



**If it's worth
storing,
it's worth
insuring.**

Arranged by

ARTHUR J. GALLAGHER, REPRESENTATIVE NUMBER 403738 AS AUTHORISED REPRESENTATIVE OF
PARKSTAR ENTERPRISES PTY LTD ABN 26 082 404 859 AFSL 229829
GPO BOX 859 BRISBANE QLD 4001 | PHONE 07 3002 2200

Storer's Risk Insurance Benefits Product Disclosure Statement

PRODUCT DISCLOSURE STATEMENT (PDS)

This document is your Product Disclosure Statement. Other documents may make up our PDS and when they do we will tell you in the relevant document.

WORDS WITH SPECIAL MEANING

When we say	We mean
Insurer and QBE	QBE Insurance (Australia) Limited ABN 78 003 101 035 AFSL 239545
National Storage, we, our or us	The self storage operator where you store your goods (not the Insurance company): National Storage (Operations) Pty Ltd t/as National Storage and Wine Ark ABN 65 095 053 179 and Southern Cross Storage Operations Pty Ltd t/as National Storage and Wine Ark ABN 66 152 503 163.
Storage Agreement	the agreement between you and us regarding the storage of your goods
Arthur J. Gallagher	Kingspark Enterprises Pty Ltd (t/as Arthur J. Gallagher) representative number 403738 of 200 Mary Street, Brisbane QLD 4000, as Authorised Representative of Parkstar Enterprises Pty Ltd ABN 26 082 404 859 AFSL 229829
You or your	the person(s) named in the National Storage – Storage Agreement form

ABOUT THE STORERS RISK INSURANCE BENEFITS

All goods stored by us are stored at your risk and subject to our Storage Agreement with you. You can arrange a beneficial interest in our insurance to cover this risk or choose to bear the risk yourself.

We are not the insurer of the Storer's Risk Insurance Benefits. The insurer is QBE Insurance (Australia) Limited ABN 78 003 191 035 AFS licence number 239545.

The Storer's Risk Insurance Benefits are provided under our insurance policy issued by QBE. Our insurance policy includes coverage for 'customers goods in storage' as detailed in this Product Disclosure Statement. This Policy is arranged for us by Arthur J. Gallagher.

If you chose to cover your risk through our insurance policy you will be considered a third party beneficiary and may be eligible to claim under the Storer's Risk Insurance Benefits specified within this Product Disclosure Statement once you have completed your Storage Agreement form and paid the applicable fee (subject to approval by us).

You can not cancel or vary the Storer's Risk Insurance Benefits – only QBE or us can do this. If the Storer's Risk Insurance Benefits are cancelled or varied by either QBE or us, we don't need to obtain your consent.

QBE will not provide you with any notices in relation to the Storer's Risk Insurance Benefits. QBE is only required to send notices to us.

You are not obliged to accept any part of the Storer's Risk Insurance Benefits, but if you make a claim, you'll be bound by its terms, conditions, limitations and exclusions.

We do not hold the Storer's Risk Insurance Benefits or the benefits provided under it on trust, for your benefit or on your behalf.

We do not:

- act on behalf of QBE or you; or
- provide any financial product advice, recommendations or opinions about the Wine Ark Storer's Risk Insurance Benefits nor are we authorised to do so; or
- receive any remuneration or other benefits from QBE.

We can only provide you with factual information about the Storer's Risk Insurance Benefits. We cannot provide any recommendation or opinion as to whether this Storer's Risk Insurance Benefits is appropriate for you or not. You need to make this decision yourself after carefully reading this document. You should consider obtaining advice as to whether it is appropriate for your needs from a person who is licensed to give such advice.

Nothing prevents you from entering into other arrangements regarding insurance.

You can access the Storer's Risk Insurance Benefits under the insurance policy we have entered into with QBE (Australia) Ltd by following the process set out below.

