

Top Accolades for Home and Contents Insurance

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Westpac and St.George banks' Home and Contents Insurance, underwritten by Westpac General Insurance Limited, was recognised with top awards from Canstar Cannex and Money Magazine reflecting the outstanding value and quality cover for customers' homes and treasured possessions.

"Market recognition, such as these awards, confirms our strategy of manufacturing quality products that provide real value and protection to our customers when they need it most," said Jim Glossat, BT Financial Group's Head of General Insurance.

Contents Insurance was awarded a '5 star' product rating and announced joint winner for the National Award for Outstanding Value by Canstar Cannex.

"Providing comprehensive cover including pay by the month at no extra cost, generous limits and new for old replacement, the award also recognises our product's competitive pricing and strong national focus," he said.

Home and Contents Insurance - Essential Care, took home Gold for Cheapest Home & Contents Insurance in Money Magazine's annual Best of the Best Awards.

"The award was scored on average annual premiums for both building and contents across various property types throughout Australia, with nominated low and high sum insured amounts. It supports our ability to provide great value to customers who only need a basic level of cover," Mr Glossat said.

"And with the higher levels of cover also available, Quality Care and Premier Care, we can effectively meet the needs of all our customers.

"When considering insurance customers need to consider both cover inclusions and limits, as well as price and we're pleased that, when put under the microscope, our products deliver the best value."

Mr Glossat added that as well as offering a superior product, the rubber really hits the road at the time of a claim.

"Having the comfort of knowing that your policy covers particular loss or damage is crucial and we spend a lot of time and resources ensuring we deliver on our promise," he said.

"Recently, BT Financial Group took out the blue ribbon award, Best of the Best for Outstanding Excellence in Customer Service at the Australian Service Excellence Awards proving that we strive to provide a superior experience across all aspects of the customer relationship."

BT Financial Group

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Media release

Tips to consider when shopping for Home and Contents Insurance:

- Does your policy cover the environmental risks in your area?
- Be thorough in calculating the cost to replace your home building and remember to check whether particular items such as floor coverings should be included in the value, or whether they should be included in your contents value
- Work out the value of your contents first, rather than choosing the premium you'd like to pay and living with insufficient cover
- Remember to factor in the gradual accumulation of new and higher quality possessions such as TVs, furniture, computers and clothing when calculating your contents value Does your policy provide enough cover for items which often have special limits such as jewellery, your DVD/CD collection, plus sporting and electrical equipment such as computers and video cameras?

About Canstar Cannex star ratings: Canstar Cannex star ratings provide consumers with a quick and effective way to compare financial products based on rates and features. Products must offer outstanding value to be awarded 5 stars, thus guaranteeing consumers a high-performance product. In determining the ratings, Cannex gives equal weighting to premiums and features, including over 100 different product features in the analysis.

About Money Magazine's Best of the Best Awards: Now in its 10th year, Money Magazine's annual Best of the Best Awards provides consumers with a guide to the best financial products and services in Australia. More than 60 categories are evaluated with the help of independent research groups, including Canstar Cannex.

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