

A hand is shown in the upper left, reaching towards a set of keys on a light-colored surface. The keys include a black car key fob and several metal keys. A purple rectangular box is overlaid on the right side of the image, containing the text 'Car Insurance'.

*Car
Insurance*

hbf

Why HBF?

Insurance issued by CGU Insurance Limited (CGU) ABN 27 004 478 371 AFSL 238291. This is general advice only and does not take into account your individual circumstances. HBF Health Limited ABN 11 126 884 786 AR No. 406073 (HBF Health), is an authorised representative of and also acts under a binder from CGU, the issuer of general insurance products distributed by HBF Health. HBF Health will receive a commission up to 10% of the premium you pay (excluding taxes and charges) plus GST.

Trusted Perth based claims team

Deal directly with our Perth based claims team. We'll have your claim resolved with a minimum of fuss. Our claims service is available 24 hours a day, 7 days a week.

Your choice of repairer

In the event of a claim, we can help find a repairer for you or you can suggest one of your own.

Flexible policy options to help you save

Enjoy a cheaper premium if you have just two nominated drivers 25 years or over. Additional savings can also be made if you drive less than 10,000 km per year.

Exclusive member discounts

Take advantage of our multi-policy discounts including our exclusive 10% discount for Health members.

Consolidate your insurance needs under the one roof

Let us take care of your other insurance needs by consolidating all your policies under the one roof.

Motor vehicle insurance product disclosure statement and policy

This Product Disclosure Statement (PDS) has been designed to help you get the most out of your policy.

Use the contents pages and topic index to help find what you are looking for. Important tasks such as taking out insurance or making a claim are explained in easy to follow steps. And we have included a glossary of words with a special meaning which are highlighted in *italics*.

When you take out an insurance policy with us, the cover we agree to provide you is set out in your current schedule, and described in this PDS, as well as any Supplementary PDS we may issue. Together, they make up the terms and conditions of your insurance contract with us. Read them carefully and store them together in a safe place.

If you need more information about this PDS, please contact us or your insurance adviser.

Preparation date: 15/11/2011
Insurer: CGU Insurance Limited
ABN 27 004 478 371
AFS License No. 238291

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About this insurance

A brief overview

Motor Vehicle Insurance provides cover for your car, motorcycle, trailer and horse float, anywhere in Australia. These types of vehicles are referred to as 'your vehicle' in this booklet. Under this insurance *you* can choose from three different levels of cover, and three types of policies.

Levels of cover you can choose from

You can choose from three levels of cover, depending on your needs and your type of vehicle.

You can choose from

COMPREHENSIVE for cars, motorcycles, trailers or horse floats.

THIRD PARTY FIRE AND THEFT for cars or motorcycles, **or**

THIRD PARTY PROPERTY DAMAGE for cars or motorcycles.

Comprehensive provides cover for

- loss or damage to *your vehicle*, **and**
- your legal liability for loss or damage to another person's vehicle or property.

Third Party Fire and Theft provides cover for

- loss or damage to *your vehicle* by fire or theft only, **and**
- your legal liability for loss or damage to another person's vehicle or property.

Third Party Property Damage provides cover for

- your legal liability for loss or damage to another person's vehicle or property.

You can also broaden the scope of your cover by adding options to your cover.

To find out what this policy covers, see page 9 ►

Types of policies you can choose from

We provide three types of policies for *you* to choose from.

MOTOR VEHICLE INSURANCE POLICY

– available under all levels of cover.

This policy provides cover for your car, motorcycle, trailer or horse float.

NOMINATED DRIVER MOTOR VEHICLE INSURANCE POLICY

– available under all levels of cover, but only available for cars.

If *you* choose this policy, we will calculate your *premium* on the basis that your car will be driven by no more than two *nominated drivers* who are 25 years of age or over.

The drivers *you* nominate will be listed on your *schedule*.

Under this policy we will not cover any loss, damage or liability if *your vehicle* is driven by someone who is under 25 years of age, including learner drivers, unless it is being

- parked by a parking attendant
- repaired, serviced or tested, **or**
- used to transport a person in the event of a *medical emergency*.

NOMINATED DRIVER LOW KILOMETRE MOTOR VEHICLE INSURANCE POLICY

– available under Comprehensive cover, but only available for cars.

If *you* choose this policy, your *premium* will be calculated on the basis that your car

- will be driven by no more than two *nominated drivers* who are 25 years of age or over, **and**
- will not be driven more than **10,000** kilometres during your *period of insurance*.

The drivers *you* nominate will be listed on your *schedule*.

If *you* exceed the 10,000 kilometre limit, *you* may also need to pay an additional *premium*.

Under this policy we will not cover any loss, damage or liability if *your vehicle* is driven by someone who is under 25 years of age, including learner drivers unless it is being

- parked by a parking attendant
- repaired, serviced or tested, **or**
- used to transport a person in the event of a *medical emergency*.

No Claim Bonus

We reward good driving by giving *you* a discount on your *premium* for each year that *you* do not make an *at-fault claim* while *you* are insured with us. We will reduce your *premium* in this way until *you* reach the maximum No Claim Bonus. If *you* make an *at-fault claim*, your *No Claim Bonus* will be reduced when *you* renew *your policy*.

If your car or motorcycle is involved in an *incident*, we will not reduce your *No Claim Bonus* if

- we decide the *incident* was not your fault, and *you* provide us with the name, current residential address and vehicle registration of the person who caused the *incident*, **or**
- your claim is for damage caused by a storm or other naturally occurring event.

If *you* make a claim and we decide that *you* are at-fault, your *No Claim Bonus* will be reduced when *you* renew *your policy*.

Earned *No Claim Bonus* Protection provides *you* with one *at-fault claim* during your *period of insurance* without it affecting your *No Claim Bonus*.

If *you* make more than one *at-fault claim* during your *period of insurance*, your *No Claim Bonus* will be reduced at the next renewal of *your policy*.

You will be eligible for Earned *No Claim Bonus* Protection if *you* have

- held your driver's licence for eight years or more, and not had any at-fault *incidents* in the last two years, **or**
- been on the maximum *No Claim Bonus* with us for a consecutive two-year period and not had any *at-fault claims* in the past two years.

If *you* have the Earned *No Claim Bonus* Protection, it will be listed on your current *schedule*.

The *No Claim Bonus* only applies to Comprehensive cover for your car or motorcycle.

For optional At Fault Claim Protection see page 20 ►

Excesses that may apply when you make a claim

An 'excess' is your contribution towards the cost of a claim. We will tell *you* if *you* need to pay an *excess* when *you* make a claim.

