



What are the Canstar *Landlord Insurance Star Ratings*?

Canstar's *Landlord Insurance Star Ratings* use a sophisticated and unique ratings methodology that compares both cost and features across landlord insurance products. Canstar's star ratings represent a shortlist of products, enabling consumers to narrow their search to products that have been assessed and ranked.

Ratings range from five to one star. Five-star rated products have been assessed as offering outstanding value to consumers.

What types of products are evaluated for Canstar's *Landlord Insurance Star Ratings*?

To be eligible for evaluation in Canstar's *Landlord Insurance Star Ratings and Awards*, a policy must meet the following criteria:

- Be available directly to consumers
- Offer cover for:
 - theft or burglary by tenants or their guests
 - malicious damage or vandalism by tenants or their guests
 - loss of rent due to tenant default
- For comparison purposes, a quote must be available:
 - Directly to Canstar or online
 - For all postcodes considered within the profile being rated

How are the Canstar *Landlord Insurance Star Ratings* calculated?

Landlord insurance products are rated across 14 profiles, including seven regions and two property types, with a star rating assigned for each profile.

The property and policy types and the regions considered within each profile are as follows:

Property and Policy Type	State
House (i.e. Individual Dwelling) Building and Contents, landlord-specific policy	New South Wales
	Victoria
	Queensland ¹
Unit/Townhouse (i.e. Strata Dwelling) Contents only, landlord-specific policy	North Queensland ²
	South Australia
	Western Australia
	Tasmania

¹Queensland includes Rockhampton and all areas south

²North Queensland is the portion of Queensland north of Rockhampton

Star Ratings Methodology

Each eligible landlord insurance product reviewed is awarded points for its comparative pricing and for the array of features attached to the product. Points are aggregated to achieve a price score and a feature score.

To arrive at the total score, Canstar applies a weight against the price score and the feature score. The weights reflect the relative importance of costs and features in determining the products offering outstanding value. This method can be summarised as:

$$\text{Total Score} = \text{Price Score} + \text{Feature Score}$$



Price Score

The insurance premium for landlord insurance is used as the point of cost comparison. Peer products are compared and the product with the lowest cost is awarded the highest price score and all other peer products are scored against it.

To maintain consistency across providers and premiums, Canstar uses some general assumptions when quoting. Canstar sourced over 20,000 quotes in the 2019 *Landlord Insurance Star Ratings and Award* for the following sum insured amounts (or as close as possible when the followings amounts are not available):

	Sum Insured	
	Building	Contents
House	\$450,000	\$25,000
Unit/Townhouse	-	\$25,000

Feature Score

The feature score takes into account a number of features within six different categories, with individual features allocated points and each category, and sub category, assigned a weighting. The product with the highest feature score is allocated the maximum score, with all remaining products within the profile scored against it.

The feature categories and sub-categories, with assigned weights, are:

Category	House	Unit/Townhouse
Application	5%	5%
Payment	10%	10%
Cover	70%	70%
Landlord Cover	40%	50%
Damage	30%	30%
Rent Loss/Default	30%	30%
Burglary	20%	20%
Additional	10%	10%
Liability Cover	10%	10%
Building Cover	20%	-
Building Inclusions	40%	-
Underinsurance Protection	30%	-
Building Policy	15%	-
Fusion of Electric Motor	10%	-
Other Benefits	5%	-
Contents Cover	10%	20%
Contents Inclusions	60%	60%
Contents Policy	20%	20%
Fusion of Electric Motor	20%	20%
Policy Conditions	30%	30%
Flood	35%	35%
Storm	35%	35%
Other Events	30%	30%
Service	5%	5%
Services Available	50%	50%
Self-Service Facilities	50%	50%
Claim Channels	5%	5%
Cancellation	5%	5%

Award Methodology

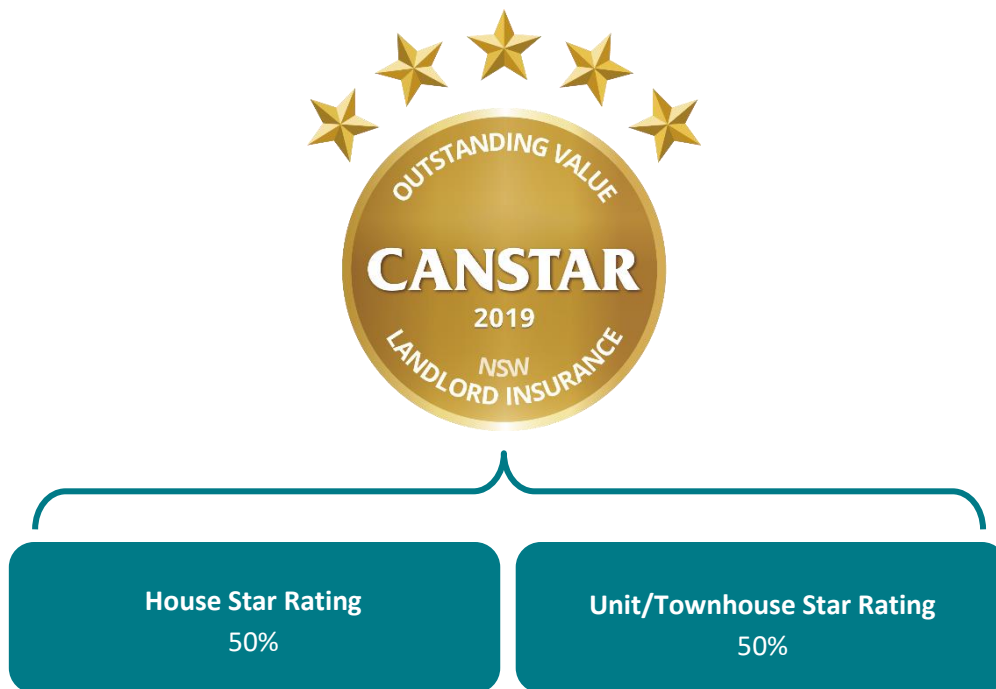
How are the State Awards for Landlord Insurance Calculated?

