

The Supplementary Product Disclosure Statement (SPDS) for BankSA Motor Insurance, effective from 5 October 2021, updates the previous Product Disclosure Statement (PDS) dated 1 February 2021, and is issued by Allianz Australia Insurance Limited. This SPDS must be read alongside the PDS and any other relevant SPDS. Key amendments include a revised 'Duty of Disclosure' section, now titled 'Your Duty to take reasonable care not to make a misrepresentation,' which emphasizes the policyholder's obligation to provide honest and complete information when entering into or renewing the policy. The policyholder must take reasonable care to prevent loss or damage to the vehicle, maintain it in a roadworthy condition, and ensure that all information provided during claims is accurate; failure to meet these responsibilities may lead to reduced claims or policy cancellation. The cancellation rights have been updated, allowing the policyholder to cancel at any time, while Allianz retains the right to cancel under specific circumstances, such as non-compliance with the duty of care or fraudulent claims, with a three-business-day notice period required for cancellations. The SPDS outlines available coverage types, including Comprehensive, Third Party Property Damage, and Third Party Fire and Theft (only for renewing customers), detailing benefits and exclusions associated with each type. Coverage includes accidental loss or damage to the vehicle, liability cover, and various additional benefits such as emergency repairs and rental car expenses. Exclusions include damage from unlicensed drivers, unsafe vehicle conditions, and intentional acts. The policyholder is responsible for paying any applicable excesses in the event of a claim.

The policy specifies that the vehicle can be insured for either an agreed value or market value, with specifics detailed in the policy schedule. Premiums are determined based on various factors, including vehicle type and usage, and must be paid on time to avoid policy cancellation. A 14-day cooling-off period allows for cancellation with a refund, provided no claims have been made. Renewal notices will be sent at least 14 days before the policy expires, and automatic renewal occurs unless the insured opts out. The policy is governed by the laws of the relevant Australian state or territory, and the insured has a duty of disclosure to provide all relevant information when entering or renewing the contract. Non-disclosure may lead to reduced liability or cancellation of the

policy. Comprehensive coverage includes provisions for new-for-old replacement of a vehicle under certain conditions, such as if the vehicle is less than two years old and declared a total loss.

The policy provides coverage for various scenarios related to vehicle loss or damage, including temporary coverage for a replacement vehicle for 14 days after selling or giving away the original vehicle, limited to the market value. Additional benefits include reimbursement for child seat or baby capsule replacement, emergency repairs, and reasonable accommodation and travel expenses incurred due to a covered accident, with specific maximum payouts for each benefit. Key exclusions include coverage for personal items unless specific conditions are met, and the policy does not cover rental vehicle costs if arranged without the insurer's consent. Legal liability coverage is provided for damage to others' property and bodily injury, with certain exclusions, including claims related to unregistered vehicles or intentional acts, and the maximum payout for liability claims is \$20,000,000. Optional benefits, such as rental car coverage following an accident, are included unless the policyholder opts out at renewal. The policy also includes provisions for tools of trade and an uninsured motorist extension, applicable under specific conditions. Third Party Fire and Theft coverage is limited to renewing customers, with a maximum payout of \$5,000 for loss or damage due to fire or theft.

The policy outlines coverage for rental vehicles, stating that if a rental car is needed due to loss or damage to the insured vehicle, the insurer will arrange it only if consent is given; otherwise, costs incurred for self-arranged rentals will not be covered. The policy excludes payment for fuel used during the rental and any accidental damage to the rental car. If a rental car is unavailable, a daily travel allowance of \$50 will be provided until the insured vehicle is recovered undamaged, repaired, or until the claim is settled, with a maximum duration of 30 days. In the event of fire or theft, the insurer will cover reasonable costs for the protection, removal, and towing of the vehicle to a designated location.

