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Summary of Changes for Castle Insurance Home and Contents Product Disclosure Guides

As part of our ongoing review of policy documentation, we have updated Castle's Product Disclosure Statement (PDS) for Insured Events, Accidental Damage and Residential Landlords effective 01/12/2026.

Use this guide to compare the common changes and the product-specific changes from the existing PDS to the revised PDS which is effective 01/12/2026:

- **Insured Events** Home & Contents
  Previous PDS Name QM10060-1025 applicable for period 01/10/2025 - 30/11/2026
  New PDS Name CIE02/26 applicable for period 01/12/2026 onwards.

- **Accidental Damage** Home & Contents
  Previous PDS Name QM10061-1025 applicable for period 01/10/2025 - 30/11/2026
  New PDS Name CAD02/26 applicable for period 01/12/2026 onwards.

- **Residential Landlords**
  Previous PDS Name QM10062-1025 applicable for period 01/10/2025 - 30/11/2026
  New PDS Name CRL02/26 applicable for period 01/12/2026 onwards.

Common changes across all three products

Topic	Why staff and brokers should check it
About Lloyds	Lloyd's is the world's leading specialist in insurance and reinsurance market. With expertise earned over centuries, Lloyd's is the foundation of the insurance industry and the future of it. Led by expert underwriters and brokers who cover more than 200 territories, the Lloyd's market develops the essential, complex and critical insurance needed to underwrite human progress. Backed by diverse global capital and excellent financial ratings, Lloyd's works with a global network to grow the insured world - building resilience for businesses and local communities and strengthening economic growth around the world.
About Castle	Sure Insurance Pty Ltd trading as Castle Insurance (ABN 72 624 109 128) is an underwriting agency and holds an Australian Financial Services License (AFS License number 506 378). Insurance products distributed by Castle Insurance (under its own AFSL) with products underwritten by Certain Underwriters at Lloyd's, led by Canopius Managing Agents Limited (Syndicate 4444). Sure Insurance Pty Ltd Trading as Castle Insurance is a company within the Steadfast Underwriting Agencies division of Steadfast Group Limited (ABN 98 073 659 677) (SGL).
Duty to Take Care	Amended Duty to Take Care Not To Make A Misrepresentation • New Business Policy Version and • Renewals Policy Version

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Complaints	**Complaints and disputes** If you have any concerns or wish to make a complaint in relation to this policy, our services or your insurance claim, Please let us know and we will attempt to resolve your concerns in accordance with our Internal Dispute Resolution procedure. Please contact: The Complaint Manager Sure Insurance Pty Ltd T/as Castle Insurance complaints@castleinsurance.com.au 1300 265 735 PO Box 487, Capalaba QLD 4157 We will acknowledge we have received your complaint and aim to resolve the complaint to your satisfaction. A complaint decision will be provided to you within 30 calendar days. If we are unable to meet this timeframe we will inform you of the reason for the delay. If your complaint is not resolved to your satisfaction, or you do not receive a complaint decision within 30 calendar days of the date on which you first made the complaint, you can refer your complaint to the Australian Financial Complaints Authority (AFCA). You can contact AFCA as follows: Telephone: 1800 931 678 Email: info@afca.org.au Post: GPO Box 3, Melbourne VIC 3001 Website: www.afca.org.au AFCA services are provided to you free of charge. Your complaint must be referred to AFCA within 2 years of the complaint decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you may have access to other external dispute resolution options.
Policy Wording	This Policy is issued by Certain Underwriters at Lloyd's, led by Canopius Managing Agents Ltd, Syndicate 4444
Excesses	Updated wording: Product Disclosure Statement and/or on your Certificate of Insurance.

Insured Events Home & Contents

Important PDS information

This sheet is to provide a list of the changes between **Insured Events** QM10060-1025 and CIE02/2026. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the **Product Disclosure Statement** (PDS) and all policy documentation for more details.

