

# Important information for Guild Insurance clients affected by the floods and storms

**The recent flooding and storms caused by ex-tropical cyclone Oswald have affected many people, including their businesses, homes and cars. The level of damage has been significant and Guild Insurance is now working to process client claims and start the road to recovery.**

The following information aims to provide a summary of the cover that Guild Insurance provides for storm damage and flooding.

## Business Insurance

### Damage caused by storms or rain water run-off:

If your business has experienced damage caused by storms or rain water run-off Guild Insurance provides full cover for your insured business building and contents, up to the limits you have specified (your sum insured). If your policy includes full replacement cost cover, you have an additional safety net of cover above your specified limits.

If you have Business Interruption cover specified on your policy, you may also be able to claim for the loss of income due to storms or rain water run-off, any Access Prevention Orders or Interruption of Business Services Suppliers (such as power).

### Damage caused by floods:

If your business has experienced damage caused by floods, Guild Insurance typically provides automatic flood cover up to 20% of the replacement cost of your insured business building and contents. Many insurers in Australia exclude flood cover for businesses completely. Included within this amount is cover for reasonable and necessary expenses for clean-up, removal of debris and for temporary repairs. We do not include any cover for business interruption caused by flood.

## Home & Contents Insurance

With Guild Insurance, if your home has experienced damage caused by storms or rain water run-off you have full cover for your insured home building and contents up to the limits you have specified (your sums insured). If you have opted to include flood cover, you also have full cover for your insured home building and contents to the same specified limits.

In addition to this, in both instances you have cover for the expenses necessarily and reasonably incurred for clean-up, removal of debris and for temporary repairs - and if you have our Home Elite Insurance, you have an additional 20% safety net of cover above your specified limits.

Guild Insurance also provides additional cover, in both instances, for temporary accommodation and if your insured property is tenanted, we will provide cover for loss of rent. Please contact us to discuss the individual limits of these additional covers.

## Motor Vehicle Insurance

Clients with 'Comprehensive' insurance have full cover for damage to their vehicles up to the values shown in your schedule.

This information is of a general nature only. Please contact us if you have been affected to discuss the individual cover of your policy.

For all claims

 Freecall 1800 810 213