

Smart – Box Questions and Answers

What does the Smart-Box do and how is it installed?

The Smart-Box is a small telematics device fitted to a car to monitor how the car is driven, i.e. driving behaviour. It is easily installed in your car, to collect and transmit satnav data. Fitments can be done at any Ultra Tune store, upon arrangement with them.

Does the Smart-Box monitor anything else?

The Smart-Box can monitor that the car is regularly kept at the specified overnight address, the distance travelled over a year and other related driving behavioural criteria. This facilitates the appropriation of individualised insurance premium tailored to specific driving behaviour. The Smart-Box also doubles as a tracking device in the unfortunate event that your car is stolen.

Does the Smart-Box affect my car?

The Smart-Box uses a small power charge, but does not affect the Engine Management System in any way.

Is it necessary to install a Smart-Box?

It is a policy condition of AI's Smart-Box product, and allows us to monitor and reward your driving behaviour. This is not used to penalise you, rather to determine your premium and generate a Good Driver Score. The Smart-Box also allows us to potentially track and retrieve your car if it is stolen. Failing to install the Smart-Box within the specified 14 day timeframe (from start date of policy) will result in the policy being cancelled.

Can I access my driving behaviour data?

Yes, by clicking on the Telematics Portal link on our website, you will be able to see your 'vehicle usage data' which, amongst other factors, includes distances travelled, time, and road surface types.

What do I do about the Smart-Box if I sell my car?

The Smart-Box will need to be de-installed at any Ultra Tune store and returned to AI Insurance or perhaps fitted in your new vehicle – if insured through AI.

Why are alerts messaged and when might they be received?

An alert message can be triggered by driving behaviour that is considered to be unsafe, and the purpose of the alert message is to notify you of the behaviour. The reading of sms (text) messages while driving is considered to be a high level distraction and unsafe driving behaviour, and as such **we emphasize that you should never attempt to read sms messages while driving.**

Who does the Smart-Box belong to?

The Smart-Box belongs to AI Insurance and we facilitate the use thereof for as long as you are insured with us under a Smart-Box product.

Do I have to pay anything extra for the Smart-Box?

The Smart-Box belongs to AI Insurance, is leased to you during the period of insurance and is included in your premium. You do not have to pay any additional fees to have the device fitted in the vehicle and for the duration of the policy. If you cancel your policy, a \$50 'de-installation fee' applies for the removal of the Smart-Box device from your car at any Ultra Tune store. A \$150 penalty applies if the device is not returned to AI Insurance within 14 days of cancellation of policy. If you cancel your policy outside of the cooling-off period or before the renewal date, then a \$50 'cancellation fee' is also applicable.

Can the Smart-Box save me money?

The Smart-Box allows you to demonstrate that you are a good driver and calculates a Good Driver Score. This allows us to rate your insurance risk on an individualised basis.

Is my insurance affected if the Smart-Box becomes faulty?

Most technical problems can be fixed on a remote basis, however, if this does not present as an option, we will replace the existing Smart-Box without charge.

Who else sees my data?

No one who is not relevant to the functionality and delivery of the Smart-Box services.

How do you track my stolen vehicle?

In the unfortunate event that your car is stolen, you should bring the Smart-Box to the attention of the police when you report the theft to them. You should also report the theft to the AI claims team as soon as possible as they will attempt to track the vehicle and assist the police in the retrieval thereof.

We are only a phone call or email away.

If you require further information or clarification, please call us on 1300 00 33 03 or email contactus@aiinsurance.com.au
