



Caravan and Trailer Insurance Product Disclosure Changes

Our new Product Disclosure Statement (PDS) will apply to all policies renewed on or after 30 September 2021.

The PDS contains important information about your Caravan and Trailer Insurance Policy.

We've updated the layout and improved the wording of the PDS to make it easier to read and understand exactly what you're covered for. Some of the benefits and exclusions have been changed. We've reduced potential barriers to making a claim by simplifying our processes. We've also improved the way we describe some of the terms of the PDS to make them clearer and to ensure they're not unfair to you.

Below is a list of the key changes to our PDS.

Premium and Excesses	We've changed or simplified: <ul style="list-style-type: none">- how we calculate your premium; and- how and when your excesses may change or be waived; and
Benefits	We've changed or updated Additional Benefits, which: <ul style="list-style-type: none">- clarified what's included under the cover for your caravan and its contents;- clarified the terms of your entitlement to choose a crash repairer; and- increased the limit on our Theft of Keys benefit from \$750 to \$1,000.
Exclusion	We've introduced or clarified exclusions relating to: <ul style="list-style-type: none">- cyber events;- transmissible diseases;- depreciation, wear and tear;- hiring out your caravan or trailer;- the use of your caravan or trailer for a business or an unlawful purpose- your caravan or trailer being on consignment;- non-standard accessories and modifications on your caravan/trailer; and- your caravan/trailer being unsafe or unroadworthy.
Claims	We've changed or simplified: <ul style="list-style-type: none">- the process for making claims;- when we'll repair, replace or provide a cash settlement;- what will occur when we provide a cash settlement and what may occur under your policy if we provide a cash settlement; and- when and how we'll seek reimbursement for investigation costs, and we'll ensure that you know about this upfront.
Other	We've: <ul style="list-style-type: none">- made changes to our complaints process;- clarified our terms regarding the use of delegated authorities;- made it clear that on renewal of your policy your sum insured will be adjusted in line with any change in market value;- summarised the types of support we provide for our members;- included a new section describing your duty to take reasonable care not to make a misrepresentation; and- included new terms to clarify your requirement to pay any outstanding premium in the event that your vehicle is a total loss.

This summary doesn't list all the changes made to our PDS, so it's important that you refer to the PDS to understand the terms of your policy. This summary doesn't form part of or affect the interpretation of your policy.

