



## Comprehensive Car 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 Comprehensive Car 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.

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|-----------------------------|---|
| <b>Premium and Excesses</b> | We've changed or simplified: <ul style="list-style-type: none"><li>- how we calculate your premium;</li><li>- how we determine your insurance rating and how this rating will affect your premium;</li><li>- how and when your excesses may change or be waived; and</li><li>- age excess, so that it won't apply to a learner driver.</li></ul>  |
| <b>Sum Insured</b>          | We'll now insure your vehicle for the agreed Sum Insured, rather than the higher of either the Sum Insured or your vehicle's market value.  |
| <b>Benefits</b>             | We've: <ul style="list-style-type: none"><li>- expanded our Death of Driver benefit so that it will apply even if the driver is under 18;</li><li>- limited the optional Crash Repairer's Loan Car cover so that it doesn't include comprehensive insurance for the loan car;</li><li>- clarified that if we replace your baby capsule it will be with the same or a similar make and model;</li><li>- clarified the terms of your entitlement to choose a crash repairer;</li><li>- increased the limit on our Theft of Keys benefit from \$750 to \$1,000; and</li><li>- excluded gift cards from the cover provided under our Personal Effects benefit</li></ul> |
| <b>Exclusion</b>            | We've introduced or clarified exclusions relating to: <ul style="list-style-type: none"><li>- cyber events;</li><li>- transmissible diseases;</li><li>- excluded drivers;</li><li>- the use of your vehicle for a business or an unlawful purpose;</li><li>- your vehicle being on consignment;</li><li>- your vehicle being used for a rideshare service by a driver who isn't accredited.</li><li>- non-standard accessories and modifications on your vehicle; and</li><li>- your vehicle being unsafe or unroadworthy.</li></ul>  |

**Claims**

We've changed or simplified:

- 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;
- when and how we'll seek reimbursement for investigation costs, and we'll ensure that you know about this upfront; and
- the requirements for replacement parts used for vehicle repair.

**Other**

We've:

- made changes to our complaints process;
- clarified our terms regarding the use of delegated authorities;
- 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.