

Commercial Motor Insurance Policy

Product Disclosure
Statement

vero 

Commercial Motor Insurance Policy

| | |
|--|-----------|
| Welcome to Vero Insurance | 2 |
| About your insurance policy | 2 |
| Communicating with you electronically | 3 |
| Your duty of disclosure | 3 |
| Cooling off period | 3 |
| Cancelling Your Policy | 3 |
| Privacy statement | 4 |
| Complaints resolution | 6 |
| Financial Claims Scheme | 6 |
| General Insurance Code of Practice | 6 |
| Updating information | 6 |
| Information about the cost of this insurance | 7 |
| Information about excesses payable | 8 |
| Paying your premium | 8 |
| How the Goods and Services Tax (GST) affects this insurance | 9 |
| No Claim Bonus (Comprehensive Cover only) | 9 |
| Important Information | 11 |
| General Policy Conditions | 11 |
| General Claims Conditions | 13 |
| When we may refuse a claim/reduce what we pay/recover costs or monies/cancel your policy | 16 |
| Your cover | 16 |
| Part 1 – Loss or damage to your vehicle | 18 |
| Extra Covers | 19 |
| Additional Benefits | 24 |
| What we will pay under Part 1 | 28 |
| Choice of repairer and parts policy | 29 |
| Part 2 – Legal liability | 31 |
| What your vehicle also means | 31 |
| What is legal liability? | 31 |
| Additional Benefits | 33 |
| What we will pay under Part 2 | 35 |
| Optional Insurance | 35 |
| Excess | 37 |
| Types of excesses | 37 |
| General Exclusions | 39 |
| Worked dollar claim examples | 42 |
| Definitions | 45 |

Welcome to Vero Insurance

Vero is a specialist provider of quality business insurance products and packages in Australia. Our mission is to help ensure your business' success – whether you run a small business or a large corporation.

With over 180 years of experience providing quality insurance products in Australia, we're experts at helping business owners cover their risks and helping to secure the future of their business.

We offer our products exclusively through insurance brokers and authorised agents, because we believe that impartial, specialist advice is paramount when it comes to selecting business insurance. Vero has a great reputation in the industry, and we work closely with insurance brokers to help ensure we meet the unique needs of our many, varied clients.

Help protect your business, and your future, with an insurer that understands business.

Vero is a member of the Suncorp Group.

Who is the insurer?

AAI Limited ABN 48 005 297 807 AFSL 230859 trading as Vero Insurance is the insurer and the issuer of this **Product Disclosure Statement (PDS)**.

How to contact us

You may contact us:

- ▼ through your insurance adviser;
- ▼ by calling us on 13 18 13;
- ▼ online Claims Lodgment via www.vero.com.au/claims
- ▼ via the internet at www.vero.com.au; or
- ▼ by writing to us at:
Vero Insurance
GPO Box 3999
Sydney NSW 2001

About your insurance policy

This **PDS** is an important legal document that has been designed to help **you** get the most out of **your policy**.

Your policy is a legal contract between **you** and **us**. The contract is based on the information **you** gave **us** when **you** applied for the insurance, and any subsequent information which **you** have supplied.

Your policy is made up of this **PDS**, any **Supplementary PDS (SPDS)** we may send **you**, any **endorsements** and the **policy schedule**. **You** should read all these documents together to tell **you** what **we** cover, what **we** exclude, what **we** pay to settle claims and other important information.

The General Policy Conditions listed on pages 11 to 13 and General Exclusions listed on pages 39 to 41 apply to the whole **policy**.

Subject to **you** paying the premium by the due date, **we** agree to insure **you** during the **period of insurance**. The commencement date and expiry date of the **period of insurance** are specified in **your policy schedule**.

In this **policy**:

- ▼ **You/your** means the insured named in the **policy schedule**.
- ▼ **We/our/us** means AAI Limited ABN 48 005 297 807 AFSL 230859 trading as Vero Insurance (Vero).

Some other words used in this **PDS** have special defined meanings. These words are in **bold**. Most of the words **we** have defined are listed in the Definitions on pages 45 to 48 of this **PDS**.

A reference to days in the **policy** means calendar days unless otherwise specified.

You should ensure that the amounts for which **your vehicles** are insured, limits of liability and sub-limits that apply to this **policy** are adequate for **your** needs. If **you** do not select adequate amounts to insure then **you** may have to bear any uninsured losses **yourself**.

The limit applicable to new **vehicle** replacement for trailers or rigid body trucks under Extra Cover 1 – “New vehicle after total loss” is expressed as a 112.5 percent of the **insured amount**. This means that if the underlying **insured amount** for a trailer or rigid body truck is inadequate, then the amount of cover provided under this Extra Cover may not be enough to cover the cost of a new replacement trailer or rigid body truck.

Optional Insurances

This **PDS** has a number of Optional Insurances which, for an additional premium and subject to any conditions that apply, **you** can choose to include in **your policy**. If included, these will be specified in **your policy schedule**.

When **we** send **your** renewal offer, it will usually include **your** previously selected Optional Insurance. Contact **us** to remove or add any Optional Insurance.

Underinsurance

This **policy** contains an underinsurance condition applicable to **vehicles** other than motorcycles, cars, 4WDs, utilities or vans of not more than 2 tonne carrying capacity. If the underinsurance condition applies it can result in the amount **we** pay **you** for a **partial loss** being reduced because **you** did not adequately insure **your vehicle** of this type. Please see page 30 for details.

References to legislation and Australian Standards

A reference to any legislation or legislative provision (including but not limited to Acts, regulations, ordinances, by-laws) in this **policy** includes any statutory modification, amendment, replacement or re-enactment or successor of, or legislative provision substituted for, and any subordinate legislation issued under, that legislation or legislative provision (whether in the Commonwealth of Australia or internationally).

A reference to any Australian Standard (AS) in this **policy** includes any amendment to or replacement of that Australian Standard.

Communicating with you electronically

We may send **your policy** documents and policy related communications electronically.

This will be by email and/or other types of electronic communication (e.g. SMS). **We** will obtain **your** express or inferred consent to do so.

Each electronic communication will be deemed to be received by **you** at the time it leaves our information system.

Your duty of disclosure

Before **you** enter into an insurance contract, **you** have a duty to tell **us** anything that **you** know, or could reasonably be expected to know, may affect **our** decision to insure **you** and on what terms.

You have this duty until **we** agree to insure **you**.

You have the same duty before **you** renew, extend, vary or reinstate an insurance contract.

You do not need to tell **us** anything that:

- ▼ reduces the risk **we** insure **you** for;
- ▼ is common knowledge;
- ▼ **we** know or should know as an insurer; or
- ▼ **we** waive **your** duty to tell **us** about.

If you do not tell us something

If **you** do not tell **us** anything **you** are required to, **we** may cancel **your** contract or reduce the amount **we** will pay **you** if **you** make a claim, or both.

If **your** failure to tell **us** is fraudulent, **we** may refuse to pay a claim and treat the contract as if it never existed.

Cooling off period

You have the right to return the **policy** or remove a part of the **policy** by notifying **us** in writing within thirty (30) days of the date it was issued to **you** ("cooling off period"), unless **you** have a claim under the **policy** or that part of the **policy** within the cooling off period. If **you** return **your policy** or remove a part of the **policy** during the cooling off period, **we** will return the amount **you** have paid for the **policy** or that part of the **policy** (including GST if applicable).

In addition, if **you** vary **your policy** (for example by adding a **vehicle**, adding an **endorsement** or changing the cover type for a **vehicle**), **you** have the right to remove that variation within thirty (30) days of the date it was made by notifying **us** in writing ("additional cooling off period") unless **you** make a claim under that variation of the **policy** within the additional cooling off period. If **you** remove the variation during the additional cooling off period, **we** will return the amount **you** have paid for that variation (including GST if applicable).

To cancel **your policy** at other times, please see "Cancelling Your Policy" below.

Cancelling Your Policy

How you may cancel

You can cancel **your policy** at any time. **You** can specify a future date from which **you** would like to cancel **your policy**. If **you** do not specify a date then the cancellation takes effect on the date **we** receive **your** request. If **you** cancel **your policy**, **we** will refund the proportion of **your** premium for the unexpired **period of insurance** (including GST if applicable), less any non-refundable government charges if the refund is more than \$10 (GST inclusive).

How we may cancel

We can cancel **your policy** when the law allows **us** to. If **we** cancel **your policy**, **we** will refund the proportion of **your** premium for the unexpired **period of insurance** (including GST if applicable), less any non-refundable government charges provided the refund is more than \$10 (GST inclusive). If **we** cancel **your policy** due to fraud, **we** will not refund any money to **you**.

If **we** pay out a claim for a **total loss** on **your vehicle**, by a payment to **you**, that cover ends. Any Extra Cover, Additional Benefit or Optional Insurance for that cover also ends.

When **your policy** ends as a result of **us** paying out a **total loss** of **your vehicle**, **we** will not refund any premium for an unexpired **period of insurance**.

Privacy statement

AAI Limited, trading as Vero Insurance, is the insurer and issuer of this product, and is a member of the Suncorp Group, which **we** refer to as "the Group".

Why do we collect personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

We collect personal information so that **we** can:

- ▼ identify **you** and conduct appropriate checks;
- ▼ understand **your** requirements and provide **you** with a product or service;
- ▼ set up, administer and manage **our** products and services and systems, including the management and administration of underwriting and claims;
- ▼ assess and investigate any claims **you** make under one or more of **our** products;
- ▼ manage, train and develop **our** employees and representatives;
- ▼ manage complaints and disputes, and report to dispute resolution bodies; and
- ▼ get a better understanding of **you**, **your** needs, **your** behaviours and how **you** interact with **us**, so **we** can engage in product and service research, development and business strategy including managing the delivery of **our** services and products via the ways **we** communicate with **you**.

What happens if you don't give us your personal information?

If **we** ask for **your** personal information and **you** don't give it to **us**, **we** may not be able to provide **you** with any, some, or all of the features of **our** products or services.

How we handle your personal information

We collect **your** personal information directly from **you** and, in some cases, from other people or organisations. **We** also provide **your** personal information to other related companies in the Group, and they may disclose or use **your** personal information for the purposes described in "Why do we collect personal information?" in relation to products and services they may provide to **you**. They may also use **your** personal information to help them provide products and services to other customers, but they'll never disclose **your** personal information to another customer without **your** consent.

Under various laws **we** will be (or may be) authorised or required to collect **your** personal information. These laws include the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Personal Property Securities Act 2009, Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Taxation Administration Act 1953, A New Tax System (Goods and Services Tax) Act 1999 and the Australian Securities and Investments Commission Act 2001, as those laws are amended and includes any associated regulations.

We will use and disclose **your** personal information for the purposes **we** collected it as well as purposes that are related, where **you** would reasonably expect **us** to. **We** may disclose **your** personal information to and/or collect **your** personal information from:

- ▼ other companies within the Group and other trading divisions or departments within the same company (please see **our** Group Privacy Policy for a list of brands/companies);
- ▼ any of **our** Group joint ventures where authorised or required;
- ▼ customer, product, business or strategic research and development organisations;
- ▼ data warehouse, strategic learning organisations, data partners, analytic consultants;
- ▼ social media and other virtual communities and networks where people create, share or exchange information;
- ▼ publicly available sources of information;
- ▼ clubs, associations, member loyalty or rewards programs and other industry relevant organisations;

- ▼ a third party that **we've** contracted to provide financial services, financial products or administrative services – for example:
 - ▼ information technology providers,
 - ▼ administration or business management services, consultancy firms, auditors and business management consultants,
 - ▼ marketing agencies and other marketing service providers,
 - ▼ claims management service providers,
 - ▼ print/mail/digital service providers, and
 - ▼ imaging and document management services;
- ▼ any intermediaries, including **your** agent, adviser, a broker, representative or person acting on **your** behalf, other Australian Financial Services Licensee or **our** authorised representatives, advisers and **our** agents;
- ▼ a third party claimant or witnesses in a claim;
- ▼ accounting or finance professionals and advisers;
- ▼ government, statutory, or regulatory bodies and enforcement bodies;
- ▼ policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where **you** are an insured person but not the policy or product holder;
- ▼ in the case of a relationship with a corporate partner such as a bank or a credit union, the corporate partner and any new incoming insurer;
- ▼ the Australian Financial Complaints Authority or any other external dispute resolution body;
- ▼ credit reporting agencies;
- ▼ other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;
- ▼ legal and any other professional advisers or consultants;
- ▼ hospitals and medical, health or wellbeing professionals;
- ▼ debt collection agencies;
- ▼ any other organisation or person, where **you've** asked them to provide **your** personal information to **us** or asked **us** to obtain personal information from them, e.g. **your** mother.

We'll use a variety of methods to collect **your** personal information from, and disclose **your** personal information to, these persons or organisations, including written forms, telephone calls and via electronic delivery. **We** may collect and disclose **your** personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas disclosure

Sometimes, **we** need to provide **your** personal information to, or get personal information about **you** from, persons or organisations located overseas, for the same purposes as in "Why do we collect personal information?"

The complete list of countries is contained in **our** Group Privacy Policy, which can be accessed at www.vero.com.au/privacy, or **you** can contact **us** for a copy.

From time to time, **we** may need to disclose **your** personal information to, and collect **your** personal information from, other countries not on this list. Nevertheless, **we** will always disclose and collect **your** personal information in accordance with privacy laws.

How to access and correct your personal information or make a complaint

You have the right to access and correct **your** personal information held by **us** and **you** can find information about how to do this in the Suncorp Group Privacy Policy.

The Suncorp Group Privacy Policy also includes information about how **you** can complain about a breach of the Australian Privacy Principles and how **we'll** deal with such a complaint. **You** can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in "Contact Us" below.

Contact us

For more information about our privacy practices including accessing or correcting **your** personal information, making a complaint, or obtaining a list of overseas countries **you** can:

Visit www.vero.com.au/privacy

Speak to **us** directly by phoning one of **our** Sales & Service Consultants on: 1300 888 073 or by

Email **us** at privacyaccessrequests@vero.com.au

Complaints resolution

We are committed to:

- ▼ listening to what **you** tell **us**;
- ▼ being accurate and honest in telling **you** about **our** products and services;
- ▼ communicating with **you** clearly; and
- ▼ resolving any complaints or concerns **you** have in a fair, transparent and timely manner.

How to contact us with a complaint

If **you** experience a problem, are not satisfied with **our** products or services or a decision **we** have made, please let **us** know so that **we** can help. Contact **us**:

- ▼ By phone: 1300 264 470
- ▼ By email: via the "contact us" page on **our** website www.vero.com.au.

Complaints can usually be resolved on the spot or within five (5) business days.

If **we** are not able to resolve **your** complaint or **you** would prefer not to contact the people who provided **your** initial service, **our** Customer Relations team can assist:

- ▼ By phone: 1800 689 762
- ▼ By email: idr@vero.com.au
- ▼ In writing: Reply Paid 1453 Customer Relations Unit RE058, GPO Box 1453 BRISBANE QLD 4001

Customer Relations will contact **you** if they require additional information or if they have reached a decision.

Seek review by an external service

We expect **our** procedures will deal fairly and promptly with **your** complaint. However, if **you** remain dissatisfied, **you** may be able to access the services of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. Any determination AFCA makes is binding on **us**, provided **you** also accept the determination. **You** do not have to accept their determination and **you** have the option of seeking remedies elsewhere.

AFCA has authority to hear certain complaints. Contact AFCA to confirm if they can assist **you**.

You can contact AFCA:

- ▼ By phone: 1800 931 678
- ▼ By email: info@afca.org.au
- ▼ In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001
- ▼ By visiting: www.afca.org.au

Financial Claims Scheme

In the unlikely event of an insurer becoming insolvent, a person entitled to claim under protected policies may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria.

Information about the FCS can be obtained from the APRA website at www.fcs.gov.au.

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice. **You** can get a copy of the Code from the Insurance Council of Australia website (www.insurancecouncil.com.au) or by phoning (02) 9253 5100 or 1300 728 228. The Code Governance Committee is an independent body which monitors and enforces the Code and has powers to impose sanctions on Code subscribers for non-compliance.

Updating information

The information in this **PDS** was current at the date of preparation. **We** may update some of the information in the **PDS** that is not materially adverse from time to time without needing to notify **you**. **You** can obtain a copy of any updated information by contacting **us** on 13 18 13. **We** will give **you** a free paper copy of any updates if **you** request them. If it becomes necessary, **we** will issue a **Supplementary PDS** or replacement **PDS** which **we** will give to **you**.

Information about the cost of this insurance

The amount of your premium

The premium is the amount **you** pay **us** for this insurance and is specified in **your policy schedule**. Premiums include applicable Commonwealth and State taxes, charges and levies. The amount of these taxes, charges and levies will be specified in **your policy schedule**.

The premium does not include any service or administration fee charged to **you** by **your** insurance intermediary.

In addition to the factors **we** use to calculate **your** premium, the discounts **you** qualify for also affect **your** premium. **Your** premium includes any discounts you qualify for and these are applied before adding applicable government charges. **We** might also advertise special short term offers and benefits from time to time.