There are four types of *excesses* that may apply

- basic *excess* – the basic *excess* that applies to *your policy*, which varies depending on the make and model of *your vehicle*, and the State or Territory *your vehicle* is used
- age *excess* – applies when the driver of *your vehicle* is less than 25 years of age. This includes learner drivers.
- *inexperienced driver's excess* – applies when the driver of *your vehicle* is 25 years of age or over and has not held a driver's licence for the two consecutive years before the claim occurs. This includes learner drivers.
- additional *excess* – applies when *we* have agreed to cover *your vehicle*, or any person authorised to drive *your vehicle*, under special terms.

The type of *excess* that applies to *your policy* and the amount of that *excess* will be listed on your *schedule*.

You may need to pay more than one type of *excess* when *you* make a claim. *You* will only need to pay this amount once when *you* make a claim.

If *you* have a *Nominated Driver* Motor Vehicle Insurance Policy, or a *Nominated Driver* Low Kilometre Motor Vehicle Insurance Policy, and *your vehicle* is driven by someone other than a *nominated driver*, and that driver is 25 years of age or over, *we* will

- double the basic *excess*, **and**
- double the *inexperienced driver's excess* (if applicable).

An *excess* will not apply if

- the *incident* was not the fault of the driver of *your vehicle*, and *we* are provided with the contact details of the person who caused the *incident*, including their name, current residential address and vehicle registration, and who they are insured with
- *you* have selected the Windscreen Extension Option, it is listed on your *schedule*, and *you* are only making a claim for windscreen or window glass damage.

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Incident cover

If *you* have a Comprehensive or Third Party Fire and Theft policy, *we* will cover *your vehicle* for loss or damage as a result of any *incidents* that *we* have agreed to cover.

There are a number of *incidents* *we* will only cover under specific conditions. These are listed on the following pages.

When *you* make a claim and *you* are at fault

- your *No Claim Bonus* may be reduced, **and**
- *you* will need to pay any *excesses* that apply
 - your *excess* is based on who is driving *your vehicle* and *your vehicle* type, and is payable once when *you* make a claim.

For exclusions to this cover, see pages 23–26 ►

Accidental damage

COMPREHENSIVE

We will cover *your vehicle* for *accidental damage*, including damage as a result of a collision.

We will not cover *your vehicle* for loss or damage caused by

- bushfire or grassfire, **or**
- a named cyclone within 48 hours of the start date of your policy, **unless**
- *you* took out your insurance with *us* immediately after another insurance policy covering the same vehicle ended, without a break in cover, **or**
- *you*
 - had entered into a contract of sale to purchase *your vehicle*, or a contract to lease *your vehicle*, **and**
 - took out your insurance with *us* for the vehicle prior to taking possession of the vehicle.

For a definition of accidental damage, see Glossary, page 49 ►

Fire

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

We will cover *your vehicle* for loss or damage as a result of fire.

We will not cover *your vehicle* for loss or damage caused by bushfire or grassfire within 48 hours of the start date of your policy, **unless**

- *you* took out your insurance with *us* immediately after another insurance policy covering the same vehicle ended, without a break in cover, **or**
- *you*
 - had entered into a contract of sale to purchase *your vehicle*, or a contract to lease *your vehicle*, **and**
 - took out your insurance with *us* for the vehicle prior to taking possession of the vehicle.

Storm or flood

COMPREHENSIVE

We will cover *your vehicle* for loss or damage as a result of storm or *flood*.

We will not cover *your vehicle* for loss or damage caused by a named cyclone within 48 hours of the start date of your policy, **unless**

- *you* took out your insurance with *us* immediately after another insurance policy covering the same vehicle ended, without a break in cover
- *you*
 - had entered into a contract of sale to purchase *your vehicle*, or a contract to lease *your vehicle*, **and**
 - took out your insurance with *us* for the vehicle prior to taking possession of the vehicle.

For a definition of flood, see Glossary, page 49 ►

Theft or attempted theft

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

We will cover *your vehicle* for loss or damage as a result of theft or attempted theft. We also cover theft of the keys to *your vehicle*.

The theft or attempted theft must be reported to the Police.

See Re-coding of locks and barrels after theft of keys, on page 16 ►

Vandalism or a malicious act

COMPREHENSIVE

We will cover *your vehicle* for loss or damage as a result of vandalism or a *malicious act*.

The vandalism or *malicious act* must be reported to the Police.

For a definition of a malicious act, see Glossary, page 49 ►

Additional cover included in this insurance

Your insurance includes a range of covers we refer to as ‘additional cover’. These covers are listed on the following pages. The additional cover provided depends on whether *you* have Comprehensive, Third Party Fire and Theft or Third Party Property Damage cover.

When *you* make a claim and *you* are at fault

- your *No Claim Bonus* may be reduced, **and**
- *you* will need to pay any *excesses* that apply
 - your *excess* is based on who is driving *your vehicle* and *your vehicle* type, and is payable once when *you* make a claim.

For exclusions to this cover see pages 23–26 ►

Baby capsules and child seats

COMPREHENSIVE

If baby capsules or child seats are damaged while in *your vehicle*, or stolen from *your vehicle*, we will cover their replacement cost.

The theft or damage to your baby capsule or child seat must occur as a result of an *incident* we have agreed to cover.

This cover only applies to cars.

Emergency or temporary repairs

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

If *your vehicle* needs emergency or temporary repairs so that it can be driven or used, we will cover the cost of repairs, up to \$500 (inclusive of gst) per *incident*.

The emergency or temporary repairs must be a result of an *incident* we have agreed to cover.

We will need receipts of the repairs.

Funeral expenses

COMPREHENSIVE

If the driver of *your vehicle* dies as a result of a collision, we will pay the driver's estate up to \$5,000 (inclusive of gst) towards any funeral expenses.

We will only cover the funeral expenses if a funeral is held.

The death must result from a physical injury that occurred within 12 months of the vehicle collision that we have agreed to cover.

We will need a certified copy of the Death Certificate and any other evidence to support the claim.

We will not cover the cost of funeral expenses for any unauthorised drivers or other occupants of the vehicle.

This cover only applies to cars.

Helmets and protective clothing

COMPREHENSIVE

If your helmet or any other protective clothing is stolen from your motorcycle or damaged in an *incident*, we will pay for the cost to replace them, up to \$250 (inclusive of gst).

Hire vehicle costs after theft or attempted theft

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

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

- 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 14 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
- any insurance *excess* or other costs, including rental bonds which *you* may be liable for under the hire agreement, **or**
- any other additional hire costs.

Legal costs for a coronial inquiry

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

THIRD PARTY PROPERTY DAMAGE

If *you*, a *nominated driver* or an *authorised driver* require legal representation before a coroner, we will cover the legal costs, up to \$5,000 (inclusive of gst).

We will only cover legal costs

- for *you*, the *nominated driver* or the *authorised driver*
- for a coronial inquiry that occurs as the result of an *incident* we have agreed to cover.

