

*Trustbond*

**PRODUCT  
INFORMATION**



*Powered by*



**terri scheer**



## Product Information

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Trustbond is issued by AAI Limited, distributed by Traitperception Australia Pty Ltd and promoted by Terri Scheer Insurance Pty Ltd.

[www.trustbond.com](http://www.trustbond.com)

# LANDLORD PRODUCT INFORMATION

## Who is Trustbond designed for?

Trustbond is a surety bond specifically designed to cover loss which would normally be covered by payment of a cash bond by your tenant.

## What are you covered for?

Loss caused by breach of the residential tenancy agreement (to the extent normally covered by a cash bond). For example

- Unpaid rent
- Damage (but not fair wear and tear)
- Break lease fee and advertising costs
- Cleaning costs
- Change of locks if keys are not returned
- Disposing of goods left by your tenant

## What we do not cover

Loss that is not caused by a breach of the residential tenancy agreement. For example, fair wear and tear.

## Trustbond amount

The Trustbond amount is the most you can claim. It is shown on your Trustbond.

## About the issuer

AAI Limited ABN 48 005 297 807 is the issuer of the Trustbond. We/our/us means AAI Limited. Trustbond is distributed and promoted by Trait-perception Australia Pty Ltd ACN 615 596 411. Trustbond is promoted by Terri Scheer Insurance Pty Ltd ACN 070 874 798.

## CLAIMS

### Claiming on your Trustbond

You (or your agent) can lodge a claim online if:

- The Rental Agreement is at an end
- The tenant has not met their obligations under the Rental Agreement and you provide evidence of expenses or loss of rent
- You desire payment to be made of the whole or any part or parts of the Trustbond Amount.

### How we pay

We will pay you via electronic transfer to the Australian bank account nominated by you or your agent.

# OTHER IMPORTANT INFORMATION

## How we will deal with a complaint

If you are not satisfied with our products or services or a decision made in relation to Trustbond, please let us know so that we can help. It is important to follow the complaint handling process in order to resolve your complaint effectively and efficiently.

### Step 1. Let us know

If you would like to make a complaint, please let us know by contacting [help@trustbond.com](mailto:help@trustbond.com) as we may be able to resolve the complaint for you. A response is usually provided to you within 5 business days.

### Step 2. Review by our Internal Dispute Resolution team

If you are not satisfied with the outcome of the business review you can request the complaint be referred to Internal Dispute Resolution (IDR). If we require additional information we will contact you to discuss. IDR will usually contact you with a decision within 15 business days of receiving your complaint.

### **Step 3. Seek review by an external service**

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Financial Ombudsman Service (Australia).

FOS is an independent external dispute scheme and their service is free to you. You do not have to go to FOS or accept their decision and you may be able to seek remedies elsewhere.