Key changes

PDS section	What changed
Instalment Payments (page 8)	Monthly Deductions not currently available but the provision is included as we work to make the facility available in the future.
Business Use Working from Home (page 10)	Appetite for insuring the Residential assets and liabilities of low-risk occupations listed in the PDS when they are being carried out, at or from the insured residence. We are not covering the assets or legal liability of the business and there will be a system build requirement that the business carries its own, property and liability insurance before we will accept any residential policy.
Words With Special Meaning (page 13)	The definition of **Jewellery** has been updated for greater clarity.

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	Treasury notes, savings certificates, stamps, money orders, gift certificates **gold and silver** bullion and any other negotiable instruments. Inclusion of Gold & Silver Bullion as a negotiable instrument. Any member of your family who lives permanently with you, including **your children and your partner**.
Section 1- What 'Home' And 'Contents' Mean (page 17)	• **What Home Means**: Item (c) amended details of services covered. (f) (g) & (h) included. • **Home Structures with Limits**: Clarification around gates, fences and retaining walls and the introduction of a limit on residential jetties and pontoons of $50,000 • **What "Home" Does Not Mean**: (c) (iii) Limit of 4 Flats included, (d) buildings used for business or trades, (e) buildings used for farming etc • **What "Contents" Means:** (a) addition of "sporting and leisure equipment" • **Contents With Limits**: Inclusion of "gold and silver bullion" as NOT insurable for a higher limit (Limit exposure to this high value metal.)
Section 2 - What You Are Insured Against. And What You Are Not (page 22)	(h) Escape of liquid - better explanation of how we treat water damage claims. Clarification of cover and treatment of water damage claims.
Section 3 – Liability - What You Are Not Insured Against (Legal Liability Section) (page 29)	Addition of (q) any claim for legal liability, that is caused by or arises from any business or income earning activities being conducted at the Insured Address. This exclusion does not apply if the activity is just the use of an office, taking up less than 20% of the home. Inclusion to manage the Business Use Working from Home changes to remove Castle being liable for the activities of the business being conducted. If this policy covers your contents: The words or strata titled residence added to - If this Policy covers your contents, and the home or strata titled residence is your primary residence, we insure you and any member of your family against any claim for compensation or expenses which you or the member of your family become legally liable to pay for: The words "*or strata title residence*" included to make the intent clear.
Section 4 - Additional Benefits (page 33)	• Amendments to the Additional Benefits that are Included within the Sum Insured. Now 1 to 18: Removal of Debris & Extra Cost of Reinstatement now in Addition to the Sum Insured • Amendments to the Additional Benefits that **are in addition to the** Sum Insured. Now 19 to 27: Removal of Debris & Extra Cost of Reinstatement now in Addition to the Sum Insured • Removal of Debris is now limited to **20%** of the Building Sum Insured and/or **20%** of the Contents Sum Insured: This cover is now in Addition to the Sum Insured • Extra Costs of Reinstatement is limited to **10%** of the Home Sum, Insured shown in your Certificate of Insurance: This cover is now in Addition to the Sum Insured
Section 5 - Option You Can Choose for an Additional Premium (page 41)	Valuables Worldwide cover now **100** consecutive days. What We Do Not Insure - Gold and Silver Bullion excluded from specified Valuables
Section 6 General Exclusions (page 43)	Business Activities at The Address: This exclusion does not apply if: • Damage occurs to the home or contents where the business or business activities have been fully disclosed to us, and we have accepted your insurance and the details of the business and business activities are shown on your Certificate of Insurance; But, we will not cover you for any claim for legal liability, that is caused by or arises from any business or income earning activities being conducted at or from the Insured Address; – the activity is just the use of an office taking up less than 20% of the home. • Amended Exclusion to manage the Business Use Working from Home approach included in the new PDS War & Terrorism Exclusion Endorsement, Sanctions Limitation and Exclusion, Radioactive Contamination Exclusion Clause, Biological or Chemical Material Exclusion, Communicable Disease Endorsement, Microorganism Exclusion (Absolute), Property Cyber and Data Exclusion • Lloyd's version included Multiple Causes Exclusion has been deleted from policy.
Section 7 - General Conditions (page 50)	Australian Terrorism & Cyclone Act 2003 Notice, Several Liability Clause, Fraudulent Claims Clause (Australia), Asbestos Endorsement • Lloyd's version included Unoccupancy - Updated from 90 to 100 days for consistency across the products.