Personal items

COMPREHENSIVE

If *personal items* are damaged in an *incident* or stolen from your locked car, we will cover the cost to repair or replace them, up to \$500 (inclusive of gst).

We will only cover loss or damage as a result of theft or attempted theft from a locked car.

The theft or attempted theft of *personal items* must be reported to the Police.

We will not cover

- money, cheques, financial transaction cards, **or**
- property used for earning an income.

The theft or damage to your personal property must occur as a result of an *incident* we have agreed to cover. This cover only applies to cars.

For a definition of personal items, see Glossary, page 50 ►

Removal of debris

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

If *your vehicle* is damaged, we will cover the reasonable costs to remove the vehicle debris from the site where it occurred.

The debris must occur as a result of an *incident* we have agreed to cover.

Re-coding of locks and barrels after theft of keys

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

If the keys to *your vehicle* are stolen, we will cover the cost to repair and re-code your locks and barrels, up to \$1,000 (inclusive of gst).

We will provide this cover

- if the keys to *your vehicle* are stolen, **and**
- the locks and barrels to *your vehicle* are not damaged.

The theft must be reported to the Police.

Replacing your vehicle after a total loss

COMPREHENSIVE

If *your vehicle* is a total loss as a result of an *incident*, we may decide to replace *your vehicle* with a new vehicle.

We will only do this if *your vehicle* is

- a car less than two years old and has not travelled more than 30,000 kilometres, **or**
- a car more than two years old, but less than three years old, and has not travelled more than 50,000 kilometres, **or**
- a motorcycle less than one year old.

The vehicle replacement must occur as a result of an *incident* we have agreed to cover.

For details of how we settle total loss claims, see page 43 ►

Storage costs for your vehicle

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

If *your vehicle* is put into storage while we settle your claim, we will cover the reasonable storage costs.

We will only cover the storage costs from the time the claim is lodged until the claim is settled.

The storage must occur as a result of an *incident* we have agreed to cover.

Towing and transport of your vehicle

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

If *your vehicle* is damaged in an *incident* and cannot be driven or used, we will tow it from the scene of the *incident* to

- a place of safety
- the nearest repairer, or
- any other place *we* agree to.

We will cover the cost of one tow,

however

- if there is more than one tow, *we* will decide if it is covered.

In addition, if the *incident* occurs more than 100 kilometres from *your home*, *we* will also cover the cost of transporting *your vehicle*, up to \$500 (inclusive of gst). If *we* do this, *we* will cover

- transport from the place where *your vehicle* is repaired
 - if it is repaired more than 100 kilometres from *your home*, *we* will transport it to *your home* after the repairs have been completed, **or**
- transport to a repairer in your local area.

The tow or transport of *your vehicle* must occur as a result of an *incident* *we* have agreed to cover.

We will only provide this cover under Third Party Property Damage if *you* are making a claim for uninsured motorist damage.

Trailers attached to your vehicle

COMPREHENSIVE

If your trailer suffers loss or damage while attached to *your vehicle*, *we* will pay

- the cost to repair your trailer, or
- *you* the *market value* of your trailer

up to \$1,000 (inclusive of gst), whichever is the least amount.

The trailer must be attached to *your vehicle* at the time of the *incident*.

The loss or damage to your trailer must occur as a result of an *incident* *we* have agreed to cover.

We will not cover the contents of the trailer.

Transport or accommodation when you are away from home

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

If *your vehicle* is damaged in an *incident* more than 100 kilometres from *your home* and cannot be driven or used, we will cover the cost of

- transportation for *you* and your passengers to *your home* or destination, **or**
- temporary accommodation for *you* and your passengers for one night

up to \$500 (inclusive of gst) in total.

The damage to *your vehicle* must occur as a result of an *incident* we have agreed to cover.

Uninsured motorist damage

THIRD PARTY FIRE & THEFT

THIRD PARTY PROPERTY

If *your vehicle* suffers loss or damage as a result of a collision with an uninsured vehicle and *you* are not at fault, we will cover the cost to repair *your vehicle*, including towing *your vehicle* up to \$5,000 (inclusive of gst).

The vehicle that caused the damage to *your vehicle* must be uninsured.

You will need to provide *us* with

- the name and current residential address of the driver responsible for the collision
- registration details of the other vehicle
- proof that the other vehicle was uninsured.

We must agree that the collision was the other driver's fault.

For towing and transport of your vehicle, see page 17 ►

Liability cover

We will cover *you*, a *nominated driver*, an *authorised driver*, or passengers of *your vehicle*, for legal liability if *your vehicle* or a *substitute vehicle* is involved in an *incident* that causes loss or damage to someone else's property, or death or bodily injury to other people.

Liability

COMPREHENSIVE

THIRD PARTY FIRE & THEFT

THIRD PARTY PROPERTY

We will cover liability claims up to \$30,000,000 (inclusive of gst) for any *incident*.

This amount includes any legal costs that must be paid to defend the claim and any costs awarded against the person who was at-fault.

We will cover *you*, a *nominated driver* or an *authorised driver* for any liability that arises from

- loading or unloading goods
- the use of *your vehicle* or *substitute vehicle*, or any one trailer, caravan or broken down vehicle attached to *your vehicle*
- goods falling from *your vehicle* or *substitute vehicle*, **or**
- using *your vehicle* or *substitute vehicle* on behalf of *you* or their employer, principal, partner or the Australian, State or local government.

We will cover passengers of *your vehicle* for any liability that arises from getting in or onto, being in or on, or getting out of or off *your vehicle* or a *substitute vehicle*.

We will only cover liability for death or bodily injury when there is no insurance required by law that already provides this cover. If this insurance was available to *you* and *you* did not take it, we will not pay the claim.

For exclusions to this cover see pages 23–26 ►

Optional cover that can be added to your policy

You can broaden the scope of your cover by adding one of the following options. *You* will need to apply for this cover, and pay an additional *premium*. Any options that *we* agree to add to *your policy* will be listed on your current *schedule*.

Windscreen Extension

COMPREHENSIVE

If *you* add this option, *we* will cover the costs to repair or replace the windscreen or window glass of *your vehicle* when there is no other damage, without

- affecting your *No Claim Bonus*, **and**
- *you* paying an *excess*.

We will only cover this once during your *period of insurance*.

This option does not apply to trailers.

For exclusions to this cover see pages 23–26 ►

For more options you can add to your policy, see next page ►

One At-fault Claim Protection

COMPREHENSIVE

If *you* add this option, *we* will protect your *No Claim Bonus* for one *at-fault claim* during your *period of insurance*.

To be eligible, *you* must be on the maximum *No Claim Bonus*.

If *you* make more than one *at-fault claim* during your *period of insurance*, your *No Claim Bonus* will be reduced at the next renewal of your policy.

You may automatically qualify for Earned *No Claim Bonus* Protection.

This option only applies to Comprehensive cover for your car.

