



Letter to Policy Holders

Dear Policy Holder

The past 2 years have been turbulent and challenging and the uncertainty has been particularly evident in the landlord insurance environment. The uncertainty in the market necessitated that SGUA source a new insurance carrier that would bolster our strategic ambitions and ensure that we continue to deliver on our specialist services in the landlord insurance space.

It thus gives us great pleasure to announce that SGUA has entered into a partnership with Assetinsure Pty Ltd. Assetinsure is an APRA authorised insurer based in Sydney and has existing business and experience in the landlord insurance market. SGUA will operate as an agent and policies from 1 May 2021 will be underwritten by Assetinsure.

Assetinsure has played a vital role in assisting SGUA in returning to the market with tenant default coverage and certainly understands the value of this insurance in a market that desires these coverages.

This new partnership places us in a strong position to sustain our core product offerings and we at SGUA are committed to providing Landlord Insurance products that meet your requirements.

What does this mean if I am an existing SGUA customer?

We have been working hard to make sure this change is as seamless as possible. In the past, you would simply review your renewal notice, inform us of any changes and pay the applicable premium. This time around, the process is almost identical, the main difference is the enclosed insurance policy for the upcoming period is issued by the new underwriter, Assetinsure.

If you pay the premium set out on the enclosed notice by the due date, there will be no gap in your insurance cover. Although SGUA have a new underwriter this does not mean you will be required to complete a new application or answer a new set of disclosure questions. We have done the hard work for you, making sure that the new policy is based on the details of your current policy. Please note, as the previous insurer is not offering renewal, your current policy will expire at 4pm on the date the enclosed new policy is due to commence.



Payment of the premium will be your confirmation to Assetinsure that the details on the enclosed notice are correct. It is important that you let us know of any incorrect information. We recommend that you always review your policy documents to ensure all the information is relevant and accurate.

Have my covers and Product Disclosure Statements (PDS) changed?

There have been changes to the PDS, so please read through the document to ensure that you familiarise yourself with the terms and conditions and that the product is right for you. The structure of the PDS has changed to combine both the Landlord Property Protection and the Holiday Property Protection under one wording. The covers that pertain to the relevant policies are clearly indicated under each section. SGUA does not provide personal advice and you will need to ensure that the covers meet your financial needs

How do I find out about the changes to the PDS?

We would have supplied you with a PDS from your previous policy period, however all the PDS' are available on our website:

<https://www.sgua.com.au/product-disclosure-statements>.

Here you can compare the differences in wordings. Alternately one of our friendly staff members are happy to take your call or respond to your email. Our contact details are:

Free Call: **1800 355 559**

Email : **insurance@sgua.com.au**

We again want to thank you for your ongoing support, and we assure you that SGUA is a strong brand that will continue to make decisions with our customers' front of mind.

A handwritten signature in black ink, appearing to read 'Rowan Waston'.

Rowan Waston

Managing Director

19/10/2021