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Section 8 – Claims (page 54)	How We Settle Claims Fences: Included references to shared dividing retaining walls Unoccupied Property Excess: Amended from 90 consecutive days to 100 consecutive days Unoccupied Property Excess for Agreed Period: Clarification that this applies in place of the Unoccupied Property Excess How We Settle Home Claims - The most we'll pay: • Previously on page 50, This coverage has been removed from the PDS - the words "or if eligible, the 'Special benefit – Home sum insured safeguard'" have been removed as the benefit is no longer applicable to the PDS. • Your home sum insured may be increased through the application of the 'Inflation adjustment benefit' or if eligible, the 'Special benefit – Home sum insured safeguard'. How We Settle Home Claims - Special Benefit - Home sum insured safeguard: Previously on page 50, this coverage has been removed from the PDS How We Settle Home Claims - The maximum we pay as a result of a "catastrophic event": • Previously on page 50, this coverage has been removed from the PDS • Removed as part of removing the Home sum insured safeguard

Accidental Damage Home & Contents

Important PDS information

This sheet is to provide a list of the changes between **Accidental Damage** QM10061-1025 and CAD02/2026. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the **Product Disclosure Statement** (PDS) and all policy documentation for more details.

Key changes

PDS section	What changed
Paying Your Premium (page 8)	Monthly Deductions not currently available but the provision is included as we work to make the facility available in the future.
Business Use Working From Home (page 9)	Appetite for insuring the Residential assets and liabilities of low-risk occupations listed in the PDS when they are being carried out, at or from the insured residence. We are not covering the assets or legal liability of the business and there will be a system build requirement that the business carries its own property and liability insurance before we will accept any residential policy.
Words With Special Meaning (page 13)	Amended definition of Jewellery Negotiable Instruments and Bullion • Treasury notes, savings certificates, stamps, money orders, gift certificates, **gold and silver bullion** and any other negotiable instruments. ○ Inclusion of Gold & Silver Bullion as a negotiable instrument. Your Family (addition to wording) • Any member of your family who lives permanently with you, including **your children and your partner**. We, Our, Us, Insurer • References to the insurer now identify Certain Underwriters at Lloyd's, led by Canopius Managing Agents Ltd, Syndicate 4444.
Section 1- What 'Home' And 'Contents' Mean (page 17)	Amendments have been updated • **What Home Means**: Item (c) amended details of services covered. (f) (g) & (h) included. • **Home Structures with Limits**: Clarification around gates, fences and retaining walls and the introduction of a limit on residential jetties and pontoons of $50,000 • **What "Home" Does Not Mean**: (c) (iii) Limit of 4 Flats included, (d) buildings used for business or trades, (e) buildings used for farming etc. • **What "Contents" Means**: (a) addition of "sporting and leisure equipment" • **Contents with Limits**: inclusion of "gold and silver bullion as NOT insurable for a higher limit