For exclusions to this cover see pages 23–26 ►

To find out about your No Claim Bonus, see page 6 ►

All At-fault Claims Protection

COMPREHENSIVE

If *you* add this option, we will protect your No Claim Bonus for all *at-fault claims* during your *period of insurance*.

To be eligible, *you* must be on the maximum *No Claim Bonus*.

You may automatically qualify for Earned *No Claim Bonus* Protection. However, *you* will still need to choose this option if *you* want to be protected for all *at-fault claims*.

This option only applies to Comprehensive cover for your car.

For exclusions to this cover see pages 23–26 ►

To find out about your No Claim Bonus, see page 6 ►

Exclusions to your cover

Exclusions to your cover

Any cover we provide is subject to the following exclusions.

Incident, additional, and optional cover exclusions

We will not cover

- any other costs *you* incur because *your vehicle* is damaged, stolen or burnt
- reduction in value of *your vehicle* due to its age and condition
- costs of any part, or parts, of *your vehicle* that wear out
- any consequential loss
- repairing or replacing parts that have failed or broken down
- rust or corrosion in, or on, *your vehicle*
- failure of the body and frame of *your vehicle*, or *mechanical or electrical breakdown*,
- damage to the tyres on *your vehicle* that occurs by applying the brakes, or by punctures, cuts or bursting of the tyres.

Liability exclusions

We will not cover

- penalties, fines or awards of aggravated, exemplary or punitive damages made against *you*, a *nominated driver*, an *authorised driver*, or a passenger
- *incidents* where there is insurance required by law that provides cover for your liability, or it was available to *you*, and *you* did not take it out
- any disease that is transmitted by *you*, any member of your family who normally lives with *you*, a *nominated driver*, an *authorised driver*, or any passengers.
- liability for any agreement or contract *you*, a *nominated driver*, or an *authorised driver* enter into, **unless**
 - the *nominated driver*, or the *authorised driver* would have been liable without the agreement or contract
- damage to property that belongs to, or that is in the control of
 - *you*, any member of your family who normally lives with *you*, or any other person who normally lives with *you*
 - a *nominated driver*, or any member of the *nominated driver's* family who normally lives with that *nominated driver*

- an *authorised driver*, or any member of the *authorised driver's* family who normally lives with that *authorised driver*
- any person *you*, a *nominated driver*, or an *authorised driver* employ,

however

we will pay claims arising from damage to a residential building that is rented and occupied by any of the above people.

We will not cover

- personal injury to
 - *you*, any member of your family who normally lives with *you*, or any other person who normally lives with you
 - a *nominated driver*, or any member of the *nominated driver's* family who normally lives with that *nominated driver*
 - an *authorised driver*, or any member of the *authorised driver's* family who normally lives with that *authorised driver*
 - any person *you*, a *nominated driver*, or an *authorised driver* employ.

General exclusions

We will not cover any loss, damage or liability

- that occurs outside Australia
- that does not occur within your *period of insurance*
- any consequential loss
- if there is a special condition listed on your current *schedule* that states that there is no cover when the vehicle is driven by a specified person, and that person was driving the vehicle at the time of the *incident*
- deliberately caused by *you*, a member of your family, a *nominated driver*, or an *authorised driver*
- where *you*, a *nominated driver*, or an *authorised driver*
 - had a blood alcohol level higher than the level allowed by law
 - were under the influence of alcohol or drugs
 - refused a test to determine alcohol or drug levels, including a failure to report to a Police station within the legal time frame following an *incident* that requires a drug or alcohol test, **or**
 - did not remain at the scene of the *incident* for the time required by law, or until the Police arrived without any reasonable excuse

however

this exclusion will only apply to *you* if *you* knew, or should have known, that the *nominated driver*, or the *authorised driver* was under the

influence of alcohol or drugs, or had a blood alcohol level higher than the level allowed by law

- the law that will apply is the law of the State or Territory where the loss, damage or liability occurred.

We will not cover any loss, damage or liability

- if *you* have chosen a *Nominated Driver* Motor Vehicle Insurance Policy or a *Nominated Driver* Low Kilometre Motor Vehicle Insurance Policy and *your vehicle* is driven by someone who is under 25 years of age, including learner drivers, unless it is being
 - parked by a parking attendant
 - repaired, serviced or tested, **or**
 - used to transport a person in the event of a *medical emergency*
- if *your vehicle* or a *substitute vehicle* is being used for
 - an unlawful purpose
 - hire
 - carrying passengers and *you*, a *nominated driver* or a *authorised driver* get paid for doing so (this does not include a private transport pooling arrangement, or if your employer pays *you* a travel allowance)
 - carrying goods and *you* or a *nominated driver* or *authorised driver* are paid for doing so
 - any purpose other than that for which *your vehicle* was made
 - a motor sport

- that arises from the lawful destruction or confiscation of your property
- if *you* have not met your responsibilities to us.

Check your responsibilities, on page 27 ►

We will not cover any loss, damage or liability

- if *your vehicle* or a *substitute vehicle* is
 - in an unsafe condition, and *you* knew, or should have known that it was unsafe to use
 - used, or driven, by a driver not holding and/or complying with the conditions of a valid licence to drive *your vehicle*, or a *substitute vehicle*, in Australia.
 - unregistered, **unless** *you* have told *us* about it, and *we* have agreed to cover the vehicle
 - damaged in an *incident* and *you* do not take reasonable steps to prevent further loss or damage, including if *your vehicle* is stolen and then found, and *you* have been told where it is.

We will not cover any loss, damage or liability as a result of

- war or warlike activity
 - war does not have to be declared
- hostilities, rebellion, insurrection or revolution
- contamination by chemical and/or biological agents, which results from an act of *terrorism*
- anything nuclear or radioactive

Continued over page ►

- failure or inability of any item, equipment or computer software to recognise correctly, to interpret correctly or to process correctly any data, or to function correctly beyond any time when that item, equipment or computer software has not recognised, interpreted or processed correctly any data,
unless
 - it results in loss or damage to *your vehicle* for an *incident* that *we* have agreed to cover.

***Your responsibilities
to us***

Your duty of disclosure

When *you* take out, renew, change or vary a policy, *you* have a duty to answer *our* questions truthfully and provide *us* with any information that could affect *our* decision to insure *you*, or the terms of *your policy*. This is called your ‘duty of disclosure’.

What you must tell us when you apply to take out this policy

When applying to take out insurance *we* will ask *you* certain questions.

When answering these questions, *you* must be honest, and *you* have a duty under the Insurance Contracts Act 1984 to tell *us* anything

- known to *you*, **and**
- which a reasonable person in the circumstances, would include in answer to any question.

We will use your answers to help *us* decide whether to insure *you* and anyone else under this policy, and on what terms.

