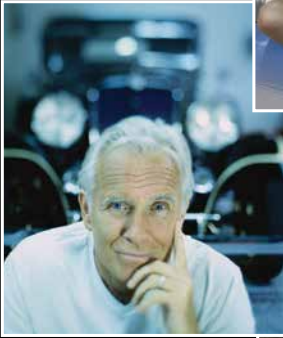


Product Disclosure Statement and Policy



Lumley Special Vehicles (LSV)

Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement ('SPDS') Edition 1 was prepared on 1 November 2018, is issued by Insurance Australia Limited (ABN 11 000 016 722 AFSL 227681), updates and alters the LSV Product Disclosure Statement and Policy Wording ('PDS') reference LSV PDS786 (08/17). It is important you read it together with the PDS and schedule and keep it in a safe place.

This SPDS will apply to policies with a commencement date or renewal date on or after 1 November 2018.

Changes to the PDS

External disputes are now administered by the Australian Financial Complaints Authority (AFCA).

Complaints

Pages 3, 5 and 13

All references to the Financial Ombudsman Service Australia (FOS) is to be replaced with Australian Financial Complaints Authority (AFCA). The Telephone, Online and Email details on pages 5 and 13, are to be replaced by the following wording:

Australian Financial Complaints Authority (AFCA)

Online www.afca.org.au **Email** info@afca.org.au

Telephone 1800 931 678 (free call)

In writing to

Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

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Welcome to Lumley Special Vehicles

Specialist vehicle insurance

Lumley Special Vehicles welcomes **you** as a customer. **We** have been supporting motoring clubs and enthusiasts in the preservation of valued specialist cars and motorcycles for many years.

Lumley Special Vehicles is a trading name of Insurance Australia Limited (IAL) ABN 11 000 016 722 AFSL 227681. Part of Insurance Australia Group Ltd (IAG) ABN 60 090 739 923.

This Policy and **your** schedule are important documents and provide proof of the contract between **you** and **us**. Please keep them in a safe place.

We recommend that **you** read this Policy and schedule carefully and in their entirety to ensure that **you** fully understand them and that they provide **you** with the protection that **you** need and that the interests and amounts insured are those that **you** have selected.

The Motoring enthusiast

To protect **your** special vehicle **we** have designed this insurance product to exclusively suit the needs of motoring enthusiasts by providing specialised insurance.

Lumley Special Vehicles insurance policies offer a range of coverage options that include additional benefits and features created to provide **our** customers with the most personalised special vehicle policy **we** can offer.

We believe **our** customer's insurance should be as custom-built for them as their special vehicle is.

Product Disclosure Statement (PDS)

The purpose of this PDS and Policy

This Product Disclosure Statement is designed to help **you** make an informed choice before deciding to buy this insurance **policy**. If **you** do, this document forms part of the agreement between **us**.

The insurer

Insurance Australia Limited (IAL) ABN 11 000 016 722 AFSL 227681 is the Insurer providing cover under **your policy**. IAL is an insurance company supervised by the Australian Prudential Regulation Authority and is subject to the prudential requirements of the Insurance Act 1973 (Cth).

IAL holds an Australian Financial Services Licence and is authorised to issue, vary and cancel general insurance products and provide financial product advice in relation to general insurance.

Code of practice

We have adopted the General Insurance Code of Practice developed by the Insurance Council of Australia. The Code is a self regulatory code for general insurers in Australia. **We** embrace the objectives of the Code to raise standards of practice and service in the general insurance industry.

You can obtain a free copy of the General Insurance Code of Practice on request by contacting:

- Lumley Special Vehicles on 133 578
- The Insurance Council of Australia's website:
www.codeofpractice.com.au
- The Australian Securities & Investment Commission on 1300 300 630

How to contact us

You can phone Lumley Special Vehicles on 133 578

or write to **us** at:

PO Box 16042

Collins Street West, Victoria 8007

You can also contact **us** via email on enquiries@lsvinsurance.com.au

or obtain more information from **our** website

www.lsvinsurance.com.au

Cooling off rights

Even after **you** decide to buy this insurance, **you** have 21 days to change **your** mind and let **us** know that **you** want to cancel the **policy**. **We** will refund the **premium you** have paid, less any government charges or taxes **we** are unable to recover, so long as **you** have not made a claim under the **policy**.

Privacy

We are committed to meeting our privacy obligations to **you** under the Privacy Act 1988 (Cth) ('the Act'). The Act provides for information to be collected, used, disclosed and held in accordance with the Australian Privacy Principles (APPs) from 12 March 2014 and prior to 12 March 2014 in accordance with the National Privacy Principles ("NPP").

You agree that **we** may collect, use, disclose and hold your personal information as set out below.

Collection

We collect information which is reasonably necessary to provide **our** services for underwriting and administering your insurance, claims handling, market and customer satisfaction research and to develop and identify products and services that may interest **you**. Collection will only take place by lawful and fair means.

We collect information regarding **you**, other people, any risk to be insured, previous claims or losses, details of previous insurances and insurers, credit status and any matters relevant to the insurance to be provided.

We collect personal information directly or indirectly by telephone, email, facsimile, online, post, external agencies and in person from **you** or another person or persons.

If **we** collect information pursuant to a law, regulation, or court order then we will advise **you** of the law or the court order applicable.

If **you** fail to provide us with personal information then this insurance may not meet your needs.

At the time of collection or as soon as practicable thereafter **we** will notify **you** or make sure **you** are aware of our identity, contact details, the purposes for which **we** collect the information, the consequences of not providing the information, how **you** can access and correct the information, that **we** will disclose the information overseas and the countries **we** will so disclose to.

Use and disclosure

We may disclose your personal information to companies in the Insurance Australia Group (IAG), our agents, overseas service providers, other insurers, mailing houses and document service providers, financial institutions, insurance and claim reference agencies, credit agencies, loss assessor and adjusters, financial or investigative service providers, internal dispute resolution officers and dispute resolution providers such as the Financial Ombudsman Service Australia.

We use and disclose your personal information for the purposes of providing insurance, administration of your Policy, claims handling and dispute resolution.

We may also use or disclose your personal information for a secondary purpose and **you** agree that **we** may so use it.

Indirect collection

When **you** provide information about other individuals **you** must make them aware of the disclosure and the use to which their personal information will be put.

We will only collect personal information about an individual from that individual, unless it is unreasonable or impractical to do so.

Overseas recipients

If your personal information is collected by or supplied to an organisation outside of Australia **We** will ensure it will be held, used or disclosed only in accordance with the Act. **We** collect and provide your personal information to a call centre in South Africa, information technology centres in India and a customer survey service in New Zealand. The countries to which information may be disclosed may vary from time to time. **We** provide **You** with notification of these changes by means of Our online privacy policy which **You** can access at www.lsvinsurance.com.au.

Marketing

We also collect your information so that **we** and **our** related companies and business alliance partners can offer **you** services and products that **we** believe may be of interest to **you**. **You** agree that **we** may so use your personal information. However, **you** can opt out of receiving such communications by contacting **us**.

Access and correction

You can seek access to your personal information by contacting **us**. **You** can require **us** to correct the personal information if it is inaccurate, incomplete or out of date. **We** will respond to any such request within a reasonable time. **We** will provide **you** with access within a reasonable time in the manner requested, unless **we** are entitled to refuse to provide access. If **we** decline to provide **you** with access **we** will provide **you** with the reasons for **our** refusal and how **you** may access **our** internal dispute resolution (IDR) process. If we correct information **we** will inform **you**. If **we** refuse to amend information **we** will provide you with **our** reasons for the refusal and details of how to access our IDR process.

Data quality and security

We will take such steps as are reasonable in the circumstances to ensure the personal information **we** collect is accurate, up to date, complete and protected from unauthorised access, misuse, modification, interference or loss.

Privacy policy

If **you** would like more details about **our** privacy policy, would like to seek access to or correct your personal information, or opt out of receiving materials **we** send, please contact us on 133 578. **You** can also view a copy of **our** privacy policy on our website at www.lsvinsurance.com.au.

Complaints

If **you** have a complaint regarding **our** management of your privacy **you** may access **our** internal dispute resolution (IDR) process by contacting **us**. In the first instance **you** should contact **us** requesting a resolution. The person contacted has one business day to resolve your complaint and if he or she cannot do so must refer the complaint to a manager. The manager has a further five business days to resolve the matter. If the manager cannot resolve the matter **you** may ask him or her to refer it to the designated IDR Officer who then has 15 business days to make a decision. When **we** make our decision **we** will also inform **you** of your right to take this matter to the Office of the Australian Information Commissioner (OAIC) together with contact details and the time limit for applying to the OAIC. In addition if **you** have not received a response of any kind to your complaint within 30 days, then **you** have the right to take the matter to the OAIC.

