

Policy Management

A Landlord's Guide



Landlord Guide to Policy Management

Thank you for choosing Aon. Your Real Estate Agent is sharing this guide with you to explain the process for new Landlord Residential Insurance policy creation, or existing policy management. The new process is effective from 21 March 2023.

This guide explains:

- How a new policy is created;
- How to access your policy(s); and
- What happens at policy renewal time.

How a new policy is created

1. Your Real Estate Agent will prefill an application online for you (on Aon's secure platform).
2. You get an email with a link, which brings up your Landlord Residential Insurance quote application – this will include the relevant risk information as well as the policy holder's details.
3. You will need to review the information and confirm it's correct by clicking the Submit button on the Review Page.
4. You will move to a 'checkout' screen, to nominate your payment method. Options include premium funding (through a third party) to pay monthly*, credit card payment*, the option to receive your Invoice and pay via BPAY, or to have your invoice sent to your Property Manager for them to pay on your behalf. You can also choose for our system to remember how you paid and default to the same method next year.
5. When you complete 'checkout' a confirmation will be issued by email.
6. Once your policy documents are ready, these will also be sent by email.

How to access your policy(s)

The email you receive which includes the policy documents, will have a unique, secure link to your policy documents. You can save this link to access your policy at any time or choose to download a PDF copy to file for your records.

What happens at policy renewal time?

To save you time, we will automatically renew your insurance policy and send you details of the insurance by email. The renewal will be based on the information you shared with us in the previous year. If any information relating to your property or policy holder information changes or is no longer correct, please contact one of our Aon Landlords team to help you update your policy. By making

payment for the renewed policy, you will be taken to have made a declaration that the policy information provided to you, remains correct.

If you have previously nominated for our system to remember your preferred payment method, you will also be invoiced in the same way each year, or until you advise us otherwise. If you have nominated to pay by credit card, the payment will be debited from your account automatically on the date of your policy renewal. We will also send friendly reminders which will include the date and amount of the payment, prior to deducting the authorised transaction.

Where a preferred payment method was not selected by you previously, you will receive an email with a link to access our online journey. This will enable you to make the policy declaration online and go through the 'checkout' process again, including selection of the payment method.

Should you have any further questions about your Aon Residential Landlord Insurance policy, you are welcome to contact your Real Estate Agent, or call a member of our Aon Landlords team on 1800 010 248 from Monday to Friday between 8:30am and 5pm AEDT.

**Fees and charges apply.*