If you have any queries in relation to the Storer's Risk Insurance Benefits you can contact Arthur J. Gallagher on (07) 3002 2200 who are authorised to provide advice on general insurance products.

APPLYING FOR THE STORER'S RISK INSURANCE BENEFIT

You need to complete our Storage Agreement form, tick 'Accept' under the Insurance section and have it signed by us (subject to our approval).

On doing this you will access the insurance benefits specified under "When you can access the Storer's Risk Insurance Benefits". You will be provided with a copy of this document which will contain the details you need to refer to if you need to make a claim.

Before you decide to apply, you must read the following 'Important Information' and 'What the Storer's Risk Insurance Benefits cover' to ensure you understand the features, benefits and risks of the insurance benefit you are accessing.

The cost of the insurance benefit is specified in your completed Storage Agreement form. The monthly fee payable is calculated on the sum insured.

IMPORTANT INFORMATION – NATIONAL STORAGE AND ARTHUR J. GALLAGHER

Privacy Notice

We and Arthur J. Gallagher (also referred to as "We" in this Privacy notice) are committed to safeguarding your privacy and the confidentiality of your personal information. We comply with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. We only collect personal information from or about you that is relevant to providing insurance to you under the Policy and handling claims on the insurance that you make. We collect personal information to decide whether or not to provide you with access to the insurance benefits and to administer your and our rights under it. If you do not provide us with this information, we may not be able to process your request for the insurance benefits or any claim. We may disclose your personal information to our agents who assist us in administering your and our rights under the insurance benefits, to any other insurer or reinsurer who make enquiries about your insurance history or responding to similar enquiries from them, your agents representing you in relation to the insurance benefits and any other third party we agree with you. We limit their use of the information to the purpose we obtained it for. Some of these people may be overseas and if we disclose information to them we will ensure that they treat the information in accordance with the *Privacy Act 1988* (Cth) or they are regulated by laws that offer similar protection as the *Privacy Act 1988* (Cth).

You have the right to seek access to your personal information and to correct it at any time. We aim to ensure that your personal information is accurate, up to date and complete. Please contact the Privacy Officer of Arthur J. Gallagher on our contact details specified in this document if you would like to seek access to, or revise your personal information or feel that the information we currently have on record is irrelevant, out of date, inaccurate or incomplete or if you believe that the privacy of personal information has been interfered with. If you have a complaint, it will be managed and resolved through our internal privacy complaint procedure. You have the right to complain to the Office of the Australian Information Commissioner either in the first instance or, if you feel your complaint has not been handled adequately.

A complaint to the Commissioner must be made in writing but you can contact the Office of the Australian Information Commissioner for help by ringing 1300 363 992. Completed complaint forms should be sent to Director of Compliance, Office of the Australian Information Commissioner, GPO Box 5218 Sydney, NSW 2001. For a copy of our privacy policies, please contact Arthur J. Gallagher, in the first instance.

Dispute Resolution

We will do everything possible to provide a quality service to you. However, we recognise that occasionally there may be some aspect of our service or a decision we have made that you wish to query or draw to our attention. If you would like to make a complaint or access our internal dispute resolution service please contact Arthur J. Gallagher in the first instance. Your complaint will be acknowledged immediately. If your complaint relates to an unpaid insurance claim, Arthur J. Gallagher will put you in touch with the Insurer. The Insurer's Dispute Resolution Process is detailed below.

If your complaint is about AJG's services or advice then please contact AJG. Otherwise, if you have a complaint about a claim, please contact QBE.

Cooling Off Period

You have 14 days from the date the insurance benefits start to be provided to you to change your mind about this insurance. If you decide to access the cooling off period, you must notify Arthur J. Gallagher by calling (07) 3002 2200. A pro rata refund of the amount you paid for the insurance will be returned to you, if you decide to access your cooling off rights. You cannot return the insurance benefits if within the 14 days period you cease your storage arrangements with National Storage.