How various factors may affect your premium

The following table is a guide to the significant factors which impact generally on **your** premium.

| Factor | Lowers premium | Increases premium |
|---|--------------------------------|---|
| Type of cover | Legal liability only | Comprehensive or legal liability, fire and theft |
| Type of vehicle | Low risk vehicle | High risk vehicle |
| Market or agreed value | Market value | Agreed value |
| Vehicle accessories/modifications | None specified | Accessories and modifications that increase the risk of insurance |
| Age of driver(s) | Over 25 years of age | Under 25 years of age |
| No claim bonus | Higher rating | Lower rating |
| Vehicle use | Low risk use | High risk use |
| Insured amount | Lower insured amount | Higher insured amount |
| Postcode | Low risk postcode | High risk postcode |
| Claims experience | Low claims experience | High claims experience |
| Optional insurance | None taken | One or more taken |
| Voluntary excess | Higher | Lower |
| Occupation | Low risk occupation | High risk occupation |
| Endorsements | Reduces our risk or your cover | Increases our risk or your cover |
| Our expenses of doing business including payments we make to intermediaries | Low expenses | High expenses |

When determining **your** premium **we** also take into account the age of the **vehicle**. This factor may lower or increase the premium depending on whether it means there is a higher chance of **you** making a claim and if so, for how much.

Why the cost of insurance can change

Your insurance premium can change during the **period of insurance** if the circumstances or risks covered by **your policy** change. For example, **your** premium will change if **you** change the use of the **vehicle** or the type of cover.

Also, each time **you** renew **your** insurance **your** premium is likely to change, even if **your** circumstances or the risks covered by **your policy** have not changed. This is because premiums are affected by:

- ▼ the cost of current and future claims;
- ▼ other commercial factors;
- ▼ any changes in government taxes or charges; and
- ▼ **our** expenses of doing business.

At renewal, **we** might decide to pass on all, or part of, any premium increase or decrease.

Premium discounts

Your premium includes any discounts **we** have given **you**, and these are applied before the addition of any applicable government taxes, charges or levies.

At times **we** may offer premium discounts to particular customers as part of a promotion or to take account of market conditions. The amount and type of discounts can change at any time before **you** take out this **policy**, or at **your** next renewal. **We** can vary or withdraw a discount at any time, however, changes will not affect the premium for an existing **policy** during its current **period of insurance**.

The main discount **we** offer is the No Claim Bonus for some comprehensively insured **vehicles** – see pages 9 and 10 for details.

Information about excesses payable

An **excess** is **your** contribution to the cost of a claim for **loss, damage or legal liability**. If **you** make a claim, **we** will tell **you** if **you** need to pay an **excess**. **You** may be required to pay one or more **excesses**. For example, Additional Benefits may have their own **excess** which may be in addition to any **excess** that may apply to a claim. The amount and description of each **excess** (other than the basic **excess**) and the circumstances in which they are applied is shown on pages 37 and 38 of this **PDS**. The amount of the basic **excess** will be specified in **your policy schedule**.

We take into consideration a number of factors when setting the amount of **your** basic **excess** and **your** age or **inexperienced driver excess**, such as:

- ▼ the make, model and type of **vehicle** being insured, including modifications made to the **vehicle**;
- ▼ any voluntary **excess** that **we** may allow **you** to choose;
- ▼ the age and driving experience of people who will be driving the **vehicle**;
- ▼ the **insured amount** of the **vehicle**;
- ▼ where and how the **vehicle** is used;
- ▼ the type of cover chosen;
- ▼ the place where **your vehicle** is garaged;
- ▼ **your** previous insurance and claims history; and
- ▼ Optional Insurances, Extra Covers, Additional Benefits and **endorsements** that apply to **your policy**.

Paying your premium

We will tell **you** how much **you** have to pay and how much time **you** have for payment.

You must pay the premium by the due date to obtain this insurance cover.

Where **you** do not pay **your** premium by the due date for the first **period of insurance** with **us**, **we** can cancel **your policy** as set out in "Cancelling Your Policy" on pages 3 and 4. Where **you** do not pay the premium for renewal by the due date, then **you** have no cover from the due date.

If **you** change **your policy** **you** may be entitled to a partial refund of premium or be required to pay an additional premium. Where a change to **your** policy:

- ▼ results in a premium reduction, **we** will refund the amount by which **your** premium has reduced less any non-refundable government charges if the refund is more than \$10 (GST inclusive).
- ▼ results in a premium increase, **you** will have to pay the amount by which **your** premium has increased by the due date to obtain the change in insurance cover.

How the Goods and Services Tax (GST) affects this insurance

The premium will include an amount of GST.

You must tell **us** about the **input tax credit (ITC)** **you** are entitled to for **your** premium and **your** claim, each time **you** make a claim. If **you** do not give **us** this information or if **you** tell **us** an incorrect ITC, **we** will not pay any GST liability **you** incur.

Our liability to **you** will be calculated taking into account any ITC to which **you** are entitled for any acquisition which is relevant to **your** claim, or to which **you** would have been entitled had **you** made a relevant acquisition.

If a **vehicle** is a **total loss** **we** will reduce any payment **we** make by an amount equal to **your** ITC entitlement, if any (unless **your policy** states otherwise).

In respect of **your policy**, where **you** are registered for GST purposes **you** should calculate the **insured amount**, applicable limit under Part 2 of this **PDS**, any sub-limit, any additional or optional benefit having regard to **your** entitlement to **input tax credits**. **You** should, therefore, consider the net amount (after all **input tax credits**) which is to be insured and determine an **insured amount**, applicable limit under Part 2 of this **PDS**, any sub-limit, Extra Covers, Additional Benefits or Optional Insurance on a GST exclusive basis.

When **you** are registered for GST, payment to **you** in respect of any Extra Cover, Additional Benefit or Optional Insurance entitlement in addition to the **insured amount** or applicable limit under Part 2 of this **PDS** will be made having regard to your entitlement to **input tax credits**.

This outline of the effect of the GST on **your policy** is for general information only. **You** should not rely on this information without first seeking expert advice on the application of the GST to **your** circumstances.

"GST"; "input tax credit"; "acquisition" and "supply" have the meaning given in A New Tax System (Goods and Services Tax) Act 1999.

No Claim Bonus (Comprehensive Cover only)

A No Claim Bonus recognises **your** good driving and claims history record where **you** are insured for Comprehensive Cover.

Your policy schedule will show the type of No Claim Bonus **you** are entitled to (if any), and **your** premium will be charged accordingly.

How you earn a No Claim Bonus

If **you** are not entitled to a maximum No Claim Bonus, **you** will earn an entitlement to a bonus for the next **period of insurance** if there have been no claims that fall within the definition of a **penalty claim**.

A **penalty claim** is an **event** or claim where **you** are at fault, or a claim where **we** are not able to recover the costs of repairing or replacing **your vehicle**.

The following will apply if **you** qualify for a No Claim Bonus:

For cars, utilities, 4WDs or vans of not more than 2 tonne carrying capacity:

| Year | Existing bonus | Renewal bonus |
|------------------|----------------|---------------|
| 1st year | 0% | 25% |
| 2nd year | 25% | 45% |
| 3rd year | 45% | 55% |
| 4th year | 55% | 65% |
| Subsequent years | 65% | 65% |

For all other **vehicles**:

| Year | Existing bonus | Renewal bonus |
|------------------|----------------|---------------|
| 1st year | 0% | 20% |
| 2nd year | 20% | 30% |
| 3rd year | 30% | 40% |
| 4th year | 40% | 50% |
| Subsequent years | 50% | 50% |

Protected No Claim Bonus

If **you** are entitled to a maximum No Claim Bonus of 65% for cars, utilities, 4WDs or vans of not more than 2 tonne carrying capacity, and **you** are insured for Comprehensive cover, **we** may provide the option when **you** first take out the **policy**, or upon renewal, to protect **your** No Claim Bonus for that **vehicle**. It costs extra to protect **your** No Claim Bonus. **We** can give **you** a price with and without Protected No Claim Bonus Optional Insurance to help **you** decide whether the option suits **your** needs.

How making a claim could affect your No Claim Bonus

If you do not lodge a penalty claim

If **you** did not lodge a **penalty claim** during the **period of insurance**, then **your** No Claim Bonus will not be detrimentally affected at renewal of **your policy**.

Windscreen claims

When **you** renew **your policy**, **your** No Claim Bonus will not be affected by any windscreen or window glass claim **you** make.

Other claims

When **you** renew **your policy**, **we** reduce **your** No Claim Bonus for each **penalty claim** **you** have made during the **period of insurance**. This does not apply if **you** have purchased Optional Insurance 3 – “Protected No Claim Bonus” and it applies to the claim.

If **you** have purchased Optional Insurance 3 – “Protected No Claim Bonus” and it applies to the claim in respect of **your vehicle** involved in an **event**, **we** will not count the first **penalty claim** on that **vehicle** during the **period of insurance**.

The amount **we** reduce **your** No Claim Bonus to is set out below:

For cars, utilities, 4WDs or vans of not more than 2 tonne carrying capacity:

| Your current No Claim Bonus | Following 1 penalty claim | Following more than one penalty claim |
|-----------------------------|---------------------------|---------------------------------------|
| 65% | 45% | Nil |
| 55% | 25% | Nil |
| 45% | Nil | Nil |
| 25% | Nil | Nil |
| Nil | Nil | Nil |

For all other **vehicles**:

| Your current No Claim Bonus | Following 1 penalty claim | Following more than one penalty claim |
|-----------------------------|---------------------------|---------------------------------------|
| 50% | 30% | Nil |
| 40% | 20% | Nil |
| 30% | Nil | Nil |
| 20% | Nil | Nil |
| Nil | Nil | Nil |

| When you make a claim for: | Does this detrimentally impact your No Claim Bonus? |
|---|---|
| An event where you are not at fault and we are able to recover | No |
| Windscreen or window glass only* | No |
| An event where you are at fault** | Yes |

*If **you** have selected and paid for the Optional Insurance 2 – “Windscreen excess waiver”, then **you** will not have to pay any **excess** for that claim. This Optional Insurance is only available for a car, utility, 4WD or van of not more than 2 tonne carrying capacity.

** **your** No Claim Bonus might not be affected if **you** have purchased Optional Insurance 3 – “Protected No Claim Bonus”, see page 36 for details.

Important Information

1. Your Policy

Based upon the information provided by **you** and subject to the premium being paid, **we** agree to insure **you** during the **period of insurance**. **Your period of insurance** starts on the date specified in **your policy schedule** and finishes at 4:00pm on the expiry date specified in **your policy schedule**.

Your policy only includes cover that is specified in **your policy schedule** and for those Optional Insurances that are specified in **your policy schedule**.

2. Policy Limits

We will not pay any more than the **insured amount** or limit of liability or sub-limit that is specified in **your policy schedule**, unless **we** specifically state otherwise in **your policy**.

3. General Provisions

The General Policy Conditions, Definitions, General Claims Conditions and General Exclusions form part of this **policy**. Unless otherwise expressly stated these apply to **your policy**, including any Extra Covers, Additional Benefits or Optional Insurances.

General Policy Conditions

These conditions apply to the entire **policy**.

If **you** do not comply with these conditions, **we** may:

- (a) refuse to pay a claim or reduce the amount **we** pay (to the extent to which **we** are prejudiced in respect of the claim as a result of **your** non-compliance); and/or
- (b) recover from **you** any costs and/or any monies **we** have paid; and/or
- (c) cancel **your policy**.

Change to risk

Our decision to insure **you**, and the premium that **we** charge **you**, is based on information provided by **you** about **you**, **your business** and **your vehicle**. **Your** insurance, including the amount of premium, may be affected if any of the facts or circumstances that existed at the start of the **policy** change during the **period of insurance**, including, for example:

- ▼ the nature or type of **your business** or its permanent discontinuance, insolvency or it being placed in administration, voluntary administration, being wound up or carried on by an insolvency practitioner or receiver;
- ▼ **your** interest in the **policy** ceases, including by operation of law;
- ▼ **you** have been declared bankrupt or are unable to pay **your** debts or liabilities when they are due;
- ▼ **you** have been refused insurance or had any insurance cancelled or declined in the past 5 years;
- ▼ any conversion or modification to **your vehicle** made by someone other than the manufacturer. For example, if **you** give **your vehicle** wider tyres or wheels, or lower its suspension;
- ▼ if there is anyone under the age of 25 years who is likely to be a regular driver of the **vehicle**; or
- ▼ any detail in **your policy schedule** is no longer accurate, such as a change of **your** address, **your vehicle**, **your vehicle's** garage postcode or the way **you** use **your vehicle**.

You must notify **us** as soon as possible of these changes.

If **you** have not told **us** about any of the above matters having occurred in any other **period of insurance** you held this **policy** with **us**, **you** must also tell **us** as soon as possible.

If **you** do not notify **us** when **you** need to **we** may refuse to pay a claim or reduce the amount **we** pay (to the extent to which **we** are prejudiced in respect of the claim as a result of **your** non-compliance).

Furthermore, **you** must tell **us** up to the commencement of **your policy** and at each renewal if any **authorised driver** of **your vehicle**, including **you**, has within the past 5 years:

- ▼ had a licence endorsed, suspended or cancelled;
- ▼ been charged or convicted of any criminal offence relating to arson, drugs, firearms, burglary, housebreaking, theft, robbery, receiving stolen goods, fraud, criminal or wilful damage or injury, assault to anyone; or
- ▼ been charged with or convicted of any motor offence or motor infringement (but not parking fines).

If **we** agree to the changes **you** tell **us** about, **we** will confirm this in writing. When **you** contact **us** to inform **us** of any of these above matters occurring or having occurred, **we** may need to agree with **you** that one or more of the following changes is made in order to continue **your** cover:

- ▼ impose an additional **excess**,

- ▼ charge extra premium; or
- ▼ apply a special condition to **your policy**.

In some cases, it may lead **us** to reduce or refuse to pay a claim or mean **we** can no longer insure **you** and **we** will cancel **your policy**.

The amount of cover

If **you** are not entitled to an **input tax credit** on **your policy** premium, all **insured amounts**, applicable limit under Part 2 of this **PDS**, any sub-limit, Extra Covers, Additional Benefits or Optional Insurances stated in **your policy** are GST inclusive (unless **your policy** states otherwise).

If **you** are entitled to an **input tax credit** on any part of the **policy** premium, the **insured amounts**, applicable limit under Part 2 of this **PDS**, any sub-limit, Extra Covers, Additional Benefits or Optional Insurances stated in **your policy** are exclusive of any **input tax credit** which **you** are entitled to claim (unless **your policy** states otherwise).

Take steps to reduce risk

You must:

- ▼ take steps to ensure that **you** prevent or minimise **loss** of, or **damage** to, **your vehicle**, for example:
 - ▼ move **your vehicle** away from rising waters including tides;
 - ▼ do not drive into any water (including floodwater) deeper than the manufacturer's specifications for the maximum wading depth of the **vehicle**;
 - ▼ do not leave the keys in the **vehicle** whilst it is unattended or not secure;
 - ▼ obey signage displayed by local government authorities, traffic management companies and state emergency services when applicable;
 - ▼ accompany anyone test driving a **vehicle** when it's up for sale; and
 - ▼ complying, at **your** expense, with all **our** recommendations to prevent or minimise theft, **loss** or **damage**.
- ▼ take care to prevent or minimise injury to another person or **damage** to another person's property;
- ▼ comply, as soon as reasonably possible, with any request made by **us** for the protection or improvement of **your vehicle** or to reduce the likelihood of **personal injury**, **loss** of or **damage to property**;
- ▼ comply with all laws, statutory obligations, by-laws, regulations and public authority requirements that concern the safe use of **your vehicle**, for example:
 - ▼ obey applicable and relevant road rules;
 - ▼ obey speed limits, warnings, signs, local directives and safety requirements;
 - ▼ convey and store goods in a legal manner in or on **your vehicle**;
 - ▼ load **your vehicle** in accordance with legal and safety requirements; and
- ▼ keep **your vehicles** in a roadworthy condition, for example:
 - ▼ replace worn out tyres;
 - ▼ replace worn brakes;
 - ▼ replace defective lights;
 - ▼ fix paint, including clear coats;
 - ▼ repair major scratches or dents.

If **you** do not comply with this condition **we** may refuse to pay a claim or reduce the amount **we** pay (to the extent to which **we** are prejudiced in respect of the claim as a result of **your** non-compliance);

Changes in or waivers of the policy

No changes in the **policy** will be valid unless agreed in writing by **us**.

No waiver of any requirements of this **policy** shall be valid unless it is given to **you** in writing.

Multiple insured parties

Except as otherwise expressly stated, where there is more than one person or organisation insured under this **policy**:

- ▼ any notice given by **us** under this **policy** to any one of **you** specified in the **policy schedule** will be deemed to be notice given to all of **you**;
- ▼ any misrepresentation or fraudulent actions or statements made by any person or organisation will be deemed to be made by all of **you**; and
- ▼ any claim made by any person or organisation will be deemed to be a claim made by all of **you**.

Transfer of interest

No interest in this **policy** can be transferred without **our** written consent.

Other interests

Except where expressly stated in the **policy**, the insurance cover provided by **your policy** will not extend to the interests of any third party unless **you** have notified **us** in writing of such interest, and **we** have agreed to record that interest in writing in **your policy schedule** or by **endorsement**.

Third party beneficiaries

All third party beneficiaries must comply with the terms and conditions of **your policy**, including without limitation, the General Claims Conditions and the obligation to notify **us** and give **us** details of any other insurance that insures any risk insured by this **policy**.

Governing law

The construction, interpretation and meaning of the terms of this **policy** will be determined in accordance with the laws of Australia and the State or Territory where the **policy** was issued. Any disputes relating to the construction, interpretation and meaning of the terms of this **policy** will be submitted to the exclusive jurisdiction of the courts of Australia.

