

# Mortgage Impairment Insurance

## Renewal Questionnaire

Policy Number: \_\_\_\_\_

### Completing The Questionnaire

- Please read the “Duty of Disclosure” and “Privacy Statement” before completing this Renewal Questionnaire.
- If you have insufficient space to complete any of your answers, please attach a separate signed and dated sheet and identify the question number concerned.
- It is agreed that whenever used in this Renewal Questionnaire, the term Applicant shall mean the Insured and all its Subsidiaries.

**Please read the entire policy and the renewal questionnaire carefully.**

### A. General information

Period of insurance start date:		Period of insurance end date:	
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Full legal name of each natural person and incorporated body to be insured:

Year business established:		ABN:		GST registered?	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Input Tax Credit:		Website URL:						
NSW	VIC	QLD	SA	WA	ACT	NT	TAS	O/S
Limit required:								

Please provide the following information for the properties this coverage will apply to:

Types of Properties	No. of Mortgages	Outstanding Balance as at:	Non Accrual	Past Due 90 Days	Foreclosed Loans
Residential Dwelling					
Residential Apartments					
Commercial					
Rural					

Please provide the approximate percentage of loans by state:

NSW	VIC	QLD	SA	WA	ACT	NT	TAS	O/S

How big is the largest mortgage?	
What is the average loan to value ratio across the loan portfolio?	

**A. General information (continued)**

What perils do you require the borrower to insure against?

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Is confirmation of the existence of insurance, including details of the policy number and insured amount, obtained before funds are released at settlement?  Yes  No

If No to above, how do you ensure the existence of insurance at settlement?

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Do you insist upon the interest as mortgagee being endorsed onto the insurance policy?  Yes  No

What procedures are in place to follow up insurance details at renewal?

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Do you require that insurance limit carried by the borrower is equal to the full value of property?  Yes  No

If No to above, please provide details:

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Is an original or certified copy of the copy of the policy obtained from the borrower at settlement?  Yes  No

If No to above, please provide details:

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Do you annually remind borrowers of their insurance obligations?  Yes  No

If No to above, please provide details below:

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Are procedures in place to follow up with the borrower and/or Insurer upon notice of cancellation?  Yes  No

If No to above, please provide details below:

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What percentage of loans have insurance premiums escrowed and paid by you?

Do you maintain a 'watch list' of loans that are frequently in default and/or in arrears?  Yes  No

How do you ensure the existence of insurance on loans on the 'watch list'?

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**A. General information (continued)**

Are any loans serviced by others?  Yes  No

If Yes to above, indicate the total value and number of loans serviced by others:

Number:		Value:	
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Please attach a copy of the contract wording defining the servicing agent's insurance responsibilities.

Does the Applicant offer 'Reverse Mortgages'?  Yes  No

If Yes to above, what is the size of this portfolio and are the Applicant's insurance requirements the same as above?

In how many cases, each year for the last three years, did you find non-compliance with your insurance requirements for loans?

Year	No. of Loans	Total Amounts

Has any claim or loss ever been paid or has any circumstances arisen which might give rise to a claim or loss under this type of insurance?  Yes  No

If Yes to above, please describe below:

**B. Insurance history**

Have you had any claims in the last five (5) years?  Yes  No

**Claims Summary**

Date	Cause	Total Loss Incurred

## C. Statutory Notice, Declaration and Signature

The undersigned authorised officers of the Applicant declare that to the best of their knowledge and belief the statements set forth herein and all attachments and schedules hereto are true and notice will be given as soon as practicable should any of the above information alter between the date of this proposal and the proposed date of inception of the insurance. Although the signing of the proposal does not bind the undersigned, on behalf of the Applicant, to effect insurance, the undersigned agree that this proposal and all attachments and schedules hereto and the said statements herein shall be the basis of and will be incorporated in the policy should one be issued.

The undersigned, on behalf of the Applicant, acknowledge that the Statutory Notice contained herein has been read and understood.

This proposal must be signed by the Applicant's Chairman of the Board, Managing Director or Chief Executive Director.

