

Supplementary Product Disclosure Statement

10 JANUARY 2014

This Supplementary Product Disclosure Statement (SPDS) is dated 10 January 2014, and supplements each of the Product Disclosure Statements (PDS) listed below. This SPDS is to be read together with the PDS and Policy Document, Policy Schedule and any other SPDSs you received for the relevant product.

| Product Name | Date of PDS |
|------------------------|------------------------------------|
| ANZ Home Insurance | 20 November 2010 |
| ANZ Landlord Insurance | 20 November 2010 |
| ANZ Car Insurance | 1 October 2008 20 November 2010 |
| ANZ Travel Insurance | 20 November 2010 |

The purpose of this SPDS is to:

- update the Privacy Statement in the PDS
- update the sanctions wording in the PDS.

1. Replace the Privacy Statement section within the PDS with that below:

Privacy Statement

OnePath General Insurance

In this section 'we', 'us' and 'our' refers to OnePath General Insurance Pty Limited and other members of the ANZ Group. 'You' and 'your' refers to policy owners and life insureds.

We collect your personal information from you in order to manage and administer our products and services. Without your personal information, we may not be able to process your application or provide you with the products or services you require.

We are committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy details how we manage your personal information and is available on request or may be downloaded from onepath.com.au/privacy-policy

In order to undertake the management and administration of our products and services, it may be necessary for us to disclose your personal information to certain third parties.

Unless you consent to such disclosure we will not be able to consider the information you have provided.

Providing your information to others

The parties to whom we may routinely disclose your personal information include:

- an organisation that assists us and/or ANZ to detect and protect against consumer fraud
- any related company of ANZ which will use the information for the same purposes as ANZ and will act under ANZ's Privacy Policy
- an organisation that is in an arrangement or alliance with us and/or ANZ to jointly offer products and/or to share information for marketing purposes (and any of its outsourced service providers or agents), to enable them or us and/or ANZ to provide you with products or services and/or to promote a product or service
- organisations performing administration
- compliance functions in relation to the products and services we provide
- organisations providing medical or other services for the purpose of the assessment of any insurance claim you make with us (such as reinsurers)
- our solicitors or legal representatives
- organisations maintaining our information technology systems
- organisations providing mailing and printing services
- persons who act on your behalf (such as your agent or financial adviser)
- the policy owner (where you are a life insured who is not the policy owner)
- regulatory bodies, government agencies, law enforcement bodies and courts.

We will also disclose your personal information in circumstances where we are required by law to do so.

Examples of such laws are:

- The *Family Law Act 1975* (Cth) enables certain persons to request information about your interest in a superannuation fund.
- There are disclosure obligations to third parties under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

If you do not want us, ANZ or our alliance partners to tell you about products or services, phone Customer Services 13 16 14 to withdraw your consent.

Information required by law

ANZ may be required by relevant laws to collect certain information from you. Details of these laws and why they require us to collect this information are contained in our Privacy Policy at onepath.com.au/privacy-policy

Privacy consent

We and other members of the ANZ Group may send you information about our financial products and services from time to time. ANZ may also disclose your information to its related companies or alliance partners to enable them or ANZ to tell you about a product or service offered by them or a third party with whom they have an arrangement.

You may elect not to receive such information at any time by contacting Customer Services on 13 16 14.

Where you wish to authorise any other parties to act on your behalf, to receive information and/or undertake transactions please notify us in writing.

If you give us or ANZ personal information about someone else, please show them a copy of this document so that they may understand the manner in which their personal information may be used or disclosed by us or ANZ in connection with your dealings with us or ANZ.

Privacy Policy

Our Privacy Policy contains information about:

- when we or ANZ may collect information from a third party
- how you may access and seek correction of the personal information we hold about you
- and how you can raise concerns that we or ANZ has breached the Privacy Act or an applicable code and how we and/or ANZ will deal with those matters.

You can contact us about your information or any other privacy matter as follows:

GPO Box 75
Sydney NSW 2001

Email privacy@onepath.com.au

We may charge you a reasonable fee for this.

If any of your personal information is incorrect or has changed, please let us know by contacting Customer Services on 13 16 14.

More information can be found in our Privacy Policy which can be obtained from our website at onepath.com.au/privacy-policy

Privacy law changes from 12 March 2014

From 12 March 2014 we and the ANZ Group must provide you with the following information about overseas recipients of personal information.

Overseas recipients

We or ANZ may disclose information to recipients (including service providers and related companies) which are (1) located outside Australia and/or (2) not established in or do not carry on business in Australia.

You can find details about the location of these recipients in ANZ's Privacy Policy and at anz.com/privacy

QBE

All companies in the QBE Group are committed to safeguarding your privacy and the confidentiality of your personal information. QBE collects only that personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claim made by you. QBE will only use and disclose your personal information for a purpose you would reasonably expect. We will request your consent for any other purpose.

Without this personal information we may not be able to issue insurance cover, administer your insurance or process your claim. Our aim is to always have accurate and up-to-date information. When you receive a Policy Schedule, Certificate of Insurance, Renewal or other document from us, you should contact us if the information is not correct.

QBE uses the services of a related company located in the Philippines to provide Call Centre sales and claims handling, accounting and administration services to QBE in Australia.

QBE or our authorised agent may collect or disclose your personal information from or to:

- any person authorised by you;
- a mail house, records management company or technology services provider (for printing and/or delivery of mail and email, including secure storage and management of our records). These companies may be located or the records stored using 'Cloud' technology overseas, including in India, Ireland, USA or the Netherlands;
- a financier whose name appears on your Policy Schedule (for the purpose of confirming the currency of your Policy or when you have a claim and the insured property is a total loss, to confirm if the financier has a current interest);
- an organisation that provides you with banking facilities (for the purpose of arranging direct debit or other payment transactions or confirming payments made by you to us);
- a financial services provider or our agent who is arranging your insurance (for the purpose of confirming your personal and insurance details);
- another person named as a co-insured on your Policy (for the purpose of confirming if full disclosure has been made to us);
- another insurer (to obtain confirmation of your no claim bonus or to assess insurance risks or to assist with an investigation);

- our reinsurer that may be located overseas (for the purpose of seeking recovery from them);
- a dispute resolution organisation such as the Financial Ombudsman Service (for the purpose of resolving disputes between QBE and you or between QBE and a third party);
- a company to conduct surveys on our behalf for the purpose of improved customer services; and
- an insurance reference bureau (to record any claims you may make upon us).

In addition to the above, in the event of a claim, QBE or our authorised agent may disclose your personal information:

- to a repairer or supplier (for the purpose of repairing or replacing your insured items);
- to an investigator, assessor (for the purpose of investigating or assessing your claim);
- to a lawyer or recovery agent (for the purpose of defending an action by a third party against you or recovering our costs including your excess or seeking a legal opinion regarding the acceptance of a claim);
- to a witness to a claim (for the purpose of obtaining a witness statement);
- to another party to a claim (for the purpose of obtaining a statement from them or seeking recovery from them or to defend an action by a third party).

Personal information (about you) may also be obtained from the above people or organisations.

In addition we will:

- give you the opportunity to find out what personal information we hold about you and when necessary, correct any errors in this information. Generally we will do this without restriction or charge; and
- provide our dispute resolution procedures to you, should you wish to complain about how we handle your personal information.

To obtain further information about our Privacy Policy or to request access to or correct your personal information, please email: compliance.manager@qbe.com. To make a complaint email: complaints@qbe.com

2. Replace the sanctions section within the PDS with that below:

Sanctions

We may delay or withhold paying a benefit under this policy where doing so may breach any laws or regulations in Australia including any sanctions regulations.

You must provide all information to OnePath General Insurance which OnePath General Insurance reasonably requires in order to manage its money-laundering, terrorism-financing or economic and trade sanctions regulations.

OnePath General Insurance Pty Limited (OnePath General Insurance) ABN 56 072 892 365 AFSL 288160 – phone 132 062 and QBE Insurance (Australia) Limited (QBE) ABN 78 003 191 035 AFSL 239545 – phone 1300 133 024 are the co-issuers of this SPDS and take full responsibility for it.

Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522 is an authorised deposit taking institution (Bank) under the Banking Act 1959 (Cth). OnePath General Insurance is owned by ANZ – it is a co-issuer of this product but it is not a Bank. This product is not a deposit or other liability of ANZ or its related group companies and none of them stands behind or guarantees the issuers.

A3579/0314 A5 QM5917-1213



ANZ Car Insurance

PRODUCT DISCLOSURE STATEMENT
AND POLICY DOCUMENT | 20 NOVEMBER 2010

This is an important document. If you cannot read and understand English, please use an interpreter to explain it to you before entering into this contract of insurance.

Questo è un documento importante. Se non avete una buona conoscenza dell'Inglese, per favore fatevelo spiegare da un interprete prima di concludere un contratto di assicurazione.

Αυτό είναι πολύ σπουδαίο έγγραφο. Αν έχετε δυσκολία με τα Αγγλικά, παρακαλείστε να μεταχειρισθείτε διερμηνέα να σας το εξηγήσει προτού συνάψετε μια ασφαλιστική συμφωνία.

這是一份重要文件。如你不諳英語，在投保前，請先用傳譯員為你解釋保險合約。

ان هذه الوثيقة هامة. إذا كنت لا تجيد الإنكليزية، يرجى استعمال مترجم كي يشرحها لك قبل أن تدخل طرفاً في عقد تأمين.

Dies ist ein wichtiges Dokument. Falls Sie die englische Sprache nicht beherrschen, lassen Sie es sich von einem Dolmetscher erklären, bevor Sie einen Versicherungsvertrag eingehen.

Đây là một văn kiện quan trọng. Nếu quý vị không thông thạo tiếng Anh, xin vui lòng nhờ thông dịch viên giải thích để quý vị hiểu rõ trước khi ký tên vào hợp đồng bảo hiểm.

Este es un documento importante. Si Ud. No tiene conocimientos sólidos de inglés, pida a un intérprete que le explique el documento antes de contratar el seguro.

នេះគឺជាឯកសារមួយដែលមានសារៈសំខាន់ ។ ប្រសិនបើអ្នកមិនសូវចេះភាសាអង់គ្លេសឡើយ គួរសុំឱ្យអ្នកបកប្រែភាសាម្នាក់ម្នាក់ម្តងម្តងប្រាប់អ្នកមុនពេលអ្នកឃ្លង់ច្របូកច្របល់នូវឯកសារនេះ ។

ANZ Car Insurance PDS and Policy document

The purpose of this PDS and Policy document

This combined Product Disclosure Statement (PDS) and Policy document has been designed to help you understand ANZ Car Insurance so you can get the most out of your Policy.

This PDS contains detailed information on ANZ Car Insurance, including when you are covered, when you are not covered, and maximum cover limits. We have also included a glossary on pages 46–48 to describe words with a special meaning. To the extent that the content of this PDS could be construed as general advice, it does not take into account your personal objectives, financial situation or needs (“personal circumstances”). You should consider the appropriateness of the information, having regard to your personal circumstances.

When you take out ANZ Car Insurance, we agree to provide the cover described in your current Schedule and this PDS, as well as any Supplementary PDS we may issue. Together, these documents make up the terms and conditions of your Car Insurance policy with us. We recommend that you read them carefully and store them together in a safe place.

Each insurer takes full responsibility for this combined PDS and Policy Document which has been prepared and is provided in accordance with Australian laws only.

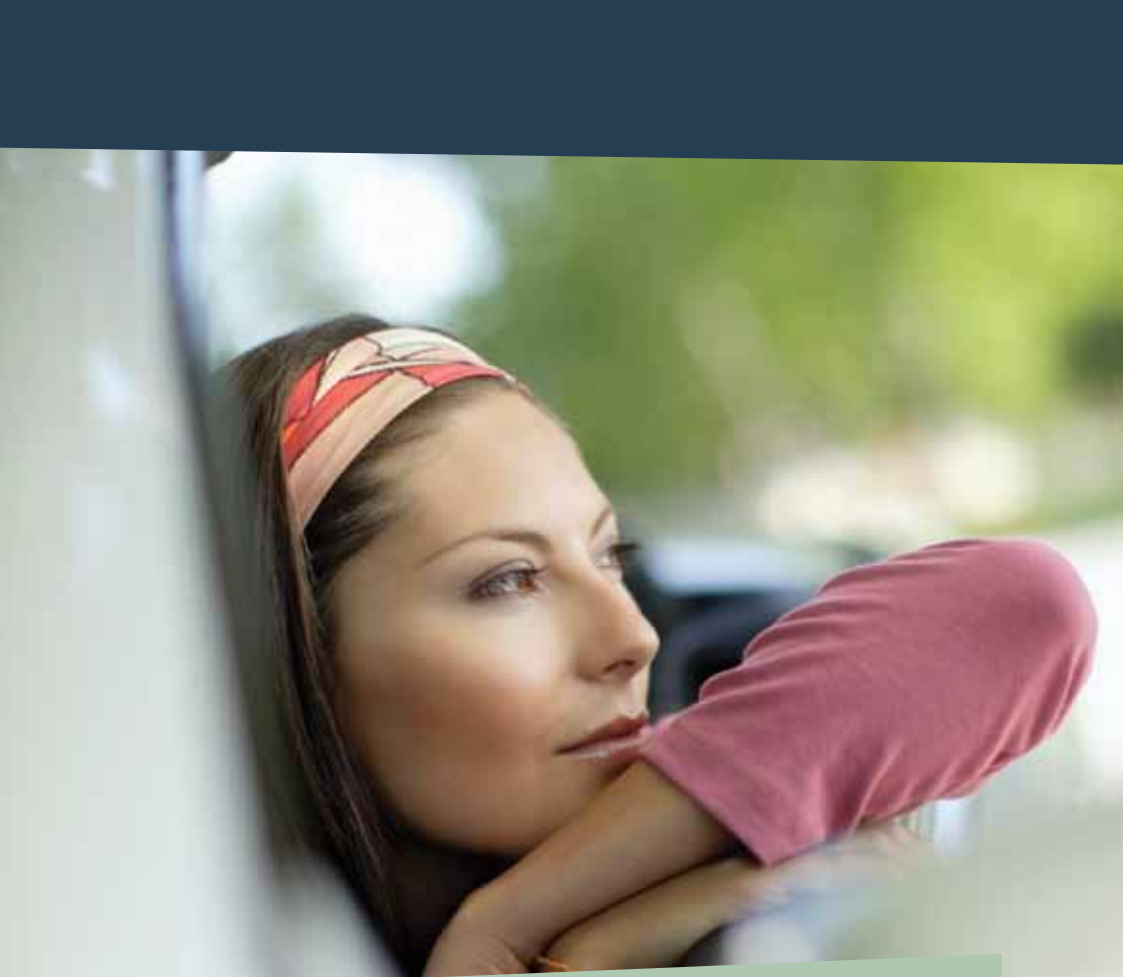
Issuers of this PDS

ANZ Car Insurance is co-issued by OnePath General Insurance Pty Limited (ABN 56 072 892 365, AFSL 288160) (‘OnePath General Insurance’) – phone 132 062, and QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545) (‘QBE’) – phone 133 723. Australia and New Zealand Banking Group Limited (ANZ) is an authorised deposit taking institution (Bank) under the *Banking Act 1959* (Cth). OnePath General Insurance is owned by ANZ – it is the issuer of the product but it is not a Bank. This product is not a deposit or other liability of ANZ or its related group companies and none of them stands behind or guarantees the issuer.

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Simple application process

If you are taking out a Policy with us for the first time, simply:

- Talk** to staff at any ANZ branch
- Call** 13 16 14 weekdays from 8am to 8pm (Sydney time)
- Visit** anz.com

If we agree to insure you, you will be provided with a Schedule setting out the details of your Policy.

For 24 hour claims service

- Call** 13 16 14

Why choose ANZ Car Insurance?