If your contact details change

You must keep **your** contact details, including **your** Australian mobile number, postal address and email address up to date. If **we** do not have up to date contact details **you** might not receive **your** important policy documents which could impact whether **you** have cover in place.

General Claims Conditions

In this section a reference to “**you**” also means a reference to an **authorised driver**.

You must comply with the following conditions if an **event** occurs which may lead to or results in a claim.

If **you** do not comply with the General Claims Conditions **we** may:

- (a) refuse to pay a claim or reduce the amount **we** pay (to the extent to which **we** are prejudiced in respect of the claim as a result of **your** non-compliance); and/or
- (b) recover from **you** any costs and/or any monies **we** have paid; and/or
- (c) cancel **your policy**.

What you must do

You must:

- ▼ Contact **our** Vero Claims Team as soon as possible on **1300 888 073**. **We** are available 24 hours a day, 7 days a week. **Our** staff will advise **you** whether to bring **your vehicle** to one of **our** assessing centres or take it to a repairer. **We** can help with any other arrangements necessary to get **you** back on the road as quickly as possible.
 - ▼ Take all reasonable precautions to minimise or prevent further **loss, damage, liability** or injury. For example, if **your vehicle** is **damaged** in an accident, when safe to do so, move it off the road and put on **your** hazard lights. If **you** are unsure about what precautions to take to minimise or prevent further **loss, damage, liability** or injury please contact the Vero Claims Team.
 - ▼ Take all reasonable steps to recover a stolen **vehicle**.
 - ▼ If safe to do so:
 - ▼ obtain the full names, addresses and phone numbers of all drivers and, where possible, passengers involved and any witnesses to the **event**;
 - ▼ obtain the vehicle registration number and insurance details of all vehicles involved; and
 - ▼ If **damage** is caused to buildings and other property, obtain details of the address and the owner’s name.
- If due to the circumstances of the accident, **you** are unable to obtain the above information, please contact **us** on the number shown above.
- ▼ If someone has stolen, attempted to steal or maliciously damaged **your vehicle**, report it to the police as soon as possible. If **we** ask, **you** must provide **us** with the name of the police officer and police station where **you** made the report and give **us** all known details of the **event**.
 - ▼ If **you** make a claim, also do everything to mitigate the **loss, damage, liability** or injury that **we** ask **you** to do.
 - ▼ Retain and preserve **your damaged vehicle** and property for inspection by **us** or **our** agent (including a loss adjuster) prior to authorisation of repairs unless repairs are immediately necessary for safety reasons or to minimise or prevent further **loss, damage, liability** or injury.
 - ▼ If **you** carry out **emergency repairs** or choose to use **your** own repairer, when reasonably practicable and safe to do so, ensure that photographic images of the **damage** are recorded and can be provided to **us** so that **we** can establish the condition of **your vehicle** prior to the repairs. **You** are required to produce tax invoices or receipts for all costs if **we** are unable to obtain them directly from the repairer or other provider and **we** ask **you** for them.

- ▼ Give **us** all reasonable information, documentation and other assistance that **we** need to substantiate and investigate the claim that **we** request (including attending an interview or giving evidence in court as **we** may reasonably require). If **we** ask **you** for a statutory declaration verifying the details of **your** claim and any other matters connected with the claim, **you** must provide it.
- ▼ Provide proof of **your** ownership of, or legal responsibility for, any lost or **damaged vehicle** or property if **we** ask for it. This may include registration papers, sales receipts, service records, valuations, credit card statements, warranties or car log books.
- ▼ Tell **us** as soon as possible if **you** get demands, a notice of prosecution, details of any legal proceedings, inquest or similar communications from other parties involved in an **event**. If **you** delay in telling **us**, **we** may not cover any legal or other costs that result from that delay.
- ▼ When **you** make a claim **you** must:
 - ▼ let **us** inspect and, if necessary, move **your vehicle** before repairs begin.
 - ▼ co-operate and provide **us** with all reasonable assistance in connection with any investigation, negotiation, recovery, defence or settlement of any claim, including doing all things necessary to allow **us** to take over legal proceedings in the circumstances described in General Claims Condition – Rights of recovery.

What you must not do

You must not:

- ▼ Negotiate or promise anyone a payment;
- ▼ Dispose of any **damaged** property;
- ▼ Accept any payment (including **excess** payments) from anyone unless **we** agree first; or
- ▼ Admit liability for any **loss, damage** or injury, or settle or attempt to settle or defend any claim without **our** prior written consent.

Repair or replacement

You must not authorise the repair or replacement of **your vehicle** without **our** agreement, except as provided under Extra Cover 5 – “Emergency Repairs” or when reasonably necessary to prevent further **loss, damage** or injury.

What we can do in relation to the claim

- ▼ In relation to legal liability claims **you** make under **your policy**, **we** have the right and full discretion to conduct claims. If **we** decide to defend **you**, settle any claim against **you**, represent **you** or try to recover money, **you** must give **us** all reasonable assistance, co-operation and information **we** need, including assistance after **your** claim has been paid. **We** may engage legal or other representatives to assist in the conduct of a claim.
- ▼ At all times **we** reserve the right to negotiate and settle a claim on terms **we** consider appropriate. **You** must allow **us** to make admissions, settle or defend claims on **your** behalf on terms **we** consider appropriate.

Paying your excess

You must pay any **excess** that applies to a claim under this **policy** in full prior to final settlement of that claim.

The **excess** that applies will depend on the circumstances of the claim. Some Additional Benefits have their own **excess** which may be in addition to any other **excess** that may apply to a claim. When multiple **excesses** apply, **you** might have to pay more than one type of **excess** when **you** make a claim.

The amount of the **excesses** and the circumstances that each **excess** applies to are specified in **your policy schedule** or set out in the Excess clause on pages 37 and 38. **We** will tell **you** how to pay **your excess** and who to pay it to.

When **you** make a claim the following options are available to pay the **excess**:

- ▼ **you** can pay the **excess** directly to **us** before **we** finalise **your** claim. In the case of a new replacement **vehicle**, **we** may require **you** to pay the **excess** before taking delivery of the new **vehicle**;
- ▼ the **excess** can be deducted from the amount **we** pay **you** for **your** claim (if any);
- ▼ in some instances, the **excess** can be paid to the appointed repairer when **you** pick up **your vehicle** after it has been repaired or to the supplier; or
- ▼ in some instances, the **excess** can be deducted from the amount **we** pay to another person for **loss** or **damage** to their property.

We will not cover any legal or other costs that arise because of any delay in paying the **excess**.

Claims Settlements

(a) Input Tax Credit entitlement

If any **event** occurs which gives or may give rise to a claim **you** must tell **us** **your** entitlement to **input tax credits** (ITC) for **your** insurance premium and claim if **you** are registered, or are required to be registered for GST purposes. If **you** do not inform **us** of **your** entitlement, or the information **you** give **us** is incorrect, **we** will not cover **you** for any resulting fines, penalties or tax liability **you** incur. When **we** calculate a payment to **you** for **your** claim, **we** can reduce it by any **input tax credit** **you** are, or would be, entitled to receive.

(b) Cash payments

Unless **your policy** states otherwise, any cash payments made to **you** under this **policy** will be based on costs including GST. However, if **you** are, or would be, entitled to claim any **input tax credits** for the repair or replacement of the insured **vehicle** or for other things insured by the **policy**, **we** will reduce **our** payment to **you** by the amount of **your input tax credit** entitlement.

(c) Discharge of our liabilities

If, at any time, **we** pay **you** the **insured amount** or applicable limit under Part 2 of this **PDS** for any claim under this **policy**, **we** do not have any further liability to **you**. But, **we** will pay any Extra Covers, Additional Benefits or Optional Insurances that are expressed to be in addition to the **insured amount** or applicable limit.

(d) Salvage

After settling a claim where **your vehicle** is a **total loss**, if **we** so elect, that **vehicle** or salvage of that **vehicle** including any unexpired registration or Compulsory Third Party (CTP) or Motor Accident Injuries (MAI) insurance, unless otherwise required by law, becomes **ours** and **we** are entitled to receive the proceeds from any salvage of that **vehicle**, except to the extent **you** are not fully indemnified.

Rights of recovery

If **you** have suffered loss or damage or incurred a legal liability and **you** make a claim under this **policy** with **us** for that loss, damage or liability, then **we** have the right and **you** have permitted **us** to take action or start legal proceedings against any person or entity liable or, who would be liable to **you** for the recovery of **your** loss.

“**Your loss**” means **your** insured, underinsured or uninsured loss or damage or legal liability, costs, payments made and expenses in respect to which **you** have claimed under **your policy**. Any action or legal proceeding **we** take will be commenced either in **your** name, or in the name of any other person or entity that suffered **your** loss. **We** have full discretion over the conduct and any settlement of the recovery action.

If **you** make a claim with **us** for **your** loss and **you** have already started action or legal proceedings against any person or entity liable or, who would be liable to **you** for **your** loss, then **we** have the right and **you** have permitted **us** to take over and continue that action or legal proceeding.

Where **your** loss forms part of any class or representative action which has not been started under **our** instructions, **we** have the right and **you** permit **us** to exclude **your** loss from that class or representative action for the purpose of **us** including it in any separate legal proceedings which are or will be started under **our** instructions.

You must provide **us** with all reasonable assistance, co-operation and information in the recovery of **your** loss. This assistance may include:

- ▼ providing a more detailed version of events, which may include completing a diagram or statement/affidavit;
- ▼ providing **us** with any documents required to prove **your** loss;
- ▼ providing copies of any available photographs or footage of the incident available;
- ▼ lodging a police report or obtaining relevant documents, such as completing and lodging an application form to obtain records from the police, fire and rescue, councils and other entities (when **we** cannot lodge one);
- ▼ attending court or meetings with **our** legal/other experts (only if required);
- ▼ providing evidence and documentation relevant to **your** claim and executing such documents, including signed statements which **we** reasonably request.

We will pay for the cost of filing the police report and relevant searches to locate the third party. **We** will cover the costs **you** incur when having to attend court up to a limit of \$250 in total per claim.

You must not enter into any agreement, make any admissions or take any action or step that has the effect of limiting or excluding **your** rights and **our** rights to recover **your** loss, including opting out of any class or representative action, unless **we** have given **you** **our** prior written agreement. If **you** do, **we** may not cover **you** under this **policy** for **your** loss.

Recoveries do not include any amount recovered from insurance, surety, reinsurance, security or indemnity taken for the benefit of **us**.

Subrogation Agreements

If another person or organisation is, or could have been, liable to compensate **you** for any **loss, damage**, or liability otherwise covered by the **policy**, but **you** have agreed with that person either before or after the **loss, damage**, or liability occurred that **you** would not seek to recover any money from that person or organisation, **we** will not cover **you** under the **policy** for any such **loss, damage** or liability.

Notification of other insurance

In the event of a claim **you** must provide **us** with the details of any other insurance that provides cover for the claim to enable **us** to exercise **our** right to seek contribution from the insurer of that other insurance.

Conduct towards us

You must not behave in a way that is abusive, dangerous, hostile, improper or threatening when engaging with **us** and **our** service providers.

Fraudulent claims

If **you** or anyone **you** authorise to act on **your** behalf, or with **your** knowledge or consent makes a false or fraudulent claim, or causes **loss** or **damage** deliberately, **we** may do one or more of the following:

- ▼ refuse to pay the claim;
- ▼ cancel the **policy**; or
- ▼ take legal action against **you**.

When we may refuse a claim/reduce what we pay/recover costs or monies/cancel your policy

We may refuse to pay a claim or **we** may reduce the amount **we** pay **you** (to the extent to which **we** are prejudiced as a result of **your** non-compliance) and/or recover from **you** any costs and/or any monies **we** have paid and/or cancel **your policy**, if:

(a) **you** do not do what **your** duty of disclosure requires **you** to;

(b) **you**:

- ▼ are not truthful;
- ▼ have not given **us** full and complete details; or
- ▼ have not told **us** something when **you** should have, when applying for the insurance, or when making a claim;

(c) **you** have not complied with any of the General Claims Conditions;

(d) **you** do any of the following without **us** agreeing to it first:

- ▼ make or accept any offer or payment or in any other way admit **you** are liable;
- ▼ settle or attempt to settle any claim; or
- ▼ defend any claim;

(e) cover is excluded by the **policy**; or

(f) **you** are in breach of any other conditions of **your policy**.

If **you** prevent **our** right to recover from someone else or if **you** have entered into a contract or agreement which excludes or limits **your** right to recover compensation from another person who is liable to compensate **you** for any **loss**, **damage** or **legal liability** which is covered by this **policy**, **we** will not cover **you** under this **policy** for that **loss**, **damage** or **legal liability**.

Your cover

Cover options

There are three (3) different types of cover for **your vehicles**, as detailed below. Not all types of cover are available for all types of **vehicles**. The cover **you** have chosen will be displayed next to each **vehicle** in **your policy schedule** and is detailed below.

| Cover option | Description of cover provided |
|---------------------------------------|---|
| Comprehensive Cover | Part 1 "Loss or damage to your vehicle", insured events 1 to 5 (inclusive) apply Part 2 "Legal Liability" applies |
| Legal Liability, Fire and Theft Cover | Part 1 "Loss or damage to your vehicle" insured events 1 to 4 (inclusive) only apply Part 2 "Legal liability" applies |
| Legal Liability Cover only | Part 1 "Loss or damage to your vehicle" does not apply Part 2 "Legal liability" applies |

The insured **events** are listed in the "Insuring clause – What we cover" sections in the following pages. An insured **event** does not include any of the items, events or circumstances set out in the "What we exclude" sections in the following pages.

You can ask **us** at any time to change the cover option for any **vehicle**. There may be an additional premium or a refund of premium.

Cover for additional vehicles

An additional **vehicle** is a **vehicle** that **you** acquire, purchase or lease (but not hire or borrow) during the **period of insurance**.

We automatically provide cover for any additional **vehicle** during the **period of insurance** provided that **you** tell **us** about the additional **vehicle** within thirty (30) days of getting it and pay any extra premium **we** request.

If **we** are unable to continue covering the additional **vehicle**, **we** will tell **you** and give **you** fourteen (14) days from the date **we** tell **you** so that **you** can organise to insure the **vehicle** elsewhere. Cover for the additional **vehicle** will then end at 4:00pm fourteen (14) days after **we** have told **you** **we** are unable to continue covering the additional **vehicle**.

If **you** have only one (1) type of cover option for **your vehicles**, for example "Comprehensive Cover", that will be the cover option for any additional **vehicle** **you** obtain during the **period of insurance** (unless **you** tell **us** **you** want another cover option).

If **you** have **vehicles** insured with **us** for more than one (1) type of cover option, for example, "Comprehensive Cover" and "Legal Liability, Fire and Theft cover", **we** will automatically provide the cover option with the better cover for any additional **vehicle** **you** get during the **period of insurance** (unless **you** tell **us** **you** want another cover option).

The **insured amount** of any additional **vehicle** will be its **market value**. However, unless a higher amount is specified in **your policy schedule** for additional **vehicles** or **we** have agreed to insure an additional **vehicle** that is similar for a higher amount, the most **we** will pay for **loss** or **damage** to an additional **vehicle** is:

- ▼ \$100,000 if the additional **vehicle** is a motorcycle, caravan, car, 4WD, utility or van of not more than 2 tonne carrying capacity; or
- ▼ \$300,000 for any other additional **vehicle** type.

The most **we** will pay for **legal liability** arising from the use of an additional **vehicle** is the relevant amount stated in Part 2 of this **policy**.

Additional **vehicles** that **you** have advised **us** of and that **we** have agreed to insure will be noted in **your policy schedule** and will be insured for an **insured amount**, **market value** or **agreed value** as agreed by **you** and **us**.

Cover for two-wheel or box trailers

Additional Benefit 1 – "Two-wheel or box trailers" provides cover of up to a limit of \$2,000 for **loss** or **damage** to **your** two-wheel or box trailer caused by an **event** during the **period of insurance**. **You** can ask **us** to insure **your** two-wheel or box trailer for more than \$2,000 under **your policy**. **You** may be required to pay an additional premium.

Part 1 – Loss or damage to your vehicle

You can claim for **loss** of, or **damage** to, **your vehicle** as described under “Insuring clause – What we cover”; if:

- ▼ **your vehicle** is insured for Comprehensive Cover or Legal Liability, Fire and Theft Cover;
- ▼ the **event** which causes the **loss** or **damage** happens during the **period of insurance**;
- ▼ the **loss** or **damage** occurs within Australia or its external territories;
- ▼ the **loss** or **damage** is not excluded by anything under “What we exclude”;
- ▼ the **loss** or **damage** is not excluded by any of the General Exclusions on pages 39 to 41; and
- ▼ the **loss** or **damage** is not excluded by any **endorsement**.

✓ Insuring clause – What we cover

We cover **loss** of, or **damage** to, **your vehicle**:

- ▼ caused by one of the following **events** during the **period of insurance**:
 1. Fire;
 2. Explosion;
 3. Lightning;
 4. Theft or attempted theft;
 5. if **your vehicle** is insured for “Comprehensive Cover”; any other cause; and
- ▼ which occurs within Australia or its external territories.