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Section 2 - Cover For Your Home And Contents - Accidental Damage (page 21)	Clarification of cover and treatment of water damage claims. (p) water and/or other liquids and/or substances discharged and/or overflowing and/or leaking from any apparatus and/or appliance and/or pipes, however, where the source of the escape of liquid or leak is from a shower floor, shower base, shower cubicle or open shower area, caused by the failure of grouting, waterproof membranes, cracked tiles, sealant or other waterproofing, we will not pay to remove and reinstate waterproof membranes, grout, tiles, sealant or shower screens within the bathroom or shower room.
Section 3 – Liability (page 24)	If this policy covers your contents • The words "or strata titled residence" added to - If this Policy covers your contents, and the home or strata titled residence is your primary residence, we insure you and any member of your family against any claim for compensation or expenses which you or the member of your family become legally liable to pay for. What You Are Not Insured Against (Legal Liability Section) • Addition of (q) any claim for legal liability, that is caused by or arises from any business or income earning activities being conducted at the Insured Address. This exclusion does not apply if the activity is just the use of an office, taking up less than 20% of the home. ○ Included to accommodate the Working From Home Business Use additional coverage and to ensure we do not cover Liability associated with the business being run from home.
Section 4 - Additional Benefits (page 28)	Cover for Contents When Away From the Insured Address • The maximum we pay for: (i) jewellery, gold or silver articles, furs, watches; (ii) collections of any kind; or (iii) mobile phones or portable electronic equipment (including items such as laptops and hearing aids) Amendments to the Additional Benefits that are Included within the Sum Insured. Now 1 to 18 • Removal of Debris & Extra Cost of Reinstatement now in Addition to the Sum Insured Amendments to the Additional Benefits in addition to the Sum Insured. Now 19 to 27 • Removal of Debris and Extra Costs of Reinstatement are now payable in addition to the Sum Insured. Removal of Debris is now limited to 20% of the Building Sum Insured and/or 20% of the Contents Sum Insured. • This cover is now in Addition to the Sum Insured Extra Costs of Reinstatement is limited to 10% of the Home Sum, Insured shown in your Certificate of Insurance • This cover is now in Addition to the Sum Insured
Section 5 - Option You Can Choose For An Additional Premium (page 37)	Gold and Silver Bullion excluded from specified Valuables
Section 6 - General Exclusions (page 38)	Business Activities at the Address This exclusion does not apply if: • Damage occurs to the home or contents where the business or business activities have been fully disclosed to us, and we have accepted your insurance and the details of the business and business activities are shown on your Certificate of Insurance; But, we will not cover you for any claim for legal liability, that is caused by or arises from any business or income earning activities being conducted at or from the Insured Address; • the activity is just the use of an office taking up less than 20% of the home; • Amended Exclusion to manage the Business Use Working From Home approach included in the new PDS But, we will not cover you for any claim for legal liability, that is caused by or arises from any business or income earning activities being conducted at or from the Insured Address; Condition of Your Home (Additional Text around shower recesses.) • There is no cover for any costs to repair or replace any part of a shower recess or shower base such as tiles, grouting, or any membrane or waterproofing if any damage is caused by, results from or arises out of any water discharging and/or overflowing and/or leaking from a shower base, shower floor, shower walls open shower area, or shower screen due to defective waterproof membrane, grouting, cracked tiles or other waterproofing including sealants. War & Terrorism Exclusion, Sanctions Limitation and Exclusion, Radioactive Contamination Exclusion Clause, Biological or Chemical Material Exclusion, Communicable Disease Endorsement, Microorganism Exclusion (Absolute), Property Cyber and Data Exclusion. • Wording added to reflect new Binder through Canopius with Lloyd's Multiple Causes Exclusion. • Exclusion has been deleted from policy **as it applies at Common Law regardless of its presence in the policy or not.**

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Section 7 - General Conditions (page 45)	Australian Terrorism & Cyclone Act 2003 Notice, Several Liability Clause, Fraudulent Claims Clause (Australia), Asbestos Endorsement. • Wording added to reflect new Binder through Canopius with Lloyd's Unoccupancy • Updated from 90 to 100 days for consistency across the products.
Section 8 – Claims (page 49)	How We Settle Claims Fences • Shared dividing fences and retaining walls are now specifically referenced. Unoccupied Property Excess • The excess now applies after 100 consecutive days of unoccupancy instead of 90 days. Unoccupied Property Excess For Agreed Period • Confirms which excess applies when we have been notified of an unoccupied property. How We Settle Home Claims - Special Benefit - Home sum insured safeguard • **Benefit removed**: This additional safeguard is no longer available under the policy. How We Settle Home Claims - The maximum we pay as a result of a "catastrophic event" • **Removed** as a result of the Home Sum Insured Safeguard no longer being available.

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Residential Landlords

Important PDS information

This sheet is to provide a list of the changes between **Residential Landlord** QM10062-1025 and CRL02/2026. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the **Product Disclosure Statement** (PDS) and all policy documentation for more details.