Who you are answering the questions for

It is important that *you* understand *you* are answering the questions in this way on behalf of yourself and anyone else that *you* want to be covered by the policy.

If you do not answer our questions in this way

If *you* do not answer *our* questions in

this way, *we* may reduce or refuse to pay a claim, or cancel the policy.

If *you* answer *our* questions fraudulently, *we* may refuse to pay a claim and treat the policy as never being in place.

Renewal, variation, reinstatement or extension of your policy

When *your policy* is renewed, varied, reinstated or extended *you* have a duty, under the *Insurance Contracts Act* 1984, to tell *us* anything that *you*

- know, **or**
- could reasonably be expected to know

is relevant to *our* decision whether to accept the risk of insurance and on what terms.

Your duty does not require disclosure of anything that

- diminishes the risk to be undertaken by *us*
- is of common knowledge
- *we* know or, in the ordinary course of business, ought to know, **or**
- is a matter that *we* indicate your duty has been waived by *us*.

If you do not comply with your duty of disclosure

If *you* fail to comply with your duty of disclosure, *we* may be entitled to reduce *our* liability under the policy in respect of a claim, or *we* may cancel the policy.

If your non-disclosure is fraudulent, *we* may also have the option of avoiding the contract from its beginning.

Your responsibilities when you are insured with us

In addition to your duty of disclosure, there are other responsibilities that *you* must meet when *you* are insured with us.

You must tell us if

- any changes have been made to
 - the address where *your vehicle* is usually kept
 - the way *your vehicle* is used
 - the regular drivers of *your vehicle*
- *you* have added any *modifications*, *manufacturer's options* or *accessories* to *your vehicle*
- any drivers of *your vehicle* have
 - committed any driving or criminal offence, or
 - had their licence suspended, cancelled or restricted
- there are any changes in circumstances during the *period of insurance*.

In addition, *you* must also

- be truthful and frank in any statement *you* make in connection with *your policy*
- pay your *premium*, including paying instalments regularly
- take reasonable precautions to avoid a claim being made
- obey all laws and make sure anyone acting on your behalf obeys all laws
- not make a fraudulent claim under this insurance policy or any other policy
- follow the conditions of this policy.

Your responsibilities when you make a claim

When *you* make a claim *you* must meet a number of responsibilities.

You must

- be truthful and frank in any statement *you* make in connection with a claim
- take safe and reasonable steps to prevent any further loss, damage or liability occurring
- inform the Police as soon as possible if *your vehicle* is lost, stolen, vandalised or maliciously damaged
- keep all damaged property so *we* can inspect it if required
- give *us* any information or assistance *we* require to investigate and process your claim
 - this may include *you*, or any driver, or any other occupant of *your vehicle* providing statements or information to investigators or assessors, even after a claim has been settled

- not pay or promise to pay for a claim, or admit responsibility for a claim
- not repair or replace any damaged property without *our* consent.

In addition, *you* also give *us* your rights to claim from anyone else

- if *you* have a right to claim from anyone else for an *incident* covered by *us*, *you* give *us* your rights to make that claim, to conduct, defend or settle any legal action and to act in your name – *you must not do anything which prevents us from doing this and you must give us all the information and cooperation that we require.*

If you do not meet your responsibilities

If *you* do not meet your responsibilities, *we* may refuse or reduce a claim, cancel *your policy*, or do both. If *we* cancel *your policy* *we* will advise *you* in writing.

***Our commitment
to you***

The General Insurance Code of Practice

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The objectives of the Code are

- to promote better, more informed relations between insurers and their customers
- to improve consumer confidence in the general insurance industry
- to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers, **and**
- to commit insurers and the professionals they rely upon to higher standards of customer service.

Our commitment to you

We have adopted and support the Code and are committed to complying with it.

Please contact *us* if *you* would like more information about the Code.

See back cover for contact details ►

Our Guarantee

Our Guarantee assures *you* of quality insurance and service at all times.

Fair Dealing Guarantee

We will meet any claims covered by *your policy* fairly and promptly.

Money Back Guarantee

If *you* change your mind, *we* provide a cooling-off period which lets *you* cancel *your policy* within 21 days with a full refund of your *premium*. However, your cooling-off period no longer applies if *you* make a claim within this time.

Repair Guarantee

If repairs *we* have authorised for *your vehicle* are faulty, and *we* have agreed they are faulty, *we* will arrange to have them fixed at no cost to *you*.

However, *you* must allow *us* to inspect *your vehicle* before any faulty repairs are fixed.

This guarantee is for the life of the vehicle. This guarantee is in addition to any statutory rights and warranties that *you* may be entitled to.

Wear and tear is not covered by this guarantee.

Service Guarantee

We will provide *you* with the highest standard of service.

How we handle your personal information

We are committed to handling your personal information in accordance with the *Privacy Act*.

We need to collect, use and disclose your personal information in order to consider your application and to provide the cover *you* have chosen.

You can choose not to give *us* some or all of your personal information, but this may affect *our* ability to provide *you* with cover.

When you provide your personal information to us

You acknowledge and consent to *us* collecting and using your information to

- consider your insurance application and any subsequent application for insurance
- underwrite and price any policy issued by *us* or *our* related entities
- calculate and offer discounts
- issue *you* with a policy
- administer the policy, **and**
- investigate, assess and pay any claim made by or against *you*.

For these purposes, *you* acknowledge and consent to *us* collecting your personal information from, and disclosing it on a confidential basis to your intermediary* or the third party who *you* have been dealing with in respect to this insurance policy and who referred *you* to *us*, other insurers, *our* related entities, insurance reference bureaus, law enforcement agencies, investigators and recovery agents, lawyers, any credit provider that has security over your property, assessors, repairers, suppliers retained by *us* to supply goods and services, advisers, and/or the agent of any of these.

When you provide personal information to us about another person

You must be authorised to do so, and *you* must inform that person, unless informing them would pose a serious threat to the life or health of any individual

- who *we* are
- how *we* use and disclose their information, **and**
- that they can gain access to that information.

Privacy of your personal information – for marketing purposes

In order to enhance its relationship with *you*, your intermediary may use your personal information that *you* have provided *us* to offer *you* other products and services, which may be of benefit to you.

When you provide your personal information to us – for marketing purposes

You acknowledge and consent to your personal information being used on a confidential basis by *us* or your intermediary to contact *you* by mail, phone, or email to provide *you* information on offers, products and services or for planning, market research and product development.

In using your personal information for these marketing purposes, *we* and your intermediary may use and disclose your personal information to offer *you our* or your intermediary's products and services directly, or to any other organisation to carry out the above marketing purposes on *our* or your intermediary's behalf.

However

- CGU Insurance Ltd (CGU Insurance) and your intermediary will not use your information in this way if *you* have already told CGU Insurance or your intermediary not to
- *you* must inform CGU Insurance or your intermediary if *you* do not want your personal information disclosed or used for these marketing purposes.

