

Calliden Follow up Flood/Storm Update

Further to the email sent last Friday 21 January, we'd like to provide some more details on flood cover provided under Calliden's Domestic policies and Mansions. The following FAQs should help to cover off any questions you or your customers may have.

- **Is flood/storm cover still included in Mansions and Calliden domestic policies?**
Yes, it is.
- **Will Calliden domestic or Mansions renewals be affected in areas outside of QLD, northern NSW and northern/central and western VIC by the recent flood/storm activity?**
No
- **Has SA new business or renewals been affected by recent flood/storm activity?**
No
- **Which areas/postcodes are affected by this stance on renewals?**
The areas affected are Rockhampton, Toowoomba, Bundaberg, Brisbane, Ipswich, Emerald, Northern Rivers of NSW and Central, Western and Northern Victoria. Specific postcodes affected by the floods will be confirmed in mid February.
- **Does this change in flood underwriting acceptance apply to every Calliden domestic and Mansions policyholder?**
It applies only to those policy holders who have suffered a loss that we have classified as flood.
- **How are we dealing with new business in affected and non affected areas?**
Affected areas
Until we complete our flood review, Calliden is not providing new business quotations via Callibrate for domestic business located in QLD and other flood affected areas.
For Mansions we have a temporary embargo in place for all flood affected areas.
Non affected areas
We will continue to provide Calliden domestic new business quotations in non affected areas other than QLD where there is a temporary embargo on new business.
For Mansions we are still accepting risks in non affected areas including risks located in QLD.
- **How will you deal with mid-term adjustments for existing Calliden domestic and Mansions policyholders' in affected areas?**
We will deal with requests on a case by case basis and where appropriate look to apply our standard underwriting criteria and terms.
- **When is the implementation of the new flood underwriting acceptance effective from?**
For Calliden domestic, it is effective on new business immediately and for renewals from 1 April onwards. There will be no flood restrictions on Calliden's Domestic renewals in March. For Mansions, it is effective on new business immediately and implemented for March renewals on a case by case basis.
- **How will proposed changes in coverage be communicated?**
We will advise you in writing of any changes as part of the renewal process. Effective 1 April 2011 new and renewal business located in affected areas may fall into a decline postcode/ suburb or alternatively flood cover will be provided with the appropriate premium loading.
- **When does Calliden plan to lift its embargo on domestic business in QLD?**
We are undertaking a full review which we plan to complete mid February.

For any further questions you have, please contact:

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