

Secure™ Caravan Insurance Product Disclosure Statement

ADDITIONAL INFORMATION GUIDE

This Additional Information Guide (AIG) is designed to provide you with additional information about excesses, how we calculate premiums and the discounts available under the policy. You should read this AIG together with our Secure™ Caravan Insurance Product Disclosure Statement (PDS) dated 3/12/2020.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 24 May 2024.

YOUR EXCESS

An excess is the amount you pay towards the cost of your claim for each incident covered by your policy. You might have to pay more than one type of excess when you claim.

The total excess you are required to pay is determined by the circumstances of your claim. The amount and types of excesses that apply to your policy are shown on your schedule.

The different types of excesses and the excess amounts are:

Type of excess	Amount
1. Basic excess	The amount of your basic excess will be shown on your schedule
2. Transportation excess	\$100
3. Hire Use excess	If 'Hire Use' option is selected your basic excess will be increased and the total will be shown on your schedule
4. Age excess 16 – 20 year olds	\$500
5. Age excess 21 – 24 year olds	\$300
6. Inexperienced driver excess	\$400
7. Off road excess	\$200
8. Underwriting excess	If the Underwriting excess applies your basic excess will be increased and the total will be shown on your schedule

1. Basic excess

A basic excess is an amount that is payable by you for each claim you make under your insurance policy.

If you apply to vary your basic excess and we agree to the variation, your basic excess will be the amount chosen by you from our range. We will increase your basic excess if the 'Hire Use' option has been selected and the total will be shown on your schedule. We may also increase your basic excess based on a driver's history or the overall claims experience.

2. Transportation excess

If the 'transporting your caravan' option is shown in your schedule, a transportation excess will apply in the event of a claim where your caravan is being transported by road (excluding where your caravan is being towed), rail or sea.

3. Hire use excess

If you have selected the 'Hire Use' option, your basic excess will be increased. This total excess will be shown on your schedule and will apply for the duration of the period of insurance including when your caravan is used for private use.

4. Age excess (drivers of towing vehicle aged 16 – 20 years old)

We apply an age excess if the person towing, using or in charge of your caravan at the time of the loss or damage, is aged 16 to 20 years old.

No age excess will apply if the claim is for:

- ▼ a broken windscreen or caravan window, or
- ▼ loss or damage caused by theft, attempted theft, malicious damage, damaged whilst parked, or
- ▼ damage caused directly by hail, flood, storm, and other natural disasters.

5. Age excess (drivers of towing vehicle aged 21 – 24 years old)

We apply an age excess if the person towing, using or in charge of your caravan at the time of the loss or damage, is aged 21 to 24 years old.

No age excess will apply if the claim is for:

- ▼ a broken windscreen or caravan window, or
- ▼ loss or damage caused by theft, attempted theft, malicious damage, damaged whilst parked, or
- ▼ damage caused directly by hail, flood, storm, and other natural disasters.

6. Inexperienced driver excess

We apply an inexperienced driver excess if the person towing, using or in charge of your caravan at the time of the loss or damage is over 25 years old and has been licensed to drive for less than 2 years.

No inexperienced driver excess will apply if the claim is for:

- ▼ a broken windscreen or caravan window, or
- ▼ loss or damage caused by theft, attempted theft, malicious damage, damaged whilst parked, or
- ▼ damage caused directly by hail, flood, storm, and other natural disasters.

7. Off road excess

An off road excess is payable under the policy if your caravan is damaged whilst being driven on any beach or any dirt or unsealed road.

8. Underwriting excess

An underwriting excess may be imposed based on a driver's history or the overall claims experience. If we have applied an underwriting excess to your policy your basic excess will be increased and the total will be shown on your schedule.