ANZ Car Insurance is the hassle-free way for you to comprehensively protect your car, offering a range of benefits including:

- **after accident care benefits**
 - use of genuine parts
 - choice of repairer
 - lifetime repair guarantee
 - towing services
 - emergency travel and accommodation
 - 24 hour, 7 days a week claims assistance service
- **car hire**
 - after theft
 - following a 'not at fault' accident
- **additional benefits**
 - protection of personal belongings
 - personal legal liability
 - protection against damage or loss of baby seats and capsules
 - new car if recently written off
 - cover for keys, locks and barrels
 - choice of agreed or market value
 - pay by the month at no extra cost

Great ways to reduce your premium including:

- **nominated driver option**
- **low kilometre option**
- **choosing a higher excess.**

In addition, we will also reward you once you have multiple policies with us, and for remaining our customer over time. For more information refer to page 44. Discover these benefits and more in this PDS.

Choice of cover

ANZ Car Insurance provides cover for your motor vehicle anywhere in Australia. Under this insurance you can choose from three different levels of cover, depending on your needs.

Comprehensive cover

Provides cover for:

- loss or damage to your vehicle, and
- your legal liability for loss or damage to another person's vehicle or property.

Comprehensive cover offers additional policy options as outlined on pages 23-24.

Third Party Property Damage, Fire and Theft cover

Provides cover for:

- loss or damage to your vehicle by fire or theft only, and
- your legal liability for loss or damage to another person's vehicle or property.

Third Party Property Damage cover

Provides cover for:

- your legal liability for loss or damage to another person's vehicle or property only.



Insured events

If you have a Comprehensive Policy, Third Party Property Damage, Fire and Theft Policy, or Third Party Property Damage Policy, we will provide cover for loss or damage as a result of any events that we have agreed to cover. There are a number of events we will only cover under specific conditions. These are listed on the following pages.

When you make a claim and you are at fault:

- your No Claim Bonus may be reduced, and
- you will need to pay any excesses that apply.

| Event | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|--|---|---------------|---|-----------------------------|
| Accidental damage to your vehicle | We will cover your vehicle for accidental damage, including damage as a result of a collision. | ✓ | X | X |
| Fire | <p>We will cover your vehicle for loss or damage as a result of fire.</p> <p>We will not cover your vehicle for loss or damage caused by bushfire or grassfire within 48 hours of the start date of your Policy, unless:</p> <ul style="list-style-type: none"> • you took out your insurance with us immediately after another insurance policy covering the same vehicle ended, without a break in cover, or | ✓ | ✓ | X |

| Event | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|----------------------------|---|---------------|---|-----------------------------|
| Fire (continued) | <ul style="list-style-type: none"> • you <ul style="list-style-type: none"> – had entered into a contract of sale to purchase your vehicle, or a contract to lease your vehicle, and – took out your insurance with us for the vehicle prior to taking possession of the vehicle. | ✓ | ✓ | X |
| Storm or flood | <p>We will cover your vehicle for loss or damage as a result of storm or flood.</p> <p>We will not cover your vehicle for loss or damage caused by a named cyclone within 48 hours of the start date of your Policy, unless:</p> <ul style="list-style-type: none"> • you took out your insurance with us immediately after another insurance policy covering the same vehicle ended, without a break in cover, or | ✓ | X | X |

| Event | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|--------------------------------------|---|---------------|---|-----------------------------|
| Storm or flood (continued) | <ul style="list-style-type: none"> • you <ul style="list-style-type: none"> – had entered into a contract of sale to purchase your vehicle, or a contract to lease your vehicle, and – took out your insurance with us for the vehicle prior to taking possession of the vehicle. | ✓ | ✗ | ✗ |
| Theft or attempted theft | <p>We will cover your vehicle for loss or damage as a result of theft or attempted theft. We also cover theft of the keys to your vehicle and certain items in your car, refer to policy benefits on pages 12-20. The theft or attempted theft must be reported to the Police.</p> | ✓ | ✓ | ✗ |
| Vandalism or a malicious act | <p>We will cover your vehicle for loss or damage as a result of vandalism or a malicious act. The vandalism or malicious act must be reported to the Police.</p> | ✓ | ✗ | ✗ |

Liability cover

This cover applies if you have a Comprehensive Policy, Third Party Property Damage, Fire and Theft Policy, or Third Party Property Damage Policy.

| Cover | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|-----------|---|---------------|---|-----------------------------|
| Liability | We will cover you, a nominated driver, an authorised driver, or passengers of your vehicle, for legal liability if your vehicle or a substitute vehicle is involved in an event that causes loss or damage to someone else's property, or death or bodily injury to other people. | ✓ | ✓ | ✓ |

We will cover liability claims up to \$20,000,000 (inclusive of GST) for any event. This amount includes any legal costs that must be paid to defend the claim and any costs awarded against the person who was at fault.

We will cover you, a nominated driver or an authorised driver for any liability that arises from:

- loading or unloading goods
- the use of your vehicle or substitute vehicle, or any one trailer, caravan or broken down vehicle attached to your vehicle
- goods falling from your vehicle or substitute vehicle, or
- using your vehicle or substitute vehicle on behalf of you or their employer, principal, partner or the Australian, State or local government.

We will cover lawfully travelling passengers of your vehicle for any liability that arises from being in or getting into or out of your vehicle or a substitute vehicle.

We will only cover liability for death or bodily injury when there is no insurance required by law that already provides this cover. If this insurance was available to you and you did not take it, we will not pay the claim.

Policy benefits

As part of your car insurance Policy and depending on the type of cover you have we will automatically cover the following benefits. These policy benefits are only available if they occur as a result of an insured event.

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|---------------------------------------|--|---------------|---|---|
| Baby capsules and child seats | If baby capsules or child seats are damaged while in your vehicle, or stolen from your vehicle, we will cover their replacement cost. | ✓ | ✗ | ✗ |
| Choice of repairer | You can suggest a repairer, or we can suggest one for you. If we do not accept your choice of repairer, you must still cooperate with us to select another repairer that we both agree on. | ✓ | ✓ | ✓ Only if you are making a claim for uninsured motorist damage (see page 19) |
| Emergency or temporary repairs | If your vehicle needs emergency or temporary repairs so that it can be driven or used, we will cover the cost of repairs, up to \$500 (inclusive of GST) per event. The emergency or temporary repairs must be a result of an event we have agreed to cover. We will need receipts of the repairs. | ✓ | ✗ | ✗ |

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|--|---|---------------|--|-----------------------------|
| <p>Hire vehicle costs following a not at fault incident or after theft or attempted theft</p> | <p>If your vehicle is</p> <ul style="list-style-type: none"> • stolen or damaged following a not at fault incident, or • it is unsafe to drive as a result of theft, attempted theft or a not at fault incident <p>We will pay up to \$75 per day (inclusive of GST) up to a total of 14 days for the cost of a hire vehicle from the time the theft, attempted theft or not at fault incident occurred.</p> <p>Note: Not at fault incident means we have determined you were not at fault, and you are able to provide the name and registration details of the other party.</p> <p>We will only cover the cost of a hire vehicle:</p> <ul style="list-style-type: none"> • until your vehicle is recovered and repaired, or • until we settle your claim if your vehicle is a total loss <p>up to a total of 14 days, whichever is the shortest period of time.</p> | ✓ | ✓ Only covered following a theft or attempted theft | ✗ |

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|--|---|---------------|---|-----------------------------|
| <p>Hire vehicle costs following a not at fault incident or after theft or attempted theft (continued)</p> | <p>The hire vehicle must be similar to your own vehicle:</p> <ul style="list-style-type: none"> • you will need to organise and pay for the hire car. We are not responsible for ensuring that a hire car is available. You must also give us a copy of the rental agreement and any receipts for the hire car before we will pay you. <p>We will not cover:</p> <ul style="list-style-type: none"> • loss or damage to the hire vehicle, or any costs to run the hire vehicle including the cost of fuel • any insurance excess or other costs, including rental bonds which you may be liable for under the hire agreement, or • any other additional hire costs. | ✓ | <p>✓</p> <p>Only covered following a theft or attempted theft</p> | ✗ |