The OAIC is the statutory body given the responsibility of complaint handling under the Act. The OAIC is independent and will be impartial when dealing with your complaint. The OAIC will investigate your complaint, and where necessary, make a determination about your complaint, provided your complaint is covered by the Act. **You** have 12 months from the date **you** became aware of your privacy issue to lodge your complaint with the OAIC. The contact details of the OAIC are:

Office of the Australian Information Commissioner GPO Box 2999
Canberra ACT 2601
Telephone: 1300 363 992 Website: www.oaic.gov.au
Email: enquiries@oaic.gov.au

You also have a right in limited circumstances to have your privacy complaint determined by the Financial Ombudsman Service Australia (FOS). The FOS can determine a complaint about privacy where the complaint forms part of a wider dispute between **you** and **us** or when the privacy complaint relates to or arises from the collection of a debt. The FOS is an independent dispute resolution body approved by the Australian Securities and Investments Commission. **We** are bound by FOS' determinations, provided the dispute falls within the FOS Terms of Reference. **You** have two years from the date of our letter of decision to make an application to the FOS for a determination. **You** can access the FOS dispute resolution service by contacting them at:

The Financial Ombudsman Service Australia (FOS),

GPO Box 3,
Melbourne, Victoria 3001.
Telephone: 1800 367 287 Website: www.fos.org.au Email: info@fos.org.au

Answering our questions

When answering **our** questions, **you** must answer for yourself and for any other person who will be insured under this **policy**. **You** must tell **us** about everyone who will drive **your** car on a regular basis. **You** must also give **us** complete and accurate information to allow **us** to decide whether to insure **you** and the terms on which **we** will insure **you**. If **you** do not do so, **we** may be entitled to reduce or deny any claim that **you** make, or even to cancel **your policy**.

Applying for cover

When **you** apply for this insurance, **you** will need to complete an application. **We** will use and rely on the information supplied by **you** to decide the terms of cover **we** will provide. **We** provide cover to **you** on the terms contained in this document and the **schedule** that **we** issue to **you**.

The **schedule** will contain important information relevant to **your** insurance including the **period of insurance**, **your premium**, details of **your** insured **vehicle**, the **excesses** that will apply to **you** and others and whether any standard terms have been varied by way of endorsement.

All of these documents make up **your Policy** with **us**. **You** need to keep these documents in a safe place together with receipts and other evidence of ownership and value of items **you** insure.

Before expiry **we** will send **you** a renewal notice which tells **you** whether **we** will renew and on what terms. The renewal notice will tell **you** what is required.

Making a claim

Section Six tells **you** what **you** need to do. Before **we** pay any claim, **we** require evidence as to the extent of loss or damage and ownership. Please ensure that where possible, **you** keep any photographs, other documentation, or damaged property in respect of loss or damage to make the process as easy as possible.

Services provided by Lumley Special Vehicles and our General Advice Warning

We are an Australian Financial Services Licensee (No. 227681) and are authorised under **our** licence to deal in and provide general advice on this insurance.

Any advice **we** or **our** representatives provide is general only and does not take into account **your** personal objectives, financial situation or needs. Because of this **you** should, before acting on the advice, decide if it is right for **you** and consider the information contained in this document carefully.

Our employees are paid an annual salary and possibly bonuses on achievement of company goals. They are not otherwise remunerated for any advice or dealing service that they provide to **you** unless they tell **you** otherwise.

Cover options

The two levels of cover to choose from are as follows:

OPTION	DESCRIPTION OF COVER
Comprehensive	<ul style="list-style-type: none">Loss or damage to your vehicle.Your legal liability to other people.
Third Party liability	<ul style="list-style-type: none">Your legal liability to other people.

Paying monthly

If **you** pay **your premium** in instalments, the total **premium** is higher than if **you** pay one annual **premium**.

Direct debit payments

When **you** provide **us** with bank or credit card details to debit **your** instalment, **you** must ensure that **you** have the authority to use the nominated account. It is also **your** responsibility to ensure that sufficient funds are in the nominated account to meet each instalment.

If the instalment collection date falls on a non-business day, **we** will debit **your** bank account or credit card on the following business day. If there are insufficient funds, **we** will resubmit the debit within 15 days unless **you** request **us** to do so sooner or advise **us** of an alternate bank account or credit card to debit.

Benefits

In view of the range of vehicles that **we** will insure, the benefits available under this **Policy** vary and have limitations according to the cover type, **your vehicle** type and **your vehicle** use. Please read this **Policy** carefully. Some of the key benefits are:

Applicable to Comprehensive cover only

Following an insured event:

- Emergency repairs following an **accident**;
- New **vehicle** replacement following **total loss**;
- **Rental car costs** following theft;
- **Accidental** damage to personal effects;
- Emergency accommodation;
- Completion of journey costs;
- Theft of keys and re-coding costs;
- Choice of licensed repairer;
- Agreed Value **sum insured**;
- Theft or damage to a trailer;
- Off-road cover for Four Wheel Drives;
- Choice of licensed repairer;
- Reasonable towing costs following an insured event; and
- First option to purchase the salvage following **your vehicle** being declared a **total loss**.

Applicable to all covers, subject to vehicle use

- Using a substitute vehicle;
- Cleaning up costs after an **accident**; and
- Maritime law liability during sea transportation.

Optional extras and Policy variations

- Where **Comprehensive** cover is chosen, the following optional extras may be available at extra cost:
- Salvage rights if **your vehicle** is a **total loss**;
- Penalty-free windscreen and side/rear window glass cover;
- Lifetime maximum no claim bonus rating protection;
- **Rental car costs** following an **accident**;
- **Driver** restrictions for a reduced **premium**;
- Spare parts cover;
- Cover for **your mobile phone** and/or **GPS unit**; and
- Finance loss protection.

What is not covered

This **Policy** does not cover all eventualities. What is not covered can vary according to the type of cover **you** have selected. What is covered and what is not covered are detailed in this **Policy**. It is important that **you** read this document to ensure that **you** are fully aware of the **policy** coverage. Some of the main exclusions of cover are:

- when **your vehicle** is left unattended and stolen and a required **immobiliser** or **security device** is non-operational;
- if **your vehicle** is **regularly parked** on a **street** overnight in the vicinity of where **your vehicle** is usually kept;
- if a required **immobiliser** or **security device** has not been fitted or properly maintained and **your vehicle** is stolen;
- if **your vehicle** is being used or driven by a person who is not authorised by **us** to use or drive **your vehicle**;
- if **you** have limited car club use or similar registration and **you** do not use **your vehicle** in accordance with the registration permit and/or requirements;
- if **your vehicle** is being driven by someone affected by drugs or alcohol;
- if **you** have not told **us** of all **driver** details including driving history of persons to be covered under this **Policy**; and
- **we** also may cancel **your Policy** in certain circumstances permitted by law.

If **you** do not adequately insure yourself, **you** may have to bear the uninsured proportion of any loss or liability yourself. For example, if the insurance does not cover the full replacement cost of an insured item, in the event of a **total loss**, **you** would have to bear any shortfall.

We only cover **your** interest in the insured **vehicle** unless **we** specifically include cover for the interest of a third party.

We may also refuse to pay or reduce the amount **we** pay under a claim in certain circumstances. In particular:

- if **you** do not comply with the terms and conditions of this insurance;
- if **you** make a fraudulent claim.

We also may cancel **your Policy** in certain circumstances permitted by law, for example, if **you** fail to comply with a condition.

Significant risks

It is very important that **you** disclose full details of the **vehicle** to be insured and any of its **drivers**. If **you** have not disclosed something, **you** may have to pay an increased **premium** or **excess** or **we** may be entitled to refuse to pay a claim. It can also have consequences on **your** future cover. For the same reasons, it is also important that **you** comply with the terms and conditions of this **Policy**.

Your vehicle's value

You can choose to cover your vehicle for an agreed amount. We will pay you up to this amount if you suffer a covered loss.

You need to make sure that **you** are happy with the extent of cover provided by this **Policy**. If not, **you** may not get the cover **you** require.

We only provide cover up to the amounts and limits specified in **your Policy** and subject to its other terms, conditions and exclusions. All amounts insured include **GST**.

