respect of the same claim the maximum amount We will pay in respect of that claim is the highest applicable Limit of Liability amount available under any one of such policies.

Only one Excess shall apply to such claim which will be the Excess applicable to the policy with the highest Limit of Liability amount.

Notices and Authorisation

You and We agree that the association named in the Schedule:

- a. shall act as Your agent in respect of all matters under this Policy in respect of:
 - > receiving any notices under this Policy;

> variation of the Policy Cover and any provision of this Policy; and

- b. may vary the provisions of this Policy without Your consent.

Other Insurance

Where a claim Covered under this Policy may also be covered under another policy of insurance (not issued by Us) then We reserve Our right to seek contribution from the other insurer.

When We so require, You or any other person or entity entitled to Cover under this Policy are required to provide Us with a copy of any other insurance policy that may cover all or part of the claim under this Policy.

Premiums

Premium Payment

You have paid Your Premium to the association named in the Schedule and they have paid Us the Premium in accordance with the terms set out in the Schedule.

Payment in Australian Currency

Payment of all Premiums payable for this Policy and any continuation thereof shall be made in Australian currency only.

Reasonable Precautions

You are required to:

- a. take all reasonable actions and precautions for the safety and protection of others; and
- b. comply with all laws and regulations imposed by any government statutory authority for the safety of property or person.

Waiver of Rights and Recovery

No provision of this Policy, either in whole or in part, shall be considered to have been waived by Us unless the provision is expressly stated in writing to be waived by Us.

We will not pay a claim under this Policy where:

- a. You have unreasonably agreed not to recover from any person, entity or corporation liable to compensate You for loss, damage or liability; or
- b. You have unreasonably agreed under any:
 - > contract;
 - > lease; or
 - > similar agreement;

to limit or exclude any right of recovery against any third party who would otherwise be liable to compensate You with respect to that loss, damage or liability.

Claims Conditions

The following claims conditions apply to this Policy. It is important that these conditions are observed. Please read them carefully.

Claim Conditions – Applicable to All Sections

If You or any other person or party Covered under this Policy do not comply with these conditions, and if permitted by applicable law:

- > the Cover under this **Policy may be cancelled**; or
- > to the extent Our interests have been harmed by the non-compliance, We may **reduce any claim payment** or **refuse to pay any claim** under this Policy.

Admission or Authorisations

You are required to obtain Our written consent before making any:

- > admission;
- > promise;
- > offer; or
- > offer of indemnity;

in connection with any claim under this Policy.

Claim Notification

You are required to provide Us with:

- a. notice of any liability or Claim made against You as soon as reasonably possible after any of these occur or You are notified of such liability or of any Claim made against You or are served with a notice in respect of any Inquiry; and
- b. all correspondence and/or notice of any proceedings in relation to any claim under this Policy and forward to Us every communication, Writ or Summons or other court pleading as soon as reasonably practicable after receipt by You or service on You.

Claims Control and Legal Proceedings

We may, in Your name, take over and have full discretion in the conduct of the defence or prosecution of legal proceedings or settlement of any claim under this Policy or in the exercise of Our rights of subrogation.

Claims Cooperation

You are required to provide to Us any reasonable assistance We require to investigate, defend or settle any claim under this Policy.

In particular, You are required to provide Us with:

- a. Your cooperation in assisting Us to handle any claim under this Policy on Your behalf including the gathering of all relevant information and Your attendance at court to give evidence; and
- b. at Your own expense, such books of account and other business books, computer records and other documents, proofs, information, explanations and other evidence as We may reasonably require for the purpose of establishing a claim under this Policy.

Claims Payments in Australian Currency

Payment of all claims Covered under this Policy shall be made in Australian currency only.

Defence of Claims

Where You and We do not agree that a Claim against You should be defended, neither You nor We will be required to defend such Claim, unless advised to do so by mutually agreed Senior Counsel.

If You and We cannot agree on Senior Counsel, We will seek a nomination from the President of the Law Society of the State or Territory in which this Policy has been issued. The cost of the advice will be paid by Us as part of Your Cover for Defence Costs.