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|-----------------------------------|--|---------------|---|-----------------------------|
| Personal items in your car | <p>If personal items are damaged in an event or stolen from your locked car, we will cover the cost to repair or replace them, up to \$500 (inclusive of GST).</p> <p>We will only cover loss or damage as a result of theft or attempted theft from a locked car.</p> <p>The theft or attempted theft of personal items must be reported to the Police.</p> <p>We will not cover:</p> <ul style="list-style-type: none"> • money, cheques, financial transaction cards, or • property used for earning an income. | ✓ | X | X |
| Removal of debris | <p>If your vehicle is damaged, we will cover the reasonable costs to remove the vehicle debris from the site where it occurred.</p> | ✓ | X | X |

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|--|---|---------------|---|-----------------------------|
| <p>Replacement of keys, barrels and recoding of locks</p> | <p>If the keys to your vehicle have been stolen, and we accept your claim, we will pay for the replacement of your vehicle's keys and if necessary the recoding of your vehicle's locks up to a maximum of \$1,000 after deduction of your basic Policy excess.</p> <p>To be entitled to this benefit:</p> <ul style="list-style-type: none"> • the theft of the keys needs to have been reported to the Police, and • the keys would need to have been stolen by someone other than you, a member of your family, another person who resides with you or someone invited to your place of residence. <p>If your claim relates solely to replacement of keys, barrels and recoding of locks, cover under this benefit does not entitle you to a claim for a rental vehicle or other additional benefit.</p> | ✓ | ✓ | ✗ |

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|---|--|---------------|--|--|
| <p>Replacing your vehicle after a total loss</p> | <p>If your vehicle is a total loss as a result of an event, we may decide to replace your vehicle with a new vehicle.</p> <p>We will only replace your vehicle with a new vehicle if your:</p> <ul style="list-style-type: none"> • car is less than two years old and has not travelled more than 30,000 kilometres, or • car is more than two years old, but less than three years old, and has not travelled more than 50,000 kilometres. | ✓ | ✗ | ✗ |
| <p>Towing and transport of your vehicle</p> | <p>If your vehicle is damaged in an event and cannot be driven or used, we will tow it from the scene of the event to:</p> <ul style="list-style-type: none"> • a place of safety • the nearest repairer, or • any other place we agree to. <p>We will cover the cost of one tow, however if there is more than one tow, we will decide if it is covered.</p> | ✓ | <p>✓</p> <p>Only if you are making a claim for uninsured motorist damage (see page 19)</p> | <p>✓</p> <p>Only if you are making a claim for uninsured motorist damage (see page 19)</p> |

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|--|---|---------------|---|---|
| Towing and transport of your vehicle (continued) | <p>In addition, if the event occurs more than 100 kilometres from your home, we will also cover the cost of transporting your vehicle, up to \$500 (inclusive of GST).</p> <p>If we do this, we will cover:</p> <ul style="list-style-type: none"> • transport from the place where your vehicle is repaired <ul style="list-style-type: none"> – if it is repaired more than 100 kilometres from your home, to your home after the repairs have been completed, or • transport to a repairer in your local area. | ✓ | ✓ Only if you are making a claim for uninsured motorist damage (see page 19) | ✓ Only if you are making a claim for uninsured motorist damage (see page 19) |
| Trailers attached to your vehicle | <p>If a trailer suffers loss or damage while attached to your vehicle, we will pay:</p> <ul style="list-style-type: none"> • the cost to repair your trailer, or • the market value of your trailer <p>up to \$1,000 (inclusive of GST), whichever is the lesser amount.</p> | ✓ | ✗ | ✗ |

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|---|--|---------------|--|--|
| Trailers attached to your vehicle (continued) | <p>The trailer must be attached to your vehicle at the time of the event.</p> <p>We will not cover the contents of the trailer.</p> | ✓ | ✗ | ✗ |
| Transport or accommodation when you are away from home | <p>If your vehicle is damaged in an event more than 100 kilometres from your home and cannot be driven or used, we will cover the cost of:</p> <ul style="list-style-type: none"> • transportation for you and your passengers to your home or destination, or • temporary accommodation for you and your passengers for one night <p>up to \$500 (inclusive of GST) in total.</p> | ✓ | ✗ | ✗ |
| Uninsured motorist damage | <p>If your vehicle suffers loss or damage as a result of a collision with an uninsured vehicle and we determine that you are not at fault, we will cover the cost to repair your vehicle, including towing your vehicle.</p> | ✓ | <p>✓</p> <p>Up to \$5,000 (inclusive of GST)</p> | <p>✓</p> <p>Up to \$5,000 (inclusive of GST)</p> |

| Benefit | Description | Comprehensive | Third Party Property Damage, Fire and Theft | Third Party Property Damage |
|---|---|---------------|---|---------------------------------------|
| Uninsured motorist damage (continued) | <p>The vehicle that caused the damage to your vehicle must be uninsured.</p> <p>You will need to provide us with:</p> <ul style="list-style-type: none"> • the name and current residential address of the driver responsible for the collision • registration details of the other vehicle • proof that the other vehicle was uninsured. | ✓ | ✓ Up to \$5,000 (inclusive of GST) | ✓ Up to \$5,000 (inclusive of GST) |
| Windscreen protection | <p>We will cover the costs to repair or replace the windscreen or window glass of your vehicle when there is no other damage to your vehicle:</p> <ul style="list-style-type: none"> • without you paying an excess for the first claim • by paying a reduced excess of \$100 on all subsequent claims, and • without affecting your No Claim Bonus. | ✓ | ✗ | ✗ |



No Claim Bonus

No Claim Bonus is a discount on the Policy premium awarded for not making at fault claims. Based on the claims lodged during the period of insurance, your Policy's No Claim Bonus will be adjusted when you renew your Policy and this can either:

- increase (up to our maximum No Claim Bonus)
- decrease, or
- remain the same.

If your car is involved in an event, your No Claim Bonus will not be affected if:

- we decide the event was not your fault, and you provide us with the name, current residential address and vehicle registration of the person who caused the event, or
- your claim is for damage caused by a storm or other naturally occurring event.

If you make a claim and we decide that you are at fault, your No Claim Bonus will be affected and may be reduced when you renew your Policy.

Please refer to page 24 for ways of protecting your No Claim Bonus.

Policy options

Ways to reduce your premiums

The following optional covers if selected and accepted by us will provide you with a premium discount and will be listed on your Policy Schedule. These covers are only available to Comprehensive policyholders.

Nominated driver option

If you choose this option, we will calculate your premium on the basis that your car will be driven by no more than two nominated drivers who are 30 years of age or over. The drivers you nominate will be listed on your Schedule.

Under this Policy we will not cover any loss, damage or liability if your vehicle is driven by someone who is under 30 years of age, unless it is being:

- parked by a parking attendant
- repaired, serviced or tested, or
- used to transport a person in the event of a medical emergency.

Low kilometre option

If you choose this option, your premium will be calculated on the basis that your car will not be driven more than 10,000 kilometres during your period of insurance. If you exceed the 10,000 kilometre limit, you may also need to pay an additional premium.

Choosing a higher excess

If you elect to increase your excess you will receive a premium discount.

Optional covers that can be added to your Policy

If you are taking out a Comprehensive Insurance Policy, you can broaden the scope of your cover by adding the following options. You will need to apply for this cover, and pay an additional premium.

Any options that we agree to add to your Policy will be listed on your current Schedule.

These options are available under the Comprehensive Insurance Policy only.

Hire vehicle following an at fault incident

If you have selected this option, and your vehicle is damaged in an event for which you are at fault and which is covered under this Policy, and we have agreed to pay your claim, we will pay you for the cost of hiring an alternative vehicle while your vehicle is being repaired or if deemed a total loss.

We will pay you up to \$75 per day:

- up to 14 days,
- until your vehicle is repaired, or
- until we pay your claim

whichever happens first.

The cover will commence on the date your vehicle is taken to the repairer.

We will not pay for:

- additional hiring costs
- running costs, including the cost of fuel
- damage to the hire car
- any insurance, insurance excess or other costs you may be liable for under the hire car rental agreement.

We will not cover you under this optional benefit if:

- the only damage to your vehicle is to its windscreens or window glass.

No Claim Bonus protection

If you select this option, your No Claim Bonus will not be reduced if you make one at fault claim during your period of insurance. To be eligible for this option, you must have a current No Claim Bonus. If you make more than one at fault claim during your period of insurance, your No Claim Bonus will be reduced at the next renewal of your Policy.

