

The Motor Vehicle insurance policy document provides comprehensive details regarding coverage, exclusions, and obligations for both the insurer, QBE Insurance (Australia) Limited, and the policyholder. It is structured into two main sections: Important Information and Policy Wording. The Important Information section outlines the policy's cost, including premium calculations based on factors such as the sum insured, vehicle specifics, driver history, and optional benefits. It also describes the No Claim Bonus, which offers discounts based on claims history, and the Cooling-off period, allowing policyholders to cancel within 21 days for a full refund if no claims have been made. The document emphasizes QBE's commitment to service standards and addresses privacy concerns regarding personal information handling. The Policy Wording section details coverage options, including Comprehensive, Third Party Fire and Theft, and Third Party Only, along with their exclusions and conditions. Coverage includes legal liability for damage to property and bodily injury caused by the vehicle, with specific limits outlined in the Policy Schedule. The insured must specify vehicle usage, with categories including Private, Business, and Commercial, and must adhere to premium payment conditions to maintain coverage.

The policy covers various locations, including the Philippines, India, Ireland, the UK, the US, China, and EU countries. It includes a Privacy Policy detailing the collection and use of personal information, which is essential for claims processing. The complaints process involves several steps, starting with contacting the policy or claims management team, escalating to Customer Care if unresolved, and potentially involving the Internal Dispute Resolution (IDR) team or the Australian Financial Complaints Authority (AFCA) for binding decisions. The policy is protected under the Financial Claims Scheme (FCS) in case of QBE's insolvency, with eligibility criteria available from the Australian Prudential Regulation Authority (APRA).

Key terms such as "Accident," "Agreed Value," "Market Value," and "Write-off" are defined, clarifying conditions and responsibilities. Comprehensive coverage protects against accidental damage, fire, and theft, while exclusions include damages from underage driving or unlisted drivers. The policy

outlines claims procedures, requiring documentation and adherence to specified processes. Coverage for windscreen or window glass replacement is included, and a no claim bonus protection ensures that the bonus remains unaffected for one at-fault claim during the insurance period. If a new vehicle under four years old is declared a write-off, a replacement vehicle will be provided, excluding compulsory third-party insurance. The policy also covers hire car costs after an incident, with specific limits and conditions.

Legal liability coverage includes benefits for substitute vehicles and passenger liability but excludes liability for vehicles covered under another policy or for drivers under 24 if a preferred driver option is selected. General exclusions apply to incidents involving alcohol or drugs, unregistered vehicles, and unsafe conditions. The policyholder must cooperate with the insurer, take reasonable care to prevent loss, and notify the insurer of any changes affecting the policy. The policy can be canceled by either party, with the insurer refunding any unearned premium minus non-refundable fees. Claims procedures require the insured to prevent further loss and provide relevant information while avoiding admissions of fault.

The policy outlines various excesses applicable to claims, including standard, voluntary, age, inexperienced driver, unlisted driver, and named driver excesses. Certain circumstances may exempt policyholders from paying excesses, such as when the other driver is at fault. Claims must disclose any other insurance covering the loss and provide necessary evidence, with claims paid inclusive of GST. The insurer retains the right to pursue recovery of losses from responsible parties and may require the policyholder's assistance. If a claim is declined due to fraud, the insurer may recover investigation costs and report the incident to the police. For inquiries and claims, customers can contact the insurer directly. Overall, the document serves as a detailed guide to understanding the terms and conditions of the motor vehicle insurance policy.