Refer to each Cover Section for details on how **we** settle any valid claim.

Excesses

An **excess** may apply when **you** make a claim. An **excess** is the part of a claim **you** must bear and is payable for each occurrence covered by this **Policy**. An occurrence is one or a series of events arising out of one cause. When an **excess** applies **we** will reduce the amount **we** pay by the amount of the **excess** or **we** will ask **you** to pay it.

The type and amount of **excess** is shown in this document and the **schedule**. The **excess** can depend on a number of factors associated with the risk including the type and value of the **vehicle**, the age and experience of the **driver**, and the particular accessories attached to the **vehicle**. In most cases the standard **excess** will be between \$200 and \$1,000.

You can elect to increase **your excess** and **we** will reduce the **premium** **we** charge.

In some cases, **we** will waive the requirement for **you** to pay an **excess**. This applies if **you** have an **accident** which damages or destroys the **vehicle** and **we** agree that the **accident** was the fault of another party. To qualify for this **you** will need to give **us** the vehicle details along with the name and address of the owner and driver, or party responsible.

Cost of this insurance

The insurance provided is subject to **your** payment or agreement to pay the **premium** **we** require by the agreed time. In order to calculate **your premium**, **we** take various factors into consideration, including:

- the type of **your vehicle**;
- the value of **your vehicle**;
- how frequently **your vehicle** is used;
- the type of cover requested;
- where **you** live;
- **your** age;
- **your** driving history;
- **your** insurance and claims history; and
- any **Policy** variations **you** chose.

Your premium also includes amounts that take into account **our** actual or estimated obligation to pay compulsory government charges, taxes or levies (for example, Stamp Duty, **GST** and any Fire Services Levy where applicable) in relation to **your Policy**. **We** will tell **you** when **you** apply what **premium** is payable, when it needs to be paid and how it can be paid.

In calculating **your premium** **we** may also consider any No Claim Bonus (NCB) Rating **you** have had with a previous insurer (provided **you** can supply proof of the NCB Rating that was held).

Your current NCB	After one penalty claim	After two penalty claims
Protected NCB	No change	No change
65% (Rating 1)	55% (Rating 2)	45% (Rating 3)
55% (Rating 2)	45% (Rating 3)	25% (Rating 4)
45% (Rating 3)	25% (Rating 4)	Nil (Rating 5)
25% (Rating 4)	Nil (Rating 5)	Nil (Rating 5)
Nil (Rating 5)	Nil (Rating 5)	Nil (Rating 5)

When **you** apply for this insurance, **you** will be advised of the total amount payable. If **you** choose to effect cover, the amounts due will be clearly set out in **your schedule**.

Other costs associated with **your Policy** are listed in the table below:

Type of cost	Details
Excess	The amount you may have to pay if you make a claim. If you must pay an excess , the amount will be shown on your schedule plus additional excesses as detailed in Section Six.
Contribution/depreciation	You might have to contribute to the cost of repairing items such as tyres, engines, accessories, paintwork, bodywork, batteries or interiors affected by wear and tear or rust and corrosion. How much you pay depends on our assessment of how worn these items were when the damage occurred.
Refund of claims cost and/or payments already made to you .	If you withdraw your claim or we refuse to accept it, you might have to refund to us any of our incurred costs associated with processing your claim and/or any payments we have already made to you , including payments made for rental car costs .

Type of cost	Details
<p>Cancellation fee:</p> <p>If you cancel your Policy within the period of insurance, we may charge a fee. We will not charge a fee if:</p> <ul style="list-style-type: none"> • you are transferring cover to another Policy with us; • you still have another current Policy with us; • you cancel within the cooling off period; and • we cancel the cover for any reason, except after a total loss claim. 	<p>Cancellation premium refunds are calculated pro-rata, based on the number of days left in your period of insurance.</p> <p>We will also refund any GST and Government charges owing to you.</p> <p>We may also charge you a cancellation fee. If we do, the fee is deducted from any refund we send to you before applying GST and Government charges.</p> <p>A cancellation fee will not be more than \$20 or 10% of the refund amount, whichever is the greater.</p> <p>If the refund is less than the fee, a refund will not be issued.</p>
<p>Cancellation after total loss.</p>	<p>If your vehicle is a total loss and we pay you the sum insured, you are not entitled to any refund in premium. We will also be entitled to any return of unexpired vehicle registration or compulsory third party insurance where permitted by law.</p>
<p>Additional premium due to a claim in previous period of insurance.</p>	<p>If you notify us of a claim that happened in an earlier period of insurance but after we have calculated your renewal premium and after your Policy has been renewed, you must pay us any additional premium we require based on your revised claims history and/or No Claim Bonus Rating. The additional premium will not exceed the amount we would have requested had you notified us of your claim earlier.</p>

Confirming transactions

You may contact **us** in writing or by phone to confirm any transaction under **your** insurance if **you**, a joint **Policy** holder, do not have the required **Policy** confirmation details.

Compensation Arrangements

The Corporations Act 2001 (Cth) requires licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of this Act, unless an exemption applies. **We** are exempt from this requirement because **we** are an insurer supervised by the Australian Prudential Regulation Authority and subject to the prudential requirements of the Insurance Act 1973 (Cth).

Financial Claims Scheme

You may be entitled to payment under the Financial Claims Scheme in the event that Insurance Australia Limited trading as Lumley Special Vehicles becomes insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from <http://www.fcs.gov.au>.

Complaints procedure

To access **our** Complaints Handling Procedures, contact the Lumley Special Vehicles Contact Centre on 133 578. If **you** have a complaint, **we** will do everything possible to resolve the matter on **your** initial contact with **us**.

If a complaint is not resolved, **we** will treat it as a dispute and will enter it into **our** Internal Dispute Resolution (IDR) process. The complaint will then be considered by a designated Internal Dispute Resolution Officer of Insurance Australia Limited, with the appropriate experience, knowledge and authority to deal with it.

Details of **our** IDR procedures are set out in **our** IDR brochure and in **our** 'Privacy' brochure. **You** can contact **us** or go to **our** website www.lsvinsurance.com.au/ to obtain a copy of these brochures.

If **we** are unable to resolve **your** complaint through **our** IDR processes **you** may be able to have **your** complaint dealt with by the Financial Ombudsman Service Australia (FOS), which is a free, independent and impartial external dispute resolution service. Its contact details are as follows:

Financial Ombudsman Service Australia (FOS)

Telephone: 1800 367 287

Post: GPO Box 3, Melbourne, Victoria 3001

Website: www.fos.org.au

Email: info@fos.org.au

Updating our Product Disclosure Statement (PDS)

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. **We** will issue **you** with a new PDS or a supplementary PDS to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, **we** may issue **you** with notice of this information in other forms or keep an internal record of such changes. **You** can get a paper copy free of charge by contacting **us**.

Policy Cover

The Agreement

In return for **your** payment of the **premium** or **your** agreement to pay it to **us** within the time **we** require, **we** agree to insure **you** based on the cover that is shown in **your schedule** for a covered event occurring within Australia, during the **period of insurance**, subject to the terms, conditions and exclusions of **your Policy**.

The cover provided varies depending on which option is specified as applicable in **your schedule**:

- **Comprehensive** cover;
- **Third party liability** cover.

This cover only applies to the authorised **drivers** of **your vehicle**, as specified in the **schedule**, except while **your vehicle** is:

- in the custody of any garage proprietor, member of the motor trade, or motor engineer, for overhaul, upkeep or repair;
- in the control of a parking station or professional car wash employee or in the control of a professional 'get **you** home' chauffeur service.
- being used in an extreme medical emergency where human life is at risk, in which case the onus of proof will be on **you** to substantiate the necessity for **your vehicle** to be driven by such a person to **our** satisfaction;

In addition, the scope of cover regarding the use of **your vehicle** is limited, and depends on which of the following is specified in **your schedule**:

- **daily commute**;
- **daily non-commute**;
- **business**;
- **recreation**;
- **limited recreation**;
- **restoration/storage**;
- **stable/collection**;
- **club plates**.

