

Private Motor Insurance Supplementary Product Disclosure Statement

The date of preparation of this Supplementary Product Disclosure Statement (Supplementary PDS) is 14th January 2017 and will apply to policies taken out, or with a renewal effective date, on or after this date.

This Supplementary PDS updates and should be read with, the 'Private Motor Insurance Product Disclosure Statement and Policy' CID0181 (PDS) and any other applicable Supplementary PDS.

Changes to your PDS

Change 1: Change to your Duty of Disclosure

Your PDS is amended by the deletion of the Duty of Disclosure notice.

Change 2: Change to objectives of General Insurance Code of Practice

The objectives of the code listed in 'The General Insurance Code of Practice' section of the PDS are deleted and replaced with:

- “• to commit us to high standards of service
- to promote better, more informed relations between us and you
- to maintain and promote trust and confidence in the general insurance industry
- to provide fair and effective mechanisms for the resolution of complaints and disputes between us and you, and
- to promote continuous improvement of the general insurance industry through education and training.”

Change 3: Change to contact details for 'Financial Claims Scheme'

Contact information about the scheme listed in the 'Financial Claims Scheme' section of PDS has been deleted and replaced with “<http://www.fcs.gov.au>”.

Change 4: Changes to definition of 'your vehicle'

Your PDS is amended by deleting the definition of 'your vehicle' in the 'Words With Special Meanings' section and replacing it with:

"your vehicle

the vehicle described in the schedule including:

- any standard equipment and tools fitted by the original manufacturer, plus
- any additional equipment and accessories up to 5% of the vehicles market value or \$2,000 (whichever is the lesser), plus
- other tools and spare parts for the vehicle while in or on the vehicle up to \$250, plus
- any other items listed on the schedule.”

Change 5: Change to 'Third Party, Fire and Theft' Cover summary

The following words under the 'Third Party, Fire and Theft' heading in the 'Types Of Cover For Your Motor Vehicle' section of your PDS are deleted:

“• Insurance only against damage to your vehicle caused by fire, explosion, theft or attempted theft.” and replaced with:

“• Insurance only against damage to your vehicle caused by fire, explosion, theft or attempted theft, lightning, explosion or earthquake.”

Change 6: Changes to 'Choice of repairer'

Your PDS is amended by deleting the words under the heading 'Choice of repairer– applies to all types of cover' in section '1.3 What we pay for loss or damage' and replacing them with:

"Choice of repairer – applies to all types of cover

If we decide your vehicle should be repaired, we can help you find a repairer who is part of our partner network, or you can choose your own repairer.

Our network of repairers

We have an extensive network of partner repairers across Australia who meet our high quality standards. If you choose a repairer that is part of our network of repairers to fix your vehicle, then we'll manage the whole repair process for you – with minimal fuss – so you don't have to worry. We'll also provide a lifetime guarantee on the workmanship of these repairs we authorise (see Repair guarantee).

If you choose your own repairer, you must:

- choose a repairer that has all necessary licenses and authorisations required by law, and
- obtain our authorisation for the repairs and quoted cost before these repairs are commenced.

We may require you to provide an alternative quote from a repairer of our choice for the repair of your vehicle.

We will decide whether to authorise and pay for the fair and reasonable costs of repairs, **or** decide whether to pay you the fair and reasonable cost to repair your vehicle. If we choose to pay you, we will deduct:

- any excess, and
- any input tax credit you are entitled to under *A New Tax System (Goods and Services Tax) Act 1999*.

In determining the fair and reasonable cost, we may consider a number of factors, including quotes from other repairers.

For all repairs:

- we may need to inspect your vehicle before authorising repairs. If so, we will tell you where you need to take your vehicle or have your vehicle towed
- we may require you to contribute to the costs if the repairs to your vehicle leave it in a better condition than before the incident, and
- we will not cover any additional costs incurred through the extensive delays and difficulties in obtaining parts."

Change 7: Change to limits under additional benefit 'Change of vehicle'

The following words under the additional benefit of 'Change of vehicle – applies to all types of cover' in your PDS are deleted:

- a) "We will cover any permanent replacement vehicle, from the time of its purchase for 21 days..."
and replaced with:
"We will cover any permanent replacement vehicle, from the time of its purchase for 30 days..."
- b) "• \$100,000 in the case of Comprehensive Cover, or"
and replaced with:
"• \$150,000 in the case of Comprehensive Cover, or"

Change 8: Change to limits under additional benefit 'Cleaning up after an accident'

The following words under the additional benefit of 'Cleaning up after an accident – applies to Comprehensive cover only' in your PDS are deleted:

"The maximum amount we will pay is \$500 for any one accident."
and replaced with:

"The maximum amount we will pay is \$1,000 for any one accident."

Change 9: Change to 'Hire car costs after theft'

- a) The heading and words under the additional benefit of 'Hire car costs following theft' in your PDS are deleted and replaced with:

"Hire vehicle costs after theft or attempted theft – applies to Comprehensive and Third Party Fire & Theft covers

If your vehicle is stolen, or if it is unsafe to drive, ride or tow as a result of theft or attempted theft, we will pay (inclusive of GST) the cost of a hire vehicle from the time the theft or attempted theft occurred.

We will only cover the cost of a hire vehicle up to \$100 per day (inclusive of GST):

- until your vehicle is recovered and repaired, **or**
- until we settle your claim if your vehicle is a total loss, up to a total of 21 days, whichever is the shortest period of time.

The hire vehicle must be similar to your own vehicle:

- we will help to arrange a hire vehicle similar to your own vehicle.

