

The Allianz Personal Motor Insurance Product Disclosure Statement (PDS) serves as a comprehensive guide for potential policyholders, detailing essential information regarding motor insurance options. The policy covers the insured individual and any licensed driver permitted to operate the vehicle, excluding those identified as declined drivers. Allianz offers various coverage types, including Comprehensive insurance, which protects against accidental loss or damage to the vehicle and provides liability cover; Third Party Property Damage insurance, which offers liability coverage; and Third Party Fire and Theft insurance, available only to existing customers renewing their policy, covering loss or damage due to fire, explosion, lightning, or theft.

Comprehensive insurance covers the vehicle's agreed or market value as specified in the policy schedule. In the event of a claim, Allianz may opt to repair the vehicle or compensate the insured for the reasonable cost of repairs or the vehicle's value, along with applicable benefits. If the policyholder is at fault, they may need to pay an excess. The PDS outlines various features, benefits, and exclusions for each coverage type, highlighting the importance of reviewing the policy schedule for specific details. Exclusions include claims from unlicensed drivers, unsafe vehicle conditions, carrying passengers for hire, and damage due to war or terrorism. A 72-hour waiting period applies for coverage against loss or damage from cyclones, floods, or bushfires when the policy is first taken out, although this does not apply to renewals or when replacing an existing comprehensive policy without a break in coverage.

Policyholders must select appropriate coverage and adhere to the policy's terms, including taking reasonable care to prevent loss or damage to the vehicle. The PDS details premium payment obligations, including consequences for late payments, and outlines the process for receiving policy documents, which can be sent electronically or by post. The document emphasizes the importance of understanding the policy's terms, including the duty to avoid misrepresentation and the implications of any changes to the policy. Key responsibilities include taking reasonable precautions, ensuring the vehicle is well-maintained and roadworthy, and providing honest information in claims

documentation. Failure to meet these responsibilities may result in reduced or denied claims or policy cancellation, particularly in cases of fraud.

Special conditions may apply, potentially excluding or restricting coverage for certain individuals or conditions, as detailed in the policy schedule. The vehicle's value can be insured for either an agreed value or market value, with the agreed value considering replacement costs, including modifications, while market value reflects the cost to replace the vehicle with one of similar make, model, age, and condition. Premiums are determined based on the likelihood of a claim, influenced by factors such as vehicle type, location, age of the insured, and usage. Premium payments can be made annually or in installments, with timely payment crucial to avoid policy cancellation and loss of claim rights. A 21-day cooling-off period allows for policy cancellation with a refund, provided no claims have been made. Renewal notices will be sent at least 14 days before expiration, detailing renewal terms, and automatic renewal may apply if premiums are paid by installments.

The policyholder cannot assign rights or benefits without written permission from the insurer, and the policy is governed by the laws of the Australian State or Territory where the vehicle is kept. The insured must take reasonable care to avoid misrepresentation, as failure to do so may result in claim rejection or policy cancellation. A no claims bonus (NCB) rewards the insured for not making claims, potentially lowering premiums, but may be affected by claims made during the policy period. Comprehensive insurance covers accidental loss or damage to the vehicle, and prior approval from the insurer is required before incurring expenses for claims.

In the event of a total loss, the insurer may choose to repair the vehicle, pay for repairs, or compensate the insured based on the market or agreed value as specified in the policy schedule. New for old replacement is available for vehicles less than three years old, provided they were purchased new and the financier consents. Temporary cover is provided for a replacement vehicle after selling or giving away the insured vehicle, but the insured must notify the insurer promptly to

avoid claim reductions or denials. Additional benefits include the removal of excess for windscreen claims, replacement of child seats after a covered accident, reimbursement for emergency repairs, and coverage for reasonable travel or accommodation expenses if the vehicle is over 100 kilometers from home at the time of an accident. The policy also covers lock re-keying if keys are stolen, personal items damaged or stolen from the vehicle, and provides a rental car or travel allowance if the vehicle is stolen or involved in a not-at-fault collision.