Section One - Own loss or damage (Cover for your vehicle)

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Loss or damage to your vehicle</p> <p>We will indemnify you against accidental loss or damage to your vehicle.</p> <p>We will pay, at our option:</p> <ul style="list-style-type: none">• to repair your vehicle;• the reasonable cost of repairing your vehicle; or• the sum insured.	<p>We will not pay for:</p> <ul style="list-style-type: none">• depreciation, wear and tear, rust or corrosion, mechanical, structural, electrical or electronic breakdown or failure;• damage to the tyres on your vehicle caused by the application of brakes or by road punctures, cuts or bursts;• loss suffered as a result of lawful seizure, repossession or other operations of law;• theft of or from your vehicle after an accident or breakdown if reasonable steps to protect or safeguard your vehicle had not been taken;• loss or damage if your vehicle is being regularly parked on the street overnight.
<p>Total loss of your vehicle</p> <p>If your vehicle is:</p> <ul style="list-style-type: none">• stolen and not recovered; or• damaged so that it cannot be economically repaired; <p>we will pay, at our option:</p> <ul style="list-style-type: none">• the sum insured; or• replace your vehicle.	

Section One - Additional benefits

If **we** agree to pay a claim under Section One, and **you** have chosen **Comprehensive** cover, the following additional benefits apply:

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Emergency repairs</p> <p>If your vehicle is damaged we will allow you to authorise, and then we will reimburse you, for the cost of temporary and/or minor yet essential repairs which are necessary to enable you to drive your vehicle after an accident.</p>	<p>We will not pay more than \$750 under this benefit.</p>
<p>New vehicle replacement following total loss</p> <p>If you purchased your vehicle new and it becomes a total loss we will replace your vehicle with another new vehicle of the same type, make, model, series and specifications including similar accessories.</p> <p>If we replace your vehicle, this Policy will continue to cover your new replacement vehicle until the end of the period of insurance.</p> <p>We will not require you to pay any additional premium for this cover.</p> <p>We will also pay for the on-road costs, including 12 months registration and compulsory third party insurance, of the new vehicle provided you pay us any refund amount obtained by cancelling the registration and compulsory third party insurance of your total loss vehicle.</p>	<p>We will not replace your vehicle under this benefit if:</p> <ul style="list-style-type: none"> • at the time of loss, the starting date of the original registration for your vehicle was more than 12 months ago; • you did not purchase your vehicle brand new; • you did not insure your vehicle with us from the date of its original purchase; • anyone who has provided finance for your vehicle does not agree; • a replacement vehicle is not locally available.

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Rental car following theft</p> <p>If your vehicle is insured for private or business use and is stolen and you need to rent a replacement, we will pay for the rental car costs up to the earlier of following times:</p> <ul style="list-style-type: none"> • when your vehicle is recovered in a roadworthy condition and you have been told of its location; • when your vehicle is recovered damaged and the damage is repaired; • when we settle your claim by paying you the sum insured; • a maximum of 14 days. 	<p>We will not pay:</p> <ul style="list-style-type: none"> • if your vehicle use is recreation, restoration/storage or stable/collection; • more than \$1,400 under this benefit.
<p>Personal effects</p> <p>We will pay for accidental damage to personal effects.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> • for theft of personal effects; • for personal effects not belonging to you or a member of your family; • unless such damage is caused by event that results in a claim for damage to your vehicle; • for money or negotiable instruments; • more than \$500 under this benefit.
<p>Trailer cover</p> <p>If a trailer is stolen or accidentally damaged whilst attached to your vehicle, we will pay the cost of repairs or the market value of the trailer, whichever is the lesser.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> • if the trailer is not owned by you; • more than \$1,000 under this benefit.
<p>Emergency accommodation and completion of journey costs</p> <p>If your vehicle is damaged or stolen we will pay incurred accommodation and travel expenses.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> • if you are less than 200 kilometres from where your vehicle is regularly kept; • more than \$1,000 for any one event.

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Theft of keys and re-coding</p> <p>If the keys to your vehicle are stolen we will pay for the repair, replacement or re-coding of your vehicle keys, locks and barrels.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> • unless the theft of your keys has been reported to the Police; • if the keys were stolen or taken by a member of your family, a person who resides with you, an invitee, or a person otherwise known to you; • more than \$1,500 under this benefit.
<p>Replacement of vehicle</p> <p>If you sell your vehicle and replace it with another, we will cover the replacement vehicle on our standard terms from the date of purchase, provided you notify us within 14 days of the change. We will continue to insure your replacement vehicle if:</p> <ul style="list-style-type: none"> • you give us full details about the replacement vehicle; • we agree to insure it; • you agree to any revised conditions, including any change of excess; and • you pay us any extra premium that we may require. 	<p>The sum insured of the replacement vehicle will not exceed:</p> <ul style="list-style-type: none"> • its market value; • the current sum insured on your schedule; • the purchase price of the replacement vehicle; or • \$250,000, <p>whichever is the lesser.</p>

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Choice of repairer</p> <p>If we elect to repair your vehicle, you may choose your own licensed repairer. We reserve the right to determine the method of repair and it will be our duty to ensure that the repairs are carried out in a satisfactory manner and that your vehicle is repaired with parts that are new or consistent with the age and condition of your vehicle.</p> <p>If any of these parts are not readily available in Australia, we will pay shipping rates for their freight costs to Australia.</p>	<p>We will not pay for:</p> <ul style="list-style-type: none"> • repairs not authorised by us; • airfreight for parts not available in Australia. <p>If the repairs to your vehicle put it in a better condition than it was prior to the loss, we may also require you to contribute to the cost of the repairs.</p>
<p>Lifetime guarantee on repairs</p> <p>We will guarantee the workmanship and materials on all repairs authorised by us for the life of the vehicle.</p>	<p>We will not guarantee:</p> <ul style="list-style-type: none"> • repairs not authorised by us; • repairs once you sell, give away, dispose of, or are no longer the registered owner of, your vehicle.
<p>Towing and storage</p> <p>We will pay the reasonable cost of protection and removal of your vehicle, following an insured event, to the nearest repairer, place of safety or to any other place approved by us.</p>	<p>Should the cost of returning your vehicle plus the necessary repairs exceed sum insured, we reserve the right to treat your vehicle as a total loss.</p>
<p>Salvage purchase</p> <p>If we pay you because your vehicle becomes a total loss, and you are not entitled to salvage rights, you may choose to purchase the salvage of your vehicle at a fair and reasonable price set by us.</p>	

Conditions that apply to all benefits under Section One:

We will only cover **you** if **you** comply with the General Conditions (Section Five) as far as they apply to **you** and **you** are not excluded from cover by virtue of the General Exclusions (Section Four). Other terms, conditions and exclusions may specifically apply to **your Policy** and **we** will tell **you** if they do.

Section Two - Third party liability (Cover for your legal responsibility to others)

Under this section, **we** will pay a maximum amount of \$30,000,000 (thirty million dollars) arising out of any one incident or series of incidents arising out of the one event.

WHAT IS COVERED	WHAT IS NOT COVERED
<p>We will pay for amounts you are legally liable to pay as compensation for loss or damage to someone else's property as a result of an accident caused by or arising out of the use of:</p> <ul style="list-style-type: none"> • your vehicle; • one caravan or one trailer (only) towed by your vehicle; • a sidecar attached to your vehicle, but only if your vehicle is a motorcycle. <p>In relation to the use of your vehicle, we will also cover:</p> <ul style="list-style-type: none"> • any person driving, using or in charge of your vehicle with your consent; • your employer, principal or partner but only if their liability arises out of the use by you of your vehicle; • the Commonwealth and State Governments but only if their liability arises out of the use by you of your vehicle on Government business. 	<p>We will not pay for:</p> <ul style="list-style-type: none"> • damage to property belonging to, or in the physical or legal control of: <ul style="list-style-type: none"> - you or any person using your vehicle and/or any attached trailer, caravan or sidecar; - a passenger travelling in, or who is getting into or out of your vehicle; - your employer, principal or partner; - a person entitled to cover under this section; • legal liability claims: <ul style="list-style-type: none"> - by you or your relative, spouse or de facto, or any person ordinarily residing with you or a person entitled to cover under this section; - where there is insurance required by law that provides cover for the liability; - relating to a person whom we have not permitted to use or drive your vehicle; • claims where, in the 5 years before the occurrence of any accident, the driver has: <ul style="list-style-type: none"> - been refused motor vehicle insurance or has it withdrawn, cancelled or its renewal declined or refused; or - had their driver or motorcycle rider licence cancelled, suspended, downgraded, lapsed or any special conditions imposed; unless we were made aware of these circumstances and agreed to insure such driver; • claims arising from any agreement or contract you, or a covered person, entered into unless you or they would have been liable despite the agreement or contract; • penalties, fines or awards of aggravated, exemplary or punitive damages made.