Lifetime No Claim Bonus protection

If you select this option, your maximum No Claim Bonus will not be reduced or affected by any at fault claims you make. To be eligible for this option you will need to:

- currently have a maximum No Claim Bonus and have had this for at least 2 consecutive years; and
- have not had any at fault claims in the last 5 years.

Excesses that may apply when you make a claim

An 'excess' is your contribution towards the cost of a claim. We will tell you if you need to pay an excess when you make a claim.

The following types of excesses may apply:

- **basic excess** – the basic excess that applies to your Policy which you may have elected, varies depending on the make and model of your vehicle, and the State or Territory your vehicle is used
- **age excess** – applies when the event you are claiming for occurred while your car was being driven by a person less than 25 years of age. This excess is in addition to the basic excess
- **undeclared driver excess** – applies when the event you are claiming for occurred while your car was being driven by a person not listed on your Policy Schedule. This excess is in addition to the basic and age excess.

The type of excess that applies to your Policy and the amount of that excess will be listed on your Schedule.

You may need to pay more than one type of excess when you make a claim. You will only need to pay this amount once when you make a claim.

An excess will not apply if:

- the event was not the fault of the driver of your vehicle, and we are provided with the contact details of the person who caused the event, including their name, current residential address and vehicle registration, and who they are insured with.

Exclusions

Any cover we provide is subject to the following exclusions.

Event, additional, and optional cover exclusions

We will not cover:

- reduction in value of your vehicle due to its age and condition
 - costs of any part, or parts, of your vehicle that wear out
 - repairing or replacing parts that have failed or broken down
 - rust or corrosion in, or on, your vehicle
 - failure of the body and frame of your vehicle, or mechanical or electrical breakdown, unless the failure or breakdown results in damage to your vehicle by accident or fire
 - damage to the tyres on your vehicle that occurs solely by applying the brakes, or by punctures, cuts or bursting of the tyres, and which does not arise from an event covered by this Policy.
- events where there is insurance required by law that provides cover for your liability, or it was available to you, and you did not take it out
 - liability for any agreement or contract you, a nominated driver, or an authorised driver enter into, unless you, the nominated driver, or the authorised driver would have been liable without the agreement or contract
 - damage to property that belongs to, or that is in the control of:
 - you, any member of your family who normally lives with you, or any other person who normally lives with you
 - a nominated driver, or any member of the nominated driver's family who normally lives with that nominated driver
 - an authorised driver, or any member of the authorised driver's family who normally lives with that authorised driver
 - any person that you, a nominated driver, or an authorised driver employ

however we will pay claims arising from damage to a residential building that is rented and occupied by any of the above people.

Liability exclusions

We will not cover:

- penalties, fines or awards of aggravated, exemplary or punitive damages made against you, a nominated driver, an authorised driver, or a passenger

- personal injury to:
 - you, any member of your family who normally lives with you, or any other person who normally lives with you
 - a nominated driver, or any member of the nominated driver's family who normally lives with that nominated driver
 - an authorised driver, or any member of the authorised driver's family who normally lives with that authorised driver
 - any person you, a nominated driver, or an authorised driver employs.
- where you, a nominated driver, or an authorised driver:
 - had a blood alcohol level higher than the level allowed by law
 - were under the influence of alcohol or drugs
 - refused a test to determine alcohol or drug levels, including a failure to report to a Police station within the legal time frame following an event that requires a drug or alcohol test, or
 - did not remain at the scene of the event for the time required by law, or until the Police arrived without any reasonable excuse.

General exclusions

We will not cover any loss, damage or liability:

- that occurs outside Australia
 - that does not occur within your period of insurance
 - if there is a special condition listed on your current Schedule that states that there is no cover when the vehicle is driven by a specified person, and that person was driving the vehicle at the time of the event
 - deliberately caused by you, a member of your family, a nominated driver, or an authorised driver
- However, this exclusion will only apply to you if you knew, or should have known, that the nominated driver, or the authorised driver was under the influence of alcohol or drugs, or had a blood alcohol level higher than the level allowed by law. The law that will apply is the law of the State or Territory where the loss, damage or liability occurred.
- if you have selected the nominated driver option and your vehicle is driven by someone who is under 30 years of age, unless it is being:
 - parked by a parking attendant
 - repaired, serviced or tested, or
 - used to transport a person in the event of a medical emergency

- if you have selected the low kilometre option and your vehicle has travelled more than 10,000 kilometres on average per year
- if your vehicle or a substitute vehicle is being used for:
 - an unlawful purpose
 - hire
 - carrying passengers and you, a nominated driver or an authorised driver get paid for doing so (this does not include a private transport pooling arrangement, or if your employer pays you a travel allowance)
 - carrying goods and you or a nominated driver or authorised driver are paid for doing so
 - any purpose other than that for which your vehicle was made
 - a motor sport
- that arises from the lawful destruction or confiscation of your property
- if you have not met your responsibilities to us
- if your vehicle or a substitute vehicle is:
 - in an unsafe condition, and you knew, or should have known that it was unsafe to use
 - used, or driven by, an unlicensed driver
 - unregistered
 - damaged in an event and you do not take reasonable steps to prevent further loss or damage, including if your vehicle is stolen and then found, and you have been told where it is
- arising from war or warlike activity – war does not have to be declared
- arising from hostilities, rebellion, insurrection or revolution
- arising from contamination by chemical and/or biological agents, which results from an act of terrorism
- arising from anything nuclear or radioactive.



Your premium

How we calculate your premium

Your premium, including any taxes and charges, will be featured on your Schedule. We will base your premium on:

- the type of cover you have chosen, including any options that you have added
- whether you have nominated a market or agreed value for your vehicle
- the excess
- the value of your vehicle
- the age, make and model of your vehicle
- if there are any modifications, manufacturers options or accessories
- where your vehicle is kept
- what your vehicle is used for
- the age, driving experience and claims history of the drivers
- any special conditions that we have applied.

Premiums are also subject to Commonwealth and State taxes and/or charges, including GST and stamp duty, which will be listed on your Schedule.

You may qualify for rebates on your premium. To find out how refer to page 44.

How to pay your premium

We offer a range of convenient payments options. You can pay your premium in:

- one lump sum by credit card or direct debit, or
- monthly instalments by credit card or direct debit, at no extra cost.

Problems with paying your premium

If you cannot pay your premium, please contact the ANZ Insurance Centre immediately on 13 16 14, weekdays from 8am to 8pm (Sydney time).

We may cancel your Policy if:

- you do not pay your premium
- you pay your premium by instalments and you are more than one month behind.

If you pay by instalments, we may refuse to pay a claim if at least one instalment of the premium is overdue for one month or more.

Your Policy

How to renew your Policy

Before your current Policy expires, we may send you an offer to renew your insurance. This offer will include an updated Schedule and provide a premium based on the information contained in your current Policy.

You will then need to review the proposed Policy and premium. If you have any questions or would like to change your cover, you will need to call the ANZ Insurance Centre on 13 16 14, weekdays from 8am to 8pm (Sydney time).

If you accept the conditions of the new Policy, you then need to pay your premium. If you paid your last premium by instalments, we will continue to deduct payments from your nominated account. If you paid your last premium in one lump sum, we must receive your payment by the due date, otherwise your vehicle will not be insured.

How to change your Policy

It's important that all the details in your Policy are current and correct so we have tried to make it as easy as possible for you.

Step 1 – Contact us to change your Policy or update your details

Call the ANZ Insurance Centre on 13 16 14, weekdays from 8am to 8pm (Sydney time).

If you replace your vehicle

1. If you replace your vehicle with another vehicle your cover for your original vehicle will end. If you replace your vehicle within one month of disposing of it, we will provide the same cover for your replacement vehicle for 14 days from the date you take possession of it.
2. If you wish to continue cover for your replacement vehicle. You will need to contact us to take out a Policy within 14 days, or your cover will end. If we do continue the cover, we will advise you of any change to the premium or terms of insurance.

Step 2 – Check the changes

After we update your details, you will be sent an Endorsement Schedule. This Schedule includes any changes or variations you have requested and we have agreed to, and any conditions we may have applied to that agreement including any change in premium.