In deciding whether or not to defend a Claim, Senior Counsel will consider the following factors:

- > the likely cost of defending the Claim;
- > the prospects of successfully defending the Claim;
- > the economics of the matter;
- > the likely awards or damages; and
- > the likely costs recovered from the third party.

If on the advice of Senior Counsel We recommend settlement of a Claim made against You and You choose to progress defence of the matter:

- a. any further defence will be at Your own cost; and
- b. We will only be liable for:
 - > the amount for which Senior Counsel advises the matter could reasonably have been settled; and
 - > Defence Costs incurred up to the time We recommended settlement.

Excess

You are required to contribute or bear the applicable Excess amount stated in the Policy wording or the Schedule in respect of any claim under this Policy.

Claims Conditions (continued)

Our liability to make any payment in respect of a claim shall be limited to that part of the claim above the Excess.

GST

GST and Claim Payments for Compensation

Where We make a payment under this Policy as compensation instead of as a payment for a relevant acquisition of goods, services or other supply We will reduce the amount of the payment by the amount of any Input Tax Credit that You would have been entitled to had the payment been applied to acquire such goods, services or other supply.

GST and Claim Payments for Legal and Other Costs

If We pay Defence Costs or any other costs or expenses on Your behalf or incurred by You with Our prior consent in relation to any claim under this Policy **We will not pay** or reimburse the amount of GST included in those costs or expenses to the extent that You are entitled to Input Tax Credits in relation to such costs and expenses.

Limitation of GST Payment

If the Limit of Liability amount or other limits under this Policy is/ are not sufficient to Cover Your claim under this Policy We will only pay the respective proportion of the relevant GST amount that relates to the amount of Our settlement of Your claim under this Policy.

Legal Proceedings and Waiver of Legal Privilege

Solicitors and other legal representatives retained by Us to act on Your behalf, or on behalf of any other Insured, must at all times be at liberty to disclose to Us any information obtained in the course of so acting whether from You or any other person or entity. For that purpose You and any other person or entity Covered under this Policy agree to waive any claim to legal professional privilege in respect of such information. We may rely on such information to determine Our obligation to provide Cover under this Policy.

Loss Minimisation

You are required to do everything reasonable to prevent further liability following any event which is the subject of any claim under this Policy or which may lead to a claim under this Policy.

Our Right to Recovery

Where We make a payment to You or on Your behalf in respect of any claim under this Policy We will have the right to recover or obtain contribution from any person or organisation whom We consider liable at law for the liability and We shall be entitled to all Your rights of recovery against such person

or organisation and We have the right to take such action in Your name.

You will be required to do all that is reasonably necessary to assist Us for the purpose of enforcing any rights and remedies or of obtaining indemnity from any other party to which We are entitled under this Policy.

Preservation of Evidence

You are required:

- a. to take all reasonable actions necessary to retain and preserve any damaged or defective appliances, machinery, plant or other things which might prove necessary or useful as evidence in connection with any claim under this Policy; and
- b. so far as possible with due regard for safety, not to make any alteration or repair without Our prior consent.

Definitions

This Policy has words and terms with special meanings. These defined words or terms are shown with a capital letter at the start of each word. We explain their meanings in the following definitions. Please read all definitions carefully.

Abuse and/or Molestation

means any:

- > assault;
- > discrimination or interference;
- > harassment;
- > molestation; or
- > physical or mental abuse;

whether sexual or otherwise, of any person.

Aircraft

means any craft or object designed or intended to move through air, space or atmosphere other than model aircraft.

Application

means the information provided by You or on Your behalf and submitted to Us when applying for this Policy and which We have relied on when agreeing to issue this Policy.

Australia, Australian

means the States and Territories of Australia.

Bodily Injury

means:

- a. bodily injury, death, sickness, disease, shock, fright, mental anguish, mental injury or loss of a spouse or partner's support, cooperation, aid and companionship resulting from any of them; or
- b. the physical or mental effects of:
 - > assault and battery not committed by or at the direction of You unless committed for the purpose of preventing or elimination of danger to persons or property;
 - > false arrest, wrongful detention or imprisonment or malicious prosecution;
 - > invasion of privacy; or
 - > wrongful entry or wrongful eviction to or from any premises.