IMPORTANT INFORMATION – QBE INSURANCE (AUSTRALIA) LTD

GENERAL INSURANCE CODE OF PRACTICE

QBE Australia is a signatory to the General Insurance Code of Practice.

The Code aims to:

- Commit QBE to high standards of service
- Promote better, more informed relations between QBE and you
- Maintain and promote trust and confidence in the general insurance industry
- Provide fair and effective mechanisms for the resolution of complaints and disputes between QBE and you
- Promote continuous improvement of the general insurance industry through education and training.

QBE PRIVACY NOTICE

QBE will collect personal information when you deal with QBE, its agents, and other companies in the QBE group or suppliers acting on QBE's behalf. QBE use your personal information so that they can do business with you, which includes issuing and administering their products and services and processing claims. Sometimes QBE might send your personal information overseas. The locations QBE sends it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

QBE's Privacy Policy describes in detail where and from whom QBE collects personal information, as well as where QBE stores it and the full list of ways they could use it. To get a free copy of it please visit qbe.com.au/privacy or contact QBE's customer care unit.

It's up to you to decide whether to give QBE your personal information, but without it QBE might not be able to do business with you, including not paying your claim.

QBE are committed to providing you with quality products and delivering the highest level of service. QBE does everything it can to safeguard your privacy and the confidentiality of your personal information.

RESOLVING COMPLAINTS AND DISPUTES

QBE are committed to providing you with quality products and delivering the highest level of service. QBE does everything it can to safeguard your privacy and the confidentiality of your personal information.

Something not right?

QBE know sometimes there might be something you're not totally happy about, whether it be about their staff, representatives, products, services or how it has handled your personal information.

Step 1 – Talk to QBE

If there's something you'd like to talk to QBE about, or if you'd like to make a complaint, you can speak to a QBE staff member. When you make your complaint please provide as much information as possible. They're ready to help resolve your issue. You can also contact QBE's Customer Care Unit directly to make your complaint. QBE's Customer Care Unit's aim is to resolve all complaints within 15 business days.

Step 2 – Escalate your complaint

If QBE haven't responded to your complaint within 15 days, or if you're not happy with how they've tried to resolve it, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist. The Dispute Resolution Specialist will provide QBE's final decision within 15 business days of your complaint being escalated, unless they've requested and you've agreed to give them more time.

Step 3 – Still not resolved?

If you're not happy with the final decision, or if QBE have taken more than 45 days to respond to you from the date you first made your complaint, you can contact the Financial Ombudsman Service Australia (FOS Australia). FOS Australia is an ASIC approved external dispute resolution body. FOS Australia resolves insurance disputes between consumers and insurers, at no cost to you. QBE is bound by FOS Australia's decisions - but you're not. You can contact FOS Australia directly and they'll advise you if your dispute falls within their Terms of Reference.

Disputes not covered by the FOS Australia Terms of Reference

If your dispute doesn't fall within the FOS Australia Terms of Reference, and you're not satisfied with QBE's decision then you may wish to seek independent legal advice.

Privacy complaints

If you're not satisfied with our final decision and it relates to your privacy or how QBE handled your personal information, you can contact the Office of the Australian Information Commissioner (OAIC).

HOW TO CONTACT QBE CUSTOMER CARE, FOS OR THE OAIC

How to contact QBE Customer Care

Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
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Email	<ul style="list-style-type: none">• complaints@qbe.com, to make a complaint.• privacy@qbe.com, to contact about privacy or your personal information.• customercare@qbe.com, to give feedback or pay a compliment.
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Post	Customer Care, GPO Box 219, PARRAMATTA NSW 2124
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How to contact FOS Australia

Phone	1800 367 287 (Monday to Friday from 9am to 5pm, Melbourne time, except on public holidays)
Email	info@fos.org.au
Online	www.fos.org.au

How to contact the OAIC	
Phone	1300 363 992 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

FINANCIAL CLAIMS SCHEME

Your Policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of QBE becoming insolvent you may be entitled to access the FCS, provided you meet the eligibility criteria.