Step 3 – Pay your premium if it has increased

We will tell you if your premium has increased. If you pay your premium by instalments, we will adjust your instalments and commence deducting the new amount from your nominated account. If you pay your premium in one lump sum, we must receive your additional payment within one month.

How to cancel your Policy

If you want to cancel your Policy, call the ANZ Insurance Centre on 13 16 14, weekdays from 8am to 8pm (Sydney time). We may need your cancellation request in writing.

If you cancel your Policy before it ends, we will refund an amount for the unused premium.

Cooling off period

You have the right to cancel your Policy during the 21 day cooling off period, after its commencement, provided no claim has been made within this period. If you cancel your Policy within this period, we will return to you any premiums you have paid us.



Claims

How to make a claim

To help us make the claims process as easy as possible for you, please follow these simple steps for motor vehicle claims.

Make sure you have all the relevant information to support your claim

We will need:

- contact details of any other people involved in the event, including their name, current residential address and vehicle registration and who they are insured with
- any letters, notices or court documents about the event within 72 hours of receiving them
- you to inform the Police immediately when required to do so by law or when the incident is theft or malicious damage
- you to not have any repairs done until we give you authority and we reserve the right to choose the repairer
- you to take reasonable steps to reduce the loss or damage and to prevent further loss or damage.

Call us on 13 16 14 (24 hours, 7 days) to make a claim

Our Claims Assistance Service is open 24 hours, 7 days a week so we can give you immediate advice and assistance with your claim. You will need to make your claim as soon as possible as any delays may reduce the amount that we can pay, or prevent us from paying a claim.

To help us assess your claim when you call, we will ask you a range of questions and you may need to:

- provide proof of ownership of your vehicle, or any personal items, baby capsules or child seats
- allow us to inspect your vehicle
- provide quotations from a repairer.

At the time of making a claim under the Policy, you must provide us with certain GST information relevant to both your Policy and your claim. If you do not provide us with this information we may deduct up to 1/11th of the amount otherwise payable in settlement of your claim.

You must not:

- admit guilt or fault (except in court or to the Police)
- offer or negotiate to pay a claim
- admit any liability.

How we settle your claim

We will decide how we will settle your claim

If your vehicle suffers loss or damage as a result of an event that we have agreed to cover, we will decide whether to:

- repair your vehicle
- replace your vehicle
- pay you the cost to repair your vehicle, or
- pay you the agreed or market value as listed on your current Schedule.

If your claim is a liability claim, we may choose to take over the defence of the claim.

When we settle your claim, the law that will apply is the law of the State or Territory where the loss, damage or liability occurred.

If you make a claim under Comprehensive cover for your car, your No Claim Bonus may be affected.

If you need to pay an excess

We will tell you if you need to pay the excess to us, the repairer or the supplier. If we settle your claim we may deduct the amount of excess from the amount we settle your claim for.

Where we elect to repair your vehicle

If we decide your vehicle should be repaired, you can suggest a repairer, or we can suggest one for you. If we do not accept your choice of repairer, you must still cooperate with us to select another repairer that we both agree on. If we authorise the repairer, we will deal directly with them about payment. This is our policy on choice of repairer. We will also assist by arranging towing if your vehicle cannot be driven.

If we choose to pay you, we will pay you the fair and reasonable costs to repair your vehicle after deducting:

- any excess
- any input tax credit you are entitled to under A New Tax System (Goods and Services Tax) Act 1999.

We will make these deductions from any amount that we pay you.

When your vehicle is repaired, the repairer may use reusable parts or parts that are not manufactured by a supplier to the vehicle's original manufacturer which:

- are consistent with the age and condition of the vehicle
- do not affect the safety or the structural integrity of the vehicle
- comply with the vehicle manufacturer's specifications and applicable Australian Design Rules
- do not adversely affect the post repair appearance of the vehicle
- do not void or affect the warranty provided by the vehicle manufacturer.

In repairing your vehicle, we may arrange for a part of the repair to be carried out by a specialist service provider, for example windscreen repairs.

We guarantee workmanship of the repairs authorised by us. This guarantee is for the life of the vehicle and is in addition to your statutory rights against the repairer and warranties that you have from the repairer directly. Wear and tear is not covered by this guarantee.

You may have to contribute to the cost of repairs

We are entitled to require you to contribute towards the cost of repairs where the condition or appearance of your vehicle improves as a result of replacing old parts with new parts, repairing existing damage or repainting more than the damaged area.

If your vehicle is a total loss and we decide to pay you

We will pay you the agreed or market value of your vehicle, as listed on your Schedule, after deducting:

- any excess
- any unpaid premium
- any input tax credit you would have been entitled to under A New Tax System (Goods and Services Tax) Act 1999, and
- the value of any pre-existing unrepaired damage as determined by us.

After we settle your claim for a total loss your Policy comes to an end and no refund of your premium is due. Any salvage becomes our property. We will receive any vehicle registration refund, in states where we are entitled to do so. You will provide us with a signed written authority to enable us to recover this refund.

If we decide to replace your vehicle we will do so with:

- a vehicle of the same make, model and series, provided it is available locally, or
- the nearest equivalent.

We will also cover:

- the dealer delivery fee, and
- the first 12 months of registration and Compulsory Third Party (CTP) insurance, if applicable on the replacement vehicle.

If your vehicle is under finance, we will need written consent from your financier before we can offer you a replacement vehicle.

You will need to pay:

- any excesses that apply, and
- any unpaid premium.

We will tell you who to pay these to.

If your vehicle suffers loss or damage as a result of a collision and we have agreed to provide cover under uninsured motorist damage

We will pay you the market value of your vehicle or the cost to repair your vehicle, including towing, after deducting

- any unpaid premium
- any input tax credit you would have been entitled to under A New Tax System (Goods and Services Tax) Act 1999, or any input tax credits you would have been entitled to, if you had paid to repair or replace your vehicle, and
- the value of any pre-existing unrepaired damage as determined by us.

For Third Party Property Damage, Fire and Theft or Third Party Property Damage policies the most we will pay is \$5,000.

Customer complaints

How to resolve a complaint or dispute

Call us

If you have a complaint, the first thing you should do is speak to the ANZ Insurance Centre on 13 16 14, weekdays from 8am to 8pm (Sydney time). If the ANZ Insurance Centre or the claims officer are unable to resolve the matter for you, you can speak to a manager. If you are not satisfied with the decision, you can seek a review.

If your complaint relates specifically to a claim, you should speak with the claims officer managing your claim or call our 24 hours Claims Service on 13 16 14.

Seek a review

If the matter is not resolved after speaking with a manager, your complaint will be referred to an internal dispute resolution team who will conduct a review of your dispute. We will advise you of the results of your review within 15 working days of your request. If you are still not satisfied with the decision, you can seek an external review.

Seek an external review

If you are dissatisfied with our decision or the way we handled your complaint, you can seek an external review of the decision. The dispute resolution area will provide you with information about the options available to you, such as referring you to the external dispute resolution scheme administered by the Financial Ombudsman Service, the details for which are:

Address GPO Box 3
Melbourne Victoria 3001

Phone 1300 780 808

Email info@fos.org.au

Website www.fos.org.au

For further information about the complaint or dispute resolution procedures, please contact us on 13 16 14, weekdays from 8am to 8pm (Sydney time).

Our commitment to you

The General Insurance Code of Practice

We support the General Insurance Code of Practice. The Code aims to:

- promote more informed relations between insurers and their customers
- improve consumer confidence in the general insurance industry
- provide better mechanisms for the resolution of complaints and disputes between insurers and their customers
- commit insurers and the professionals they rely upon to higher standards of customer service.

You can get a copy of the Code from the Insurance Council of Australia website, www.insurancecouncil.com.au

Privacy Statement

OnePath General Insurance

In this section 'we', 'us' and 'our' refers to OnePath General Insurance and other members of the ANZ Group. We are committed to ensuring the confidentiality, security and privacy of your personal information.

We collect your personal information to provide you with the products and services you request. Without your personal information, we may not be able to process your application or provide you with the products or services you require.