Business

means all the activities involved in Your business stated in the Schedule and conducted by You.

Business Documents

means:

- > agreements;
- > books, books of account;
- > certificates;
- > designs, drawings;
- > Electronic Data;
- > letters;
- > maps, manuscripts;
- > plans;
- > records;
- > wills; written or printed deeds; and
- > other documents of any nature:

but does not include:

- i. Money, bearer bonds, coupons or book debts; or
- ii. documents of aesthetic, historic, scientific or social value for past, present or future generations.

Claim

means:

- a. a writ, statement of claim, summons, application or other originating legal or arbitral process, cross claim, counterclaim, third or similar party notice served on You seeking compensatory damages and costs; or
- b. a written or verbal demand for compensatory damages and costs made by a third party against You.

Computer

means any hardware, software, communications system, electrical or electronic device (including but not limited to smart phone, laptop, tablet or wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility.

Computer Virus

means an executable program or computer code segment that is self-replicating, requires a host program or executable disk segment in which it can be contained, and which destroys or alters the host program or other computer code or data causing undesired program or computer system

Definitions (continued)

operation including but not limited to a virus initiated or otherwise introduced by firmware, shareware, malware, spyware, ransom-ware, Trojan or similar computer program that can replicate itself from one computer to another and which typically may cause harm to computer systems.

Consequential Loss

means an indirect adverse impact (financial or non-financial) caused by damage to business property or equipment, including but not limited to:

- a. increased cost of working;
- b. loss of income; or
- c. reputational damage.

Cover, Covers, Covered

means the indemnity provided under this Policy.

Cyber Act

means any:

- a. criminal or malicious act or conduct; or
- b. unauthorised act or conduct:
 - > intended to cause loss, damage, harm or liability; or
 - > committed with reckless disregard for the consequences thereof;

directly or indirectly arising out of or in any way connected with:

- i. access, use, misuse, corruption, disruption, distortion, theft, loss, damage, erasure, misappropriation, modification or disclosure of any Computer or Electronic Data, or threat thereof; or
- ii. Malware; or
- iii. Social Engineering Fraud.

Cyber Event

means any:

- a. Cyber Act; or
- b. Cyber Incident.

Cyber Incident

means any:

- a. accidental, non-malicious, unintentional or unexpected access, use, disruption, corruption, loss, damage or disclosure of; or
- b. failure, malfunction, act, error or omission:
 - > by You; or

- > by or of any Computer;

resulting in any:

- i. error in processing, creating, amending, entering, deleting, using or accessing;
- ii. inability or failure to receive, send or operate; or
- iii. disruption, corruption, loss, damage or disclosure of;

any Computer or Electronic Data:

but does not include any Cyber Act.

Defence Costs

means the necessary and reasonable legal costs and expenses incurred by Us or by You with Our prior written consent in the investigation, defence or settlement of a Claim Covered under this Policy or in respect of the Cover provided under any of the additional benefits Covered under this Policy.

Any legal costs incurred by Us or by You in determining whether there is Cover provided to You under this Policy will not form part of Defence Costs.

Electronic Data

means facts, concepts, code and any other information of any kind that is recorded, stored or transmitted in a form to be used, accessed, processed, transmitted or stored by a Computer.

Employee

means a natural person who has at any time entered into a contract of service or apprenticeship with You and/or for whom You are required by virtue of workers' compensation or similar legislation to effect workers' compensation insurance cover.

Endorsement

means a written notification issued by Us that details changes to Your Cover under this Policy.

Excess

means the amount of money You must contribute or bear for each claim which is Covered under this Policy.

The Excess is stated in the Schedule or elsewhere in this Policy for the applicable Section, part of a Section or additional benefit.

Where the Excess is stated as being 'costs exclusive' We will not apply the Excess to Your own Defence Costs but You will be required to pay the Excess amount in respect of any payment of compensation and/or the claimant's own legal costs and expenses.

Definitions (continued)

Where the Excess is stated as being 'costs inclusive' You will be required to pay the Excess amount in respect of any payment of compensation, the claimant's legal costs and expenses and Your own Defence Costs.

