

## Secure™ Caravan Insurance Product Disclosure Statement ADDITIONAL INFORMATION GUIDE

This Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and claim settlement examples. You should read this AIG together with our Secure™ Caravan Insurance Product Disclosure Statement (PDS) dated 30/01/2025.

**This AIG is relevant to you if your policy or renewing policy start date is on or after 19 May 2025.**

### ABOUT YOUR PREMIUM

The amount you pay for this insurance is called the premium. Your premium includes GST, and if applicable, stamp duty, and other government charges or levies that apply. The premium is shown on your schedule under 'total amount payable'. If you have chosen to pay your premium in monthly or yearly instalments, the instalment amount will also be provided.

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 driver(s) of towing vehicle
- ▼ year of manufacture of your caravan
- ▼ if you have varied your basic excess
- ▼ caravan construction material.

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 below.

Each time you renew your policy, 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
- ▼ 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 taxes and charges are added.

#### **No Claim Bonus (Does not apply to annexe optional cover or contents optional cover)**

A No Claim Bonus (NCB) recognises good driving and claims history. Your NCB is shown on your schedule. The maximum NCB we offer is 30%. Your NCB continues to increase, up to the maximum, on renewal if you haven't made a claim that impacts your NCB before we calculate your renewal offer.

A claim will decrease your NCB, unless you show you had no fault and provide the at fault driver's name, address and the at fault vehicle's registration number.

We may change or withdraw the NCB. If we do, the change or withdrawal will apply from your next renewal offer.

### Government taxes and charges

We apply GST, and if applicable, stamp duty and other government charges or levies as the final step in the premium calculation.

### 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 for an incident.

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 the amount 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

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
- ▼ loss or damage caused by theft, attempted theft, malicious damage, damaged whilst parked
- ▼ 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
- ▼ loss or damage caused by theft, attempted theft, malicious damage, damaged whilst parked
- ▼ 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
- ▼ loss or damage caused by theft, attempted theft, malicious damage, damaged whilst parked
- ▼ 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 the total will be shown on your schedule.

## What excess will apply

When you make a claim for:	Basic Excess	Other Excesses (if applicable)
Theft or attempted theft of your caravan	Yes	Transportation excess
Storm, hail, flood or fire damage	Yes	Transportation excess
Malicious act or vandalism	Yes	Transportation excess
Damage to your caravan whilst parked caused by an unidentified person or driver	Yes	Transportation excess
Collision with or by an animal	Yes	Age excess Inexperienced driver excess Driver history excess Off Road Excess Transportation excess
Windscreen or window glass damage only	Yes	Transportation excess
An incident where you or the person towing your caravan caused or contributed to the incident	Yes	Age excess Inexperienced driver excess Driver history excess Off Road Excess Transportation excess
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
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	Age excess Inexperienced driver excess Driver history excess Off Road Excess Transportation excess

## Claim settlement examples

The following examples are a guide only and are designed to illustrate how a claim payment might be calculated. The examples don't cover all scenarios or all benefits and don't form part of your policy terms and conditions. CIL determines real claim payments on an individual basis, after we've assessed each claim.

Notes about these claim settlement examples:

- ▼ the excess amounts stated are examples only and may be different to your excess(es). When you make a claim, we'll choose whether to deduct the applicable excesses from the amount we pay or direct you to pay the excesses to us.
- ▼ all amounts are shown in Australian dollars and are GST inclusive
- ▼ all examples assume that the policyholder is not registered for GST.

### Example 1 – Total loss

Your 4 year old caravan is covered for an amount insured of \$15,000. In this example your basic excess is \$300. Your caravan is damaged by hail and the cost of repairs to your caravan will be \$13,500. Based on what it would cost to repair your caravan plus our estimate of the salvage value, your caravan is a total loss. As your caravan is more than 2 years old, the 'New caravan after a total loss for caravans less than 2 years old' additional cover does not apply to you.