In order to manage and administer the products and services requested by you, we may need to disclose your personal information to certain third parties, including:

- other members within the ANZ Group, to the extent necessary to service our relationship with you and carry on business as a group
- organisations performing administration or compliance functions in relation to the products and services
- organisations maintaining our information technology systems
- authorised financial institutions
- organisations providing services such as mailing, printing or data verification
- a person who acts on your behalf (such as your financial adviser or your agent)
- the policy owner (where you are a life insured who is not the policy owner)
- our solicitors, valuers and insurers
- lenders who provide lending facilities to you.

For life risk products we collect health information with your consent. Your health information will only be disclosed to service providers or organisations providing medical or other services for the purpose of underwriting, assessing the application or assessing any claim.

We may also disclose your personal information in circumstances where we are required to do so by law.

We may send you information about our financial products and services from time to time. You may elect not to receive such information at any time by contacting Customer Services on 1800 500 229.

You may access the personal information OnePath hold about you, subject to permitted exceptions and subject to OnePath still holding that information, by contacting OnePath at:

Privacy Officer – OnePath

GPO Box 75
Sydney NSW 2001

Phone 02 9234 8111
Fax 02 9234 8095
Email privacy@onepath.com.au

If any of your personal information is incorrect or has changed, please let OnePath know by contacting Customer Services.

More information can be found in OnePath's Privacy Policy which can be obtained from its website at onepath.com.au/privacy-policy.

QBE

The Privacy Act 1988 regulates the way private sector organisations, such as QBE, collect, use, protect and disclose personal information. We are committed to safeguarding your privacy and the confidentiality of your personal information. We will only collect personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claims made by you. Without this personal information we may not be able to issue insurance cover, administer your insurance or process your claim.

We, or our authorised agent, may disclose your personal information to:

- a mail house, records management company or technology service provider (for printing and/or delivery of mail, including secure storage and management of our records);
- a financier whose name appears on your policy (for the purpose of confirming the currency of your policy or when you have a claim and the insured property is a total loss, to confirm if the financier has a current interest);
- an organisation that provides you with banking facilities (for the purpose of arranging direct debit or other payment transaction or confirming payments made by you to us);
- any person authorised by you;
- a financial services provider or our agent who is arranging your insurance (for the purpose of confirming your personal and insurance details);
- another person named as a co-insured on your policy (for the purpose of confirming if full disclosure has been made to us);
- another insurer (to obtain confirmation of your no claim bonus or to assess insurance risks or to assist with an investigation) or to another insurer or reinsurer that may be located overseas (for the purpose of seeking recovery from them);
- a dispute resolution organisation such as the Financial Ombudsman Service (for the purpose of resolving disputes between QBE and you or between QBE and a third party);
- a related company that may provide computer hosting and support services that may be located overseas;

- a company to conduct surveys on our behalf for the purpose of improved customer services; and
- an insurance reference bureau (to record any claims you may make upon us).

In addition to the above, in the event of a claim we or our authorised agent may disclose your personal information to:

- a repairer or supplier (for the purpose of repairing or replacing your insured items)
- an assessor or investigator (for the purpose of assessing your claim)
- a lawyer or a recovery agent (for the purpose of defending an action by a third party against you or for recovering our costs including your excess or seeking a legal opinion regarding the acceptance of a claim)
- an insurance reference bureau (for the purpose of recording any claims you make on your policy)
- a witness to a claim (for the purpose of obtaining a witness statement)
- another party in a claim (for the purpose of obtaining a statement from them or seeking recovery from them or to defend an action by a third party).

Personal information may also be obtained about you from the above people or organisations.

In addition we will:

- give you an opportunity to obtain access to your personal information and when necessary, correct any errors to this information. Generally we will do this without restriction or charge

- provide our dispute resolution procedures to you in respect of any complaint you may have regarding your personal information.

For further information about our Privacy Policy or to access or correct your personal information, please contact:

The Compliance Manager

QBE Insurance (Australia) Limited
GPO Box 82
Sydney NSW 2001

Email compliance.manager@qbe.com

Updating our PDS

The information in this PDS may change from time to time. Updated information will be available free of charge from onepath.com.au/important-information or by contacting the ANZ Insurance Centre on 13 16 14. We will issue a supplementary or replacement PDS if there is a materially adverse change to or omission from information in this PDS.

Financial Claims Scheme

This policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of QBE or OnePath General Insurance becoming insolvent you may be entitled to access the FCS, provided you meet the eligibility criteria.

More information may be obtained from APRA – www.apra.gov.au or 1300 13 10 60

Your responsibilities to us

Your duty of disclosure

Before you enter into an insurance contract with an insurer, the Insurance Contracts Act 1984 requires you to disclose to the insurer information to enable them to decide whether and on what terms your proposal for insurance is acceptable and to calculate how much premium is required for your insurance.

New business

What you need to tell us

You will be asked certain questions when you first apply for a Policy. When answering these questions, you must be honest and you have a duty under law to tell us anything:

- known to you, and
- which a reasonable person in the circumstances would include in answer to the questions.

We will use the answers in deciding whether to insure you and anyone else to be insured under the policy, and on what terms.

Who needs to tell us

It is important that you understand you are answering our questions in this way for yourself and anyone else whom you want to be covered by the policy.

If you do not tell us

If you do not answer our questions in this way, we may reduce or refuse to pay a claim, or cancel the policy. If you answer

our questions fraudulently, we may refuse to pay a claim and treat the Policy as never having worked.

Renewal, variation, reinstatement or extension

When you renew, vary, reinstate or extend the Policy, you have a duty, under the Insurance Contracts Act 1984, to disclose to us every matter that you know, or could reasonably be expected to know, is relevant to our decision whether to insure you and, if so, on what terms.

Your duty however does not require disclosure about any matter:

- that diminishes the risk to be undertaken by us;
- that is of common knowledge;
- that we know or, in the ordinary course of our business, ought to know;
- as to which compliance with your duty is waived by us.

Non-disclosure

If you fail to comply with your duty of disclosure, we may be entitled to reduce our liability under the contract in respect of a claim or may cancel the contract.

If your non-disclosure is fraudulent, we may also have the option of avoiding the contract from its beginning.

Other conditions when you are insured with us

In addition to your duty of disclosure, there are other responsibilities that you must meet when you are insured with us. It is important to advise us of any changes in the details of the information you have given us, otherwise your insurance may be affected.

You must tell us if:

- any changes have been made to:
 - the address where your vehicle is usually kept
 - the way your vehicle is used
 - the regular drivers of your vehicle
- you have added any modifications, manufacturer's options or accessories to your vehicle
- any drivers of your vehicle have:
 - committed any driving or criminal offence, or
 - had their licence suspended, cancelled or restricted
- there are any changes in circumstances during the period of insurance.

If you tell us about any of these things, we may charge an additional premium, change the cover of your Policy, or cancel your Policy.

In addition, you must also:

- be honest in any statement you make in connection with your Policy
- pay your premium, including paying instalments regularly and on time
- take reasonable precautions to avoid a claim being made
- obey all laws and make sure anyone acting on your behalf obeys all laws
- comply with the conditions of this Policy
- not make a fraudulent claim under this Policy or any other Policy.

Conditions you must comply with when making a claim

Where allowed by law, we have a right to recover from any person, the amount of any monies payable to you under the Policy and we have sole discretion in the way we handle these matters. We will only pay a claim where you have complied with the following conditions:

- you have to be honest and you must give us any information or assistance we require to investigate and process your claim. This may include you, or any driver, or any other occupant of your vehicle providing statements or information to investigators or assessors, even after a claim has been settled

- you must not admit liability or responsibility for a claim
- you must take reasonable precautions to prevent and mitigate any further loss, damage or liability arising
- you must contact the Police immediately if your vehicle is lost, stolen, vandalised or maliciously damaged
- you must not repair or authorise repairs to your vehicle without our consent.
- you must make vehicle available for inspection

Sanctions

You agree we may delay, block or refuse to process any transaction without incurring any liability if we suspect that:

- the transaction may breach any law in Australia or any other country
- the transaction may directly or indirectly involve the proceeds of, or be applied for the purposes of unlawful conduct.

