

Household Insurance Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) is issued by RACQ Insurance Limited ABN 50 009 704 152 AFS Licence Number 233082 on 29 July 2025.

This SPDS must be read in conjunction with the Household Insurance Product Disclosure Statement (PDS) RHHB2.1224 with an effective date of 9 December 2024. These documents, together with your Certificate of Insurance, form the basis of your insurance cover.

Changes to the PDS which will apply to new policies and renewals from 30 August 2025

This SPDS makes the following important changes for new policies and renewals from 30 August 2025:

'Making a claim' section

1. On page 87 of the PDS, under the heading '**How to lodge your claim**', delete the following:



Visit any RACQ store
during business hours

'Personal Information' section

2. On page 100 of the PDS, under the heading '**Our Privacy Statement**', replace the first and second paragraphs with:

We value the privacy of your personal information. RACQ Insurance will collect, hold, use, and disclose your personal information for the purpose for which it was collected and as described in the RACQ Insurance Privacy Collection Notice.

To obtain a copy, visit racq.com/insurance or racq.com/privacy. You can also call 13 1905 or email privacy@racq.com.au to request a copy.

Other changes to the PDS

3. On the back page of the PDS, delete the following:

RACQ Insurance products are sold by RACQ Operations Pty Ltd ABN 80 009 663 414 and its Related Bodies Corporate (as that term is defined in the Corporations Act 2001 (Cth)) and through a network of RACQ Insurance authorised representatives.

4. On page 82 of the PDS, under the heading '**Charging equipment**', replace with:

You are not covered for:



Loss or damage caused by the incorrect use, storage or installation of electric vehicle charging equipment.



Loss or damage caused by charging devices, charging cables and charging units that do not meet the manufacturer standards/requirements of your electric vehicle or are not compliant with Australian standards.



Loss or damage caused by charging devices and charging cables that are not compliant with Australian standards or are non-Original Equipment Manufacturer devices (non-OEM) for personal transportation devices.