We will not cover:

- loss or damage to the hire vehicle, or any costs to run the hire vehicle, including the cost of fuel,
- liability which results from using the hire vehicle (except any amount for any excess and security bond you pay under your hire vehicle agreement under this additional benefit), **or**
- any other additional hire costs.

If you withdraw your claim, or we refuse to accept the claim, you may be required to refund to us any costs we incur for the hire vehicle.

We will also pay up to \$2,000 in total for any excess and security bond you pay under your hire vehicle agreement because there is loss or damage to the hire vehicle or it causes loss or damage."

- b) The following words under 'Additional exclusions applying to this policy' in 'When You Are Not Covered' section of your PDS are deleted:

"a) Is stolen and you cannot use your vehicle except as may be covered under Hire Car costs following Theft under the section headed 'Additional benefits'."

and replaced with:

a) Is stolen and you cannot use your vehicle except as may be covered under Hire vehicle costs after Theft or attempted theft under the section headed 'Additional benefits'."

Change 10: Change to limits under additional benefit 'Trailer and Caravan cover'

The following words under the additional benefit of 'Trailer and Caravan cover – applies to Comprehensive cover only' in your PDS are deleted:

"The maximum amount we will pay is the lesser of \$1,500 or the market value of the trailer or caravan."
and replaced with:

"The maximum amount we will pay is the lesser of \$2,000 or the market value of the trailer or caravan."

Change 11: Change to limits under additional benefit 'Personal property'

The following words under the additional benefit of 'Personal property – applies to Comprehensive cover only' in your PDS are deleted:

"The maximum amount we will pay is \$500 for any one event."
and replaced with:

"The maximum amount we will pay is \$1,000 for any one event."

Change 12: Change to limits under additional benefit 'Travelling and accommodation expenses'

The following words under the additional benefit of 'Travelling and accommodation expenses – applies to Comprehensive and Third Party Fire & Theft covers' in your PDS are deleted:

"The maximum amount we will pay for accommodation expenses is \$500 for any one event.

The maximum amount we will pay for travelling expenses is \$500 for any one event."

and replaced with:

"The maximum amount we will pay for accommodation expenses is \$250 per night up to a total of \$2,000 for any one event.

The maximum amount we will pay for travelling expenses is \$2,000 for any one event."

Change 13: Change to limits under additional benefit 'Child seat or baby capsule'

The words under the additional benefit of 'Child seat or baby capsule – applies to Comprehensive cover only' in your PDS are deleted and replaced with:

"Child seat or baby capsule – applies to Comprehensive cover only

We will pay reasonable replacement cost for loss or damage to a child's seat or baby capsule that is stolen from your vehicle or damaged in an accident or fire while in your vehicle."

Change 14: Change to limits under additional benefit 'Artwork and sign writing'

The following words under the additional benefit of 'Artwork and sign writing – applies to Comprehensive cover only' in your PDS are deleted:

"We will pay up to \$1,000 during any one period of insurance."

and replaced with:

"We will pay up to \$2,000 during any one period of insurance."

Change 15: 'Hire car costs after an incident' has been added as an Optional benefit

The following cover has been added under 'Optional benefits – applicable to Comprehensive cover only'

"Hire car costs after an incident – only for cars

Under your standard policy, we will pay your hire vehicle costs after theft or attempted theft for up to 21 days. If you add this option, we will also pay the cost of a hire car following any other incidents for which we cover you under this policy.

We will only cover the cost of a hire car up to \$100 per day (inclusive of GST):

- until your car is recovered and repaired, **or**
 - until we settle your claim if your car is a total loss,
- up to a total of 21 days, whichever is the shortest period of time.

The hire car must be similar to your own car:

- we will help to arrange a hire car similar to your own car.

We will not cover:

- loss or damage to the hire car, or any costs to run the hire car, including the cost of fuel,
- liability which results from using the hire car (except any amount for any excess and security bond you pay under your hire car agreement under this optional cover), **or**
- any other additional hire costs.

If you withdraw your claim, or we refuse to accept the claim, you may be required to refund to us any costs we incur for the hire car.

We will also pay up to \$2,000 in total for any excess and security bond you pay under your hire car agreement because there is loss or damage to the hire car or it causes loss or damage.

This cover is only available for cars.”

Change 16: Excesses for Learner drivers:

Your PDS is amended by including the following words in the 'What You Must Pay If You Make A Claim – Excess' section:

"If your vehicle is being driven by a learner driver, the applicable excesses will be based on the supervising licensed driver:

- the license held by the supervising driver must meet the class of license required by the learner's permit, and
- for a Nominated Driver Car Insurance Policy and Nominated Driver Low Kilometre Car Insurance Policy the supervising licensed driver must be 25 years of age or over."

Change 17: Change to Emergency repairs benefit

The following words under point d) of 'What you must not do after an accident' in 'Claims' section of the 'General Conditions' in your PDS are deleted:

“— Emergency repairs up to \$500 (over and above any applicable excesses) if you are more than 200 kilometres from the normal nightly parked address and they are necessary to enable you to continue your journey.”

and replaced with:

“— Emergency repairs up to \$1,000 (over and above any applicable excesses) if you are more than 150 kilometres from the normal nightly parked address and they are necessary to enable you to continue your journey.”

Change 18: Removal of additional benefit 'Finance gap cover'

Your PDS is amended by removing the following words under the 'Additional Benefits' section:

“Finance gap cover – applies to Comprehensive cover only

Following a total loss of the vehicle, we will pay 75% of the difference between your vehicle's insured value and your finance contract residual liability should the insured value be less than the finance contract residual liability.”

Insurer

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