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Legal costs</p> <p>Provided we agree in writing, we will also pay all legal costs and expenses incurred in defending any court proceedings arising from an event for which cover is provided.</p>	<p>We will not pay for:</p> <ul style="list-style-type: none"> • legal costs relating to any criminal or traffic proceedings; • legal costs incurred without our written consent.
<p>Substitute vehicle</p> <p>If your vehicle is not being used by you because it is undergoing service or repair, we will extend cover under this section to include you driving (with the owner's consent) a substitute vehicle not belonging to you.</p>	<p>We will not pay if the substitute vehicle is:</p> <ul style="list-style-type: none"> • subject to a self-drive hire or rental agreement; • unregistered or not designed and used for private use; • otherwise insured.
<p>Cleaning up costs</p> <p>We will cover you for costs, charges and expenses necessarily and reasonably incurred to clean up and remove any debris as a result of an accident involving your vehicle.</p>	
<p>Maritime law liability</p> <p>We will pay your liability for general average and salvage charges, where such Maritime Law applies whilst your vehicle is being transported by sea between places within Australia even in the event of there being no loss or damage to your vehicle.</p>	

Conditions that apply to Section Two:

We will only cover **you** if **you** comply with the General Conditions (Section Five) as far as they apply to **you** and **you** are not excluded from cover by virtue of the General Exclusions (Section Four). Other terms, conditions and exclusions may specifically apply to **your Policy** and **we** will tell **you** if they do.

Section Three - Policy variations (Personalise your Policy)

Some of these variations will give **you** additional cover, and some will restrict **your** cover. **Your schedule** will show if any apply.

The following variations are for **Comprehensive** cover only:

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Salvage rights If your vehicle is 25 years old or more and we declare it a total loss you may keep the salvage of your vehicle at no cost to you.</p>	<p>We will not give you salvage rights if:</p> <ul style="list-style-type: none"> • your vehicle is stolen and we pay you for a total loss;
<p>Windscreen and window glass cover If the front windscreen or side or rear window glass in your vehicle is accidentally broken, and is the only damage sustained to your vehicle, we will pay to have it replaced and will not apply an excess or penalise your No Claim Bonus Rating.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> • unless the fracture extends through the entire thickness of the glass or, if the glass is laminated, the fracture extends through all layers of the lamination; • for more than one windscreen or window broken in any one period of insurance; • more than \$1000 under this benefit.
<p>Lifetime No Claim Bonus Rating protection We will not reduce your No Claim Bonus Rating if you make a claim, even when you are at fault.</p>	<p>Your claims history is still a factor in deciding whether or not we offer you renewal and on what terms.</p>
<p>Rental car following an accident If your vehicle is insured for private or business use and is damaged in an accident and you need to rent a replacement, we will pay for rental car costs. If your vehicle is repairable, this benefit will start from:</p> <ul style="list-style-type: none"> • when repairs to your vehicle are authorised by us; or • when your vehicle is made available for repairs to begin; or • your chosen repairer is able to commence fixing your vehicle; <p>whichever is the latest date.</p> <p>If your vehicle is not repairable, this benefit will start from the date we declare your vehicle to be a total loss.</p>	<p>This benefit will finish:</p> <ul style="list-style-type: none"> • after a maximum of 14 days rental; • when the repairs to your vehicle are completed; • when we pay you the sum insured; or • when we otherwise settle your claim; <p>whichever is the earliest date.</p> <p>We will not pay:</p> <ul style="list-style-type: none"> • if your vehicle use is recreation, chauffeur hire, restoration/ storage or stable/collection; • more than \$1,400 under this benefit.

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Spare parts We will cover you for loss or damage arising from fire or theft of spare parts purchased for fitting to your vehicle whilst such parts are located at your premises, or elsewhere where your vehicle specified in the schedule is located, whilst undergoing restoration or repair work.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> • for theft unless consequent upon violent and forcible entry to the storage premises; • more than \$2,000 during any one period of insurance.
<p>Mobile phone and/or GPS unit If a mobile phone or GPS unit owned by you and listed on your schedule suffers loss or damaged as a result of:</p> <ul style="list-style-type: none"> • an accident involving your vehicle; • fire (whether resulting from explosion or otherwise); • storm and/or tempest; or • theft; <p>then we will pay, at our option:</p> <ul style="list-style-type: none"> • the reasonable repair costs; • to replace the mobile phone or GPS unit; • the market value of the mobile phone or GPS unit. <p>We will also extend this cover to include a mobile phone or GPS unit owned by the chauffeur provided it is being used in the course of your employment.</p>	<p>We will not pay for:</p> <ul style="list-style-type: none"> • damaged caused by the mobile phone or GPS unit's own spontaneous fermentation or heating or its undergoing any process involving the application of heat; • damaged caused by storm or tempest where the mobile phone or GPS unit is left in open air; • loss caused by theft without violent and/or forcible entry, or where the mobile phone or GPS unit is in the open air; • theft or any attempted theft committed by your family or any person or persons whilst lawfully in custody of the mobile phone or GPS unit; • wear, tear, depreciation, any gradual operating cause, any process of cleaning, repairing or restoring or the action of light or atmospheric conditions, moth or vermin; • confiscation, detention or seizure by customs or other officials or authorities; • mechanical, electronic or electrical breakdown or failure; • expropriation, i.e. lawful seizure, resumption, confiscation, nationalisation or requisition; • damage resulting from action of wind or waves whilst being conveyed on water, earthquake and or subterranean fire, lightning or volcanic eruption. • more than \$1,000 during any one period of insurance.

Section Four - General exclusions (When we will not pay a claim)

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Finance loss protection If the amount owed under a valid instalment, sale or leasing agreement, exceeds the sum insured at the time of a total loss, we will pay 75% of the difference between the sum insured and the amount owed by you to the financier.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> any payments or interest in arrears on the date your vehicle became a total loss; any monthly, interim or periodic payment which, on the date of a total loss, had not been made solely because such payment had not yet become due under the instalment, sale or leasing agreement.

The variations below can apply to all covers:

WHAT IS COVERED	WHAT IS NOT COVERED
<p>Increased standard excess You may choose to lower your premium and take a higher standard excess. Your schedule will show the higher standard excess agreed upon.</p>	Age, inexperience and any other additional or special excesses still apply.
<p>Named drivers only restriction When this variation applies, only the persons named in your schedule are allowed to drive or be in control of your vehicle.</p>	We will not pay if, at the time of loss, an unnamed person is the driver or is in control of your vehicle , unless that person is an excepted driver .
<p>Driver age restriction Your Policy as standard excludes any driver under the age of 25. However your Policy may be varied to exclude drivers under the age of 30 or 40. If this restriction applies, your schedule will show what age restriction applies.</p>	We will not pay if, at the time of loss, the person who is the driver or is in control of your vehicle is under the age of 30 or 40, whichever is applicable and as specified in your schedule , unless that person is an excepted driver .

Conditions that apply to Section Three:

We will only cover **you** if **you** comply with the General Conditions (Section Five) as far as they apply to **you** and **you** are not excluded from cover by virtue of the General Exclusions (Section Four). Other terms, conditions and exclusions may specifically apply to **your Policy** and **we** will tell **you** if they do.

These important exclusions apply to all Sections of **your Policy**.

We will not pay for any loss, damage or liability arising directly or indirectly from or in any way connected with:

Unlicensed driver

your vehicle being driven by **you**, or by any person with **your** consent, who is not licensed to drive **your vehicle** under all relevant laws, by-laws and regulations.

Driver under the influence

your vehicle being driven by any person:

- whose faculties are impaired by any drug, alcohol or intoxicating liquor;
- who is convicted of or charged with driving, at the time of the **accident**, under the influence of any drug, alcohol or intoxicating liquor;
- with a percentage of alcohol in his or her breath or blood in excess of the percentage permitted by law in the relevant State or Territory, as indicated by analysis of the person's breath or blood taken within 2 hours of the occurrence of the **accident**;
- who refuses to provide or allow the taking of a sample of breath, blood or urine for testing or analysis as required by any law of a State or Territory.

However, **we** will pay if **you** can prove **you** did not know or could not reasonably have known that the **driver** of **your vehicle** was so affected or refused to undergo an appropriate test.

Overloaded vehicle or unsecured load

your vehicle being used to carry a greater number of passengers or convey or tow a load in excess of that for which **your vehicle** was constructed, which is over the legal limits or not secured according to law. **We** will pay if **you** prove the loss, damage or liability was not caused or contributed to by such greater number of passengers or load, or by the load being unsecured.