Coverage for accessories, towing, and trailers is included, with specific limits on payouts. Optional benefits are available and will be included in renewal offers unless the insured opts out. The policy features a protected no claim bonus, ensuring that the insured's bonus is not reduced for certain claims. The insurer must be contacted for approval before incurring expenses for claims, and coverage for legal liability is provided for damage to others' property caused by the insured vehicle, with specific exclusions noted. The policy outlines coverage for legal liability related to bodily injury and property damage arising from the use of the insured vehicle or a substitute vehicle, provided the vehicle is registered for public road use. Coverage includes legal liability for death or bodily injury to authorized drivers or passengers, but excludes claims insurable under statutory or compulsory insurance policies, as well as claims related to intentional acts or psychological injuries not directly caused by physical harm. The maximum payout for liability claims is capped at \$30,000,000, with legal costs for defending claims covered, but not for criminal or traffic enforcement proceedings.

For Third Party Fire and Theft insurance, coverage includes loss or damage to the vehicle due to fire, explosion, or theft, with a maximum payout of \$5,000 per incident. Additional benefits include lock re-keying if keys are stolen, with a maximum payout of \$2,000, and rental car provisions following theft, covering costs up to \$100 per day for a maximum of 30 days, along with reimbursement for any excess or security bond paid under the rental agreement. Policyholders must assist with claims by providing necessary information, and failure to do so may result in claim denial. The insurer retains the right to choose how to settle claims, whether through repair, payment of

repair costs, or total loss settlement, which ends the policy without premium refund unless a vehicle replacement is provided. If a vehicle is financed, the insurer will pay the credit provider directly in the event of a total loss, after deducting any applicable excess and salvage value.

The policy includes provisions regarding GST, indicating that GST amounts may be added to claim settlements unless otherwise stated. Policyholders must disclose their GST input tax credit entitlements, as failure to do so may result in liability for GST on claims. The insurer also reserves the right to recover amounts paid from third parties. The insurance policy outlines the procedures and conditions for vehicle repairs, claims, and coverage. If a claim is made, the insurer will act reasonably in the insured's interest and will refund any excess paid only when the claim is recoverable. Prior approval from the insurer is required before starting repairs, except for emergency repairs under Comprehensive insurance. The insurer can assist in selecting a repairer, but the insured has the right to choose their own. The insurer may require a second quotation and will authorize repairs based on reasonable costs. If both parties agree to move the vehicle to a different repairer, a rental car will be provided for up to three days, with a maximum cost of \$100 per day.

The policy guarantees materials and workmanship on authorized repairs for as long as the insured owns or leases the vehicle. If there is unrepaired damage prior to an incident, the insured may need to contribute to repair costs if the incident causes additional damage. The insurer will not repair undamaged areas of the vehicle. Various excesses apply to claims, including a basic excess, voluntary excess, imposed excess, age excess for drivers under 25, undeclared young driver excess, inexperienced driver excess, theft excess, driver excess, and unnamed driver excess. The policy specifies when excesses do not apply, such as when the claim is due to another party's fault or for specific types of damage.

The policy also lists exclusions where claims will not be paid, including incidents involving unlicensed drivers, drivers under the influence of drugs or alcohol, unsafe vehicle conditions,

carrying passengers for hire, and any deliberate acts. Other exclusions include consequential losses, use in motorsport, mechanical failures, wear and tear, and theft unless specific precautions were taken. The policy emphasizes the insured's responsibility to safeguard the vehicle after an incident and outlines conditions for renting a vehicle. Overall, the policy provides a comprehensive framework for coverage, claims, and exclusions, ensuring clarity on the insured's obligations and the insurer's responsibilities.

Specific exclusions and limitations regarding coverage include loss or damage related to computer technology and software viruses, which are not covered. The policy has a 72-hour waiting period for claims related to cyclones, floods, or bushfires, waived if a new comprehensive policy replaces an existing one without a break in coverage or if the vehicle was purchased at the policy's commencement. Coverage is geographically limited to incidents occurring within Australia and excludes coverage where prohibited by economic or trade sanctions. Policyholders must promptly inform the insurer of any changes during the insurance period, including changes in drivers, vehicle modifications, usage, or inaccuracies in the policy schedule, as failure to provide timely information may result in reduced or denied claims. The policy can be canceled by either party, with the insurer retaining the right to cancel under specific circumstances, such as misrepresentation or non-compliance with policy provisions. Notice of cancellation will be provided in writing, and any cancellation will result in a pro-rata refund of the premium, except in cases of total loss claims.

For complaints, policyholders are encouraged to contact the insurer for resolution, and if unsatisfied, they can escalate the matter to the Australian Financial Complaints Authority (AFCA). The insurer prioritizes the privacy of personal information, collecting it primarily from the insured or their agents, and may disclose it to third parties for service provision. Personal information may also be