More information may be obtained from the Australian Prudential Regulation Authority (APRA).

How to contact APRA	
Phone	1300 558 849 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Online	www.apra.gov.au

THE STORER'S RISK INSURANCE BENEFITS

When you can access the Storer's Risk Insurance Benefits?

Your right to access the Storer's Risk Insurance Benefits starts when you have accepted the Insurance cover specified in your completed Storage Agreement form, paid the monthly fee (subject to approval by us) and you are provided a copy of this Product Disclosure Statement by us.

Your right to access the Storer's Risk Insurance Benefits ends when:

- you failed to pay us the monthly fee by the time required by us; or
- our insurance policy terminates. If this occurs, we will provide you with at least 7 days prior written notice; or
- your Storage Agreement with us ends or you terminate your access to the Storer's Risk Insurance Benefits by providing written notice to us.

In the event of the latter two items, you are entitled to a pro-rata refund for the unexpired period remaining at the time of termination.

However, nothing affects any right you have to claim in relation to an event which occurred prior to the time your right to access ended.

Please note, any acts by us (other than our termination of the insurance policy) will not prejudice your rights to claim a benefit under this Policy.

WHAT THE STORER'S RISK INSURANCE BENEFITS COVER

The Storer's Risk Insurance Benefits cover:

- goods you own; or
- for which you are responsible

against loss or damage directly caused by an Insured peril at the storage location occurring during the currency of our Insurance Policy.

The most that the Storer's Risk Insurance Benefits will pay is the value of goods you nominated in your Storage Agreement form subject to a maximum of \$100,000 per storage unit and the exclusions and conditions below.

WHERE YOUR GOODS ARE COVERED

Your goods are only covered if they're in your locked storage unit at our storage location. The Storer's Risk Insurance Benefits won't cover your goods anywhere else, including while they're in transit or outside your locked storage unit.

INSURED PERILS

Accidental damage, Fire, Lightning, Impact, Explosion, Earthquake, Aircraft, Riots and Strikes, Malicious Damage, Storm and Tempest and/or Water, and Burglary (which shall mean theft resulting from forcible entry).

HOW CLAIMS ARE SETTLED

If you make a claim, it will be settled based on:

- a) the indemnity value for:
 - i. clothing, line and the like; and
 - ii. all other personal effects and household or commercial goods over 5 years old.
- b) the replacement value for all other personal effects and household or commercial items under 5 years old at the time of physical loss or damage.
- c) the cost to replace or reinstate archive records or documents, but not the value of the information contained therein.
- d) a maximum of \$1,000 for each item and no more than \$5,000 in total for all paintings, antiques, curios and works of art.

DEPRECIATION

In accordance with items (a) and (b) under 'How claims are settled', your goods will be depreciated at the rate shown in the following table before a claim will be paid.

Category of item	Annual percentage
Clothing, line and the like	15%
<ul style="list-style-type: none"> • personal and/or laptop computers; • communication or photographic equipment; • electronic equipment, iPod, mobile phones, CD's and DVD's; • any other computerised equipment or electronic equipment; • microwave ovens and air conditioning units 	10%
<ul style="list-style-type: none"> • camping, sporting and leisure equipment (not leisure clothing); • musical instruments (including electrical); • building supplies and materials; • household furniture and electrical goods (fridges, washing machines, dryers, dishwashers, ovens, vacuum cleaners) • office furniture and office electrical machines (excluding computerised or electronic); • any other goods; not otherwise listed above and not excluded by the policy 	10%

SETTLEMENT DEFINITIONS

When it says	What it means
Indemnity value	<ol style="list-style-type: none"> a) the cost to repair or replace your goods less an equitable amount for age, wear, tear, depreciation; and b) an adjustment for the general condition and remaining useful life of the individual items or components that are damaged.
Replacement or Reinstatement value	the reasonable cost of its repair or replacement to a condition substantially the same as when new.

