

The GIO Car Insurance Product Disclosure Statement (PDS) provides comprehensive information about the insurance product, including coverage options, exclusions, and the responsibilities of policyholders. This policy is intended for owners of passenger cars, including 4WDs and vans, used for private or business purposes. Policyholders are required to maintain their vehicles in a roadworthy condition, take precautions against theft or damage, and provide accurate information during the application and claims processes. Non-compliance with these responsibilities may lead to reduced claims payments or policy cancellation. The insurance offers four coverage levels: GIO Platinum, Comprehensive, Fire, Theft & Third Party Property Damage, and Third Party Property Damage, each with distinct features such as lifetime new car replacement, hire car benefits, and coverage for damage caused by uninsured drivers. General exclusions apply, detailing circumstances under which claims may be denied.

A cooling-off period of 21 days is available for policyholders to cancel the policy for a full refund, provided no claims have been made. The PDS outlines the claims process, including establishing a loss, applicable excesses, and settlement procedures. Premium payments are addressed, highlighting GIO Claims Free Savings, which rewards policyholders for not making claims, and the Maximum No Claim Discount/Rating 1 for Life, ensuring that claims do not affect premium calculations for eligible customers. It is crucial for policyholders to read the certificate of insurance and the PDS carefully to understand specific terms and conditions, including any special conditions that may apply.

In the event of cancellation, coverage remains until the cancellation date, and a cancellation fee may apply. The PDS also provides guidance on reporting complaints and insurance fraud, adhering to the General Insurance Code of Practice. Coverage options include Fire, Theft & Third Party Property Damage, Comprehensive, and GIO Platinum cover, with GIO Platinum offering the highest level of protection, including accidental loss or damage cover, third party property damage cover, and additional features at no extra cost. Accidental loss or damage cover protects against incidents

such as hail, storm, flood, fire, theft, vandalism, and collision, with payout limits based on the amount covered for the car as stated in the certificate of insurance.

Third Party Property Damage cover is included in all options, providing legal liability for damage to others' property caused by the insured vehicle, with a maximum payout of \$20 million per incident, including legal costs. The policy clarifies the distinction between Third Party Property Damage insurance and Compulsory Third Party insurance, noting that the former covers property damage while the latter covers personal injury liability. Additional features under the policy include lifetime new car replacement for GIO Platinum cover, hire car coverage for incidents rendering the insured car undriveable, and windscreen and window glass cover allowing for one excess-free claim for repairs or replacements.

Comprehensive cover includes a 7-day repair guarantee, covering hire car costs if repairs exceed seven days under specific conditions. Coverage for new car replacement is available for vehicles less than two years old, and two-wheel trailer cover is included for accidental loss or damage when attached to the insured vehicle, limited to \$1,000. Emergency travel, accommodation, and repairs are covered if the insured car is damaged or stolen, with limits of \$500 for emergency repairs and \$500 for emergency travel costs. The policy also covers the cost of replacing stolen car keys and recoding locks, with a limit of \$1,000, and allows for hire car arrangements in the event of theft, covering reasonable costs for up to 14 days.

The policy outlines various exclusions, including incidents involving alcohol or drugs, illegal use of the vehicle, and driving without a valid license. Claims related to incorrect fuel usage, loss or damage occurring outside Australia, and damage during test drives are also excluded. Policyholders must follow specific procedures when making a claim, including ensuring safety, preventing further damage, and reporting incidents to authorities. If premiums are paid in monthly installments and are overdue, the insurer may refuse to pay claims or cancel the policy without notice. The claims

process requires the insured to provide proof of the incident and cooperate with the insurer's investigation.

The policy specifies various excesses that apply to claims, including standard, voluntary, age, inexperienced driver, and driver history excesses. The insurer retains the right to determine how claims are settled and will manage the claims process, including third-party claims. Authorized repairs come with a lifetime guarantee on materials and workmanship, and the insurer commits to using new parts or parts consistent with the car's age and condition. If the car is deemed a total loss, the insurer will pay the covered amount minus any deductions, including excess and unpaid premiums.

The rated premium reflects the likelihood of claims and includes various factors, with potential changes upon renewal. Policyholders must notify the insurer of any changes to their details or car, which may affect the premium or coverage. The policy can be canceled by either party, with a cancellation fee applied, and refunds will be issued minus the fee and any non-refundable charges. The policy also defines key terms essential for understanding coverage limits and conditions.

For complaints, policyholders can contact GIO through various channels, and complaints will be addressed within one business day. If unresolved, the matter will be escalated, and if still unsatisfied, policyholders may escalate to the Financial Ombudsman Service (FOS) for independent dispute resolution. The policy emphasizes the importance of reporting insurance fraud and adheres to the General Insurance Code of Practice, promoting transparency in the insurance process. Additionally, the policy may be a "protected policy" under the Federal Government's Financial Claims Scheme, providing certain protections in the event of insurer insolvency.