

The Motor Vehicle Insurance Product Disclosure Statement (PDS) from Insurance Australia Limited (IAL), trading as CGU Insurance, details the coverage, exclusions, and responsibilities associated with the policy, which applies to cars, motorcycles, trailers, and horse floats registered for public road use in Australia. The policy offers three levels of coverage: Comprehensive, Third Party Fire and Theft, and Third Party Property Damage. Comprehensive coverage protects against loss or damage to the vehicle and liability for damage to others, while Third Party Fire and Theft covers loss from fire or theft and liability, and Third Party Property Damage solely covers liability. Policyholders can select from a standard Motor Vehicle Insurance Policy, a Nominated Driver Policy, or a Low Kilometre Nominated Driver Policy, each with specific conditions regarding driver age and mileage limits.

The policy includes a No Claim Bonus discount for Comprehensive insurance, rewarding policyholders for a good claims history, with levels ranging from 0% to 60%. Excesses may apply when making a claim, including basic, age, inexperienced driver, and additional excesses, which can double if a vehicle is driven by someone other than a nominated driver. Exclusions include loss or damage from specific incidents such as bushfires or cyclones within 48 hours of policy commencement unless certain conditions are met. Policyholders must accurately report incidents, provide necessary information for claims, and adhere to the terms outlined in the PDS, as failure to do so may affect claims and coverage.

Coverage includes loss or damage due to fire, storm, flood, theft, vandalism, and other specified incidents, with specific exclusions for bushfire or grassfire within 48 hours of the policy start date unless continuous coverage is maintained. The policy covers theft of keys, vandalism, and includes additional coverages for baby capsules, emergency repairs up to \$800, funeral expenses up to \$5,000 for the driver in case of a collision, and hire vehicle costs if the insured vehicle is stolen or unsafe to drive, limited to \$100 per day for up to 21 days. Liability coverage is provided for legal claims up to \$30 million, including loading and unloading goods and passenger-related liabilities.

Optional coverages can be added for hire car costs after any incident, windscreen repairs without affecting the No Claim Bonus, and protection of the No Claim Bonus for one at-fault claim if at the maximum level. The policy outlines conditions for claims, including the need for receipts for repairs and documentation for claims related to funeral expenses and personal items. The No Claim Bonus may be reduced after an at-fault claim, but Earned No Claim Bonus Protection is available for Comprehensive cover, protecting the NCB for all at-fault claims if the policyholder is at the maximum level.

General exclusions apply to incidents outside Australia, deliberate actions, unlicensed drivers, and unsafe vehicle conditions, as well as claims related to terrorism, nuclear materials, communicable diseases, and consequential losses. Policyholders must notify the insurer of any changes to vehicle use, drivers, or modifications and must be truthful in all statements. Claims must be reported promptly, and the insured must take steps to prevent further loss, inform the police of theft or damage, and not admit liability or repair damages without consent. The insurer adheres to the General Insurance Code of Practice, ensuring high service standards and fair claims handling, and provides a 21-day cooling-off period for policy cancellation with a full premium refund.

The policy includes a repair guarantee for authorized repairs, ensuring coverage for faulty repairs, provided the vehicle is inspected beforehand. The premium is calculated based on various factors, including coverage type, vehicle details, and the insured's profile, and must be paid by the due date to avoid policy cancellation. Claims must be supported by necessary documentation, and the insurer will assess claims to decide on repairs, replacements, or payments based on policy terms. In the event of a total loss, the insurer pays the agreed or market value of the vehicle after deducting any excess and unpaid premiums, with specific provisions for replacement vehicles and salvage rights.

The policy outlines procedures for resolving complaints, starting with direct communication with the

insurer, followed by a review process, and potentially an external review through the Australian Financial Complaints Authority (AFCA). The policy also includes a Financial Claims Scheme for potential payments if the insurer becomes insolvent. Key definitions clarify terms such as "market value," "total loss," and "excess," ensuring the insured understands their coverage and obligations. The policy is applicable to the person or persons named as the insured on the current schedule and consists of the PDS and the current schedule, with updates provided as necessary. Contact details for inquiries and claims are included, along with the insurer's mailing address.