Good Samaritan Acts

means the rendering of or failure to render first aid and assistance in an emergency situation or accident to stabilise an injured person or to prepare the injured person for transfer to a medical facility or other place and where You are in attendance as a bystander or passer-by and where there is no expectation of payment or other reward for the rendering of that first aid or assistance.

GST and GST Act

means goods and services tax as defined within the A New Tax System (Goods and Services Tax) Act 1999 (Cth) or any subordinate legislation, subsequent amendment, re-enactment, replacement or successor legislation (GST Act).

Input Tax Credit has the same meaning as that in the GST Act.

Hovercraft

means any vessel, craft or device which uses a cushion of air provided by a downward thrust to travel over water and land.

Incidental Contract

means:

- a. any written rental agreement, lease or licence of real property not requiring an obligation to insure such property or to be liable at law regardless of fault; or
- b. any written contract with any entity responsible for the supply of electricity, fuel, gas, water, sewerage, waste removal services or telecommunications other than those contracts in connection with work done for such entities by You.

Inquiry

means an official investigation, examination, inquiry or prosecution directly relating to an act, error, omission or conduct by You in Your provision of the Professional Services:

- > brought by a registration board, statutory regulatory authority, tribunal or any disciplinary committee of an association or professional body of which You are a member;
- > arising from a complaint made against You by a third party to any court, statutory health authority or agency, registration board or a professional association or body of which You are a member; or
- > brought by way of coronial inquiry or royal commission;

but does not include any investigation, examination, inquiry or prosecution in respect of Your liability to pay any tax, levy, duty payable by You to any statutory or government authority.

Inquiry Legal Costs

means the necessary and reasonable legal costs and expenses incurred by You or on Your behalf with Our prior written consent in the investigation, defence or settlement of any Inquiry:

but does not include:

- i. Your regular or overtime wages, salary, fees, profit or any fixed or variable expenses incurred in the normal course of Your business operations; or
- ii. any amounts payable as compensation or third party legal costs and expenses.

Known Circumstances

means any fact or circumstance which:

- > You were aware of prior to the Period of Cover and which You knew or ought reasonably to have known may give rise to a Claim or Inquiry;
- > a reasonable person in Your position should have been aware of prior to the Period of Cover and which You knew or ought reasonably to have known may give rise to a Claim or Inquiry; or
- > has been disclosed or reported to Us or any other insurer under any insurance policy prior to the Period of Cover.

Known Claims

means any Claim or Inquiry:

- > first made or served on You, threatened or intimated against You prior to the Period of Cover; and/or
- > disclosed or reported to Us or any other insurer under any insurance policy prior to the Period of Cover.

Limit of Liability

means the maximum amount We will pay under each of Sections:

- > Professional Indemnity; or
- > Public and Products Liability;

of this Policy as stated in the Schedule inclusive of all additional amounts provided for in any relevant additional benefit under any such Section.

Malware

means any code designed to:

Definitions (continued)

- a. erase, deny access to or corrupt data, including but not limited to ransomware and Computer Virus;
- b. damage or disrupt any network or system; or
- c. circumvent any network security product or service.

Medical Practitioner

means any person who provides services which may only be provided by a duly qualified and registered medical practitioner pursuant to any legislation in Australia which provides for the registration or licensing of medical practitioners.

Money

means:

- > bank notes;
- > cheques, credit card sale vouchers, coins, currency notes;
- > money orders;
- > negotiable and non-negotiable securities;
- > postal orders; or
- > securities;

and other like documents of value such as:

- > authorised gift vouchers;
- > contents of franking machines;
- > discount vouchers from external parties;
- > lottery tickets;
- > phone cards, private transport tickets (excluding airline tickets), public transport tickets;
- > stored value cards; or
- > unused postage and revenue stamps;

and includes:

- > alarm bags;
- > cash boxes; and
- > any other portable container used to convey money which is owned by You:

but does not include Money while in the possession of or carried by professional money carriers, professional carriers or common carriers.

Nominated Member

means a current individual student member of the association named in the Schedule who is nominated as an Insured ('You, Your, Insured' as defined) included within the Cover provided under this Policy.