✗ What we exclude

We do not cover:

- ▼ **loss** or **damage** to tyres caused by punctures, bursts, **road** cuts or the application of brakes.
- ▼ **loss** or **damage** due to neglect, wear and tear, weathering, rusting, mould, mildew, corrosion or depreciation.
- ▼ any **vehicle** accessories other than those:
 - ▼ supplied by the manufacturer of **your vehicle** as original equipment;
 - ▼ stated within the definition of **vehicle**, or
 - ▼ accessories specified in **your policy schedule**.
- ▼ structural, mechanical, electrical, or electronic failure or breakdown.
- ▼ **loss** or **damage** caused by **your** reckless failure, when safe to do so, to protect, prevent or diminish further **loss** or **damage** to **your vehicle** after:
 - ▼ it breaks down (including when it overheats);
 - ▼ it is **damaged** in an **event**; or
 - ▼ **you** have been notified that **your** stolen **vehicle** has been found, for example, by moving **your vehicle** off the road, using the **vehicle’s** hazard lights or advising **us** that **your** stolen **vehicle** has been found so that **we** can arrange for it to be recovered and **you** recognise that failing to take such steps is likely to lead to **damage** to **your vehicle** and **you** decide not to take steps to avert the risk of **damage** or take ineffective steps;
- ▼ **loss** or **damage** to **your vehicle** due to using incorrect fuel or additive.
- ▼ **loss** or **damage** to **your vehicle’s** engine, gearbox or transmission because it was driven in a **damaged** condition after an **event**, unless **you** were not aware this could lead to further damage, or **you** were acting to prevent further **loss** or **damage** such as driving it from a busy motorway.
- ▼ **loss** or **damage** caused by or arising from any person or organisation who lawfully takes possession of **your vehicle**.
- ▼ **loss** or **damage** caused by an **event** which is not fire, explosion, lightning, theft or attempted theft, if **your vehicle** is insured for Legal Liability, Fire and Theft Cover.

Extra Covers

If **your** claim for **loss** or **damage** to **your vehicle** is covered under Part 1, **we** will also pay or provide the following Extra Covers in relation to that claim. **We** will not pay if the **loss, damage** or **legal liability** is excluded by any of the **policy** exclusions (to avoid doubt, including the exclusions in Part 1, Part 2, the General Exclusions or any **endorsement**).

If **we** pay a claim under an Extra Cover, **we** will settle **your** claim in accordance with that Extra Cover. For the Extra Covers: '2. Personal effects', '3. Death of Driver', '4. Personal Accident', '5. Emergency repairs', '6. Emergency travel', '7. Emergency accommodation' and '9. Vehicle modifications', **we** will only settle the claim by paying **you**. This means that we will not repair or replace or arrange for a service (for example, emergency accommodation).

We will pay **you** by direct deposit into **your** bank account.

1. New vehicle after total loss

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover and is not insured for **agreed value**.

If:

▼ **your vehicle** is a motorcycle, car, 4WD, utility or van of not more than 2 tonne carrying capacity, trailer or rigid body truck; and

▼ because of the **event your vehicle** is a **total loss**,

then **we** will replace **your vehicle** with a new replacement vehicle, provided that:

▼ **you** are the first registered owner of **your vehicle** or **you** purchased **your vehicle** as an "ex demonstration" model from a licensed motor dealer who was the first registered owner of the **vehicle**;

▼ the **loss** or **damage** occurred less than two (2) years from the date of original registration of **your vehicle**; and

▼ anyone who financed **your vehicle** provides **us** with written consent.

We will:

(i) replace **your vehicle** with a new vehicle of the same make, model and series to **your vehicle** provided a new vehicle is available within ninety (90) days of **your vehicle** being declared a **total loss**; or

(ii) if one is not available at all within that time, provide **you** with a new vehicle that is available within the time stated above and which is a similar make or model to **your vehicle** (including similar accessories, modifications, tools and spare parts); and

(iii) pay for the initial registration, Compulsory Third Party (CTP) or Motor Accident Injuries (MAI) insurance, delivery charges and stamp duty costs for the new vehicle.

The new vehicle will be covered under this **policy** until this **policy's** expiry date or, if it is cancelled, its cancellation.

If:

(a) **you** choose not to accept a replacement vehicle; or

(b) an agreement cannot be reached between us on a replacement vehicle; or

(c) a replacement vehicle cannot be provided under (i) or (ii) above,

we will pay **you** the original purchase price of **your vehicle**, less the **excess** and applicable deductions for unpaid premium, unused registration or CTP or MAI insurance (see "Settlement Conditions applicable if your vehicle is a total loss" on pages 28 and 29).

If **your vehicle** is a trailer or rigid body truck **we** do not cover more than 112.5% of the **insured amount** of **your vehicle**.

✘ What we exclude

This Extra Cover does not apply if:

▼ your vehicle:

- ▼ has a stock, tanker or vacuum application;
- ▼ is a concrete agitator vehicle;
- ▼ is a garbage compactor;
- ▼ is a concrete pumping truck or trailer;
- ▼ is any other specialised rigid **vehicle** body type; or
- ▼ is insured for **agreed value**.

- ▼ we have made a payment under Extra Cover 12 or Extra Cover 13 of Part 1 of this **policy**.

2. Personal effects

✔ What we cover

We will cover the costs of repair or replacement if **your** or the **authorised driver's personal effects** are **damaged** or lost as a result of **your vehicle** being:

- ▼ **damaged** as a result of the **event**; or
- ▼ stolen as a result of forcible entry to **your vehicle**.

If the **vehicle**, the subject of the claim is only insured for Legal Liability, Fire and Theft Cover, this Extra Cover will only apply when the **event** is fire, lightning or theft.

The most **we** will pay under this Extra Cover for any one (1) **event** is \$1,000.

✘ What we exclude

We will not pay for **personal effects** insured under another policy, unless **you** entered into that policy in **your** own name.

3. Death of driver

✔ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover.

If the driver of **your vehicle** sustains a fatal injury during the event covered under Part 1 – “Loss or damage to your vehicle” of this **policy**, **we** will pay:

- ▼ \$10,000 to the estate of the deceased person; and
- ▼ up to \$10,000 for any one (1) **event** for travel costs within Australia and its external territories for members of the deceased driver's immediate family to attend the deceased driver's funeral.

This benefit will not be reduced by any accident compensation.

✘ What we exclude

We will not pay for any claim under this Extra Cover:

- ▼ if the driver of **your vehicle** dies:
 - ▼ more than twelve (12) months from the date of the **event**; or
 - ▼ because the driver committed suicide; or
- ▼ if **we** have paid any amount under Extra Cover 4 – “Personal accident” of Part 1 of this **policy** in respect of the same driver.

4. Personal accident

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover.

We will pay under this Extra Cover provided:

- ▼ **your vehicle** was being driven by **you** or any **authorised driver**; and
- ▼ as a direct and sole result of the **event**, the driver:
 - ▼ permanently and totally loses sight in one or both eyes; or
 - ▼ permanently and totally loses the use of one or both hands or feet.

The most **we** will pay under this Extra Cover for any one (1) **event** is \$5,000.

We will pay the driver.

The driver's entitlement to any benefit under any other insurance or statutory scheme will not reduce any amount payable under this Extra Cover.

✗ What we exclude

We will not pay:

- ▼ any claim if the permanent and total loss happens:
 - ▼ more than twelve (12) months after the date of the **event**; or
 - ▼ because the driver attempted to commit suicide; or
- ▼ any claim if **we** have paid an amount under Extra Cover 3 – "Death of driver" of Part 1 of this **policy**.

5. Emergency repairs

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover.

We will cover the reasonable costs of **emergency repairs** incurred by **you** if they are necessary to get **your vehicle** to **your** destination or a repairer after the **event**.

The most **we** will pay under this Extra Cover for any one (1) **event** is:

- a. \$1,000 if **your vehicle** is a motorcycle; or
- b. \$3,000 if **your vehicle** is any other type of vehicle not specified above.

You should ensure that before the **emergency repairs** are carried out, where reasonably practicable, photographic images of the **damage** are recorded and can be provided to **us** so that **we** can establish the condition of **your vehicle** prior to the repairs. **You** are required to produce reasonable evidence of the costs incurred if **we** ask for them. Reasonable evidence may include tax invoices or receipts.

6. Emergency travel

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover.

We will cover the reasonable costs of emergency travel for **you** or the **authorised driver** and any **vehicle** occupants if **your vehicle** is unroadworthy or unsafe to drive following an **event**, to reach **your** or their intended or revised destination or to return to the point of departure.

The most **we** will pay under this Extra Cover for any one (1) **event** is \$2,000.

You are required to produce reasonable evidence of the costs incurred if **we** ask for them. Reasonable evidence may include tax invoices or receipts.

7. Emergency accommodation

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover.

If **your vehicle** becomes unroadworthy or unsafe to drive following an **event**, **we** will pay the reasonable costs of emergency accommodation:

- ▼ for **you** or the **authorised driver** if the **event** was more than 100km from **your** home or the **authorised driver's** home;
- ▼ if **your vehicle** is an unregistered on-site caravan and it is **damaged** by the **event**, provided that it is **your** only home and **you** are not able to live in it as a result of the **damage**.

The most **we** will pay under this Extra Cover for any one (1) **event** is \$2,000.

You are required to produce reasonable evidence of the costs incurred if **we** ask for them. Reasonable evidence may include tax invoices or receipts.

8. Removal of debris

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover.

If **you** are liable to pay the cost of cleaning up or removing goods that have fallen off **your vehicle** because it was in a collision or it overturned, **we** will cover those reasonable costs.

The most **we** will pay under this Extra Cover for any one (1) **event** is \$25,000.

You are required to produce reasonable evidence of the costs incurred if **we** ask for them. Reasonable evidence may include tax invoices or receipts.

9. Vehicle modifications

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover.

We will cover the costs necessary to modify **your vehicle** for any driver of **your vehicle** who is permanently disabled following the **event**.

The most **we** will pay under this Extra Cover for any one (1) **event** is \$5,000.

10. Towing and storage

✓ What we cover

We will cover the reasonable costs of towing **your vehicle** to one of the following locations, when as a result of an **event** **your vehicle** cannot be driven to one of these locations:

- ▼ **our** nearest assessing centre;
- ▼ a **recommended repairer** that **we** nominate;
- ▼ a repairer **we** agree to; or
- ▼ **your** premises or to another repairer if **you** did not obtain **our** agreement prior to the towing.

We will also pay the reasonable costs of storing **your vehicle**.

You are required to produce reasonable evidence of the costs incurred if **we** ask for them. Reasonable evidence may include tax invoices or receipts.

If **you** withdraw **your** claim or **we** refuse to accept it, **you** must refund **us** any payments for towing or storage **we** have already made if **we** ask **you** to.

✗ What we exclude

We do not cover:

- ▼ storage costs for any period before **your** claim is lodged (unless it was not reasonably possible for **you** to lodge the claim at the time of the **event**) or after **your** claim is settled or declined and it is reasonably possible to access the storage facility to remove **your vehicle** so as not to incur further storage costs; or
- ▼ the costs of towing or storage of **your vehicle** if it is insured for Legal Liability, Fire and Theft Cover and the **event** was not fire, lightning, theft or attempted theft.

11. Hire vehicle after theft

✓ What we cover

We will cover

- (a) the cost of hiring a vehicle of similar make and model to **your vehicle** from **our** provider, if **our** provider has such a vehicle available, and is within a reasonable distance of **your** location; or
- (b) the reasonable cost incurred by **you** of hiring a vehicle of a similar make and model to **your vehicle**, if there is no such vehicle available from one of **our** providers within a reasonable distance of **your** location,

if **your vehicle** is stolen and either not found or is found but is not drivable.

We will cover this cost for up to thirty (30) days. This benefit stops before the thirty (30) day limit if and when:

- ▼ **your vehicle** is returned undamaged;
- ▼ we repair **your vehicle** and return it to **you**; or
- ▼ we have settled **your** claim.

You are required to produce reasonable evidence of the costs incurred if **we** ask for them. Reasonable evidence may include tax invoices or receipts.

If **you** withdraw **your** claim or **we** refuse to accept it, **you** must refund **us** any payments for the hire vehicle **we** have already made if **we** ask **you** to.

The most **we** will pay under this Extra Cover for any one (1) **event** is \$3,000.

Please see Additional Benefit 3 – “Hire vehicle” of Part 1 of this **policy** for details of the cover provided when **you** hire a motorcycle, car, 4WD, utility or van of not more than 2 tonne carrying capacity.

x What we exclude

We will not pay:

- ▼ any running costs and extras of the hire vehicle, including paying the deposit, security bond, fuel, excess reduction costs and any upgrade costs; or
- ▼ any costs for any period **you** continue to use the hire vehicle after this Extra Cover stops.

12. Lease payout – motorcycle, car, 4WD, utility or van of not more than 2 tonne carrying capacity

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover, is not insured for **agreed value** and is a motorcycle, car, 4WD, utility or van of not more than 2 tonne carrying capacity.

If **your vehicle** is a **total loss**, then **we** will pay the difference when the amount owing by **you** under a lease or a hire purchase agreement is greater than the **market value** of **your vehicle**, less:

- ▼ any amounts or interest in arrears at the time of the **loss** or **damage**; and
- ▼ any discounts, finance charges or interest for the unexpired term of the financial agreement.

The most **we** will pay under this Extra Cover is 20% of the **market value** of **your vehicle**.

x What we exclude

We will not pay any claim under this Extra Cover if:

- ▼ **your vehicle** is insured for **agreed value**;
- ▼ **your vehicle** was purchased via a personal loan or line of credit;
- ▼ the **loss** or **damage** to **your vehicle** was caused by fire or theft; or
- ▼ **we** have replaced **your vehicle** or made a payment under Extra Cover 1 – “New vehicle after total loss” for the same **event**.

13. Lease payout – vehicle other than those referred to in Extra Cover 12

✓ What we cover

This Extra Cover only applies if **your vehicle** is insured for Comprehensive Cover and is not a **vehicle** referred to in Extra Cover 12 of Part 1 of this **policy**.

If **your vehicle** is a **total loss**, then **we** will pay the difference when the amount owing by **you** under a lease or hire purchase agreement is greater than the **market value** of **your vehicle**, less:

- ▼ any amounts or interest in arrears at the time of the **loss** or **damage**; and
- ▼ any discounts, finance charges or interest for the unexpired term of the financial agreement.

The most **we** will pay under this Extra Cover is 12.5% of the **insured amount** of **your vehicle**.

✗ What we exclude

We will not pay:

- ▼ any claim under this Extra Cover if:
 - ▼ the **loss** or **damage** to **your vehicle** was caused by fire or theft;
 - ▼ **your vehicle** was purchased via a personal loan or line of credit; or
 - ▼ **we** have replaced **your vehicle** or made a payment under Extra Cover 1 – “New vehicle after total loss” for the same **event**.

Additional Benefits

We will also provide the following Additional Benefits if **your vehicle** is insured for Comprehensive Cover. All of the terms, conditions and exclusions of this **policy** apply to the Additional Benefits unless otherwise specified including, without limitation, the exclusions applicable to Part 1 and Part 2, the General Exclusions or any **endorsement**.

You do not need to make a claim under Part 1 of this **policy** to be eligible for these Additional Benefits. If **we** pay a claim under an Additional Benefit, **we** will settle **your** claim in accordance with that Additional Benefit. For Additional Benefit ‘2. Locks and keys’ we will only settle the claim by paying **you**. This means that **we** will not repair or replace or arrange for a service.

We will pay **you** by direct deposit into **your** bank account.

1. Two-wheel or box trailer

✓ What we cover

We cover **loss** of, or **damage** to, **your** two-wheel or box trailer that **you** own while it is attached or being towed by **your vehicle** caused by an **event** during the **period of insurance**.

The most **we** will pay under this Additional Benefit for any one (1) **event** is \$2,000.

Note: If **we** agree, **you** can insure **your** trailer for more than \$2,000 if **you** insure it as a separate insured **vehicle** under **your policy**.

✗ What we exclude

We will not pay any claim under this Additional Benefit if **your** two-wheel or box trailer is insured as a separate **vehicle** under **your policy**.

Excess

No **excess** is applicable for any claim under this Additional Benefit.

2. Locks and keys

✓ What we cover

We cover the cost of replacing the keys or re-coding **your vehicle's** locks if during the **period of insurance**, the keys to **your vehicle**:

- ▼ have been stolen (even if **your vehicle** was not);
- ▼ have been **damaged** or lost after an **event** as a result of which **we** have paid a claim under Part 1; or
- ▼ may have been duplicated and there are reasonable grounds to believe so.

The most **we** will pay under this Additional Benefit is \$5,000 for any one (1) **event** and \$10,000 in total during any one (1) **period of insurance**.

Excess

You must pay the basic **excess** applicable to **your vehicle** for any claim under this Additional Benefit.

3. Hire vehicle

✓ What we cover

If **you hire** a motorcycle, car, 4WD, utility or van of not more than 2 tonne carrying capacity in Australia for the purposes of **your business**, for a period of no longer than thirty (30) days, and **you**:

(a) do not insure it with the hiring company, **we** will cover:

- ▼ theft, **loss** of, or **damage** to, that hire vehicle during the **period of insurance**; and
- ▼ **your** or the **authorised driver's legal liability** for another person's **personal injury** or **damage** to another person's property in the **period of insurance** which **you** or an **authorised driver** cause or incur while driving or in control of the hire vehicle.

(b) do insure it with the hiring company for theft, **loss** or **damage** or **legal liability**, **we** will cover any excess **you** are required to pay to the hiring company under that insurance for theft, **loss** or **damage** to that hire vehicle during the **period of insurance**.

The most **we** will pay under this Additional Benefit for any one (1) **event**:

- ▼ in respect of (a) above, up to \$50,000 in total for the theft, **loss** or **damage** to the hire vehicle; or
- ▼ in respect of (b) above, the hire vehicle excess.