Exclusions

The Storer's Risk Insurance Benefits will not cover:

1. the first \$250 of each and every claim. You must bear this amount yourself;
2. any unexplained or inventory shortage or disappearance;
3. loss or damage due to incorrect packing or stacking of storage;
4. currency, deeds, securities, money, notes, jewellery, watches, precious stones, gold, precious metals, furs or garments trimmed with fur;
5. motor vehicles and motor cycles, whether they're registered or not;
6. boats or watercraft or aircraft;
7. any flammable liquid, gas or oil such as petrol, kerosene, LPG, aerosols, diesel fuel or engine oil, any corrosive chemicals or nitrates such as chlorine, sulphuric acid or fertiliser;
8. tobacco or cigarettes;
9. paint;
10. tyres in bulk;
11. perishables;
12. alcohol, wine or beer;
13. loss or damage to your goods which is caused by its own:

- a. wear, tear, rust, corrosion or deterioration; or
 - b. mechanical breakdown, electrical breakdown, fault, inherent defect, omission or design;
14. loss or damage directly resulting from vermin, insects, mould, mildew, dampness, excess moisture, spontaneous combustion, atmospheric or climatic conditions (other than storms);
15. loss or damage where the property is in transit or where it is not locked in a storage unit at our storage facility;
16. loss or damage directly resulting from detention, confiscation, destruction or requisition by customs or other authorities;
17. loss or damage occasioned by or happening through fraudulent or dishonest acts, fraudulent misappropriation, embezzlement or forgery by you or your agents, kidnapping, threats, hoaxes, extortion or any attempted threat;
18. loss or damage caused by any consequence of war, invasions, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority;
19. loss or damage or in the incurring of a liability caused by or arising from radioactivity or the use, existence or escape of any nuclear fuel, nuclear waste, or nuclear material;
20. consequential loss or legal liability of any kind;
21. flood, which means the covering of normally dry land by water that has escaped or been released from the normal confines of:
- a. any lake, or any river, creek or other natural watercourse, whether or not altered or modified; or
 - b. any reservoir, canal, or dam;
22. loss or damage caused by subsidence, landslip, erosion or earth movement (other than earthquake);
23. terrorism, which means any act, or preparation in respect of action, or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:
- a. involves violence against one or more persons; or
 - b. involves damage to property; or
 - c. endangers life other than that of the person committing the action; or
 - d. creates a risk to health or safety of the public or a section of the public; or
 - e. is designed to interfere with or to disrupt an electronic system;
24. any loss or damage, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from arising out of or in connection with any action taken in controlling, preventing, suppressing or in any way relating to terrorism is also excluded from the Storer's Risk Insurance Benefits.
25. any loss or damage, cost or expense of any nature where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.

GENERAL CONDITIONS

QBE is entitled to:

- a) refuse to pay a claim; or
- b) reduce the amount they pay for it,

if you fail to:

- c) take all reasonable precautions without delay to
 - i. minimise and prevent loss or damage; and
 - ii. prevent further loss or damage; or
- d) immediately inform the police if your goods have suffered loss or damage and forcible entry or malicious damage has occurred or is suspected.
- e) notify Arthur J. Gallagher of 200 Mary Street, Brisbane QLD on (07) 3002 2200 as soon as possible on discovering any loss or damage.
- f) complete and lodge a claim form as soon as practicable and submit to Arthur J. Gallagher all particulars of the claim, including where reasonably required:
 - iii. proof of ownership or other evidence of ownership; and
 - iv. proof of Value or invoices; and
 - v. a statutory declaration (if requested) of the truth of the claim and any matters connected therewith.

In addition to the above General Conditions, you must not authorise the repair of your goods covered under the Storer's Risk Insurance Benefits without the consent of Arthur J. Gallagher.