Unlawful use

the use by **you**, or by some other person with **your** permission or implied consent, of **your vehicle** for an unlawful purpose.

Unsafe vehicle

your vehicle being used in an unsafe or unroadworthy condition and such condition caused or contributed to the loss. This does not apply where **you** could not have reasonably detected the unsafe or unroadworthy condition.

Motor trade

your vehicle being used in connection with the motor trade for experiments, tests or trials.

Consignment

your vehicle being on consignment or in the possession of a person as part of the person's stock in trade.

Hire, fare or reward

your vehicle being used to carry goods or passengers for hire, fare or reward other than:

- under a private pooling arrangement; or
- when the cover has been extended to include.

If **your** full-time employer pays **you** a travelling allowance, **we** will not regard that as hire, fare or reward.

War, riot, nuclear and asbestos

any of the following regardless of any contributing cause or event:

- war, invasion, acts of foreign enemies, hostilities, or warlike operations (whether war be declared or not), civil war, rebellion, riot, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power;
- radioactivity or any radioactive substances or nuclear fuel, nuclear waste or nuclear material;
- asbestos.

Motor sport and driver training

your vehicle being used by **you**, or someone with **your** permission:

- for or being tested in preparation for any motor sport, racing or pacemaking, or a reliability, speed, time or hill climbing trial, test or contest or any other motor sport;
- when being driven on a race track or speedway track or course;
- when being driven on, or participating in, any section of a rally or similar event, or on any driver training or driver instruction day on a racetrack or speedway track or course, unless **you** have notified **us** of **your** intention to use **your vehicle** for this purpose, **we** have agreed to provide cover and **you** agree to pay **us** any additional **premium we** require.

Deliberate, malicious or criminal act, or use

a deliberate, intentional, malicious or criminal act (including theft, conversion, abscondence or any other misappropriation) caused by or resulting from **you**, a person covered by this **Policy** or any person who is acting with **your** permission or implied consent.

Loss of use

your inability to use **your vehicle**, except for specific **rental car costs** when such cover is provided by **your Policy**.

Rails

your vehicle being on rails other than as cargo.

Outside period of insurance

any loss, damage or liability arising out of an **accident** or theft that did not occur during the **period of insurance** as stated in **your schedule**.

Failure to disclose input tax credit

any **GST**, fine, penalty or charge for which **you** are liable arising out of **your** misrepresentation of, or failure to disclose, **your** actual input tax credit entitlement in the settlement of any claim or **premium** relating to **your Policy**.

Terrorism

we will not pay under this policy for any loss which arises directly or indirectly as a result of any nuclear, biological or chemical weapons, substances or contaminations. This also includes any force or violence by any person or people, whether acting alone or on behalf of or in connection with any organisation or government, which from its nature or context is committed for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to coerce, influence or intimidate any government and/or the public or any section of the public.

Limits on use

your vehicle being used:

- other than in accordance with the use as stated in the **schedule**;
- other than in accordance with the requirements for which **your vehicle** is registered or a permit to drive is granted;
- outside Australia, except during transportation by air or sea between places within Australia.

Drivers not named or excluded by age

your vehicle being driven by or in the custody of any person:

- under the age of 25;
- older than 25, but under the age specified in **your schedule**, if **your Policy** restricts the age of drivers;
- who is not a named **driver**, if **your schedule** states that **your Policy** is restricted to named **drivers** only;

unless that person is an **excepted driver**.

Unregistered vehicle

your vehicle being used on a public road without being registered for use on such road, unless **you** were permitted to drive **your vehicle** unregistered by the relevant transport authority.

Undisclosed and illegal modifications

your vehicle if it has any:

- **modification** which **you** have not told **us** about; and **we** would not have agreed to cover **your vehicle** if the **modification** had been disclosed to **us**;
- **modification** which is not permitted by law in the State or Territory in which **your vehicle** is registered;
- **modification** which would prevent **your vehicle** from being legally registered in the State or Territory in which **you** reside, unless **your vehicle** is unregistered, **you** have provided full details of the **modification** to **us**, and **we** have agreed to cover **your vehicle**.

Anti-theft systems

the theft or attempted theft of **your vehicle** when any **immobiliser**, or other anti-theft system or **security device** fitted to **your vehicle**:

- is not maintained in efficient working order; or that
- is not made active whenever **your vehicle** is left unattended; unless:
 - **your vehicle** is in the care, custody or control of a service station, garage, hotel, restaurant or other commercial undertaking to whom it has been entrusted for the purposes of overhaul, upkeep, repair, parking or washing;
 - an injury the **driver** suffers in an **accident** in **your vehicle** prevents **you** from complying with activating **your immobiliser** or **security device** immediately thereafter.
- becomes inoperable for any reason or fails to operate in accordance with the manufacturers' specifications. However, **we** will pay if immediate arrangements are made to rectify or repair such **immobiliser**, system or **security device**.

Section Five - General conditions (When we may refuse to pay a claim)

If **you** do not comply with these conditions, **we** may refuse to pay **your** claim in full or in part.

Renewal

At expiry of the **Policy**, **we** may offer to enter into a new contract for a new **period of insurance**. Any renewal notice will indicate the **premium** payable for the new contract and any proposed alteration to the contract. Before the **Policy** is renewed it is **your** duty, by law, to disclose to **us** any matter which has altered the risk **we** insure. **We** may require an additional **premium** if **you** make a claim in the short period between the time **we** calculated the renewal **premium** and the expiry of **your Policy**.

Reasonable protection and maintenance

You must take all reasonable steps to protect **your vehicle** from loss and damage and comply with all legal requirements regarding the safety, maintenance and operation of **your vehicle**.

Towing

If **you** are towing **your vehicle** for any reason, and **you** are not employing a specialist towing company, **you** must:

- take all reasonable precautions when transporting **your vehicle** by securing it in a manner that meets the Australian Standard 4142.2:1993 (for fibre ropes), Australian Standard 4380:2001 (for cargo restraint systems – transport webbing) and Australian Standard 4344 2001 (cargo restraint systems – transport chains);
- ensure that the towing motor vehicle meets the requirements of the State or Territory registration towing limits for the trailer whilst having **your vehicle** securely attached to it.

Street parking

You are not insured if **your vehicle** is regularly parked on the street overnight. If **you** have disclosed to **us** that **you** usually park **your vehicle** off-street and those circumstances change, **you** must notify **us** immediately.

Dangerous goods

If any hazardous goods or substances are carried in **your vehicle** **you** must comply with all relevant laws, by-laws and/or statutory regulations. Should non-compliance with this condition prejudice **our** interests, the amount of any benefit under the **Policy** will be reduced by the amount that represents the extent to which **our** interests have been prejudiced by that non-compliance.

Special registration

If **we** have accepted **your vehicle** on the basis of it being granted club, historic or other designated special limited use registration status by a relevant statutory body, **we** will show this status in **your schedule**. **You** must only drive **your vehicle** in accordance with the special registration or permit requirements or **we** will not pay a claim. **We** reserve the right to

request confirmation of such registration at renewal of **your Policy**.

Notice of changed circumstances

You must give **us** notice as soon as possible:

- of any change in or addition to the person or persons who will regularly drive **your vehicle**;
- where any driver or motorcycle rider licence is restricted, suspended, cancelled or special terms or conditions imposed;
- of particulars of any driving offences for which **you** or any person who regularly drives **your vehicle** is fined, charged or convicted;
- of particulars of any motor **accidents** involving **you** or any person who regularly drives **your vehicle**;
- of particulars of any criminal offences for which **you** or any person who regularly drives **your vehicle** is charged or convicted of;
- of particulars of any conversion, alteration or **modification** of **your vehicle** from its maker's specifications. **You** must pay **us** any additional **premium** if required;
- any change in garaging or how **your vehicle** is **regularly parked** overnight;
- if any **immobiliser** or **security device** ceases to be in good working order.

Changing your Policy

If **you** want to make a change to **your Policy**, the change becomes effective from:

- when **we** tell **you** **we** have agreed to it;
- when **we** give **you** a new **schedule** detailing the change; or
- the date detailed on the new **schedule** **we** give to **you**.

Notices

We will give **you** any notice in writing. It will take effect at whatever is the earlier of the time of:

- delivery to **you** personally;
- postage to **your** address last known to **us**.

It is important for **you** to tell **us** of any change of address as soon as possible.

Cancellation by you

You may cancel **your Policy** at any time by telling **us** in writing **you** want to cancel it. Where more than one person is insured under **your Policy**, **we** will only cancel the **Policy** when a written agreement to cancel the **Policy** is received from all insured persons. Cancellation by **you** will be effective when **we** receive **your** request and all cover will then cease.