How you can qualify for rebates

We will reward you once you have multiple policies with us, and for remaining our customer over time. The rebates paid will result in a refund of a part of the premium amount paid for the current period of insurance for each eligible policy.

Here is how it works

1. Multiple policy rebate

- If you have two or more eligible policies at the end of any rebate period, we will send you a rebate of a part of the premium amount paid for the current period of insurance for each eligible policy
- The annual rebate amount is 7.5% of the premium amount for each eligible policy if you own two policies or 10% of the premium amount for each eligible policy if you own three or more policies.

2. Loyalty rebate

- If you have two or more eligible policies, you can then qualify for a loyalty rebate.
- If you have continuously had an eligible policy for one year or more at the end of any rebate period, we will send you a rebate for your loyalty on all of your eligible policies.

| For eligible policies held continuously for | Your annual rebate (% of annual premium) | |
|---|--|-----------------------------|
| | 2 eligible policies | 3 or more eligible policies |
| Less than 1 year | 7.5% | 10% |
| 1–2 years | 8.5% | 11% |
| 2–3 years | 9.5% | 12% |
| 3–4 years | 10.5% | 13% |
| 4–5 years | 11.5% | 14% |
| More than 5 years | 12.5% | 15% |

How will rebates be calculated and paid?

- Rebates are calculated twice each year based on the premium amount for each eligible policy and as at the end of each rebate period.
- If you qualified for a rebate, you will receive half of the annual rebate at the end of each rebate period.
- We aim to pay you your rebate amounts within one month after the end of a rebate period.
- Any rebate due to you will be satisfied when we credit the rebate amount to your bank account, or send a cheque to your address.
- Please help us to give you your rebate by ensuring your personal details are up to date and accurate.

Other important rules

- If you own a policy in conjunction with one or more other people, only the first person listed on the Policy Schedule can qualify for or receive a rebate.
- In order to qualify, your eligible policy must be within the cover period on your Policy Schedule(s), and your premium payments must be up to date.
- This offer applies to eligible policies issued from 13 October 2008, and may be withdrawn or changed at any time.
- This offer does not apply if an eligible policy has already received a multiple policy discount of any kind.

- If you cancel your Policy before its expiry date, and we have paid you a rebate, we can deduct some or all of the rebate relating to that Policy from your next rebate amount, or claim it back from you.

Definitions that apply to rebates

Annual premium: is the amount that you pay us for your Policy for a 12 month period, and includes any government and other charges.

Eligible policies: are ANZ Home Insurance buildings cover, ANZ Home Insurance contents cover, ANZ Landlord Insurance and ANZ Car Insurance where the joint product issuers are OnePath General Insurance Pty Limited and QBE Insurance (Australia) Limited. ANZ Home Insurance policies that have buildings and contents cover will count as two policies.

Rebate periods: are the six month periods starting on 1 October and 1 April each year.

Glossary

Words with a special meaning:

Accidental damage: An event that results in loss or damage to your vehicle.

Accessory: Any alteration or addition to the vehicle that adds value to the vehicle but does not enhance the performance or alter the safety or handling of the vehicle.

Agreed value: The amount shown on your Schedule we have agreed to insure your vehicle for, which includes your vehicle registration and CTP (where applicable), modifications, manufacturer's options and accessories that we have agreed to insure.

At fault claim: Events caused by the driver, or events not caused by the driver when the driver is unable to identify and provide the name, current residential address details and vehicle registration of the person that caused the event. It does not include an event where loss or damage is caused by a storm or other naturally occurring event.

Authorised driver: A person you allow to drive your vehicle.

Driver: A driver of your vehicle.

Endorsement Schedule: A document that includes any information from the existing Schedule that has not changed or varied, and confirms any alteration to the coverage, and terms and conditions of your Policy.

Excess: The amount you pay when you make a claim on your Policy. The amount and type of excess that may apply to your Policy is shown on your current Schedule.

Flood: The covering of normally dry land by water escaping, overflowing or released from the normal confines of any naturally occurring, manufactured or modified inland watercourse including rivers, creeks, channels, canals, lakes, lagoons, ponds, dams, reservoirs, wetlands or marshes.

Event: A single occurrence or a series of occurrences, including an accident or series of accidents.

Home: Your usual residential address in Australia.

Malicious act: An act done with intent and without your consent.

Manufacturer's option: See 'Accessory'.

Market value: The replacement cost of your vehicle taking into account your vehicle's condition. To assist in determining the market value we may also use "The Red Book" price guide, "Glass's Dealer Guide" or other available information.

Medical emergency: A physical condition, or illness that places a person's life at risk.

Modification: Any alteration or addition to the vehicle which enhances the performance or alters the safety or handling of the vehicle.

Nominated driver: The person or persons listed on your schedule as the nominated drivers. They must be 30 years of age or older.

Period of insurance: The length of time between the start date and end date of your Policy as listed on your current Schedule.

Personal items: Any items, tools or appliances excluding money, cheques, financial transaction cards, or any property used for earning an income.

Policy: The contract between you and us which provides you with insurance cover in exchange for a premium. Your Policy is made up of the following documents:

- this combined PDS and Policy Document and any Supplementary PDS,
- your current Schedule.

Premium: The total amount you pay for your insurance that includes applicable government taxes such as GST, and any duties or charges payable by you. It is shown on your current Schedule. You can pay your premium annually in one lump sum, or by instalments.

Salvage: What is left of your vehicle following a total loss. We will take possession of any salvage after we have settled your claim.

Schedule: Your current Schedule is a document outlining the details of your insurance cover. Your Schedule may be called a Policy, Renewal or Endorsement Schedule.

Special conditions: Exclusions, restrictions or extensions to cover that are imposed on specific matters or people, before we will provide insurance.

Standard equipment: The standard equipment fitted to your vehicle at the time of manufacture. It does not include any modifications, manufacturer's options, or accessories.

Substitute vehicle: A similar vehicle type to your own that you do not own that has been borrowed or hired because your vehicle cannot be driven. For liability claims only we treat your substitute vehicle as your vehicle. See 'Vehicle'.

Supplementary Product Disclosure Statement (Supplementary PDS): A separate document that updates, corrects or adds to the information contained in this PDS.

Terrorism: Any act which may involve the use of, or threat of, force, violence or biological or chemical warfare, or nuclear pollution or contamination or explosion where the purpose of the act is to further a political, religious, ideological aim or to intimidate or influence a government or any section of the public.

Total loss: When we decide that it is uneconomical to repair your vehicle.

Unlicensed driver: A driver who:

- does not hold a licence
- is a cancelled, suspended, or disqualified driver
- is a learner driver not accompanied by a licensed driver (who holds the class of licence required by the learner's permit)
- does not hold the appropriate class of licence for the vehicle used or driven.

Us, we and our: Refers to OnePath General Insurance Pty Limited ABN 56 072 892 365, AFSL 288160 for 50% Co-Insurance share and QBE Insurance (Australia) Limited ABN 78 003 191 035, AFSL239545 for 50% Co-Insurance share.

Vehicle: Refers to your car, including any standard equipment. Your vehicle must be:

- the vehicle shown on your current Schedule
- registered for use on a public road
- in a condition that complies with registration requirements in your State or Territory.

Vehicle also includes:

- any modifications, manufacturer's options or accessories that you have told us about, and we have agreed to cover.

If your vehicle has any modifications, manufacturer's options or accessories, they must be listed on your current Schedule.

Windscreen breakage: A fracture that extends through the entire thickness of the glass or where the windscreen is laminated, a fracture that extends through all layers of the windscreen.

You: The person or persons named as the insured on your current Schedule. If more than one person is named as the insured, we will treat a statement, act, claim or a failure to act, including a failure to do, or say something by any one of these people as a statement, act, omission or claim by them all.

Find out more and take our cover today



Visit your local ANZ Branch



Call 13 16 14 weekdays 8am to 8pm (Sydney time)



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For 24 hour claims service



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Co-Insurers

OnePath General Insurance Pty Limited (OnePath General Insurance)
ABN 56 072 892 365
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and

QBE Insurance (Australia) Limited (QBE)
ABN 78 003 191 035
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