Date	
Time	
Signature	

## Duty of Disclosure

### Your Duty of Disclosure

Before you enter into an insurance contract, you have a duty to tell us anything that you know, or could reasonably be expected to know, may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

### What you do not need to tell us

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive your duty to tell us about.

### If you do not tell us something

If you do not tell us anything you are required to, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

## Privacy Statement

In this Statement, **We, Our** and **Us** means Chubb Insurance Australia Limited (**Chubb**).

**You** and **Your** refers to Our customers and prospective customers as well as those who use Our Website.

This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time-to-time and where this occurs, the updated Privacy Policy will be posted to our [website](#).

Chubb is committed to protecting Your privacy. Chubb collects, uses and retains Your Personal Information in accordance with the requirement of the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (**APPs**), as amended or replaced from time-to-time.

### Why We collect Your Personal Information

The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You. Sometimes, We may use Your Personal Information for Our marketing campaigns and research, in relation to new products, services or information that may be of interest to You.

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## **How We obtain Your Personal Information**

We collect Your Personal Information (which may include sensitive information) at various points including, but not limited to, when You are applying for, changing or renewing an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You, but sometimes via a third party such as an insurance intermediary or Your employer (e.g., in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

## **When do We disclose Your Personal Information**

We may disclose the information We collect to third parties, including:

- the policyholder (where the insured person is not the policyholder, i.e. group policies);
- service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors, call centres in Australia, online marketing agency, etc);
- intermediaries and service providers engaged by You (such as current or previous brokers, travel agencies and airlines);
- government agencies (where We are required to by law);
- other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies); and
- third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time-to-time. Please contact Us, if You would like a full list of the countries in which these third parties are located.

In the circumstances where We disclose Your Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take steps to protect Personal Information against unauthorised disclosure, misuse or loss.

## **Your decision to provide Your Personal Information**

In dealing with Us, You agree to provide Us with Your Personal Information, which will be stored, used and disclosed by Us as set out in this Privacy Statement and Our Privacy Policy.

### **Access to and correction of Your Personal Information**

Please contact Our customer relations team on 1800 815 675 or email [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com) if You would like;

- a copy of Our Privacy Policy, or
- to cease to receive marketing offers from Us or persons with whom We have an association.

To request access to, update or correct Your Personal Information held by Chubb, please complete this [Personal Information request form](#) and return it to:

Email: [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)

Fax: + 61 2 9335 3467

Address: GPO Box 4907, Sydney NSW 2001

## **Further information request**

If You would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

Privacy Officer  
Chubb Insurance Australia Limited  
GPO Box 4907  
Sydney NSW 2001  
+61 2 9335 3200  
[Privacy.AU@chubb.com](mailto:Privacy.AU@chubb.com)

## How to make a complaint

If You are not satisfied with Our organisation, services, Our response to Your enquiry, or You have any concerns about Our treatment of Your Personal Information or You believe there has been a breach of Our Privacy Policy, or You are not satisfied with any aspect of Your relationship with Chubb and wish to make a complaint, please contact Our Complaints and Customer Resolution Service (**CCR Service**) by post, phone, fax, or email, (as below):

Complaints and Customer Resolution Service  
Chubb Insurance Australia Limited  
GPO Box 4065  
Sydney NSW 2001  
P +61 2 9335 3200  
F +61 2 9335 3411  
E [complaints.AU@chubb.com](mailto:complaints.AU@chubb.com)

For more information, please read Our [Complaints and Customer Resolution](#) policy.

## About Chubb in Australia

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Chubb is a world leader in insurance with operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London, Paris and other locations, and employs approximately 40,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Australia for 100 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages, including Business Package, Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base, including many of the country's largest companies. Chubb also serves successful individuals with substantial assets to insure and consumers purchasing travel insurance. With five branches and more than 800 staff in Australia, it has a wealth of local expertise backed by its global reach and breadth of resources.

More information can be found at [www.chubb.com/au](http://www.chubb.com/au)

## Contact Us

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**Chubb. Insured.<sup>SM</sup>**