Legal liability has the meaning shown in Part 2 – Legal Liability of this **policy** on page 31.

Excess

You must pay **us** an **excess** of \$1,000 (unless another amount is shown on any **endorsement** in which case that other amount applies) in addition to any age or **inexperienced driver excess** that is applicable for any claim under this Additional Benefit.

4. Recovery costs – no damage

✓ What we cover

If **your vehicle** is immobilised, bogged or stranded in the **period of insurance**, even if there is no **damage to your vehicle** we cover the reasonable cost of extricating or moving it so that it is no longer immobilised, bogged or stranded.

The most **we** will pay under this Additional Benefit for any one (1) **event** is \$5,000.

You are required to produce reasonable evidence of the costs incurred if **we** ask for them. Reasonable evidence may include tax invoices or receipts.

✗ What we exclude

We will not pay any claim where **your vehicle** is immobilised, bogged or stranded solely as a result of **vehicle** failure or breakdown.

This Additional Benefit does not cover any recovery costs after **your vehicle** has been removed to a place of safety.

Excess

You must pay the basic **excess** applicable to **your vehicle** for any claim under this Additional Benefit.

5. Theft of certain vehicle accessories

✓ What we cover

We cover the reasonable cost to replace any of the following accessories that would normally be attached to or in or on **your vehicle** if they are stolen during the **period of insurance**, even if the theft occurs while they are not attached to **your vehicle** or if they are not specified in **your policy schedule**:

- ▼ Buckets
- ▼ Chain trencher
- ▼ Hammer
- ▼ Laser
- ▼ Pallet forks
- ▼ Post hole borer
- ▼ Ramps
- ▼ Ripper
- ▼ Rock breaker
- ▼ Sweeper.

Please refer to General Claims Condition – what **you** must do on pages 13 and 14 for details of what information **we** may ask for to support **your** claim for these accessories.

✗ What we exclude

We will not cover theft of the accessories listed above if, upon request by **us**:

- ▼ **you** do not give **us** reasonable evidence of the value of the accessory so that **we** can establish that the **insured amount** reflects the **value of your vehicle** plus the accessories; or
- ▼ **you** cannot provide reasonable proof that **you** owned the accessories.

Reasonable evidence or proof may include photographs, sales receipts, tax invoices, accounts and bank or credit card statements that provide a description of the accessory and show the purchase price, date and location.

Excess

You must pay the basic **excess** applicable to **your vehicle** for any claim under this Additional Benefit, unless **you** have already paid the **excess** applicable to **your vehicle** because it was also stolen in the **event**.

6. Vehicles being test driven by you

✓ What we cover

If a **vehicle** (not exceeding 2 tonne) is being demonstrated to **you** or test driven by **you** or **your authorised driver** during the **period of insurance**, we will cover **you** or **your authorised driver's legal liability** for:

- ▼ theft, **loss** of, or **damage** to that vehicle; and
- ▼ another person's **personal injury** or **damage to property** in connection with the use of that vehicle.

The most **we** will pay under this Additional Benefit for liability for theft of, **loss** or **damage** to the demonstration or test driven vehicle is \$100,000.

The most **we** will pay in total under this Additional Benefit for another person's **personal injury** or **damage to property** in connection with the use of that vehicle is the amount set out in "Limits to what we will pay" in Part 2 of this **policy**.

Legal liability has the meaning shown in Part 2 – Legal Liability of this **policy** on page 31.

✗ What we exclude

We will not pay if the demonstration or test driven vehicle is:

- ▼ a customer's vehicle; or
- ▼ being test driven for the purposes of repair, restoration or modification.

Excess

No **excess** is payable for any claim under this Additional Benefit.

7. Non-owned trailer in control

✓ What we cover

If **your vehicle** is a prime mover or rigid body truck of 2 tonne carrying capacity or more, **we** will cover the **loss** of or **damage** in the **period of insurance** to a trailer **you** do not own, lease or hire when:

- ▼ the trailer was in **your** legal possession or control at the time the **loss** or **damage** occurred; and
- ▼ **you** or an **authorised driver** were using it in conjunction with **your vehicle**.

The most **we** will pay under this Additional Benefit for any one (1) **event** is \$50,000, regardless of the number of trailers **your vehicle** may have under its control at the time of the **event**.

✗ What we exclude

We will not pay for **loss** or **damage** to goods or property being carried in the trailer.

Excess

You must pay **us** an **excess** of \$2,500 (unless another amount is specified in any **endorsement** in which case that amount applies) for any claim under this Additional Benefit. This **excess** is additional to any **excess** payable for **your vehicle**.

What we will pay under Part 1

If **your** claim is covered under Part 1 of this **policy**, **we** will either pay **you** for a **partial loss** or a **total loss**. This is determined by whether **your vehicle** would be uneconomical or unsafe to repair, including where the combined repair costs and salvage value are likely to be more than the **value of your vehicle** or when **your vehicle** has been stolen and not recovered within fourteen (14) days of its theft and **we** accept **your** claim for theft of **your vehicle**. **We** will also have regard to the law in relation to what is considered a write off that applies in **your** State or Territory when determining whether **your vehicle** is to be written off.

If a claim for **legal liability** is covered under any Additional Benefit in this Part, the "Limits to what we will pay" in Part 2 will apply, unless specified otherwise.

Total loss

If **your vehicle** is a **total loss** and the conditions applying to Extra Cover 1 – New vehicle after total loss are met, **we** will settle **your** claim with a new replacement vehicle or by a payment, as provided for in Extra Cover 1. Where Extra Cover 1 – New vehicle after total loss does not apply, **we** will settle **your** claim in one of the following ways:

(A) Market value or insured amount

If the **vehicle** is specified in **your policy schedule** as having **market value**, and the **insured amount** does not show a figure in dollars, **we** will pay **you** the **market value** of **your vehicle**.

If the **vehicle** is specified in **your policy schedule** as having a **market value**, and the **insured amount** does show a figure in dollars, **we** will pay **you** the lesser of the **market value** or the **insured amount**.

For example, where the **insured amount** of **your vehicle** is specified in the **policy schedule** as \$60,000 and **your vehicle** is involved in an **event** that could lead to **your vehicle** being declared a **total loss**, it will be examined and details recorded such as general condition, fixtures, fittings and kilometres travelled. If, due to the poor condition of **your vehicle**, excessive kilometres travelled, wear and tear and rust the **market value** is calculated as \$40,000, **we** will pay **you** this lesser amount.

Where **your vehicle** is not specified in **your policy schedule** (because it is an additional **vehicle** as defined in "Cover for additional vehicles" on page 17), **we** will pay **you** the **insured amount** of **your vehicle**.

The **insured amount** of **your vehicle** includes accessories within the definition of **vehicle** plus any agreed accessory specified in **your policy schedule**.

We will deduct any **excess** that is payable from the amount **we** pay.

If **we** pay the **insured amount** as a result of a **total loss**, then **your** cover for that **vehicle** comes to an end. Any Extra Cover, Additional Benefit or Optional Insurance for that cover also ends. There will be no refund of the premium for the unexpired **period of insurance**.

(B) Agreed value

If the **vehicle** is specified in **your policy schedule** as having **agreed value**, **we** will pay **you** the **agreed value**.

The **agreed value** for **your vehicle** includes accessories within the definition of **vehicle** plus any agreed accessory specified in **your policy schedule**.

The **agreed value** specified in **your policy schedule** is the most **we** will pay for theft, **loss** of, or **damage** to, **your vehicle**. **We** will not deduct any **input tax credit** from the amount of **agreed value** specified in **your policy schedule**.

We will deduct any **excess** that is payable from the amount **we** pay.

If **we** pay the **agreed value** as a result of a **total loss** then **your** cover for that **vehicle** comes to an end. Any Extra Cover, Additional Benefit or Optional Insurance for that cover also ends. There will be no refund of the premium for the unexpired **period of insurance**.

Settlement conditions applicable if your vehicle is a total loss

We will deduct any unpaid premium from any amount that **we** pay **you** for a **total loss**.

Your vehicle, or salvage of **your vehicle**, including any unexpired premium, registration and Compulsory Third Party (CTP) or Motor Accident Injuries (MAI) insurance (unless the law requires otherwise) becomes **our** property when **we** pay **you** for the **total loss**. Where **you** are entitled or required by law to obtain a refund for unused registration or CTP or MAI insurance, **we** will deduct those amounts from what **we** pay **you** for the **total loss**. If **we** are unable to collect any unexpired registration or CTP or MAI insurance ourselves, **you** must provide reasonable assistance to help **us** to do so if **we** ask.

If another party (e.g. a finance provider) has an interest in **your vehicle** and **your vehicle** is a **total loss**, **we** pay them (instead of **you**) what **you** owe them up to the amount **you** are entitled to under this **policy**. If this amount is less than the full amount payable under the **policy**, **we** pay **you** the balance.

When **we** replace **your vehicle** or pay **you** for the **total loss**, **your vehicle** salvage becomes **our** property.

If another party (e.g. a finance provider) is entitled to the salvage of **your vehicle**, then **we** will pay **you** or them the amount covered, less **our** estimate of the salvage value, any **excess** and unpaid premium. For example, this could occur if **you** had purchased **your vehicle** not knowing that it was used as security on a financial agreement involving the previous owner. This means the credit provider may be entitled to the salvage of **your vehicle**.

For an example of how **we** settle a **total loss** claim, see pages 42 and 43 of this **PDS**.

Partial loss

If **your vehicle** is a **partial loss**, **we** will do the following (depending on the exact circumstances of the claim) :

- ▼ repair the **damage** or replace the **damaged** parts of **your vehicle** using a **recommended repairer** or **you** may choose **your** own repairer. If **you** choose **your** own repairer **we** will authorise repairs for the amount of the **assessed quote** from **your** repairer;
- ▼ pay **you** the amount of the **assessed quote** from a **recommended repairer** when a **recommended repairer** is able to complete the repair of the **damage** or replace the **damaged** parts of **your vehicle**, but **you** request a cash settlement; or
- ▼ pay **you** the amount of the **assessed quote** from **your** repairer if a **recommended repairer** cannot complete the repair of the **damage** or replace the **damaged** parts of **your vehicle** or if **we** do not authorise repairs based upon **your** repairer's quote.

If **we** settle **your** claim by paying **you** the amount of the **assessed quote** and **you** do not carry out the repairs to **your vehicle**, it may lead **us** to reduce or refuse to pay any subsequent claim by **you** in respect of that particular **vehicle**.

For an example of how **we** settle a **partial loss** claim, see page 43 of this **PDS**.

Choice of repairer and parts policy

If **your vehicle** is a **partial loss**, **we** can arrange the repairs with a **recommended repairer** if one is available, or alternatively **you** can choose **your** own repairer and **we** will authorise repairs for the amount of the **assessed quote** from **your** repairer.

Where **we** are able to provide **you** with access to one of **our recommended repairers**, **we** will offer **you** a choice if there is more than one in **your** area. However, **we** may only be able to nominate one **recommended repairer** if there are no others available in **your** area.

Where **we** are unable to provide **you** with access to one of **our recommended repairers**, **we** will require **you** to choose **your** own repairer.

If **we** authorise repairs with a **recommended repairer** or **your** own repairer, **we** will:

- ▼ authorise the repair of **your vehicle** to the same or reasonably similar condition and standard immediately before the **event**;
- ▼ except for windscreens and window glass, authorise only the use of new parts or where available, parts which are consistent with the age and condition of **your vehicle** (which may include using reusable parts where available);
- ▼ replace damaged windscreen or window glass with glass which may not be produced by the original manufacturer but will meet Australian Design Rules;
- ▼ authorise only the use of manufacturer's approved parts if **your vehicle** is under warranty, but not when **your vehicle** has an extended warranty or for windscreen replacement;
- ▼ if the same part as a damaged part is not available, give **you** the option to accept the **market value** of the obsolete part or to use an equivalent part (if available) to complete the repair. Where the damaged or equivalent part is not available and **your vehicle** cannot be safely repaired, **we** will declare **your vehicle** a **total loss**; and
- ▼ guarantee the quality of materials and workmanship in respect of the repairs for the life of the **vehicle**. See "Lifetime guarantee for repairs" below.

Any repairer **we** authorise to repair **your vehicle** may sub-contract some of the repairs to a person of their choice. This will usually occur when the repairer is unable to perform the repairs themselves.

If **you** choose **your** own repairer and **we** do not authorise repairs, for the amount of the **assessed quote** from **your** repairer, **we**:

- ▼ will pay an amount equal to the **assessed quote** from **your** repairer; and
- ▼ will not provide any guarantee for the quality of materials and workmanship in respect of the repairs.

We are not responsible for any costs or losses which occur because of delays in delivery of parts. If a part is not available in Australia, **we** will pay the cost of surface freight from the nearest reasonable source of supply.

You are responsible for the cost of any air-conditioning refit, re-gas or modification required by law.

If **we**:

- (i) pay **you** the amount of the **assessed quote** from a **recommended repairer** because a **recommended repairer** is able to complete the repairs or replace the **damaged** parts of **your vehicle** but **you** have requested a cash settlement; or

(ii) pay **you** the amount of the **assessed quote** from **your** repairer because a **recommended repairer** cannot complete the repairs or replace the **damaged parts of your vehicle**,

we also do not authorise the repairs. **We** will not provide any guarantee for the quality of materials and workmanship in respect of the repairs.

Contribution to repair work

You may have to contribute to the cost of replacing or repairing tyres, engines, accessories, paintwork, bodywork, radiators, batteries, interior trims, or caravan annexes affected by neglect, wear and tear, weathering, rust, mould, mildew or corrosion ("pre-existing damage"). How much **you** are required to contribute will depend on how affected by such pre-existing damage these items were when the **damage** happened.

If **you** do not want to contribute to this cost and the repairs cannot be carried out due to the pre-existing damage, instead of carrying out the repairs:

- (i) if **we** have obtained a quote from a **recommended repairer** (and **you** have not obtained a quote from **your** repairer) **we** will pay **you** the amount of the **assessed quote** from **our** repairer, excluding the cost to replace or repair the pre-existing damage; or
- (ii) if **you** have obtained a quote from **your** repairer that includes the cost to replace or repair the pre-existing damage **we** will pay **you** the amount of the **assessed quote** from **your** repairer excluding the cost to replace or repair the pre-existing damage.

We will subtract any **excess** that may apply.

For an example of how **we** settle a **partial loss** claim, please see page 43 of this **PDS**.

Lifetime guarantee for repairs

If **we** authorise repairs for **your vehicle**, **we** will guarantee the repairs against any defect due to workmanship or faulty material for the life of **your vehicle**. The parts used in any lifetime guarantee repairs to a **vehicle** will be the same as those described in "Choice of repairer and parts policy" above. If **you** are concerned about the quality of the repairs to a **vehicle**, **you** must contact **us** and make **your vehicle** available to **us**. **You** must not authorise any rectification work without **our** written authority. **We** will inspect the repair and arrange any necessary rectification work.

If it would not be safe or economical to carry out the rectification work required, **we** will declare the **vehicle** a **total loss** and pay **you** an amount under (A) – "Market value or insured amount" or (B) – "Agreed value" (see page 28), whichever applies to **your vehicle**.

If **we** pay **you** the amount of the **assessed quote** **we** do not authorise repairs and **you** will not be entitled to the lifetime guarantee on repairs that **we** do not authorise.

Vehicle identification

Where **your vehicle's** identification, such as its compliance, build or VIN plate or label, has been **damaged**, **we** will try to source a replacement from its manufacturer. If **we** cannot source it for **you**, **we** will attempt to obtain a letter from the manufacturer to confirm **your vehicle's** identity and that its original identification has been **damaged**. **We** will still repair **your vehicle** without replacing any **damaged** identification, unless an alternative form of identification is required by law.

Underinsurance condition

If at the time of the **event**, **your vehicle** was insured for less than 80% of its **market value** and because of the **event your vehicle** is:

- ▼ a **total loss**, **we** will not apply this underinsurance condition; or
- ▼ a **partial loss**, **we** will pay the same proportion of the **loss** as the **insured amount** bears to 80% of the **market value** of **your vehicle**.

For an example of how **we** settle a **partial loss** claim where the underinsurance condition applies, please see page 44 of this **PDS**.

In assessing the amount **we** pay, prime movers and attached trailers and dollies are regarded as separate and distinct insured **vehicles**.

This underinsurance condition does not apply if **your vehicle** is a motorcycle, car, 4WD, utility or van of not more than 2 tonne carrying capacity.

Part 2 – Legal liability

What your vehicle also means

For the purposes of Part 2 of this **policy**, **your vehicle** also means:

- ▼ a trailer;
- ▼ a caravan; or
- ▼ another vehicle which has broken down;

that is being towed by **your vehicle** or a **substitute vehicle** legally and not for reward; and

- ▼ a **substitute vehicle**.

What is legal liability?

Legal liability means that:

- ▼ **you**;
- ▼ an **authorised driver**;
- ▼ a passenger in **your vehicle**; or
- ▼ **your** employer, principal or business partner;

are legally liable to pay compensation for:

- i. **loss** of, or **damage to property**, owned or controlled by someone else; or
- ii. **personal injury** to another person (but only where the **legal liability** is not covered or capable of being covered by any compulsory third party insurance or public liability insurance, unless **you** entered into that public liability insurance policy in **your** own name),

caused by an **event** which occurs during the **period of insurance** in Australia or its external territories.

