

KOALA Protection Program

The KOALA Protection Program is supported by an insurance policy placed with certain Lloyd's Underwriters through TERN Financial Group, a Lloyd's Approved Coverholder.



PROPERTY PROTECTION

The KOALA Protection Program™ responds with first dollar repair or replacement cost protection against physical loss or damage to a timeshare unit when caused by a traveler, with a \$25,000 limit subject to a minimum claim of \$50 and a maximum of \$2,500 for any one item.

Examples of types of property the program does NOT protect:

Land, water, air, electronic data, animals, motor vehicles, aircraft, watercraft (and their respective parts and equipment), property of the renter, credit cards, debit cards bank notes, securities, firearms, and precious metals and property relating to the any business you engage in other than vacation rentals through KOALA.

Examples of causes of loss NOT protected:

Wear and tear, mechanical or electrical breakdown, war, terrorism, nuclear reaction, radioactive, contamination, smoking, neglect, criminal acts, government action, seepage and/or pollution and/or contamination, pathogenic, biological or chemical materials and microorganisms (mold).*

**The program protects certain lease violation smoking-related damage and cleanup expenses solely as respects designated non-smoking units to a max of \$2250.*

LIABILITY PROTECTION

The KOALA Protection Program™ provides protection in respect of the damages arising out of your KOALA rental activity for which you become legally liable to third parties. The protection features a limit of \$1,000,000, including legal defense at our insurer's expense by counsel of our insurer's choice.

The KOALA Protection Program™ includes a neighbor and tenant's liability feature that responds to traveler-caused damage for which **you** are legally liable when the consequences of such damage spread from your property to the property of neighbors and co-tenants.

The KOALA Protection Program™ has a limited scope. For example, it does NOT respond to claims that:

- Are below five thousand dollars (\$5,000);
- Are expected or intended by you;
- Arises out of an illness, sickness or disease;
- Involve the delivery of professional services;
- Involve an aircraft, motor vehicle or watercraft.

MEDICAL EXPENSES

The KOALA Protection Program™ also provides protection in respect of the necessary medical expenses as they relate to an accident causing bodily injury to a third party.

Examples of types of expenses this feature protects:

Reasonable first aid charges, medical, surgical, x-ray, dental, ambulance, hospital, professional nursing, prosthetic devices and funeral services.

This protection feature does NOT protect:

You, your employees or anyone on the premises without permission.

YOUR RESPONSIBILITIES AS PROTECTED TIMESHARE OWNER

- Give prompt notice events or circumstances that might lead to a claim, such as a notice, demand, summons or complaint;
- Provide names and addresses of any claimants and available witnesses;
- Cooperate with us in the investigation of a loss or claim;
- Notify the police in case of loss by theft;
- Protect damaged property from sustaining further damage;
- Accurately document damages, repairs and expenses with bills, receipts and photographs.

IMPORTANT NOTICES:

- This is a general outline of the terms and conditions of the KOALA Protection Program™. It does not include all the terms, coverages, exclusions, limitations, and conditions of the actual KOALA Protection Program™. The specific limits, terms and conditions themselves must be read for those details and will be made available to plan participants once logged in.
- The KOALA Protection Program™ is supplemental program designed to respond where underlying insurance coverage does not, as evidenced by policy exclusions as they relate to short term rental activity and declined claims. It is not a standard property and liability insurance. The KOALA Protection Program™ is excess over any other valid and collectible primary insurance.
- This coverage is only applicable for our listed timeshares, to confirm if coverage applies to your unit, please contact KOALA.
- Only a licensed insurance broker can analyze your personal situation, discuss your needs and advise you on insurance coverage. For questions on insurance, it is highly recommended to consult a licensed professional
- The KOALA Protection Program™ is supported by an insurance policy effected with certain Lloyd's Underwriters through TERN Financial Group Inc., a Lloyd's Approved Coverholder acting as agent for the Underwriters.