Cancellation by us

We may cancel **your Policy** by giving **you** written notice and in accordance with the law, including where **you** have:

- made a misrepresentation to **us** before the **Policy** was entered into;
- failed to comply with a provision of **your Policy** including failure to pay

the **premium**;

- made a fraudulent claim under **your Policy** or any other **Policy** during the time **your Policy** has been in effect;
- failed to notify **us** of a specific act or omission as required by **your Policy**;
- failed to tell **us** about any changes in the circumstances of the risk during the **period of insurance**.

If **we** cancel **your Policy**, **we** will advise **you** in writing and all cover will cease at the earlier of the following times:

- when another contract of insurance is taken out by **you** to replace **your Policy**;
- at 4.00pm Local Standard Time of the third business day after the day on which notice was given to **you** or such later time as **we** may specify in the notice.

Return premium after cancellation

After cancellation and subject to **your** cooling off period rights (see PDS Section), **we** will keep the **premium** for the period that **your Policy** was in force. **Your** cover under the **Policy** then ceases. **We** will refund the unexpired portion of **your premium**, after deducting a cancellation fee of 10%, with the minimum charge being \$20.

However, if **we** pay **your** claim for a **total loss**, then **your** cover under **your Policy** ends and **we** are entitled to keep any **premium**.

Monthly premium instalments

- if **you** do not pay any **premium** instalment by the date agreed, **we** will:
 - in the event of a claim, not pay for any loss, damage or liability incurred if such instalment is more than 14 days overdue. If such instalment is less than 14 days overdue, **we** are entitled to deduct the overdue amount from any claim settlement;
 - automatically cancel **your Policy** if any **premium** instalment is more than 30 days in arrears.
- where **we** settle any claim on a **total loss** basis, **we** are entitled to deduct all remaining **premium** instalments which are unpaid, from such settlement.

Transfer of interest in Policy

No interest in **your Policy** can be transferred without **our** written permission.

Obligations of third parties covered

Any other person entitled to cover under **your Policy** is bound by the terms of **your Policy**.

Law and jurisdiction

This insurance is subject to the laws of the State or Territory in Australia where **your Policy** was issued and the Australian Courts have sole authority.

Section Six - Claims (What you must do)

You have the following responsibilities if **you** have an **accident** or make a claim under **Policy**. **Do not admit liability**

You must not pay or promise to pay or offer payment or admit responsibility for a claim.

Prevent further damage

You must take all reasonable steps to stop any further loss from occurring.

Contact tracking security

If **your vehicle** is fitted with a remote tracking **security device** and is stolen, **you** must immediately contact the relevant **vehicle** tracking bureau.

Contact Police

You must notify the Police as soon as possible in respect of theft of, or malicious damage to, **your vehicle**.

If **your vehicle** is involved in an **accident**, **you** must also notify the Police:

- if damage to property, other than the **vehicles** involved, exceeds \$500;
- if any **vehicle** involved requires towing;
- if any person was injured.

Tell us as soon as possible

You must advise **our** office by telephone or in writing as soon as practicable after **you** suffer a loss, and arrange to complete **our** claim form which **we** will send to **you**, **you** can download from **our** website, or may also be obtainable from **your** repairer.

If **you** do not make a claim within a reasonable time after the loss, **we** may reduce what **we** pay to **you** to allow for any disadvantage **we** may have suffered because of the delay.

Broken window glass

When claiming for broken window glass, please call **us** before authorising repairs. If this is not possible, **our** preferred repairer is Windscreens O'Brien – Telephone 13 16 16.

- Arrange for a new window or repairs to be done;
- Pay the account and keep the receipt;
- Obtain a claim form from **us** or send **us** a letter with the repair account;
- If an **excess** is applicable **we** will deduct it from the amount **we** pay **you**.

Obtain a quote from choice of repairer

You have choice of licensed repairer, and must obtain a written quotation from them. **Your** completed claim form should be left with **your** repairer. They should then contact **us** to arrange for an inspection by **our** assessor.

Authorising repairs

You must not repair or replace any damaged property without **our** consent. Before repairs are started **you** must obtain **our** written agreement. If **you** have **Comprehensive** cover, **you** may authorise temporary and/or essential repairs up to a maximum of \$750.

Make vehicle available for inspection

You must make **your vehicle** available for **our** inspection at **your** choice of repairer. **We** reserve the right to invite, accept, adjust or decline estimates or to arrange, at **our** expense, for the removal of **your vehicle** to other repairers for quotation purposes.

Demands from other parties

If **you** receive notice holding **you** responsible for damage to others' property, **you** should send **us** full details in writing along with any communication from the other parties, their insurer, solicitor or any court document received.

Keep salvaged items

You must keep the property that has been damaged so **we** can inspect it.

Other insurance

You must notify **us** of any other insurance that also provides cover, whether in whole or in part.

Entitlement to input tax credits

The amount that **we** pay will be based on GST inclusive costs. However, if **you** are, or would be, entitled to claim any input tax credits for the repair or replacement of **your car**, **we** will reduce any claim under the insurance by the amount of the input tax credits.

Finance difference

If **your vehicle** is a **total loss** and **you** have an instalment, sale or leasing agreement with a financier, and the amount owing under that agreement will not be discharged by the claim payment, **you** must pay the difference owing to the financier prior to **us** settling **your** claim.

Co-operate and assist us

You must co-operate and assist **us** and provide **us** with all the information that **we** require including, but not limited to, valuations, receipts, proof of ownership, driving history print-outs and statutory declarations if requested.

Section Six - Claims (What we will do)

We have the following responsibilities if **you** have an **accident** or make a claim under **Policy**.

Excess

We will reduce the amount we pay **you** following a covered loss by the **excess**.

However, if **you** have an **accident** which damages or destroys **your vehicle** and **you** can satisfy **us** that the **accident** was the fault of another party and **you** can give **us** the name and address of the owner and driver or party responsible then **you** will not have to pay the **excess**.

There are five types of **excesses** that may apply in the event of a claim. These **excesses** are in addition to any other **excess** shown in **your schedule** that may be imposed on **you**.

They are as follows:

Standard excess

The standard **excess** applies to all claims made under this **Policy** and is shown in **your schedule**. The standard **excess** of each item shall apply cumulatively to each item insured under this **Policy**, if damaged in the same **accident**.

Driver age excess

Applies when a driver, at the time of an **accident**, is under the age of 25 and **we** have agreed to pay the claim. This **excess** is additional to the standard **excess**. Unless higher amounts are shown in **your schedule** the following age **excesses** will apply:

- was under 22 years of age - \$1,000
- was aged 22 to 24 years of age - \$750

Driver inexperience excess

Applies when a **driver**, at the time of an **accident**, has held an Australian driver or motorcycle rider licence (whichever is applicable and excluding a Learner Permit) for less than 3 years. This **excess** is additional to the standard **excess**. Unless a higher amount is shown in **your schedule**, this **excess** is \$500.

Special imposed excess

Applies because of certain specified risk features of this insurance. This **excess** is additional to the standard **excess** for the risk features **specified** under this heading in **your schedule**.

Theft and attempted theft excess

Applies if **your schedule** states **you** were required to fit to **your vehicle**, an **immobiliser** that complies with Australian Standards 4601:1999 or another **security device** and, at the time of theft or attempted theft, one was not fitted or was not in working order. This **excess** is additional to the standard **excess**. Unless a higher amount is shown in **your schedule**, this **excess** is \$1,000.

No Claim Bonus (NCB) Rating

Your NCB Rating is not affected if:

- **you** have a lifetime maximum NCB Rating;
- if the **driver of your vehicle** at the time of the **accident** did not, in **our** opinion, contribute to the cause of the **accident**, however, **you** must give **us** the name and address of the owner and driver or party responsible.

Deciding who is at fault

We will be solely responsible for deciding whether or not **you** contributed to the cause of an **accident**.

Vehicle salvage

If **your vehicle** becomes a **total loss** and is insured for **Comprehensive** cover, the wreck of **your vehicle** will, at **our** option, become **our** property and **we** will keep the proceeds of any salvage sale. This does not apply if **you** are entitled to salvage rights, and **your vehicle** was not stolen.

Unavailable spare parts

If any part is not available in Australia 90 days after the date of **your** damaged **vehicle** being assessed by **us**, **we** may immediately settle **your** claim. **We** will pay for the cost to otherwise repair **your vehicle**, plus the **reasonable parts cost** for the unavailable parts.