You can claim for **legal liability** of the persons named above and as described in “Insuring clause – What we cover” if:

- ▼ the **legal liability** is not expected or intended and the **event** occurs during the **period of insurance** in Australia or its external territories;
- ▼ it is not excluded by anything under what “What we exclude”;
- ▼ it is not excluded by the General Exclusions on pages 39 to 41; and
- ▼ is not excluded by any **endorsement**.

✓ Insuring clause – What we cover

We will cover **legal liability** if the **event** that gives rise to the **legal liability** was not expected or intended, and the **event** was caused by:

- ▼ **you** or an **authorised driver** driving, using or being in charge of **your vehicle**;
- ▼ goods being carried by or falling from **your vehicle**;
- ▼ loading goods onto **your vehicle** from a fixed place of rest directly beside **your vehicle**;
- ▼ unloading goods off **your vehicle** to a fixed place of rest directly beside **your vehicle**; or
- ▼ a passenger in **your vehicle** with **your** or the **authorised driver’s** permission while travelling or getting in or getting out of **your vehicle**.

x What we exclude

We will not cover **legal liability**:

- ▼ for anything excluded by any other “We do not cover” section in Part 1 or Part 2 of this **policy**;
 - ▼ which is a direct or indirect result of discharge or escape of **contaminants** or **pollutants** or **dangerous goods** from **your vehicle** unless they are substances **you** are legally allowed to carry;
 - ▼ for **loss** of, or **damage to property** **you** own, control or are responsible for, or which belongs to someone who normally lives with **you**. However, this exclusion will not apply to **your legal liability** for **damage** to motor vehicles belonging to an **employee** or visitor which occurs within the confines of a private car park owned or operated by **you**;
 - ▼ for **personal injury** to anyone who was **your employee** at the time of the **event**;
 - ▼ for **personal injury** if **you** were or anyone else was required by law to have insurance for compensation, **damages** or similar insurance for injury (e.g. compulsory third party insurance or workers compensation required by law);
 - ▼ for **personal injury** if **your vehicle** is registered in the Northern Territory of Australia;
 - ▼ where **you** or another of the persons named above in this section cause **your** or their own **personal injury**, or if **you** injure or cause the death of someone who normally lives with **you** or them;
 - ▼ arising because **you**, an **authorised driver** of **your vehicle**, a passenger in **your vehicle**, or **your** employer, principal or business partner agreed to accept liability;
 - ▼ arising from any agreement **you** or anyone insured under this **policy** has entered into, unless **legal liability** would have applied anyway;
 - ▼ for **personal injury** if at the time of the **event your vehicle** was being used as a show, carnival or festival attraction, parade float or for any similar activity;
 - ▼ if at the time of the **event your vehicle** was being driven or used at, in or on any **aircraft** hangar or any part of an airport or airfield used by **aircraft** for loading, unloading, taxiing, take-offs or landings;
 - ▼ resulting from the use of **your vehicle** if it was unregistered at the time of the **event**, unless **your vehicle** is an unregistered on-site caravan;
 - ▼ in respect of fuel contamination caused by **you** delivering:
 - ▼ the incorrect type of fuel; or
 - ▼ the fuel to the incorrect place.
 - ▼ for **damage to property** resulting from an **event** arising out of the use of **your vehicle** while it is digging, excavating, boring or drilling. However, **we** will pay if **your vehicle** is being used for the sole purpose of travelling to or from any work site or transporting or carting goods at the time of the **event** and is not being used at the time of the **event** for any other purpose including any specific activity for which the **vehicle** was designed.
 - ▼ to pay fines or punitive, exemplary or aggravated damages;
 - ▼ arising directly or indirectly from:
 - ▼ the transportation, distribution, and/or storage of asbestos; or
 - ▼ any material containing asbestos or any process of decontamination, treatment or control of asbestos.
- This will only apply to **personal injury** arising in consequence of inhalation of asbestos fibre, and to **loss** or **damage to property** due to the presence of asbestos.
- ▼ for **personal injury** or **loss** of, or **damage to property**, arising directly or indirectly out of the actual, alleged or threatened discharge, seepage, dispersal, migration, release or escape of **contaminants** or **pollutants**:
 - ▼ into or upon any property, land, the atmosphere, water course or body of water (including ground water); or
 - ▼ caused by any product or physical liquid item that has been discarded, dumped, abandoned or thrown away by **you**, **your employee**, other person under **your** control or by others.

However, this exclusion does not apply to Additional Benefit 3 – “Pollution” of Part 2 of this **policy**.

Additional Benefits

We will also provide the following Additional Benefits, subject to the **policy** terms and conditions, the General Exclusions, the exclusions in Part 1 and Part 2 of the **policy**, and any **endorsement**. The **event** giving rise to the **legal liability** must not have been expected or intended.

1. Damage by uninsured drivers

✓ What we cover

If **your vehicle** is insured for Legal Liability, Fire and Theft or Legal Liability only, we cover **loss** of, or **damage** to, **your vehicle** during the **period of insurance** in an **event** as a result of a collision with another vehicle driven by an uninsured driver within Australia or its external territories.

A driver is uninsured if neither the driver nor the owner of the other vehicle has an insurance policy that would cover them for the **loss** or **damage** to **your vehicle**.

We only pay if:

- ▼ **you** show the **event** was the fault of the uninsured driver; and
- ▼ the name and address of the person at fault and the registration number of the vehicle involved are provided.

The most we will pay under this Additional Benefit for **loss** of or **damage** to **your vehicle** in total in any one (1) **period of insurance** is \$5,000 or the **market value** of **your vehicle** (whichever is less).

If due to the circumstances of the accident, **you** are unable to obtain the name and address of the person at fault and/or the registration number of the vehicle involved, please contact **us** on **1300 888 073**.

✗ What we exclude

We will deduct:

- ▼ any **excess** that may apply to **your vehicle**; and
- ▼ the residual value of the **vehicle** as determined by **our** assessor if it is not repairable (when **you** keep the damaged vehicle).

2. Emergency services

✓ What we cover

If a claim is covered under Part 1 or Part 2 of this **policy** during the **period of insurance**, we will cover the reasonable costs and charges levied by the police force or any fire brigade or other authority due to **your vehicle** causing the attendance at the accident site of a member of the:

- ▼ fire brigade or authority for the purpose of fire extinguishment or other emergency response; and/or
- ▼ police force.

3. Pollution

✓ What we cover

We cover **your legal liability** arising directly or indirectly out of the actual, alleged or threatened discharge, dispersal, release or escape of **contaminants or pollutants** into or upon any property, land, the atmosphere, water course or body of water (including ground water), where such discharge, dispersal, release or escape:

- ▼ is caused by or in connection with the operation, ownership, possession or use by **you** or on **your** behalf of any **vehicle**;
- ▼ is caused by a sudden identifiable, unintended and unexpected **event**;
- ▼ takes place in its entirety at a specific point in time during the **period of insurance** and within Australia or its external territories; and
- ▼ does not relate to any property, land, air, water course or body of water which **you** own, occupy or have in **your** custody or control.

We will also only pay to **you** or the person **you** are liable to for clean up or removal costs if they are caused by such an **event** within Australia or its external territories.

The most we will pay for all claims covered under this Additional Benefit is \$500,000 in total in any one (1) **period of insurance**.

✗ What we exclude

We will not pay if the **contaminants or pollutants** are **dangerous goods**.

4. Legal liability for unregistered on-site caravans

✓ What we cover

If **your vehicle** is an unregistered on-site caravan, **you** are covered for **your legal liability** caused by **your** use or occupation of the unregistered on-site caravan during the **period of insurance** in Australia or its external territories.

✗ What we exclude

We will not pay for:

- ▼ amounts **you** must pay which are covered, or should be, by Medicare, workers compensation or another government scheme or arrangement, or private medical insurance; or
- ▼ **loss** or **damage** to the unregistered on-site caravan, unless the caravan is an insured **vehicle** and **we** have accepted a claim for it under Part 1 of this **policy**.

5. Non-owned vehicle liability

✓ What we cover

We cover **your legal liability** as set out in Part 2, in respect of any vehicle not owned or supplied by **you** while that vehicle is being used or driven by **you** or an **authorised driver** in connection with **your business** during the **period of insurance** in Australia or its external territories.

✗ What we exclude

We will not pay if the vehicle is a customer's vehicle.

Excess

You must pay **us** an **excess** of \$500 for each claim under this Additional Benefit.

6. Legal liability for caravans and trailers

✓ What we cover

You are covered for **your legal liability** as a result of:

- ▼ the actions of a caravan or trailer while it is being towed by **your vehicle**;
- ▼ a caravan or trailer running out of control after separating from **your vehicle** while **your vehicle** is moving; or
- ▼ another vehicle colliding or acting to avoid a collision with:
 - ▼ property falling off a caravan or trailer while it is being towed by **your vehicle**; or
 - ▼ property being loaded or unloaded from a caravan or trailer attached to **your vehicle**,during the **period of insurance** in Australia or its external territories.

✗ What we exclude

We do not cover **loss** or **damage** to:

- ▼ the caravan or trailer unless it is a **vehicle** insured under Part 1 of this **policy**; or
- ▼ the property which is loaded or unloaded from or which falls from the caravan or the trailer.

We do not cover the cost to remove the trailer or caravan debris, unless the caravan or trailer is an insured **vehicle** and the claim for **loss** of or **damage** to it is covered under Part 1 of this **policy**.

Excess

The **excess** applicable to **your vehicle** applies to any claim under this Additional Benefit.

What we will pay under Part 2

If a claim for **legal liability** is covered under Part 2 of this **policy**, **we** will pay:

- ▼ the compensation;
- ▼ legal costs and expenses if **we** have first agreed to pay these costs;
- ▼ costs and charges reasonably and necessarily incurred by **you** in removing or cleaning up debris, unless stated otherwise; and
- ▼ costs and charges reasonably and necessarily incurred to extinguish a fire that **your vehicle** has caused.

We will also pay for legal costs in representing **you** or any other person covered at any inquest, court proceedings or other inquiry relating to an **event** which may give rise to **you** being legally liable, if **we** have first agreed to pay these costs.

For an example of how **we** settle a liability claim, see page 44 of this **PDS**.

Limits to what we will pay

The most **we** will pay for all claims for **legal liability** covered under this **policy** arising directly or indirectly from one (1) **event** is \$50,000,000 (unless another amount is specified in **your policy schedule**) but restricted to:

- ▼ \$1,000,000 for any one (1) **event** occurring within the external territories of Australia, but only in respect of the death or bodily injury to another person;
- ▼ \$1,000,000 (unless another amount is specified in **your policy schedule**) where **your vehicle** is being used for the transportation of **dangerous goods** or is attached to, or is towing, a **vehicle** used for the transportation of **dangerous goods**; and
- ▼ \$500,000 during the **period of insurance** in respect of all claims under Additional Benefit 3 – “Pollution” of Part 2 of this **policy**.

These amounts include all legal costs and expenses and any covered debris clean-up costs and fire extinguishment costs.

These limits also apply to any cover for **legal liability** provided under any Extra Cover, Additional Benefit or Optional Insurance (both Parts 1 and 2) or **endorsement** unless a lower limit is specified in the Extra Cover, Additional Benefit or Optional Insurance (both Parts 1 and 2) or any **endorsement**.

These limits are the most **we** will pay even if there are several claims against **you** relating to the one (1) **event**.

Optional Insurance

We provide the following Optional Insurances when requested by **you**, when **you** pay any additional premium required and when specified in **your policy schedule**, subject to the General Exclusions on pages 39 to 41, the exclusions in any “What we exclude” section in Part 1 or Part 2 of this **policy** and any **endorsement**.

The Optional Insurances are available for Comprehensive cover only.

1. Windscreen excess waiver

✓ What we cover

You will not have to pay the basic **excess** for the first windscreen or window glass claim for a **vehicle** in any **period of insurance**. If **you** have any additional windscreen or window glass claims during the same **period of insurance** for the same **vehicle**, the basic **excess** will apply.

This Optional Insurance only applies if **your vehicle** is a car, utility, 4WD or van of not more than 2 tonne carrying capacity.

2. Rental vehicle after accident

✓ What we cover

If **your vehicle** cannot be driven or is in need of repair following **loss** or **damage** as a result of an **event** (other than theft) covered under Part 1 of this **policy**, **we** will:

- (a) pay the cost of hiring a replacement vehicle that is a similar make and model to **your vehicle** from **our** provider, if **our** provider has such a vehicle available, and is within a reasonable distance of **your** location; or
- (b) if a similar make and model is not available from **our** provider, reimburse **you** for the cost of hiring a replacement vehicle that is a similar make and model,

from the date **your vehicle** is left at the repairers.

The most **we** will pay under this Optional Insurance for any one (1) **event** is \$1,500.

Please see:

- (i) Additional Benefit 3 – “Hire vehicle” of Part 1 of this **policy** for cover applicable to and caused by the rental vehicle; and
- (ii) Extra Cover 11 – “Hire vehicle after theft” of Part 1 of this **policy** for cover applicable if **your vehicle** is stolen.

✗ What we exclude

We will not pay:

- ▼ if **your vehicle** is anything other than a car, utility, 4WD or van of not more than 2 tonne carrying capacity;
- ▼ if **your vehicle** is stolen;
- ▼ to hire a vehicle for any period after the first business day after repairs to **your vehicle** have been completed;
- ▼ after **your** claim has been paid if **your vehicle** is a **total loss**;
- ▼ the running costs of the rental vehicle; or
- ▼ for any other non-rental costs which **you** may be liable to pay for under a hire agreement.

3. Protected No Claim Bonus

✓ What we cover

Where a **penalty claim** would affect **your** No Claim Bonus, it will not be affected for a **vehicle** provided that **you** have not made a previous **penalty claim** for an **event** occurring in the **period of insurance** for that same **vehicle**.

✗ What we exclude

This Optional Insurance does not apply:

- ▼ if **your vehicle** is anything other than a car, utility, 4WD or van of not more than 2 tonne carrying capacity; and
- ▼ unless **you** are entitled to a maximum No Claim Bonus for **your vehicle**.

4. Damage to towed vehicles

✓ What we cover

If **your vehicle** is a registered tow truck, **we** cover all amounts **you** become legally liable to pay for **loss** of, or **damage** to, any vehicle being towed, retrieved or carried by **your vehicle**, in the **period of insurance** in Australia or its external territories.

The most **we** will pay under this Optional Insurance for any one (1) **event** is \$150,000 for **loss** of, or **damage** to, any vehicle(s) being towed, retrieved or carried by **your vehicle**.

✗ What we exclude

We will not pay if **your vehicle** and the vehicle being towed, retrieved or carried are being operated contrary to any law or regulation relating to the use of a tow truck.

Excess

An **excess** is the amount **you** will have to pay for any claim made under this **policy**, unless stated otherwise. Please refer to General Claims Condition – Paying your excess for information about the options for paying the **excess**.

Excesses are cumulative and apply to all claims unless otherwise stated. For each **event**, or series of **events** arising from the one (1) originating cause, **you** will bear the amount of the **excess** in respect of each and every insured **vehicle**, unless stated otherwise.

Under Extra Cover 10 – Towing and storage of Part 1 of this **policy**, if **you** withdraw a claim or **we** refuse to accept it **you** do not have to pay an **excess**, however, **you** must refund any towing or storage costs **we** have incurred if **we** ask **you** to.

Under Extra Cover 11 – Hire vehicle after theft of Part 1 of this **policy**, if **you** withdraw a claim or **we** refuse to accept it **you** do not have to pay an **excess**, however, **you** must refund any hire costs **we** have incurred if **we** ask **you** to.

Under Additional Benefit 6 – Legal liability for caravans and trailers of Part 2 of this **policy**, the **excess** that applies is the one applicable to **your vehicle**.

The basic **excess** is specified in **your policy schedule**. The amounts for any other **excesses** (or where the amounts can be found in this **PDS**) are detailed below on pages 37 and 38. **You** might have to pay more than one type of **excess** when **you** claim. **You** must pay the **excesses** in full.

When your excess will be waived if the driver of your vehicle is not at fault

You do not pay any **excess** when **your vehicle** is a motorcycle, car, 4WD, utility or van of not more than 2 tonne carrying capacity and:

- ▼ another vehicle is involved in the **event**, and the driver of **your vehicle** is not at fault and **you** provide the name and address of the other driver at fault and the registration number of the other vehicle; or
- ▼ no other vehicle is involved in the **event**, and the driver of **your vehicle** is not at fault and **you** provide the name, address and phone number of the person at fault.

A failure to provide this information means **we** will not be able to waive **your excess**. It does not otherwise impact the cover under **your policy** for **loss** or **damage to your vehicle** under this **policy**. However, if **your vehicle** is insured for Legal Liability, Fire and Theft or Legal Liability only, then cover for **loss** or **damage to your vehicle** under Additional Benefit 1 – Damage by uninsured drivers of Part 2 of this **policy** is only provided if **you** provide the name and address of the at fault driver and the registration number of the vehicle involved.

Types of excesses

Basic excess

The basic **excess** is the amount specified in **your policy schedule**.

Age or inexperienced drivers excess

An age or **inexperienced driver excess** applies if a driver under 25 years of age or an **inexperienced driver** was in charge of **your vehicle** at the time of an **event**. This **excess** will not apply to glass, damage while parked, fire, malicious damage, theft or storm claims.

