

RACV Motor Insurance, issued by Insurance Manufacturers of Australia Pty Limited, is available exclusively to members of the Royal Automobile Club of Victoria (RACV) Ltd. The Product Disclosure Statement (PDS), prepared on 2 August 2022 and updated through Supplementary Product Disclosure Statements (SPDS) on 21 March 2023 and 10 October 2023, details the insurance coverage options, which include comprehensive, third-party fire and theft, and third-party property damage. Comprehensive coverage protects against accidental damage, theft, and fire, offering benefits such as hire car coverage after theft or not-at-fault collisions, new vehicle replacement within two years, and coverage for personal items. Third-party options provide limited coverage for fire, theft, and damage to others' property. Policyholders must seek prior agreement from the insurer before incurring out-of-pocket expenses related to emergency transport and accommodation, as failure to do so may limit reimbursement. They are also prohibited from authorizing repairs without the insurer's consent unless specified under emergency repairs. The policy includes a 21-day cooling-off period for cancellation after issuance, and premium payments can be made annually or monthly, with specific conditions for late payments.

The policy provides a full refund of the premium if no claims have been made, and policyholders cannot assign benefits or rights without written consent from the insurer. Coverage applies to motor vehicles or motorcycles listed on the Certificate of Insurance, with the scope determined by the selected insurance type. Comprehensive Insurance covers loss or damage from accidents, theft, fire, flood, malicious acts, and storms, with the insurer deciding on repairs or compensation based on the policyholder's preferences. Specific provisions allow for windscreen, sunroof, and window glass repairs or replacements without excess under certain conditions, and theft of keys is covered up to \$1,000 if reported to the police.

Policyholders have access to a network of partner repairers but can choose their own if they select the 'Any Repairer' option. Additional coverage options, such as a Hire Car option, are available for an extra premium, covering hire car costs for up to 21 days after theft or collision, with specific limits

and exclusions. The Windscreen option allows for repairs or replacements without excess payment. For Third Party Fire & Theft Insurance, coverage includes liability for damage to others' property and limited cover for fire or theft loss or damage up to \$10,000, with limited accident damage cover available if the insured is not at fault.

The policy outlines various coverage options and conditions for emergency repairs, transportation, accommodation, and vehicle damage. Emergency repairs must be necessary for safety or security, and costs for transportation and accommodation are covered up to specified limits if the vehicle is damaged more than 100 kilometers from home. However, prior agreement on costs is required, and certain exclusions apply. The policy also includes provisions for towing costs and reasonable storage costs if the vehicle is stored due to an incident.

Claims may be refused if the driver is unlicensed, under the influence of alcohol or drugs, or engaged in reckless behavior. The insurer is not liable for claims that violate sanctions or laws, and general exclusions apply to loss or damage outside Australia, claims occurring outside the insurance period, and damage from wear and tear or mechanical failure. The policy emphasizes the importance of communication and compliance with responsibilities to ensure coverage and successful claims processing.

In the event of a total loss, the insurer will pay the agreed or market value after deducting any unpaid premiums and applicable excesses, with the vehicle becoming the insurer's property. The policy includes provisions for recovery actions, allowing the insurer to recover losses from responsible parties without the policyholder's consent. Premium calculations are based on various factors, and discounts may be available for multi-policy holders or long-term members.

The policy outlines payment obligations and consequences of non-payment, including policy cancellation for non-payment and the requirement to settle overdue amounts for claims. Changes to

the policy must be agreed upon with the insurer, and cancellation requires prior contact, with refunds calculated based on the insured period. A cooling-off period allows for a full refund upon cancellation, and the policyholder is encouraged to address complaints through specified channels. The insurer adheres to the General Insurance Code of Practice, emphasizing service standards and privacy regarding personal information collected. Definitions of key terms clarify the policy's scope and coverage, ensuring that policyholders understand their rights and responsibilities.