Policyholders are required to assist with claims by providing necessary information; failure to do so may result in denial of the claim. If the policyholder is at fault for an accident, the insurer will determine the settlement, which may include repairing the vehicle, paying for repairs, or compensating for total loss based on the type of coverage selected. The insurer may settle claims by repairing the vehicle, paying for repairs, or declaring a total loss, which ends the policy without a refund for unexpired coverage. If the vehicle is recovered after a total loss claim, it typically becomes the insurer's property, although the policyholder may reclaim it by paying a salvage price. Payments to credit providers are prioritized if the vehicle is under a finance arrangement, and the insurer will deduct any applicable excess and unpaid premiums from settlements.

The policy includes provisions for GST, stating that any claim payments will consider input tax credits, and businesses registered for GST must disclose their entitlements. The insurer retains the right to recover amounts paid from third parties and will keep the policyholder informed during this process. Repairs must be authorized by the insurer, and the policyholder should not commence repairs without prior consent, except for emergency repairs. The insurer guarantees the quality of authorized repairs for as long as the policyholder owns or leases the vehicle.

Excesses apply to claims, including a basic excess and potentially additional age or theft excesses, which vary based on the driver's age and whether they are listed on the policy. The policyholder may need to pay multiple excesses depending on the circumstances of the claim. The policy outlines various excesses applicable to claims, including a Theft excess, Driver excess, and Unnamed driver excess, which are specified in the policy schedule. The Theft excess must be paid in addition to other applicable excesses for theft or attempted theft of the vehicle. The Driver excess applies when a claim is made for incidents involving a specified driver, while the Unnamed driver excess applies if the vehicle is driven by someone not listed as a named driver, replacing all other excesses with a fixed amount of \$2500. Policyholders are exempt from paying excesses in certain situations, such as when the claim is due to damage caused by another party at fault, or for specific

types of claims like windscreen damage, theft, or damage from natural disasters.

The policy specifies conditions under which claims will not be paid, including incidents involving unlicensed drivers, drivers under the influence of drugs or alcohol, exceeding load limits, unsafe vehicle conditions, and using the vehicle for commercial purposes unless specified. Additionally, claims related to consequential losses, motor sports, deliberate acts, war, terrorism, and asbestos are excluded. In the event of a total loss, the insurer will deduct any unpaid premiums and salvage value from the payout. Policyholders must inform the insurer of any changes in driver, vehicle usage, or modifications that may affect the policy. Failure to provide timely information may result in reduced or denied claims. The policy can be canceled by either party, with the insurer providing notice and potentially deducting a pro-rata premium for the time on risk.

For complaints, policyholders can contact the insurer for resolution, and if unsatisfied, they may escalate the issue to the Australian Financial Complaints Authority (AFCA). The insurer prioritizes the privacy of personal information, collecting it primarily from the policyholder and disclosing it to relevant parties for service provision and claims processing. The policy outlines the handling of personal information, stating that it may be disclosed to various parties, including claims data collectors, government bodies, and entities within the Allianz Group, both domestically and internationally. The policyholder has the right to access and correct their personal information and can lodge complaints regarding privacy breaches as per the Privacy Act 1988. Telephone calls may be recorded for training and verification purposes, and consent for the use of personal information is implied upon provision. The General Insurance Code of Practice aims to enhance service standards in the insurance industry, with compliance monitored by an independent committee. If the policy is issued through an intermediary, the intermediary acts as Allianz's agent unless specified otherwise. In the event of Allianz's insolvency, claims may be eligible for the Financial Claims Scheme, subject to criteria. The policy may be updated periodically, and policyholders will receive new or supplementary documents as necessary. Key definitions clarify the scope of coverage and

obligations, including terms such as "accident," "agreed value," "excess," and "total loss." The policy also specifies that vehicle usage must be disclosed and categorized as business, rideshare, or private, with the insurer, Allianz Australia Insurance Limited, identified along with the policyholder's responsibilities regarding the insured vehicle and its coverage.