*The intermediary is a company or individual through which *you* purchased this insurance, or the company named on the back cover of this booklet.

Financial Claims Scheme

You may be entitled to payment under the financial claims scheme in the event that CGU Insurance Ltd becomes insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from the Australian Prudential Regulation Authority (APRA) website at <http://www.apra.gov.au> and the APRA hotline on 1300 13 10 60.

How to take out insurance

How to apply for insurance

1 If *you* are taking out a policy with *us* for the first time, contact *us* or your insurance adviser, or apply on line at hbf.com.au. *You* can also send correspondence to GPO Box 9902, in your capital city

If *we* agree to insure *you*, *we* will send *you* a *schedule* setting out the details of *your policy*.

Check your responsibilities, on page 27 ►

2 Pay your *premium*

See Your premium page 39 ►

How to renew your insurance

1 If *you* already have a policy with *us*, *we* may send *you* an offer to renew your insurance before your current policy expires

We will send *you* an updated *schedule* and quote a *premium* based on the information contained in your current policy.

Please contact us if you have any questions

2 Review the proposed policy and *premium* we offer

If *you* paid your last *premium* by instalments, *we* will continue to deduct payments from your nominated account.

If *you* paid your last *premium* in one lump sum, *we* must receive your payment by the due date, otherwise *your vehicle* will not be insured.

Check your responsibilities, on page 27 ►

3 Pay your *premium*

See Your premium page 39 ►

How to change your policy

- 1** Contact *us* or your insurance adviser to change or vary *your policy*

You will be sent an *endorsement schedule* that includes any changes or variations *you* have requested and *we* have agreed to, and any conditions *we* may have applied to that agreement.

- 2** Check the changes

- 3** Pay any additional *premium* if it has increased

We will tell *you* if your *premium* has increased. If *you* pay your *premium* by instalments, *we* will adjust your instalments and continue to deduct the new amount from your nominated account. If *you* pay your *premium* in one lump sum, *we* must receive your additional payment within one month.

How to cancel your policy

- 1** If *you* want to cancel *your policy* contact *us*, or your insurance adviser

We may need your request in writing. If *you* cancel *your policy* before it ends, *we* will refund an amount for the unused *premium*.

If you replace your vehicle

- 1** If *you* replace *your vehicle* with another vehicle, your cover for the original vehicle will end

If *you* replace *your vehicle* within one month of disposing of it, *we* will provide the same cover for your replacement vehicle for 14 days from the date *you* take possession of it.

- 2** If *you* wish to continue cover for your replacement vehicle

You will need to contact *us* or your insurance adviser to take out a policy within 14 days, or your cover will end. If *we* do continue the cover, *we* will advise *you* of any change to the *premium* or terms of the insurance.

Your premium

1 How we calculate your premium

We will base your *premium* on the policy type, level of cover, options *you* have chosen, whether *you* have nominated a market or *agreed value* for *your vehicle*, any *excesses* or *special conditions* that apply, and on the value of *your vehicle*, the age, make and model of *your vehicle*, if there are any *modifications*, manufacturers options or accessories, where *your vehicle* is kept, and what *your vehicle* is used for. Your *premium* is also affected by the age, driving experience and claims history of the drivers.

Premiums are also subject to Commonwealth and State taxes and/or charges. These include the Goods and Services Tax and stamp duty.

Your *premium*, including any taxes and charges, will be listed on your *schedule*.

2 How to pay your *premium*

You may pay your *premium* in one lump sum, or by instalments.

If *you* pay in one lump sum *you* can pay by cash, cheque or credit card.

If *you* pay your *premium* by instalments *you* can pay by direct debit from a financial institution or from your credit card.

We may cancel *your policy* without notice if

- *you* do not pay your *premium*
- your cheque or credit card is dishonoured by your financial institution, **or**
- *you* pay your *premium* by instalments and *you* are more than one month behind.

We may refuse to pay a claim if

- *you* pay by instalments and at least one instalment of the *premium* has remained unpaid for a period of at least 14 days.

How to make a claim

How to make a claim

- 1** Make sure *you* have all the information *you* need to support your claim

We will need

- contact details of any people involved in the *incident*, including their name, current residential address and vehicle registration and who they are insured with
- any letters, notices or court documents about the *incident* within 72 hours of receiving them
- the *incident* report number for any claims in relation to theft or attempted theft, vandalism or a *malicious act*
–the Police will provide *you* with this number when *you* report the *incident* to them.

- 2** Contact *us* or your insurance adviser to make a claim

You need to make your claim as soon as possible – any delays may reduce the amount that *we* pay, or prevent *us* from paying a claim.

We will give *you* immediate advice and assistance with your claim, 24 hours a day, 7 days a week.

We will ask *you* a range of questions to help *us* assess your claim. Remember that a claim made by one person is treated as a claim made by all of the people listed as the insured on your *schedule*.

We may

- ask *you* to provide *us* with proof of ownership of *your vehicle*, or any *personal items*, baby capsules or child seats
- need to inspect *your vehicle*
- need quotations from a repairer.

To find out about your responsibilities when you make a claim, see page 30 ►

To find out how we settle a claim, see next page ►

How we settle your claim

1 We will decide how we will settle your claim

If *your vehicle* suffers loss or damage as a result of an *incident* that we have agreed to cover, we will decide whether to

- repair *your vehicle*, **or**
- replace *your vehicle*, **or**
- pay *you* the cost to repair your vehicle, **or**
- pay *you* the agreed or *market value* as listed on your current *schedule*.

When we settle a claim for any additional covers under *your policy*, we will decide whether to

- repair them, **or**
- replace them.

We will pay up to the maximum amount for that cover as listed in the additional covers section.

If your claim is a liability claim, we may choose to take over the defence of the claim.

When we settle your claim, the law that will apply is the law of the State or Territory where the loss, damage or liability occurred.

If *you* make a claim under Comprehensive cover for your car or motorcycle, your *No Claim Bonus* may be affected.

To find out about your No Claim Bonus, see page 6 ►

2 If *you* need to pay an excess

We will tell *you* if *you* need to pay the *excess* to us, the repairer or the supplier. If we settle your claim we may deduct the amount of *excess* from the amount we settle your claim for.

To find out what types of excess may apply, see page 7 ►

3 If we decide *your vehicle* should be repaired, *you* can choose your own repairer or we can help *you* find one. We will also assist by arranging towing if *your vehicle* cannot be driven

You can suggest a repairer, or we can suggest one for *you*. If we do not accept your choice of repairer, *you* must still cooperate with us to select another repairer that we both agree on. If we request to inspect *your vehicle* before authorising repairs, *you* must make *your vehicle* available to us for inspection. This includes taking, or allowing us to take, *your vehicle* to a place we nominate. If required, we will pay the reasonable cost to tow *your vehicle* to the nominated place for inspection. This is *our* policy on choice of repairer. If we authorise the repairer, we will deal directly with them about payment.