What excess will apply

When you make a claim for:	Basic Excess	Other Excesses (if applicable)	Does this impact a NCB
Theft or attempted theft of your caravan	Yes	Transportation excess (if noted on policy)	Yes
Storm, hail, flood or fire damage	Yes	Transportation excess (if noted on policy)	Yes
Malicious act or vandalism	Yes	Transportation excess (if noted on policy)	Yes
Damage to your caravan whilst parked caused by an unidentified person or driver	Yes	Transportation excess (if noted on policy)	Yes
Collision with or by an animal	Yes	If applicable Age excess Inexperienced driver excess Driver history excess Off Road Excess Transportation excess (if noted on policy)	Yes
Windscreen or window glass damage only	Yes	Transportation excess (if noted on policy)	Yes
An incident where you or the person towing your caravan caused or contributed to the incident	Yes	If applicable Age excess Inexperienced driver excess Driver history excess Off Road Excess Transportation excess (if noted on policy)	Yes
An incident where another person was entirely at fault and you can give us the at fault driver's name, address and the registration number of their vehicle	No	None	No
An incident where another person was entirely at fault but you can't give us the at fault driver's name, address and the registration number of their vehicle	Yes	If applicable Age excess Inexperienced driver excess Driver history excess Off Road Excess Transportation excess (if noted on policy)	Yes

ABOUT YOUR PREMIUM

The amount you pay for this insurance is called the premium. Your premium includes any applicable GST, stamp duty, other government charges and any levies that apply. The premium will be shown on your schedule as the 'Total Amount Payable' or, if you pay by monthly instalments, as the 'Instalment amount'.

When we calculate your premium, there are a range of factors we take into account. The importance we place on the factors we use can change and how those factors combine to affect your risk premium will differ from person to person.

Significant factors affecting your premium include a combination of some or all of the following:

- ▼ The options you have chosen (if any)
- ▼ Amount insured of your caravan, annexe and contents
- ▼ The address where you keep your caravan
- ▼ Use of your caravan
- ▼ Age of the youngest driver of towing vehicle
- ▼ Year of manufacture of your caravan
- ▼ If you have varied your basic excess

Claims on your policy or against drivers noted on your policy will only affect your premium through changes to your No Claim Bonus. Please refer to the No Claim Bonus section on page 3 for further information.

Each time you renew your insurance, your premium is likely to change even if your personal circumstances have not changed.

This is because premiums are also affected by other things including :

- ▼ The cost and frequency of claims we have paid to other customers;
- ▼ The cost and frequency of claims we expect to pay in the future;
- ▼ Changes in government taxes or charges; and
- ▼ Our expenses of doing business and commercial factors.

When determining your renewal premium, we also consider how much you paid last time. As such we may limit movements up or down.

Premium Discounts

The premium you pay for this insurance includes any discounts we have given you.

Discounts are applied before government taxes and charges are added.

From time to time we might also offer discounts or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions will usually apply and you might not be eligible for our usual discounts.

If you are eligible for more than one discount we usually apply any subsequent discount to the already discounted premium. The amount and type of discounts offered can change or be withdrawn.

No Claim Bonus (Does not apply to annexe optional cover and contents optional cover)

A No Claim Bonus (NCB) recognises good driving and claims history records. Your NCB is shown on your schedule.

The NCB you have will impact the premium you are required to pay at new business and on renewal. The maximum NCB is 30%.

Your NCB will increase (up to the maximum) on renewal if you haven't made an at-fault claim that impacts your NCB before we calculate your renewal offer. On renewal, NCB is determined using the status of claim(s) on your policy when we calculate your renewal premium.

An at-fault claim means all claims (including storm damage, theft, damage while parked) except where you can provide an at-fault driver's name and address and the at-fault vehicle's registration number and you show you had no fault. If an at-fault claim is made on your policy, your NCB will usually decrease.

Safety Discount

We might reward you with a discount if you have added (and you tell us about) certain safety measures to reduce the risk of damage to your caravan, for example Electronic Stability Control. Discount does not apply to the optional annexe and contents covers.

Government Taxes and Charges

After we have calculated the amount to cover your caravan insurance policy any applicable stamp duty, GST, charge and levy are then applied.

Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles people, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

You can find more information about the FCS from APRA at www.fcs.gov.au