Occurrence

means an event or series of events which results in Bodily Injury or Property Damage neither expected nor intended by You:

Provided that:

all Bodily Injury or Property Damage attributable to continuous or repeated exposure to substantially the same general conditions will be deemed to be one Occurrence.

Period of Cover

means the period of time stated in the Schedule for which We agree to provide You with Cover under this Policy as stated in the Schedule unless this Policy is cancelled in which event the Period of Cover will end on the effective date of the cancellation.

Policy

means:

- > the Policy wording;
- > the Schedule; and
- > any Endorsement.

Pollutant

means any solid, liquid, bacterial, viral, gaseous or thermal irritant or contaminant including but not limited to smoke, vapour, soot, fumes, acids, alkalis, chemicals or waste. Waste includes material to be recycled, reconditioned or reclaimed.

Premium

means the payment You make to Us for this Policy or for an alteration to this Policy and includes all applicable government or statutory taxes and charges including GST.

Professional Services

means the professional business services provided by You or on Your behalf as stated in the Schedule whilst taking part in the course of Your study at an Australian teaching or training institution or facility.

Property Damage

means:

- a. physical damage to or loss of or destruction of real or tangible property including any resulting loss of use of that property; or
- b. loss of use of real or tangible property which has not been physically damaged, lost or destroyed provided such loss of use is caused by an Occurrence:

Definitions (continued)

but does not include damage to or destruction of or loss of use of Electronic Data.

Retroactive Date

means the retroactive date stated in the Schedule for any applicable Section of this Policy.

Schedule

means the Schedule issued by Us containing details of Cover specific to You, including but not limited to:

- > Your Policy number;
- > the Period of Cover;
- > details of the Cover You have selected;
- > Limits of Liability and other limits of Your Cover;
- > any Excesses You must pay; and
- > any Endorsements attaching to Your Policy.

Your Schedule attaches to and forms part of this Policy.

Social Engineering Fraud

means any fraudulent or dishonest instruction to You or anyone acting on Your behalf which is represented as or appears to be coming from a legitimate or trusted source or person with apparent authority to make that instruction and which results in You or anyone acting on Your behalf:

- a. transferring, paying or delivering money, being physical currency or electronic funds, or securities from an account maintained by You;
- b. transferring or delivering property, being physical or intangible property; or
- c. providing access to or disclosing personal, sensitive or confidential information;

to another person or entity not being the intended recipient.

Terrorism

means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

Tool of Trade

means any Vehicle which has any tool or plant forming part of or attached to the Vehicle or used in connection with any Vehicle while such tool or plant is in operation for the purpose of the Business.

Vehicle

means any type of machine on wheels, on skis or on self-laid tracks designed to be moved other than by manual or animal power and includes any trailer while attached to a Vehicle:

but does not include motorised wheelchairs, electric wheelchairs, electric scooters, bicycles or Vehicles not requiring registration or compulsory third party insurance by virtue of any legislation.

Watercraft

means any vessel, craft or thing made or intended to float on or in, or travel on or through, water other than model boats.

We, Us, Our

means Guild Insurance Limited, ABN 55 004 538 863 and AFS Licence No. 233791, of 171 Collins St, Melbourne Victoria 3000.

You, Your, Insured

means Nominated Members of the association named in the Schedule.

Your Products

means any goods:

- > delivered;
- > distributed;
- > sold; or
- > supplied;

by You in the normal course of Your Business after they have ceased to be in Your possession or legal control:

but does not include goods manufactured or wholesaled by You unless prepared by You for sale, supply or distribution in the normal course of Your Business including their labels, packaging, containers, and any directions, instructions or advice provided or not provided.

Who is the Insurer?

This Policy is issued by Guild Insurance Limited, ABN 55 004 538 863 and AFS Licence No. 233791, of 171 Collins St, Melbourne Victoria 3000 and referred to as 'We', 'Us' or 'Our'. This Policy was prepared on 9 May 2024 and the information it contains was current at that date.

Effective date: 30 June 2024

1800 810 213
[guildinsurance.com.au](https://www.guildinsurance.com.au)



Don't go it alone