When *your vehicle* is repaired, the repairer may use reusable parts or parts that are not manufactured by a supplier to the vehicle's original manufacturer which:

- are consistent with the age and condition of the vehicle;
- do not affect the safety or the structural integrity of the vehicle;
- comply with the vehicle manufacturer's specifications and applicable Australian Design Rules;
- do not adversely affect the post repair appearance of the vehicle; and
- do not void or affect the warranty provided by the vehicle manufacturer.

In repairing *your vehicle*, we may arrange for a part of the repair to be carried out by a specialist service provider, for example windscreen repairs.

If we choose to pay *you*, we will pay *you* the fair and reasonable costs to repair *your vehicle* after deducting

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

We will make these deductions from any amount that we pay for other items covered by *your policy*. We guarantee workmanship of the repairs authorised by us.

This guarantee is for the life of the vehicle and is in addition to your statutory rights against the repairer and warranties that *you* have from the repairer directly. Wear and tear is not covered by this guarantee.

We will arrange for repairs authorised by *us* to be rectified at no cost to *you* if we agree that the repairs are defective.

Before we can arrange for any defective repairs to be rectified, *you* must give *us* the opportunity to inspect the vehicle.

4 If *your vehicle* is a *total loss* and we decide to pay *you*

We will pay *you* the agreed or *market value* of *your vehicle*, as listed on your *schedule*, after deducting

- any *excess*
- any unpaid *premium*
- any input tax credit *you* would have been entitled to under *A New Tax System (Goods and Services Tax) Act 1999*, **and**

- the unused portions of registration and Compulsory Third Party (CTP) insurance that *you* are entitled to. What will be unused will depend on the time between registration and the *incident* and the refund rules in your State or Territory.

After *we* settle your claim for a *total loss your policy* comes to an end and no refund of your *premium* is due. Any *salvage* becomes *our* property.

5 If *your vehicle* is a *total loss* and *we* have agreed to replace *your vehicle*

We will replace *your vehicle* with

- a vehicle of the same make, model and series, provided it is available locally, **or**
- the nearest equivalent.

We will also cover

- the dealer delivery fee, **and**
- the first 12 months of registration and Compulsory Third Party (ctp) insurance, if applicable on the replacement vehicle.

If *your vehicle* is under finance, *we* will need written consent from your financier before *we* can offer *you* a replacement vehicle.

You will need to pay

- any *excesses* that apply, **and**
- any unpaid *premium*.

We will tell *you* who to pay these to.

After *we* settle your claim for a *total loss your policy* comes to an end and no refund of your *premium* is due. Any *salvage* becomes *our* property.

For details of when we will replace your vehicle, see page 16 ►

6 If *your vehicle* suffers loss or damage as a result of a collision and *we* have agreed to provide cover under Uninsured motorist damage

We will pay *you* the *market value* of *your vehicle* or the cost to repair *your vehicle*, including towing, up to \$5,000 after deducting

- any unpaid *premium*, **and**
- any input tax credit *you* would have been entitled to under A *New Tax System (Goods and Services Tax) Act 1999*, or any input tax credits *you* would have been entitled to, if *you* had paid to repair or replace *your vehicle*.

How to resolve a complaint or dispute

1 Talk to us first

If *you* have a complaint, the first thing *you* or your insurance adviser should do is speak to one of *our* staff. If your complaint relates specifically to a claim, speak with the claims officer managing your claim.

See back cover for contact details ►

If the staff member or claims officer are unable to resolve the matter for *you*, *you* or your insurance adviser may speak to a manager. If *you* are not satisfied with *our* response *you* can go to step 2.

2 Seek a review

If the matter is still not resolved the manager will refer *you* or your insurance adviser to the relevant dispute handling department or area who will conduct a review of your dispute.

If *you* are still not satisfied with *our* response to your dispute *you* can go to step 3.

3 Seek an external review

You are entitled to seek an external review of *our* decision. *We* will provide *you* with information about option(s) available to *you*, including, if appropriate, referring *you* to the external dispute resolution scheme administered by the Financial Ombudsman Service Limited (FOS).

Further information about *our* complaint and dispute resolution procedures is available by contacting us.

See back cover for contact details ►

Claim payment examples

These claim payment examples show *you* how a claim settlement may be calculated based on some practical scenarios. Any actual claim settlement amount will depend upon the facts of each case. For the purpose of the scenarios, *you* are not registered for GST.

1 Repairing *your vehicle*

We decide to repair *your vehicle* after *you* make an at fault claim for an *incident* *we* have agreed to cover.

The vehicle was towed from the scene of the accident to *our* assessing centre. The towing company invoiced *you* for \$350. The cost of the repairs is \$6,000. There is an *excess* of \$500.

You pay the \$500 *excess* to the repairer

We pay the repairer
\$5,500 (\$6,000 less \$500 *excess*)

We pay the towing company
\$350

2 *Total loss of your vehicle - market value*

We decide *your vehicle* is a *total loss*. The *market value* of the insured vehicle is \$25,000. There is an *excess* of \$600 and *you* can get a registration refund of \$250. *You* pay *your policy* by instalments and still have \$500 of your annual *premium* to pay.

We pay *you* \$23,650

(\$25,000 *market value*,
less \$600 *excess*,
less \$250 registration refund,
less \$500 unpaid *premium*).

We retain the vehicle

3 New replacement vehicle

We decide *your vehicle* is a *total loss*. *Your vehicle* was only 4 months old and only driven 10,000 kilometres. The cost to us for a new replacement vehicle is \$40,000.

There is an *excess* of \$600 and *you* can get a registration refund of \$200. New registration will cost \$1000. *You* pay *your policy* by instalments and still have \$250 of your annual *premium* to pay

We pay to replace the vehicle and new registration/CTP for \$41,000.

You pay us \$850 (\$600 excess plus \$250 unpaid *premium*).

We retain the vehicle.

4 Theft of *your vehicle*

Your vehicle is stolen and recovered damaged seven days later. The damage to the vehicle is \$6500. A replacement vehicle was hired for seven days at \$75 per day (total \$525). Your *excess* is \$400.

You pay the \$400 excess to the repairer.

We pay the repairer \$6100 (\$6500 less \$400 excess).

We pay the hire company \$525.

5 *Total loss of your vehicle-agreed value*

We decide *your vehicle* is a *total loss*. The *agreed value* of *your vehicle*, as noted on your *schedule*, is \$12000. There is an *excess* of \$800. *You* have paid your annual *premium* in full.

We pay you \$11,200

(\$12,000 *agreed value* less \$800 *excess*).

We retain the vehicle.