Other insurance

You must notify **us** in writing if **you** have already effected, or if in the future **you** effect, any insurance or insurances which covers any matter covered by **your Policy**, in whole or in part.

To the extent permitted by law, when other insurance applies to a covered loss, **we** will pay only in excess of the other insurance, limited to the indemnity being provided under **your Policy**, unless that other insurance was specifically written to be excess over the indemnity provided in **your Policy**.

Our rights of recovery

We have the right to exercise **your** legal rights to conduct, defend or settle any legal or recovery action that **we** consider necessary and to do so in **your** name. If **we** recover more than the amount **we** have paid to **you** or on **your** behalf, **we** will pay **you** the balance.

Section Seven - Glossary of terms

Some words and phrases have a special or specific meaning when they appear. Please refer to the glossary of terms below so **you** can understand what **we** mean when **we** write these words.

Common words

we, us, our

means the insurer, Insurance Australia Limited (IAL) ABN 11 000 016 722 AFSL 227681 trading as Lumley Special Vehicles.

you, your

means the insured named in the **schedule**, but may also include the financier of the insured **vehicle**.

Vehicle use definitions

Your Policy may restrict how often **you** may use **your vehicle**. Please refer to **your schedule**, note what use **you** have selected and ensure **you** conform within the following definitions. These **vehicle** use definitions appear in **bold** throughout this **Policy**.

business

means **your vehicle** is insured whilst used:

- within the **private** use definition (above);
- by any person in connection with **your** business or occupation, other than the carriage of goods or person for payment or for hire.

daily commute

means **your vehicle** is insured whilst used privately for social, domestic and pleasure purposes, including:

- driving to and from work;
- in connection with repairing, servicing and testing;
- for tuition purposes provided no payment is received;
- whilst being demonstrated for sale purposes;
- in connection with a private pooling arrangement.

daily non-commute

means **your vehicle** is insured within the daily commute definition except for driving to and from work.

recreational

means **your vehicle** is insured whilst used within the **private** use definition provided **you** do not drive **your vehicle**:

- more than an average of three days per week;
- to work on a regular basis;
- more than 8,000 kilometres per year.

limited recreational

means **your vehicle** is insured whilst used within the daily non-commute use definition provided you do not drive your vehicle:

- more than an average of 2 days a month;
- to work on a regular basis;
- more than 4,000 kilometres per year.

restoration/storage

means when **your** vehicle, including when it is unregistered, is being restored or is in storage. If **your** vehicle is being restored, it is insured whilst driving only when relevant State/Territory permits are obtained beforehand.

stable/collection

means a collection of **vehicles** insured with **us**, insured whilst used within the **private** use definition, but restricted to only a certain number of **vehicles** driven at any one time as stated in **your schedule**.

club plates

means **your vehicle** is insured for loss, damage or liability whilst **your** motor **vehicle** is being driven in accordance with **your** State's or Territory's rules and regulations for club registration.

Words and phrases with special meanings

Throughout this document, **we** have highlighted the following words in **bold** when their special meaning applies. This will help **you** to easily identify them.

accident, accidental, accidentally

means loss or damage, other than theft, which was not expected or planned by **you** and includes a series of incidents arising out of the one event.

comprehensive

means all Sections of the **Policy** will operate.

driver, drivers

means the operator/s of **your vehicle** and includes the rider/s of a motorcycle.

excepted driver

refers to a person who is named as a **driver** in **your schedule** or the driver at a time when **your vehicle** is:

- in the custody of any garage proprietor, member of the motor trade, or motor engineer, for overhaul, upkeep or repair;
- is in the control of a parking station, a professional car wash employee or in the control of a professional 'get **you** home' chauffeur service;
- being used in an extreme medical emergency where human life is at risk, in which case the onus of proof will be on **you** to substantiate the necessity for **your vehicle** to be used by such a person to **our** satisfaction.

excess, excesses

is the amount specified in the **schedule** and elsewhere in **your Policy** which **you** must contribute towards any claim payment under **your Policy**. It is payable for each occurrence covered by **your Policy**. An occurrence is one or a series of occurrences arising out of one cause.

GPS unit

means a mobile or after-market fixed car navigation unit and its accessories, which uses Global Positioning Satellites.

GST

is Goods and Services Tax

immobiliser

means an electronic engine immobiliser that is self-activating, self-arming or passive-arming. It must be black wired and, if remote operated, the remote must be code-hopping. It must also comply with Australia & New Zealand Standard AS/NZS 4601:1999, have a minimum of two points of immobilisation (more than two if specified by **us** on **your schedule**) and automatically activate shortly after the engine is switched off.

market value

is **our** assessment of your trailer or replacement vehicle's value immediately prior to any loss or damage, using local market prices. **We** may also use industry publications to calculate this value. Consideration is made for factors including but not limited to the age, kilometres travelled, condition and desirability of your trailer or replacement **vehicle**.

It includes **GST** and a reasonable dealer profit.

It does not include:

- registration;
- Compulsory Third Party Insurance;
- warranty costs;
- future Stamp Duty;
- transfer fees;
- restoration costs.

mobile phone

means the mobile telephone described in **your schedule**, which **you** have supplied details of to **us**.

modification, modifications

any non-standard extra, accessory, fitting, or alteration to **your vehicle** which affects its performance, handling, value, desirability, appearance or safety.

period of insurance

is the dates, shown in the **schedule**, during which **your** cover is valid.

Policy

is this document, the **schedule** and any other endorsement or notice **we** give **you** in writing. Together they form **our** agreement with **you**.

premium

is the amount **you** have to pay **us** (inclusive of all Government charges) for **your** insurance.

reasonable parts cost

the last published price for the part by the manufacturer, or other automotive traders, or any other sources specialising in the supply of used parts, or manufacture of parts, for such vehicles, e.g. motor wreckers, trade journals, car club resources, specialist automotive engineers or the like, plus allowances for standard sea freight costs and import duties into Australia if **we** agree to importing such parts and the reasonable cost of fitting.

regularly parked

is held to mean **your vehicle** is situated overnight on more than 2 nights in any one period of seven consecutive nights.

rental car costs

means the amount paid by **you** in relation to renting a vehicle, but does not include fuel, running costs, damage to the rental car, any insurance excess or other costs which **you** may be liable for under the rental car rental agreement.

schedule

is the most current document **we** give **you** which contains the specific insurance details for **you** such as the make, model and registration details of **your vehicle**.

security device

is an **immobiliser**, vehicle tracking system or other anti-theft system fitted to **your vehicle** which **we** may require.

street

any roadway, street, laneway or other thoroughfare, plus any footpath, nature strip or any other public area where vehicular parking is possible.

sum insured

is the agreed amount as shown in the **schedule**, excluding **vehicle** registration and compulsory third party insurance costs. It is the maximum amount **we** will pay if **your vehicle** is damaged or stolen.

terrorism

means an act, including but not limited to, the use of, or threat of, force or violence by any person or group/s of persons, whether acting alone or on behalf of or in connection with any organisation/s or government/s, which from its nature or context is committed for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to coerce, influence or intimidate any government and/or the public or any section of the public.

third party liability

means Section One of this **Policy** does not apply and the **sum insured** of **your vehicle** is nil. **You** cannot include any **Policy** variations in Section 3 except for increasing **your** standard **excess**. If **your vehicle** is a **total loss**, **you** have automatic rights to keep the salvage.

total loss

means where **we** decide to pay **you** the **sum insured** for **your vehicle**. This is usually when the cost of repairs to **your vehicle** is more than the **sum insured**, less any amount **we** can obtain for the salvage of **your vehicle**.

vehicle

means the motor vehicle/s, motor cycle/s and/or trailer/s described in the **schedule**, including:

- its standard tools, accessories and/or appliances;
- **modifications** which **you** have listed on **your** proposal or given **us** details of in writing and which **we** have accepted. However, where the **modification** is an audio and/or visual system, or a component of such system, then the maximum **we** will pay is \$1,500;
- any **modification** which have not told **us** about but which **we** would have covered if **you** had told **us** about it. **You** must pay **us** any additional **premium** **we** would have asked for, effective from the time the **modification** became a part of **your vehicle**.

Product Disclosure Statement and Policy

The issuer of this product is:



Date of Preparation 01/05/2017

Lumley Special Vehicles is a trading name of
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Part of Insurance Australia Group (IAG) ABN 60 090 739 923.

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Lumley 
Special Vehicles

backed by 