All cover on your caravan stops, your policy ends and there is no refund of the premium. The salvage becomes our property and we are entitled to keep the proceeds of its sale. This does not affect the amount we pay you

What you are claiming		Additional information
Amount insured	\$15,000	Your caravan is a total loss when it is uneconomical or unsafe to repair.
Less excess payable	-\$300	As your caravan has been damaged by hail the basic excess applies. We deduct this from the amount we pay to you unless you have already paid the excess to us for this claim
Claim so far	\$14,700	We would normally pay this directly to you. If a credit provider has a financial interest in your caravan then we would normally pay your credit provider (up to your amount insured) that they are owed first and pay any balance to you.
If your insurance was paid through instalments of \$60 per month and there are four remaining monthly payments in the period of insurance when your caravan is damaged:		
Less outstanding premium	-\$240	The 4 x \$60 monthly payments become due when we decide your caravan is a total loss. We normally deduct this from the amount we pay to you.
Total claim	\$14,460	

### Example 2 – New caravan after a total loss

Your caravan is covered for an amount insured of \$29,800. In this example your basic excess is \$600. Your caravan is damaged completely by fire and it is a total loss. You are more than 100 km from your usual home. Your caravan is less than 2 years old and you qualify for the 'New caravan after a total loss for caravans less than 2 years old' additional cover. The cost to replace your caravan with a new one of the same make and model including all on road costs is \$31,300.

Because we replaced your caravan, the policy will continue to its expiry date. The salvage becomes our property and we are entitled to keep the proceeds of its sale. This does not affect how much we pay.

What you are claiming		Additional information
Cost to replace your caravan including on road costs	\$31,300	We pay \$31,300 because your caravan is less than 2 years old and you qualify for the 'New caravan after a total loss for caravans less than 2 years old' additional cover. We pay this amount directly to the caravan dealership.
Replacement cost of caravan contents	\$1,000	Your policy provides up to \$1,000 additional cover for contents. In this example, you have not taken out the 'Increased Contents cover' option. We have confirmed that the loss of your contents exceeds \$1,000. We pay the \$1,000 directly to you.
After claim expenses	\$500	As you have lost the use of your cooking facilities you are entitled to claim under the additional cover 'After-claim expenses'. We pay you \$500 for the cost of your meals.
Plus temporary accommodation costs	\$1,400	We settled your claim 14 days after you told us about your caravan being involved in a fire. We pay your temporary accommodation costs of \$100 per day (we pay up to \$2100 total), for 14 days as the caravan is not your usual home.
Less excess payable	-\$600	You pay your excess directly to us.
Removal of debris	\$1,000	We pay the reasonable costs for the removal and disposal of your caravan and contents. We pay the provider directly.
Total claim	\$34,600	

### Example 3 – Partial loss

You have insured a caravan for an amount insured of \$12,000. You have taken out the 'Annexe cover' option for an amount insured of \$3,000. You have also taken out the 'Increased contents cover' option with a total amount insured for your contents of \$2,500. In this example the basic excess is \$300. Your caravan is broken into, causing damage to the annexe and caravan door. Your television and DVD player have also been stolen and you have reported this to the police. The repairs to your annexe and caravan door will cost \$1,500 and it will cost \$800 to replace your stolen contents.

What you are claiming		Additional information
Damage to annexe and caravan	\$1,500	We repair your caravan to its prior condition, standard and specification it was before the incident. We normally pay the cost of repairs directly to the repairer.
Replacement cost of caravan contents	\$800	We will pay you the amount determined based on your supplied proof or assessed quote to replace the stolen items.
Less excess payable	-\$300	As your claim for your annexe, caravan and contents was caused by the one incident, you only pay one excess (being the highest applicable excess). You pay the excess directly to us.
Total claim	\$2,000	

### Example 4 – Legal liability

Your policy includes legal liability cover. In this example the basic excess is \$300. You are traveling around Australia and your caravan is your usual home. You invited a guest over for morning tea. When your guest was leaving, your caravan's attached folding steps collapsed, causing your guest to fall and injure their ankle and lower back. Your guest has made a claim for compensation for the amount of \$9,000. We assess this claim and determine you are legally liable for these amounts.

What you are claiming		Additional information
Total amount of your liability	\$9,000	We assess the claim and agree you are liable for the injury and the amounts claimed. We pay this amount to the injured party.
Less excess payable	-\$300	You pay your basic excess to us.
Total claim	\$8,700	

### 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 FCS is subject to eligibility criteria. Information about the FCS can be obtained from the APRA website at [www.fcs.gov.au](http://www.fcs.gov.au)