In the case of a claim where the driver was under 25 years of age or was an **inexperienced driver**, the following age or **inexperienced driver excesses** will apply to the claim when:

- ▼ the **vehicle** is a car, 4WD, utility or van of not more than 2 tonne carrying capacity:
 - ▼ for drivers under 21 years of age – \$500;
 - ▼ for drivers 21 years of age or older – \$300;
 - ▼ for **inexperienced drivers** – \$250.
- ▼ the **vehicle** is a prime mover and:
 - ▼ the **insured amount** for the prime mover is less than \$100,000 or it is insured for Legal Liability only – the age or **inexperienced driver excess** is \$2,500 or \$3,500 if the prime mover was towing more than one trailer at the time of the **event**;
 - ▼ the **insured amount** for the prime mover is \$100,000 or more but not more than \$200,000 – the age or **inexperienced driver excess** is \$10,000 or \$15,000 if the prime mover was towing more than one trailer at the time of the **event**;
 - ▼ the **insured amount** for the prime mover is more than \$200,000 – the age or **inexperienced driver excess** is \$25,000 or \$37,500 if the prime mover was towing more than one trailer at the time of the **event**.
- ▼ the **vehicle** is not a car, 4WD, utility, van of not more than 2 tonne carrying capacity or prime mover – the age or **inexperienced driver excess** is \$750.

You must pay the applicable age or **inexperienced driver excess** in addition to any other **excess** for **your vehicle** that may be payable. For the purposes of the application of these age or **inexperienced driver excess**, a dolly is considered a trailer.

Tipping excess

A tipping **excess** applies if **your vehicle** is a trailer or rigid body truck and it is **damaged** while the tipping hoist is partly or fully extended. The tipping **excess** is \$1,000 and **you** pay this in addition to any other **excess** payable for **your vehicle**.

Theft excess

A theft **excess** of \$2,500 applies to each claim for theft or **damage** occasioned by theft of:

- ▼ **your** skid steer loader, excavator, loader, backhoe or bobcat; or
- ▼ any of their accessories, whether these accessories are attached to **your vehicle** at the time of the theft or **damage** or not.

You pay the theft **excess** in addition to any other **excess** for **your vehicle** that may be applicable.

Endorsement excess

An **endorsement excess** may apply if **you** have **endorsements** to **your policy**. Any **endorsement excess** applicable to **your policy** will be specified in the **endorsement** wording.

You pay the **endorsement excess** specified in the **endorsement** wording in addition to any other **excess** for **your vehicle** that may be payable.

Radius excess

A radius **excess** applies to a claim for **loss** or **damage** to **your vehicle** or **legal liability** if at the time of the **event**, **your vehicle** was on a journey to or from a destination beyond the maximum radius of operation specified in **your policy schedule** measured from **your vehicle's** garaged postcode specified in **your policy schedule**.

The radius **excess** is:

- ▼ \$500 if **your vehicle** is a truck or bus;
- ▼ \$2,500 if **your vehicle** is a trailer which at the time of the **event** was being towed by a prime mover or \$500 if being towed by a truck; or
- ▼ \$7,500 if **your vehicle** is a prime mover.

You pay the radius **excess** in addition to any other **excess** for **your vehicle** that may be payable.

Additional Benefit excesses

An **excess** of \$1,000 applies to any claim under Part 1, Additional Benefit 3 – Hire Vehicle (unless another amount is shown on any **endorsement** in which case that other amount applies).

An **excess** of \$2,500 applies to any claim under Part 1, Additional Benefit 7 – Non-owned trailer in control. This **excess** is additional to any **excess** payable for **your vehicle**.

An **excess** of \$500 applies to any claim under Part 2, Additional Benefit 5 – Non-owned vehicle liability.

Application of excess involving trailer and towing vehicle

If a trailer being towed by **your vehicle** **damages** the property of another person and:

- ▼ only the trailer was **damaged**, the **excess** for the towing **vehicle** will apply; or
- ▼ there is no **damage** to either the trailer or towing **vehicle**, the **excess** for the towing **vehicle** will apply.

General Exclusions

This **policy** does not provide cover:

- ▼ for an **event** occurring when **your vehicle** is being driven by, or is in the charge of, someone who:
 - ▼ was under the influence of, or had their judgement affected by, any alcohol, drug or medication;
 - ▼ had more than the legal limit of alcohol or drugs in their breath, blood, saliva or urine as shown by analysis;
 - ▼ refused to take a test for alcohol, drugs or medication; or
 - ▼ was not licensed, not correctly licensed or not complying with the conditions of their licence.

However, **we** will cover **you**:

- ▼ if **you** were not the driver or person in charge of **your vehicle** at the time of the **event** and **you** can satisfy **us** that **you** did not know, and could not have reasonably known, of any of the above circumstances; or
- ▼ if and to the extent that it can be demonstrated that the alcohol, drugs or medication intake did not contribute to the **event**.

If **we** pay a claim, **we** can recover those costs from the person who was driving or in charge of **your vehicle**, unless the law prohibits recovery by **us**.

- ▼ for theft, **loss** of, or **damage** to, a hire vehicle **you** have insured with the hire company, except as covered under Additional Benefit 3 – Hire vehicle of Part 1 of this **policy**;
- ▼ for any **legal liability you** or an **authorised driver** cause or incur in connection with **your** or the **authorised driver's use** of a hire vehicle **you** have insured with the hire company, except as covered under Additional Benefit 3 – Hire vehicle of Part 1 of this **policy**.
- ▼ for any **loss, damage, liability, cost or expense** directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any:
 - (a) **cyber incident**;
 - (b) **cyber act**;
 - (c) **malware or similar mechanism**;
 - (d) destruction, distortion, erasure, corruption, alteration, misinterpretation or misappropriation of **data**; or inability or failure to receive, send, access or use **data**; or error in creating, amending, entering, deleting or using **data**; or loss of use, reduction in functionality, repair, replacement, restoration or reproduction of **data** (including the value of any **data**).

Provided that:

- ▼ Sub-clause (a) only of this exclusion will not apply to **loss** or **damage** to **your vehicle** which would otherwise be covered under this **policy** caused by an **event** and where such **event** causes the **cyber incident**.
- ▼ Sub-clauses (a) and (d) only of this exclusion will not apply to **loss** or **damage** to **your vehicle** which would otherwise be covered under this **policy** caused by an **event** and where such **event** directly results from the **cyber incident**.
- ▼ Sub-clause (b) only of this exclusion will not apply to **loss** or **damage** to **your vehicle** which would otherwise be covered under this **policy** caused by a Listed Peril (as listed below) and where such Listed Peril directly results from the **cyber act**.

Listed Perils: fire, lightning or thunderbolt, explosion or implosion, chemical explosion (other than explosion flue gas in boilers), impact, impact by vehicles, falling objects, collapse of any building or structure, rainwater, storm, rainstorm, wind, windstorm, tempest, hail, sleet, tornado, cyclone, hurricane, earthquake*, earth movement, subsidence, erosion, landslip, volcano*, volcanic eruption*, subterranean fire*, tsunami* (*or fire resulting from any of these), storm surge, tidal wave, high water and other actions of the sea, damage by the sea, flood, mud flow or mudslide, water damage, water or other means to extinguish a fire, discharging, leaking or overflowing from water mains, pipes, gutters, drains, water tanks or apparatus or water systems (including fire protection systems), steam, leaking of refrigerant, discharge, leakage or overflowing of liquid other than water, escape of molten material from its intended confines, condensation, snow, freeze or weight of snow, bushfire, smoke, soot, theft or attempted theft, burglary or attempted burglary, civil commotion or labour disturbances, accidental damage, collision, overturning or jack-knifing of the conveying vehicle.

This exclusion does not apply to cover provided under Part 2 – Legal Liability, of this **policy**.

- ▼ if **you** or an **authorised driver**, with **your** knowledge or consent, does something or neglects to do something that is not in accordance with this **policy** or does not give **us** the reasonable information or assistance that **we** ask for in respect of a claim. for theft of or malicious damage to **your vehicle** when anyone insured under this **policy** has not taken steps to prevent this **loss** or **damage** by:
 - ▼ ensuring the **vehicle** was locked whilst unattended;

- ▼ ensuring the **vehicle** was parked in a garage/car-port if available; or
- ▼ ensuring goods and valuables inside the **vehicle** are hidden and out of sight.
- ▼ for theft of or **damage** to **your vehicle** if the **vehicle** is left unattended, unlocked and with the keys left in the **vehicle**.
- ▼ for the following financial and non-financial loss or extra costs following **loss** or **damage** to **your vehicle** covered by this **policy**:
 - ▼ loss caused by delay, confiscation or detention, for example by Customs or another lawful authority;
 - ▼ lack of market or lack of any type of performance;
 - ▼ loss occurring because **you** cannot use **your vehicle**;
 - ▼ reduction of **your vehicle's** value (including its trade-in or resale value) after being repaired;
 - ▼ reduction of **your vehicle's** working life;
 - ▼ loss of income or wages, medical expenses or loss related to stress or anxiety, unless part of a claim for compensation against **you** for which **your legal liability** is covered under this **policy**;
 - ▼ professional, expert, legal consulting or valuation costs, cleaning costs, travel costs or other types of costs because **you** cannot use **your vehicle**, unless expressly covered by this **policy**; or
 - ▼ loss or costs, including the costs of **your** time to prove **your loss** or **damage** to help **us** with **your** claim.
- ▼ for **loss** of or **damage** to a drill rod or bit attached to **your vehicle** while the drill rod or bit is being used for its designed purpose. For the purposes of this exclusion, a drill rod or bit includes any part attaching to or forming part of the drill rod or bit including but not limited to pipes, guides, filters, gaskets, plugs, caps, beacon housings, tool heads, nozzles and/or any other electronic mechanism;
- ▼ for the cost to repair or replace burnt out electric motors or wiring of appliances in **your** caravan;
- ▼ for **damage** to **your** caravan, caravan annexe, trailer or **personal effects** caused by biting, chewing or scratching by an animal or bird;
- ▼ for **damage** to **your** caravan, caravan annexe or **personal effects** caused by any tenant;
- ▼ if **your** unregistered on-site caravan is unoccupied for sixty (60) consecutive days. (If **you** want cover over 60 days, **you** need to ask **us** for an extension of time and **we** must agree in writing. **We** might charge an extra premium or impose special terms.);
- ▼ for **loss** or **damage** to **your** caravan caused by the sea or rising water, but not rainwater runoff;
- ▼ for **loss** or **damage** or **legal liability** caused or contributed to, by or arising from or involving any actual or threatened use, existence or release of biological, bacterial, infectious, viral, germ, chemical or poisonous **contaminants** or **pollutants** or any looting or rioting following these occurrences (except for any cover provided under Additional Benefit 3 – "Pollution" of Part 2 of this **policy**), or the action taken by a public authority to prevent, limit or remedy the actual or threatened release of any such materials;
- ▼ for theft by anyone who has hired or leased **your vehicle** or who has taken it as security for a debt;
- ▼ for any **loss**, **damage** or **legal liability** caused by any person or organisation who lawfully destroys or takes away **your** ownership or control of any property or **vehicle** covered under this **policy**;
- ▼ for any **loss**, **damage** or **legal liability** which happens before the **period of insurance** or which arises from an **event** before the **period of insurance** starts unless specifically stated otherwise;
- ▼ for an **event** that occurs outside Australia or its external territories;
- ▼ for **loss**, **damage** or **legal liability**, if another person is, or could have been, liable to compensate **you** for such **loss**, **damage** or **legal liability**, but **you** have agreed with that person either before or after the **loss**, **damage** or **legal liability** occurred that **you** would not seek to recover any moneys from that person;
- ▼ if the **event**, **loss**, **damage** or **legal liability** is excluded by any **endorsement**;
- ▼ if the **event** that is the subject of the claim was intentionally or recklessly caused by **you** or the driver of **your vehicle** or someone acting with **your** or their express or implied consent;
- ▼ for any **loss**, **damage** or **legal liability** directly or indirectly caused by, or arising from, or in consequence of, or contributed to by:
 - ▼ ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel;
 - ▼ any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter, and/or any nuclear weapons material;
 - ▼ all property on the site of a nuclear power station, any other nuclear reactor installation or any site used, or having been used, for the generation of nuclear energy or the production, manufacture, enrichment, conditioning, processing, reprocessing, use, storage, handling and disposal of nuclear material and/or radioactive material;

- ▼ nuclear explosion and/or the radioactive, toxic, explosive, or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;
- ▼ the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter;
- ▼ the use of any nuclear reactor, atomic piles, particle accelerators, generators or similar devices; or
- ▼ the use, handling, transportation of any radioactive material.

For the purpose of this exclusion only, combustion includes any self-sustaining process of nuclear fission and/or fusion. This exclusion does not apply to radioactive isotopes which have reached the final stage of fabrication, other than nuclear fuel or nuclear waste, when such isotopes are in or on the **vehicle** and are being prepared, stored, transported or used in the normal course of operations by **you** for the commercial, agricultural, medical, scientific or other similar peaceful purposes for which they were intended.

- ▼ for any **loss, damage or legal liability** directly or indirectly caused by, or arising from, occasioned by or through, happening through, or in consequence of, or contributed to by:
 - ▼ war, invasion, act of foreign enemy, hostilities (whether war be declared or not) or civil war;
 - ▼ rebellion, revolution, insurrection or military or usurped power;
 - ▼ confiscation, nationalization, compulsory acquisition, requisition or damage to property by or under the order of any government or public or local authority; or
 - ▼ any looting or rioting following any of the events stated above.
- ▼ for personal injury, damage to property, legal liability, loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with:
 - ▼ with any **act of terrorism** regardless of any other cause or event contributing concurrently or in any other sequence to the **personal injury, damage to property, legal liability, loss, damage, cost or expense**; or
 - ▼ any action taken in controlling, preventing, suppressing or in any way relating to any **act of terrorism**.
- ▼ if, at the time of the **event, your vehicle** was **damaged**, unsafe or unroadworthy. However, **we** will cover **you**, if the **damaged, unroadworthy or unsafe condition of your vehicle**:
 - ▼ did not cause or contribute to the **loss, damage or legal liability** being incurred; or
 - ▼ could not reasonably have been detected by **you**;
- ▼ if, at the time of the **event, your vehicle** was:
 - ▼ being used in a race, contest, trial, test, hill climb or any similar activity;
 - ▼ being used on a competition race track, circuit, course or arena;
 - ▼ being used for any illegal purposes (such as a criminal act) by **you** or for which **you** gave encouragement, assistance or consent (either expressly or impliedly);
 - ▼ carrying passengers for payment or reward unless it was a car pool, child care arrangement or fare paying passenger bus;
 - ▼ carrying more passengers than it was designed for or than the driver is permitted to carry by law;
 - ▼ conveying, towing, lifting or carrying a load not secured according to law or more than that which it was designed to convey, tow, lift or carry;
 - ▼ being used to move **dangerous goods** or substances that pollute or contaminate unless this was done legally;
 - ▼ travelling on railway lines; or
 - ▼ being operated, transported or driven in an underground mine or mining shaft (but **we** will cover **you** if **your vehicle** was being used for open cut mining).
- ▼ for any loss, damage, liability, claim, cost, expense or other sum of whatsoever nature, directly or indirectly caused by, contributed to by, resulting from, arising out of, in connection with, or attributable to, a **communicable disease** or the fear or threat (whether actual or perceived) of a **communicable disease** regardless of any other cause or event contributing concurrently or in any other sequence thereto.

The phrase 'any loss, damage, liability, claim, cost, expense or other sum of whatsoever nature' above includes, but is not limited to, any:

- (a) cost to clean-up, detoxify, remove, monitor or test for a **communicable disease**; or
- (b) cost to clean-up, detoxify or remove any **property insured** that is affected by a **communicable disease**.

This exclusion applies notwithstanding any other provision of this **policy** to the contrary.

We will not provide any cover, pay any claim, make any payment (including any refund), or provide any benefit under this **policy**, if doing so will expose **us** to, or contravene or violate any sanction, prohibition, restriction, proscription or prevention under any sanctions, laws or regulations, including but not limited to sanctions, laws or regulations of Australia, New Zealand, the European Union, the United Kingdom or the United States of America or those set out in any United Nations resolutions.

Worked dollar claim examples

The following worked dollar claim examples are designed to assist **you** in the understanding some of the benefits in this **PDS** and how claims are calculated. The examples do not cover all scenarios or all benefits and do not form part of **your policy** terms and conditions. The following should be used as a general guide only. **You** should consider all examples as each example covers different benefits and scenarios.

All amounts are shown in Australian dollars and are GST inclusive unless indicated otherwise. **You** should read the **PDS** and **your policy schedule** for full details of what **we** cover as well as what policy limits, conditions and exclusions apply.

Example: Total loss – Market value

A car that has a carrying capacity of not more than 2 tonne is comprehensively insured for **market value**. The basic **excess** is \$500. The **vehicle** is **damaged** in an **event** and the cost of repair is \$20,000.