Key changes

PDS section	What changed
Paying Your Premium (page 8)	Monthly Deductions not currently available but the provision is included as we work to make the facility available in the future.
Words With Special Meaning (page 9)	Amended definition of Jewellery Negotiable Instruments and Bullion • Treasury notes, savings certificates, stamps, money orders, gift certificates, **gold and silver bullion** and any other negotiable instruments. • Inclusion of **Gold & Silver Bullion** as a negotiable instrument. Your Family • "Your Family" includes family members who permanently live with you, including **your partner and children.**
Section 1- What 'Home' And 'Contents' Mean (page 15)	**What 'Home' Means:** Item (c) amended details of services covered. (f) (g) & (h) included. • (c) services (whether underground or not) including but not limited to sewerage, water, electricity, gas and solar systems that are your property or which you are liable to repair or replace or pay the cost of their repair or replacement; **Home Structures With Limits:** Clarification around gates, fences and retaining walls and the introduction of a limit on residential jetties and pontoons of $50,000 **What 'Home' Does Not Mean:** (c) (iii) Limit of 4 Flats included, (d) buildings used for business or trades or farming etc. Inclusion to manage the Business Use Working from Home changes. **What 'Contents" Does Not Mean:** inclusion of "gold and silver bullion as NOT insurable for a higher limit
Section 2 - Cover For Your Home And Contents - Accidental Damage (page 18)	(p) water and/or other liquids and/or substances discharged and/or overflowing and/or leaking from any apparatus and/or appliance and/or pipes, however, where the source of the escape of liquid or leak is from a shower floor, shower base, shower cubicle or open shower area , caused by the failure of grouting, waterproof membranes, cracked tiles, sealant or other waterproofing, we will not pay to remove and reinstate waterproof membranes, grout, tiles, sealant or shower screens within the bathroom or shower room.
Section 4 - Additional Benefits (page 24)	Additional Benefits • Amendments to the Additional Benefits that are Included within the Sum Insured. Now 1 to 18: Removal of Debris & Extra Cost of Reinstatement now in Addition to the Sum Insured • Amendments to the Additional Benefits that are in addition to the Sum Insured. Now 19 to 27: Removal of Debris & Extra Cost of Reinstatement now in Addition to the Sum Insured • Removal of Debris is now limited to **20%** of the Building Sum Insured and/or **20%** of the Contents Sum Insured: This cover is now in Addition to the Sum Insured • Extra Costs of Reinstatement is limited to **10%** of the Home Sum, Insured shown in your Certificate of Insurance: This cover is now in Addition to the Sum Insured
Section 8 – Excesses (page 32)	• Unoccupied Property Excess - The excess now applies after 100 consecutive days of unoccupancy instead of 90 days. • Unoccupied Property Excess for an Agreed Period - Confirms that this excess applies instead of the standard Unoccupied Property Excess when an unoccupied period has been agreed.

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Section 9 - General Exclusions (page 34)	Shower-related water damage exclusion clarified. • Last paragraph amended to read -There is no cover for any costs to repair or replace any part of a shower recess or shower base such as tiles, grouting, or any membrane or waterproofing if any damage is caused by, results from or arises out of any water discharging and/or overflowing and/or leaking from the shower base, shower floor, shower walls, shower screen due to worn or defective waterproof membrane, grouting, tiles or waterproofing including sealant. War & Terrorism Exclusion Endorsement, Sanctions Limitation and Exclusion Radioactive Contamination Exclusion Clause, Biological Or Chemical Material Exclusion, Communicable Disease Endorsement, Microorganism Exclusion (Absolute) Property Cyber and Data Exclusion, • New Binder through Canopius with Lloyd's Multiple Causes Exclusion & • Exclusion has been deleted from policy as it applies at Common Law regardless of its presence in the policy or not.
Section 10 - General Conditions (page 41)	Australian Terrorism & Cyclone Act 2003 Notice Several Liability Clause, Fraudulent Claims Clause (Australia) Asbestos Endorsement
Section 11 – Claims (page 46)	How We Settle Claims Fences: Included references to shared dividing retaining walls

General Advice Warning: Please note that any advice we provide does not consider your individual financial situation, needs and objectives, and you should read the PDS before deciding whether to buy insurance from us.

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