

# Mansions Plus FAQs

**Q: Who underwrites Mansions Plus?**

A: Mansions Plus is underwritten by Lloyd's of London. So your clients will benefit from access to their 300 years of experience. At the same time, Mansions is 100% Australian owned and we bring with us an 18 year track record in the market for home and over 20 years experience in motor insurance.

**Q: Does Mansions Plus provide value for money?**

A: Yes, by bundling the policies together, your client will save on the premium they would pay if they took out the policies separately.

**Q: What happens if my client's motor and home policy expire at different times?**

A: You can take out the home component of the policy first and add the motor later. We do this simply by adding an endorsement to the policy. Unfortunately, you can't take up the motor policy and add the home component later.

**Q: Can my client choose their own repairer?**

A: Yes, your client can choose their own smash repairer for their motor vehicle, or alternatively we can recommend a repairer.

**Q: Can my client have multiple vehicles on the one policy?**

A: Yes, they can, we can accommodate up to 4 vehicles on one policy.

**Q: What is the maximum sum insured limit for a motor vehicle on Mansions Plus?**

A: With Mansions Plus we will write up to \$250k sum insured per vehicle up to a total limit of \$1 million for multiple vehicles. Vehicles of greater value will be referred to Dawes, our High Net Worth motor Insurer, who specialise in prestige and exotic cars of high value. Dawes can insure vehicles automatically up to \$1 million, and values above \$1 million upon referral.

**Q: Can you insure motor bikes under Mansions Plus?**

A: No, motor bikes are not able to be covered and again will be referred to Dawes for cover.

**Q: Who looks after claims for Mansions Plus?**

A: Claims Services Australia (CSA) is our claims specialist provider. They are available 24 hours a day, 7 days a week and have a dedicated Mansions Plus number – **1300 785 544**

**Q: How easy is it for my client to claim under Mansions Plus?**

A: Mansions Plus guarantee that your claim will be responded to within 48 hours. If not they'll waive the excess. No claims form necessary, just a phone call. You can also offer your client our free after hours service line. So if a client has a claim to make they don't have to bother you in the middle of the night.

For the home component of your policy, we also have options to repair, replace or settle claims in cash where appropriate.

**Q: How does Mansions Plus tailor the product for high net worth clients?**

A: We have high sums insured for both home and motor to cater for a high net worth client. We also provide cover for assets and fine arts up to \$250k any one article and cover for jewellery, furs and gold up to \$25k for any one article.

**Q: Does my client need a building valuation?**

A: We never insist on a building valuation. However they are available on request.

Call 1300 738 308

[www.mansions.com.au](http://www.mansions.com.au)

High net worth. Low maintenance.