***Glossary of
words with a
special meaning***

accidental damage

an *incident* that results in loss or damage to *your vehicle*.

accessory

any alteration or addition to the vehicle that adds value to the vehicle but does not enhance the performance or alter the safety or handling of the vehicle.

agreed value

the fixed amount *we* agree to insure *your vehicle* for as shown on your current *schedule*. This value includes *modifications, manufacturer's options* and *accessories* that *we* have agreed to insure.

at-fault claim

incidents caused by the *driver*, or *incidents* not caused by the *driver* when the *driver* is unable to identify and provide the name, current residential address details and vehicle registration of the person that caused the *incident*. It does not include an *incident* where loss or damage is caused by a storm or other naturally occurring event.

authorised driver

a person *you* allow to drive *your vehicle*.

driver

a *driver* or rider of *your vehicle*.

endorsement schedule

a document that includes any information from the existing *schedule* that has not changed or varied, and confirms any alteration to the coverage, and terms and conditions of *your policy*.

excess

the amount *you* pay when *you* make a claim on *your policy*. The amount and type of *excess* that may apply to your policy is shown on your current *schedule*.

flood

the covering of normally dry land by water escaping or released from the normal confines of a watercourse or lake, whether or not it is altered or modified. *Flood* also includes water escaping from the confines of any reservoir, channel, canal or dam.

incident

a single occurrence or a series of occurrences, including an accident or series of accidents, – not including a breakdown – arising out of one event.

inexperienced driver

a *driver* of *your vehicle* 25 years of age or over who has not held a *driver's* licence for the two consecutive years, before the claim occurs.

malicious act

an act done with intent and without your consent.

manufacturer's option

see '*accessory*'.

market value

the amount of money it would cost to replace *your vehicle* in your local area with an identical vehicle. *We* will take into account the condition of *your vehicle*. This amount includes any gst and stamp duty *you* must pay for the transfer of ownership of the replacement vehicle.

mechanical/electrical breakdown

failure of components caused by a mechanical or electrical default, or arising from wear and tear, deterioration or negligence. This includes, but is not limited to, the use of incorrect fuel, oil, lubricant, coolant or any other fluid, overheating, corrosion, and insufficient vehicle maintenance.

medical emergency

a physical condition, or illness, that places a person's life at risk.

modification

any alteration or addition to the vehicle which enhances the performance or alters the safety or handling of the vehicle.

No Claim Bonus

a discount that *we* apply to Comprehensive cover for your car or motorcycle *premium* for each year that *you* do not make an *at-fault claim*.

nominated driver

the person or persons listed on your *schedule* as the *nominated drivers*. They must be 25 years of age or older.

period of insurance

the length of time between the start date and end date of *your policy* as listed on your current *schedule*.

personal items

any items, tools or appliances – excluding money, cheques, financial transaction cards, or any property used for earning an income.

premium

the total amount *you* pay for your insurance that includes applicable government taxes such as *gst*, and any duties or charges payable by you. It is shown on your current *schedule*. *You* can pay your *premium* annually in one lump sum, or by instalments.

salvage

what is left of *your vehicle* following a *total loss*. *We* will take possession of any *salvage* after *we* have settled your claim.

schedule

your current *schedule* is a document outlining the details of your insurance cover. Your *schedule* may be called a policy, renewal or *endorsement schedule*.

special conditions

exclusions, restrictions or extensions to cover that are imposed on specific matters or people, before *we* will provide insurance.

standard equipment

the *standard equipment* fitted to *your vehicle* at the time of manufacture. It does not include any *modifications*, *manufacturer's options*, or accessories.

substitute vehicle

a similar vehicle type to your own that *you* do not own that has been borrowed or hired because *your vehicle* cannot be driven. For liability claims only *we* treat your *substitute vehicle* as *your vehicle*. See '*your vehicle*'.

Supplementary Product Disclosure Statement (SPDS)

a separate document that updates, corrects or adds to the information contained in this PDS.

terrorism

any act which may involve the use of, or threat of, force, violence or biological or chemical warfare, or nuclear pollution or contamination or explosion where the purpose of the act is to further a political, religious, ideological aim or to intimidate or influence a government or any section of the public.

total loss

when *we* decide that it is uneconomical to repair your vehicle.

unlicensed driver

an *unlicensed driver* includes a *driver* who

- does not hold a licence
- is a cancelled, suspended, or disqualified *driver*
- is a learner *driver* not accompanied by a licensed *driver* (who holds the class of licence required by the learner's permit)
- does not hold the appropriate class of licence for the vehicle used or driven.

us, we and our

refers to:

CGU Insurance Limited

ABN 27 004 478 371

you

the person or persons named as the insured on your current *schedule*.

If more than one person is named as the insured, *we* will treat a statement, act, claim or a failure to act, including a failure to do, or say something by any one of these people as a statement, act, omission or claim by them all.

your home

your usual residential address in Australia.

your policy

the contract between *you* and *us* which provides *you* with insurance cover in exchange for a *premium*. *Your policy* is made up of two documents

- this Product Disclosure Statement and Policy Booklet (PDS) and any supplementary PDS, **plus**
- your current *schedule*.

your vehicle

refers to

- your car, including any *standard equipment* in, or on it, **or**
- your motorcycle, including any *standard equipment* in, or on it, and sidecar
- your trailer or horse-float including any *standard equipment* in, or on it.

Your vehicle must be

- the vehicle shown on your current *schedule*
- registered for use on a public road
- in a condition that complies with registration requirements in your State or Territory.

Your vehicle includes

- any *modifications, manufacturer's options* or accessories in, or on it that *you* have told *us* about, and *we* have agreed to cover.

If *your vehicle* is a car or motorcycle, any *modification, manufacturer's options* or *accessory* must be listed on your current schedule.

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Intermediary Remuneration

CGU Insurance Limited pays remuneration to insurance intermediaries when *we* issue, renew or vary a policy the intermediary has arranged or referred to us. The type and amount of remuneration varies and may include commission and other payments. If *you* require more information about remuneration *we* may pay your intermediary, *you* should ask your intermediary.

Information in this PDS may need to be updated from time to time where required and permitted by law. *You* can obtain a paper copy of any updated information without charge by calling *us* on the contact details provided in this document. If the update is to correct a misleading or deceptive statement or an omission that is materially adverse from the point of view of a reasonable person deciding whether to acquire the Policy, *we* will provide *you* with a new PDS or a Supplementary PDS.



Telephone Enquiries

133 423

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Saturday: 9am to 12pm

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Northgate Shopping Centre
Telephone 9920 8200

Metropolitan Branches

Perth

96 William Street

Belmont

Belmont Forum Shopping Centre

Booragoon

Garden City Shopping Centre*

Cannington

Carousel Shopping Centre*

Fremantle

82 High Street

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Whitford City Shopping Centre

Innaloo

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