

The Motor Vehicle Insurance Product Disclosure Statement (PDS) provides comprehensive details regarding vehicle insurance coverage options in Tasmania, including comprehensive, third party fire and theft, and third party property damage policies. Comprehensive coverage protects against loss or damage to the insured vehicle and liability for damage to others' property, while Third Party Fire and Theft covers loss or damage due to fire or theft, and Third Party Property Damage only covers liability for damage to others' vehicles or property. The Nominated Driver policies limit coverage to specified drivers aged 25 or older, with the Nominated Driver Low Kilometre policy restricting annual mileage to 10,000 kilometers. The PDS includes a No Claim Bonus system that rewards policyholders with discounts based on their claims history, ranging from 60% to 0%, and outlines various excesses applicable when making a claim, which may increase under certain conditions, such as when a non-nominated driver operates the vehicle.

Exclusions from coverage include incidents related to bushfires, cyclones, and certain conditions within 48 hours of policy commencement. Policyholders are responsible for providing accurate information and notifying the insurer of any incidents. The claims process requires documentation and communication with the insurer. The policy can be renewed, changed, or canceled, with premium payments subject to adjustments based on claims history. The PDS encourages thorough reading and retention for reference. Coverage includes theft or attempted theft of the vehicle, vandalism, and malicious acts, with specific reporting requirements. Additional covers vary by policy type and include replacement costs for baby capsules and child seats, emergency repairs, funeral expenses, and coverage for hire vehicle costs if the vehicle is stolen or unsafe to drive. Legal costs for coronial inquiries related to covered incidents are included, as well as coverage for personal items damaged or stolen from a locked car, up to \$1,000, with exclusions for money and income-earning property.

Liability coverage extends to legal claims up to \$30 million for property damage or bodily injury, with exclusions for death or injury claims if other insurance is available. Optional covers can be added for

hire car costs, windscreen repairs without affecting the No Claim Bonus, and protection for at-fault claims if the policyholder is on the maximum No Claim Bonus. Exclusions also encompass costs related to wear and tear, repairs or replacements of failed parts, rust or corrosion, and mechanical or electrical breakdowns unless resulting from an accident or fire. Liability exclusions include penalties, fines, or punitive damages, incidents without required insurance, and personal injuries to the insured or their family members. General exclusions apply to losses outside Australia, those not within the insurance period, incidents involving unlicensed drivers, and damages from unlawful activities or unsafe vehicle conditions.

Policyholders must notify the insurer of any changes in vehicle use, drivers, or modifications, and must provide truthful statements related to the policy. Failure to meet these responsibilities may result in claim denial or policy cancellation. The insurer adheres to the General Insurance Code of Practice, ensuring high service standards and fair claims handling. A cooling-off period allows for policy cancellation within 21 days for a full premium refund, provided no claims have been made. The policy includes guarantees for fair claims handling and repair quality. Personal information collected is used solely for insurance purposes and may be shared as required by law. To obtain or renew insurance, applicants must contact the insurer, pay the premium, and review any proposed changes.

The policy outlines procedures for notifying the insurer of changes, which may result in an endorsement schedule detailing agreed changes and applicable conditions. An additional premium may be required for these changes, and policyholders must check and pay any increased premium promptly. Failure to pay the premium may lead to policy cancellation and refusal of claims for incidents occurring after cancellation. In the event of replacing a vehicle, coverage for the original vehicle ends, but the policy provides 14 days of coverage for the replacement vehicle if acquired within one month, requiring the policyholder to contact the insurer within 14 days to maintain coverage. Premium calculations consider various factors, including vehicle value, age, usage, and

driver experience, and must be paid by the due date.

To make a claim, the policyholder must gather necessary information and report the claim promptly. The insurer assesses the claim and may require proof of ownership and other documentation. Claims can be settled through repair, replacement, or payment of the vehicle's value, with the insurer retaining the right to choose the settlement method. In cases of total loss, the insurer pays the agreed or market value of the vehicle after deducting any excess and unpaid premiums. Written consent from the financier is required for replacement if the vehicle is under finance. The policy includes a process for resolving complaints, starting with direct communication with the insurer, followed by a review and potential external dispute resolution through the Australian Financial Complaints Authority (AFCA). The policy is also subject to the Financial Claims Scheme in case of the insurer's insolvency and adheres to the Motor Vehicle Insurance and Repair Industry Code of Conduct, ensuring quality standards in repairs.

The policy defines key terms such as "excess," "flood," "incident," "inexperienced driver," "malicious act," "market value," "medical emergency," "modification," "No Claim Bonus," "period of insurance," "personal items," "premium," "salvage," "schedule," "special conditions," "standard equipment," "substitute vehicle," "terrorism," "total loss," and "unlicensed driver." The terms "us," "we," and "our" refer to Insurance Australia Limited, trading as CGU Insurance, while "you" refers to the insured individuals named in the policy. The vehicle must be registered and comply with local regulations, including any disclosed modifications, and the document includes contact information for inquiries and claims, emphasizing the importance of updated information and the right to obtain a paper copy of any changes.