

The Comprehensive Motor Vehicle Insurance policy from Toyota Insurance, underwritten by Aioi Nissay Dowa Insurance Company Australia, offers extensive coverage for accidental loss or damage to vehicles, including theft, and legal liability for damage to others' property, with a maximum payout of \$20 million for any single accident. The policy features agreed value coverage, which is the maximum amount payable in the event of a total loss, and includes benefits such as glass cover, towing, storage, and rental car provisions following certain incidents. Optional benefits include excess-free glass cover and rental car coverage for accidental damage. Policyholders are required to provide accurate information to avoid misrepresentation, which could lead to claim denial or policy cancellation. Claims must be reported promptly, and the policy outlines specific exclusions, including general, vehicle, and driver exclusions that may affect coverage. Premiums can be paid annually or in monthly installments, with the latter option incurring a higher total cost. A 21-day cooling-off period is provided for cancellations with a full refund, provided no claims have been made.

The policy distinguishes between various uses of the vehicle, including private, business, courier, and rideshare use, with specific exclusions for unreported modifications and certain business activities. Coverage extends to learner drivers under supervised practice, and participation in defensive driving courses is also covered. In the event of a total loss, replacement vehicles are provided under specific conditions based on the vehicle's make and registration age, with Toyota vehicles eligible for a new replacement within three years of original registration. The policy also covers legal costs for claims defended in the insured's name, towing and storage costs if the vehicle cannot be driven, and re-delivery costs if the accident occurs over 100 kilometers from home. Personal items are covered up to \$1,000 per claim for theft or damage, with proof of ownership required, and emergency repairs up to \$800 are reimbursable without prior approval.

The policyholder must adhere to specific conditions regarding excess payments and claims, with various types of excesses applicable based on circumstances. Claims are only accepted if the

amount exceeds the excess, and if a recoverable claim is established, the excess may be waived. The insurer reserves the right to recover any payments made and requires cooperation from the insured. If a vehicle is stolen, the insured must report it to the police and the insurer immediately. Rental car benefits are contingent on the insurer's authorization, and the insured is responsible for costs associated with the rental car. Premium payments must be made by the due date, and changes to policy details may affect the premium. The policyholder must inform the insurer of various changes during the coverage period, including changes in drivers, vehicle ownership, and modifications.

The policy includes a 21-day cooling-off period for cancellation with a full refund, and after this period, the policyholder can cancel at any time, receiving a refund for the unexpired coverage period minus a processing fee. The insurer can cancel the policy with written notice, also refunding the unexpired premium minus the processing fee. Temporary coverage for a replacement vehicle is available for up to 14 days, provided the insurer is notified and agrees to cover the new vehicle under modified terms. The policy ends upon expiry, cancellation, or settlement of a total loss claim. The insurer adheres to the General Insurance Code of Practice, ensuring high service standards and a commitment to resolving complaints efficiently. If unresolved, complaints can be escalated to the Australian Financial Complaints Authority (AFCA).

Overall, the policy aims to provide comprehensive coverage while ensuring that policyholders understand their obligations and the terms of their insurance, including the importance of accurate information, timely premium payments, and adherence to the outlined conditions for claims and coverage.