The **market value** is determined as follows:

The **vehicle** is an 8 year old sedan in poor condition. A motor vehicle guide records the **market value** at \$20,000 for good condition. **We** assess the **market value** to be \$15,000. The **vehicle** is a **total loss**.

| How much we pay | | Further information |
|------------------------------------|-----------------|---|
| Market value | \$15,000 | The vehicle is a total loss with a market value of \$15,000. In this case the vehicle is a total loss since it is uneconomical to repair. Normally a vehicle is a total loss if the complete repair cost exceeds its market value less salvage value. |
| Less outstanding premium | -\$300 | If you paid your premium by monthly instalments, we will deduct the remaining instalments for the period of insurance . In this example, there are three monthly instalments of \$100 each remaining when the total loss occurs. |
| Less excess | - \$500 | Only the basic excess applies in this example. We deduct this from the amount we pay to you . |
| Total claim | \$13,136 | We would normally pay this amount directly to you in a total loss situation. |
| Plus lease payout | \$2,200 | If, instead of owning your vehicle outright, your vehicle was purchased under a finance lease and the amount owing was \$17,200 (excluding any payments in arrears and resulting interest), we will pay the difference between the amount owing under the finance arrangement and the market value (\$17,200 – \$15,000). This Extra Cover has a limit of 20% of the market value (\$3,000). |
| Less Input Tax Credit (ITC) | - \$200 | In this example you are entitled to a full ITC (100%). |
| Total claim | \$15,136 | We would normally pay the claim directly to your financier and not to you in circumstances of a lease payout. You pay your financier any amounts left owing. |

If the **vehicle** in the above example was less than 2 years old at the time of the **event**, instead of paying the claim above **you** can choose to accept a new vehicle including similar accessories and parts plus on-road costs e.g. registration, compulsory third party, pre-delivery. **You** must pay the **excess** to the dealership that has provided the new vehicle or **us**.

If the **vehicle** salvage is valued at \$1,000, the salvage becomes **our** property and **we** are entitled to keep the \$1,000 proceeds of its sale plus any registration and compulsory third party insurance refund. This does not affect the calculations above unless **you** obtain these refunds directly in which case **we** will deduct these amounts from the total claim above.

Example: Total loss – Agreed value

A utility that has a carrying capacity of not more than 2 tonne is comprehensively insured for an **agreed value** of \$45,000. The **vehicle** is **damaged** in an accident that was not **your** fault and **you** have identified the at fault party and provided all their details that **we** require.

The cost of repair of **your vehicle** is \$50,000 and it is a **total loss**. The **vehicle** is not subject to finance. The basic **excess** is \$500.

| How much we pay | | Further information |
|-----------------------------|-----------------|---|
| Agreed value | \$45,000 | The vehicle is a total loss with an agreed value of \$45,000. In this case the vehicle is a total loss since it is uneconomical to repair. Normally a vehicle is a total loss if the complete repair cost exceeds its agreed value less salvage value. |
| Less Input Tax Credit (ITC) | \$0 | We do not deduct any input tax credit when your vehicle is comprehensively insured for agreed value . |
| Less excess | \$0 | No basic excess applies in this example as the accident was not your fault and you have provided all the details of the at fault party that we require. |
| Total claim | \$45,000 | We would normally pay the total claim amount directly to you in a total loss situation, unless your vehicle is subject to finance. |

If the **vehicle** salvage is valued at \$10,000, the salvage becomes **our** property and **we** are entitled to keep the \$10,000 proceeds of its sale plus any registration and compulsory third party insurance refund. This does not affect the calculations above unless **you** obtain these refunds directly in which case **we** will deduct these amounts from the total claim above.

Example: Partial loss – Repair

A **vehicle** that has a carrying capacity of not more than 2 tonne is comprehensively insured for **market value**. **We** assess the **market value** to be \$10,000. The basic **excess** is \$500. The **vehicle** is stolen and subsequently recovered, **damaged**, 13 days later. The cost of repairs is \$5,500. The basic **excess** is \$500.

| How much we pay | | Further information |
|--------------------|----------------|---|
| Damage to vehicle | \$5,500 | In this case the vehicle is safe and economical to repair. |
| Less excess | - \$500 | Only the basic excess applies in this example. Normally you pay the excess directly to the repairer. |
| Total claim | \$5,000 | We would normally pay this amount directly to the repairer in a partial loss situation. |

If **personal effects** to the value of \$350 are also stolen during the theft:

| | | |
|------------------------------------|----------------|---|
| Plus personal effects | +\$350 | Even though you are registered for GST and entitled to an input tax credit , the amount we pay you for personal effects will include GST. Personal effects cover is limited to \$1,000 per event . The sub-limit of this Extra Cover is in addition to the market value of the vehicle . |
| Less input tax credit (ITC) | \$0 | We do not deduct an input tax credit from payments for personal effects . |
| Total claim | \$5,350 | We normally pay the \$350 for personal effects to you (and the remaining \$5,000 directly to the repairer). |

If a hire vehicle of a similar type for a cost of \$100 per day is arranged by **us**:

| | | |
|------------------------|----------------|--|
| Plus vehicle hire cost | +\$1,700 | The cost per day multiplied by the number of days from the date of theft until the date the vehicle is repaired 17 x \$100 (it takes 4 days to repair the vehicle). This Extra Cover has a limit of up to 30 days and we will not pay more than \$3,000 if the vehicle is a motorcycle, car, 4WD, utility or van of not more than 2 tonne carrying capacity. This Extra Cover would not apply if the vehicle was damaged in an accident instead of being stolen, unless you also selected Optional Insurance 2 – Rental vehicle after accident. |
| Total claim | \$7,050 | We normally pay the \$1,700 for vehicle hire directly to the hire company (the \$350 to you and the \$5,000 to the repairer). |

Example: How underinsurance applies to partial loss claims

Your **vehicle**, a truck, is **damaged**.

Your **vehicle's insured amount** is \$70,000 and the cost to repair **damage** is \$10,000.

Your **vehicle's market value** is \$100,000 and is therefore insured for 70% of its **market value**. The underinsurance condition applies to the repair costs because it is insured for less than 80% of its **market value**.

There is a basic **excess** of \$500 on **your policy**.

| How much we pay | | Further information |
|-----------------------|----------------|---|
| Damage to vehicle | \$10,000 | In this case the vehicle is safe and economical to repair. |
| After underinsurance | \$8,750 | $\frac{\text{insured amount } \$ 70,000 \times \text{repair costs } \$10,000}{80\% \text{ of market value } \$80,000}$ |
| Less excess | -\$500 | Only the basic excess applies in this example. Normally you pay the excess directly to the repairer. |
| Total claim | \$8,250 | We would normally pay this amount directly to the repairer in a partial loss situation. |
| Amount you pay | \$1,750 | You pay this amount, usually directly to the repairer. This amount includes the excess . |

Example: Legal liability

A **vehicle** is insured for Legal Liability only. The **vehicle** is involved in an accident and the other driver claims that the driver of **your vehicle** has a **legal liability** for the accident. The **damage** to the other vehicle would be assessed by a court at \$12,500. There is a basic **excess** of \$500 on **your policy**. The legal costs to defend **your legal liability** are \$3,000.

| How much we pay | | Further information |
|-----------------------------|-----------------|--|
| Damage to other vehicle | \$12,500 | We normally pay the cost of repairs directly to the third-party claimant. |
| Less excess | - \$500 | Only the basic excess applies in this example. Normally you pay this amount to us . |
| Plus our legal costs | + \$3,000 | We incur and do not charge you for these costs. |
| Total claim | \$15,000 | |

If the driver of **your vehicle** was not at fault and the driver of the other vehicle was at fault but was not insured. **You** provide **us** with the details of the other driver. The basic **excess** is \$500. **Your vehicle** is covered for Legal Liability only.

| | | |
|--|-------------------|---|
| "Damage by uninsured drivers" Additional Benefit | \$4,500 | You are not covered for damage to your vehicle because it is insured for Legal Liability only. Under Part 2, Additional Benefit 1 – "Damage by uninsured drivers" provides limited cover in these circumstances for up to \$5,000. For the purposes of this example, the damage to your vehicle will cost more than its market value of \$4,500. Your vehicle is a total loss . |
| Less Input Tax Credit (ITC) | - \$409.09 | If you are registered for GST and entitled to an input tax credit (ITC) we will deduct this entitlement. In this example you are entitled to a full ITC (100%). |
| Less excess | - \$500 | Only the basic excess applies in this example. We deduct this from the amount we pay you . |
| Less residual value of wreck | - \$500 | The remaining value of your damaged vehicle . We deduct this from the amount we pay you . |
| Total claim | \$3,090.91 | We normally pay this directly to you . You will keep the damaged vehicle . |

Definitions

The following words have the following meanings in this **policy**.

Act of terrorism

An act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government or to put the public, or any section of the public, in fear.

Agreed value

The amount **we** agree to insure **your vehicle** for, as specified in **your policy schedule**.

Aircraft

Any thing made or intended to fly or move in or through the air or space other than model aircraft with a wingspan less than 1.5 metres.

Assessed quote

An experienced motor vehicle assessor **we** appoint assesses the quote to make sure it meets industry standards including appropriateness of materials, repair method, labour costs, material costs, safety and overall cost effectiveness of the repairs. The quote may be adjusted or reduced on the recommendation of the assessor.

This assessed quote to repair **damage** to or replace the **damaged** parts of **your vehicle** may be less than what it would cost **you** to arrange the repairs with **your** own repairer, or equal to or less than the amount of repairs quoted by **your** repairer or that **you** have paid. **We** are able to secure supplier discounts from **our recommended repairers**.

Authorised driver

A person controlling, driving or using **your vehicle** with **your** consent.

Business or Businesses

The business or businesses specified in **your policy schedule**.

Communicable Disease

- (a) Any disease which can be transmitted by means of any substance or agent from any organism to another organism where:
- (i) the substance or agent can be of any kind and includes, but is not limited to, respiratory droplet, saliva, bodily waste, blood, a virus, bacterium, parasite, other organism, or any variation thereof, whether deemed living or not; and
 - (ii) the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms; and
 - (iii) the disease, substance or agent can cause or threaten harm to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.
- (b) Any disease determined by the World Health Organisation to be a Public Health Emergency of International Concern (PHEIC) including any amendment, replacement, re-enactment, successor, equivalent or similar declaration.

Contaminants or pollutants

Includes smoke, vapours, soot, fumes, acids, alkalis, toxic chemicals, liquids or gases, waste materials, or other irritants and other contaminants or pollutants. **Contaminants or pollutants** do not include **dangerous goods**.

Cyber act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any computer system.

Cyber incident

- ▼ any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any computer system; or
- ▼ any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any computer system.

Damage or Damaged

Sudden and unforeseen physical damage or destruction.

Damage to property

- ▼ physical **loss** of or **damage** to or destruction of tangible property including resultant loss of use; or
- ▼ loss of use of tangible property which has not been physically **damaged** or destroyed provided such loss of use is caused by an **event**.

Dangerous goods

- ▼ substances which are shown in the Australian Code for the Transport of Dangerous Goods by Road or Rail (available from www.ntc.gov.au);
- ▼ liquid fuels, liquefied or compressed gases, toxic chemicals, acids, organic peroxides or corrosives;
- ▼ infectious, explosive radioactive or oxidising substances; or
- ▼ substances with a flashpoint of below twenty two point seven degrees Celsius (22.7°C).

Data

Facts, concepts and information converted to a form useable for communications, display, distribution, interpretation or processing by electronic and electromechanical data processing or electronically controlled equipment and includes programmes, software and other coded instructions for such equipment.

Emergency repairs

Repairs which are essential for **you** to be able to drive **your vehicle** safely from an accident or **event** causing **damage**.

Employee or Employees

Any person:

- ▼ engaged in **your business** under a contract of service or apprenticeship; or
- ▼ supplied to **you** pursuant to a contract of labour hire.

Endorsement

A written change or addition made to **your policy**. Any endorsements that apply to **your policy** will be specified in **your policy schedule**, unless **we** send **you** the endorsement separately.

Event or Events

For Part 1 – “Loss or damage to your vehicle” means, in relation to Comprehensive Cover, the events numbered 1 to 5 specified in “Insuring clause – What we cover” on page 18.

For Part 1 – “Loss or damage to your vehicle” means, in relation to Legal Liability, Fire and Theft Cover only, the events numbered 1 to 4 specified in “Insuring Clause – What we cover” on page 18.

For Part 2 – “Legal liability” means one incident or all incidents of a series consequent on, or attributable to, one source or original cause.

Excess or Excesses

The amount which is payable by **you** for each claim under this **policy**.

Inexperienced driver

A person who is 25 years or over and has not held a driver’s licence for that class of **vehicle** being driven at the time of the **event** for the past two (2) consecutive years.

Input tax credit(s)

The amount **you** are entitled to claim as a credit against GST that **you** have paid.

Insured amount

Means:

- ▼ for a **vehicle** specified in **your policy schedule** – the corresponding **market value** or dollar amount stated in **your policy schedule** for that **vehicle**; or
- ▼ for a **vehicle** that is not specified in **your policy schedule** (because it is an additional **vehicle** as defined in “Cover for additional vehicles” on page 17) – the **market value** of that **vehicle** unless **we** have agreed to insure the **vehicle** for a different amount.

Loss or Losses

Sudden and unforeseen physical loss.

Malware or Similar Mechanism

Any program code, programming instruction or other set of instructions intentionally constructed with the ability to damage, interfere with or otherwise adversely affect computer programmes, data files or operations (whether involving self- replication or not), including but not limited to ‘virus’, ‘Trojan horses’, ‘worms’, ‘logic bombs’ or ‘denial of service attack’.

Market value

The amount that the market would pay for **your vehicle** or damaged parts that are obsolete. The market value of **your vehicle** takes into account many factors such as the age, make, model, kilometres travelled and general condition of **your vehicle** immediately before the **loss** or **damage**. **We** may use recognised industry publications to assist **us** in calculating the amount.

Partial loss

Your vehicle is a partial loss when the **loss** or **damage** is not a **total loss**.

Penalty claim

An **event** or claim where **you** are at fault, or a claim where **we** are not able to recover the costs of repairing or replacing **your vehicle**.

Period of insurance

The period of time specified in **your policy schedule** during which insurance is provided under **your policy**.

Personal effects

Clothing and personal belongings worn or carried but excluding computers, laptops, iPad and tablet devices, personal navigation equipment, jewellery of any type, unset jewels or stones, musical instruments, curios, works of art, money or payment cards.

Personal injury

Death, bodily injury, sickness, disease, disability, shock, fright, mental injury, mental anguish, or loss of consortium resulting from any of them.

Policy

Your insurance contract. It consists of this **PDS**, any **Supplementary PDS** **we** may give **you**, and **endorsements** and **your policy schedule**.

Policy schedule

The policy schedule attached to and forming part of the **policy**, or if the **policy** has been renewed the policy schedule issued with the renewal notice.

Product Disclosure Statement (PDS)

PDS is the name of this document and it contains the terms and conditions of **your** insurance cover. It tells **you** what cover **we** provide, details of costs and **excesses** and other important information. It should be read together with **your policy schedule**, any **endorsements** and any **Supplementary PDS** that **we** may give **you**.

Recommended repairer

A repairer who has been appointed by **us** as a recommended repairer because **we** have assessed the repairer as capable of meeting **our** strict standards of quality workmanship, timeliness, efficiency and cost effectiveness.

Road

Any surveyed or unsurveyed land dedicated to public use, according to law, as a road (including a footpath or median strip). It also includes a toll road or a bridge which is open to the public and used as a road.

Substitute vehicle

A vehicle which does not belong to **you** and which **you**, **your** spouse, de facto partner or an **employee** is using while **your vehicle** is not in use because **your vehicle** is unroadworthy or undergoing repair.

Supplementary PDS (SPDS)

A document that updates or adds to the information in the **PDS**.

Total loss

Your vehicle is a total loss if it is stolen and not recovered within fourteen (14) days of its theft, and **we** accept **your** claim for theft of **your vehicle**, or **your vehicle** is uneconomical or unsafe to repair, including where the combined repair costs and salvage value are likely to be more than the **value of your vehicle**.

We will also have regard to the law in relation to what is considered a write off that applies in **your** State or Territory when determining whether **your vehicle** is to be written off.

Value of your vehicle

The **market value** or **agreed value**, whichever is specified in **your policy schedule**.

Vehicle

Means:

- ▼ the vehicle(s) specified in **your policy schedule**; and
- ▼ an additional vehicle that **you** acquire, purchase or lease (but not hire or borrow) during the **period of insurance** and that is covered for the period of time set out in, and subject to the terms of, "Cover for additional vehicles" on page 17.

The following accessories will also be insured if they are attached to or are in or on **your vehicle**:

- | | |
|---------------------------|---|
| ▼ baby capsule/car seat | ▼ decals |
| ▼ bonnet protector | ▼ protective mouldings |
| ▼ built in refrigerator | ▼ rear louvre sunshade |
| ▼ bull bar | ▼ registration plate covers |
| ▼ CB and/or 2 way radio | ▼ seat covers |
| ▼ dash mats | ▼ side steps for a 4WD |
| ▼ decorative wheel trims | ▼ sign writing |
| ▼ driving lights | ▼ sound system (fitted as standard by manufacturer) |
| ▼ fire extinguishers | ▼ spare wheel cover |
| ▼ fixed GPS units | ▼ steering locks |
| ▼ fixed roof/ladder racks | ▼ tarpaulins |
| ▼ floor mats | ▼ tools supplied as standard by the manufacturer or similar replacement |
| ▼ headlamp guards | ▼ tow bars |
| ▼ mud flaps | ▼ tool boxes |
| ▼ paint protection | ▼ weather shield |
| ▼ panel/rust protection | ▼ winch |
| ▼ pin striping | |

But **we** do not cover sound systems not fitted as standard by the manufacturer nor the contents of a tool box, unless one of the items listed above.

It also includes other **vehicle** accessories or modifications if **we** have agreed to insure them as part of **your vehicle** and they are specified in **your policy schedule**.

For the purpose of Part 2 of this **policy**, **vehicle** is extended to also mean:

- ▼ a trailer;
- ▼ a caravan; or
- ▼ another vehicle which has broken down,

that is being towed by **your vehicle** or a **substitute vehicle** legally and not for reward; and

- ▼ a **substitute vehicle**.

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