

QBE Home Indemnity Insurance (HII) Service Level Agreements

New eligibility applications	Agreed turnaround time (business days)
Up to \$2M turnover	8
>\$2M to \$5M turnover	10
>\$5M to \$10M turnover	25
>\$10M turnover	3
Periodic Reviews / Variations to the Eligibility	
Up to \$2M turnover	8
>\$2M to \$5M turnover	10
>\$5M to \$10M turnover	15
>\$10M turnover and complex structures	30
Corporate restructures	40
Cancellations or amendments to Certificates of Insurance	
Cancel/amend certificates as requested (only includes changes that have financial implications, not name and address amendments)	7

Times commence from the receipt of the necessary material to conduct the assessment.