To be considered for a state award for Landlord Insurance:

- The policy must be available directly to consumers, not limited solely to those in a particular age group
- The institutions must underwrite its own insurance, or be a wholly owned subsidiary of a general insurer (i.e. white labelled products are not considered for a state award).
- For comparison purposes, a quote must be available:
 - o Directly to Canstar, online, or over the phone
 - o For all postcodes considered within each profile
 - o For all profiles within the state/region being considered

State Award Methodology

To determine the winners of Canstar's state awards, an insurer's top performing product within each profile is used. Equal weight is placed on the individual and strata dwellings to determine the overall winner in each state/region considered.



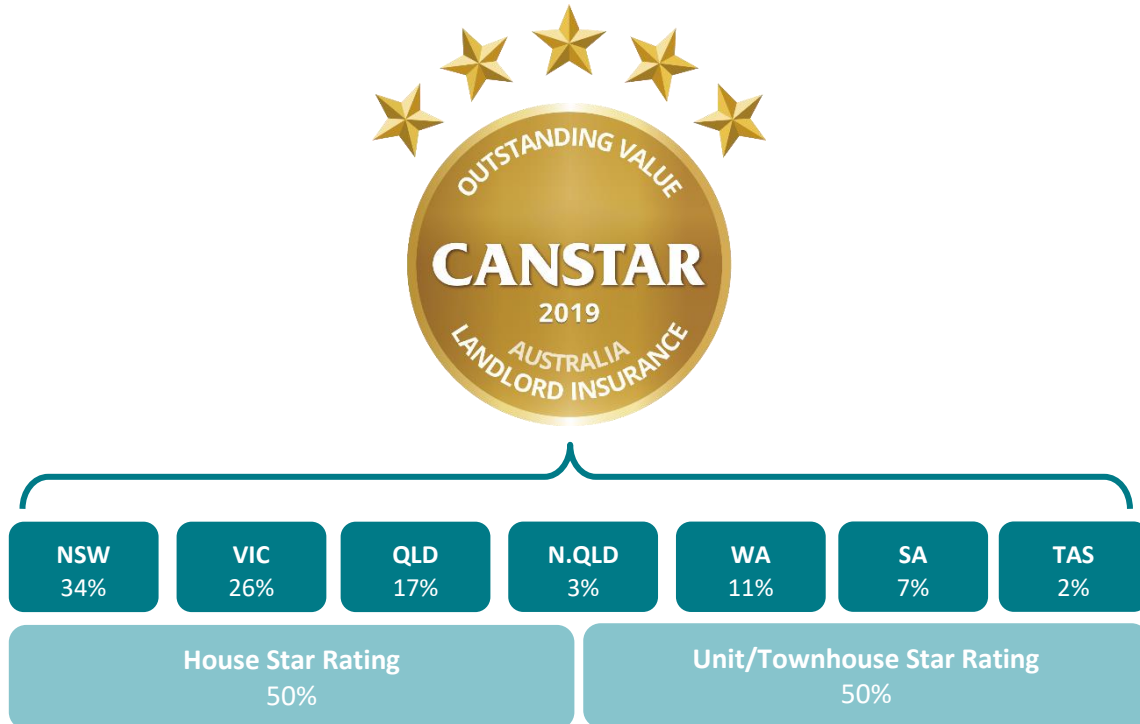
How are the National Awards for Landlord Insurance Calculated?

To be considered for a national Landlord Insurance award:

- The policy must be available directly to consumers, not limited solely to those in a particular age group
- The institutions must underwrite its own insurance, or be a wholly owned subsidiary of a general insurer (i.e. white labelled products are not considered for a national award).
- The insurance provider must have a national presence
- For comparison purposes, a quote must be available:
 - o Directly to Canstar, online, or over the phone
 - o For all postcodes considered within each profile
 - o For all profiles within the state/region being considered

National Award Methodology

Canstar awards an Outstanding Value Award to the insurer or insurers who offer outstanding value based on their cumulative score and star ratings performance across all states and regions considered in the ratings. The weight assigned to each state/region is based on the populations of each state/region relative to the total population of all areas considered. The insurer with the highest weighted average score across all states/regions is awarded the national award for *Outstanding Value Landlord Insurance*.



Does Canstar rate all products available in the market?

Canstar endeavours to include the majority of product providers in the market and to compare the product features most relevant to consumers. However, this process is not always possible, and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to specific consumers.

How often are products reviewed for awards or star ratings purposes?

All ratings are fully recalculated every twelve months based on the latest product offerings within the market. Additionally, Canstar monitors product changes on an ongoing basis. Star rating and award results are published in a variety of mediums (newspapers, magazines, television, websites, etc).

Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth and insurance products listed below. These star ratings and awards use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the Canstar website at www.canstar.com.au if you would like to view the latest star ratings reports of interest.



- Account Based Pensions
- Agribusiness
- Business Banking
- Car Insurance
- Car Loans
- Credit Cards
- Deposit Accounts
- Direct Life Insurance
- First Home Buyer
- Health Insurance
- Home & Contents
- Home Loans
- Landlord Insurance
- Managed Investments
- Margin Lending
- Online Banking
- Online Share Trading
- Package Banking
- Personal Loans
- Pet Insurance
- Reward Programs
- Superannuation
- Term Deposits
- Travel Credit & Debit Cards
- Travel Insurance
- Travel Money Cards
- Youth Banking

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