



Car Insurance

Combined Product Disclosure Statement
& Financial Services Guide



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Part A – Product Disclosure Statement (PDS)

Summary

Product Coverage

This summary does not replace reading the PDS. The PDS contains important information about limits, conditions and exclusions that apply.

	Type of Cover	
	Comprehensive	Third Party Property Damage
Standard Benefits		
Loss or damage to your vehicle	✓	✗
Loss or damage to third party property	✓	✓
24/7 Claims	✓	✓
Additional Included Benefits		
New Car Replacement	✓	✗
Towing and Storage	✓	✗
Emergency Repairs	✓	✗
Hire Car After Theft	✓	✗
Unbraked Trailer or Caravan	✓	✗
Death and Funeral Benefit	✓	✗
Lifetime Guarantee on Repairs	✓	✗
Additional Services		
TrueCover Assist (Roadside Assistance)	✓	✓
Ambulance After Accident	✓	✓
Optional Benefits (Additional Costs Apply)		
Hire Car Cover	✓	✗
Car Contents Cover	✓	✗
Windscreen Cover	✓	✗
Fire and Theft Cover	✗	✓

What to Do if You Need to Claim

After an accident, there are certain steps you need to take at the scene of the accident:

1. Assess the situation

- Make sure everyone is okay and unhurt. If someone is hurt, call **000**.

2. Do you need the police?

- Call the police if someone is hurt or your car has been stolen or vandalised. Note the time and get a police reference number.

3. Secure your car

- If you can, move to a safe place. If you can't, call us to arrange an emergency tow.

4. Collect details

- If you've been involved in an accident of any sort, ask for the contact details of any drivers, passengers or witnesses to the incident. Record their full name, address, phone number, car registration and insurance details. Do not admit fault.
- If it is safe, take photos of the scene of the accident. Collect any available dash camera footage, CCTV footage, or note any nearby CCTV cameras.
- In certain circumstances we can waive your excess. We can't waive it without the details of the other driver. Please see 'Excesses' on page 20 for details on how an excess waiver works.

5. Contact Us

- To lodge and manage your claim, log in to your policy portal at **truecover.com.au** or call us on **1300 800 900**.

General Information

What is a Product Disclosure Statement (PDS)?

A PDS is an important document that you should always read before buying any insurance product. It helps you understand:

- what's covered;
- what's not covered;
- who we are; and,
- what happens if you need to claim.

Your policy is made up of the PDS, any supplementary PDS and your insurance certificate. Your insurance certificate shows your personal insurance details. Check that these details are correct.

The insurer is Pacific International Insurance (ABN: 83 169 311 193, AFSL: 523921). The information in this PDS is current as of 1 April 2024. If we make any changes, we will notify you. You can request the latest information from us, or find it at **truecover.com.au**.

About TrueCover

TrueCover is on a mission to save you time and money, so you can spend it on what you love. TrueCover is run for customers, not profit, so you can expect superior service. TrueCover's insurance products are uniquely designed to provide quality cover and true value.

TrueCover Pty Ltd (ABN: 59 653 908 635, AFSL: 549629) is licenced by the Australian Securities & Investment Commission (ASIC) to issue policies on behalf of the insurer. This PDS is issued by TrueCover, on behalf of the insurer.

Contact Us

We've made it easy for you to reach us.

You can purchase and manage your policy online at **truecover.com.au**. Once you login, you can:

- access your policy information (including documents);
- change your personal or billing info; and,
- lodge a claim.

We can also be reached via email at **help@truecover.com.au**

Prefer to speak directly with us? Our friendly team can be reached on **1300 800 900**.

Note that all policy documents, general communications and important notifications will be sent electronically (via email or SMS). It's important you retain all documents in relation to your policy.

It is important that you let us know of any change to your contact details as it is considered 'received' once it leaves our information system. If you don't receive a document that you are expecting from us, contact us and check that your contact details are up to date. If you've changed email and/or phone number, please let us know immediately.

Cooling Off Period

You have 14 days (known as 'the cooling off period') after we issue your policy to cancel and get a full refund of your premiums. The cooling off period applies to new policies and renewals. This gives you time to check that the policy is right for you and read this PDS. If you claim within the first 14 days, the cooling off period doesn't apply.

Working Together

Information must be provided to us in an honest, truthful and straightforward way. You can expect the same from us. You must not behave in a threatening, hostile, abusive, or dangerous way. Again, we'll do the same.

Duty Not to Misrepresent

There is certain information that you are required to tell us. This information must be accurate and correct to the best of your knowledge. Under the *Insurance Contracts Act 1984*, it is your duty to take reasonable care not to misrepresent anything you tell us. This applies to all policies, including the renewal, extension, variation, or reinstatement of your insurance contract.

If you don't take reasonable care to not make a misrepresentation, we may cancel your policy or reduce the amount we pay if you make a claim - or both. If you deliberately make a misrepresentation (for example, by acting fraudulently), we can refuse to pay a claim and treat the policy as if it never existed.

Definitions

The following words have specific meanings in your PDS.

Accessory

An accessory is an item added to your car. It's not a standard item for the car when the car is brand new.

Agreed Value

This is the fixed maximum amount we may agree to insure your car for. If applicable, this value will be shown on your Insurance Certificate. The Agreed Value includes:

- GST;
- registration;
- compulsory third party car insurance;

- on-road costs;
- warranty costs;
- any modifications and accessories fixed to your car;
- future stamp duty; and,
- transfer fees.

The Agreed Value may change at policy renewal. Ensure that you check your renewal notice for any changes. We'll notify you of the Agreed Value for the next period of cover before your policy renewal date. Not happy with the new Agreed Value? Call TrueCover to chat about it.

Car

The car shown on your insurance certificate. This includes all legally fitted and fixed accessories and modifications that are not listed in the Policy Exclusions section. We may also refer to a car as a "vehicle".

Cash Settlement

We may offer to settle your claim with a cash settlement. If your car is a total loss, the cash settlement will be based on your agreed value. Otherwise, the cash settlement will be based on the fair, reasonable and actionable cost of repairs. If you accept the cash settlement offer, the funds will be deposited into your bank account.

Listed Driver

Any driver listed on your insurance certificate who we agree to cover.

Excess

This is the amount you pay when you claim. The excess types and amounts you need to pay are on your insurance certificate. You may have to pay more than one excess depending on who is driving at the time of the incident. Please refer to the 'Excesses' section of this document for more details.

Household Member

A person who lives at the same residential address as you. This includes dependent children temporarily away from home if they usually live with you.

Incident

This is an unforeseen or unintended specific action or event that occurs unexpectedly and suddenly; which could not reasonably have been expected to occur. All accidental damage or loss must have arisen from a specific action or event. An incident does not include damage or loss that is of a gradual nature or that happens over a period of time. An incident does not include callouts made as part of the TrueCover Assist (roadside assistance) service.

Insurance Certificate

The document that defines your cover. The details on your insurance certificate may change when your policy is renewed. We may also refer to Insurance Certificate as a "certificate of insurance".

Modifications

All changes from the manufacturer's specifications made to the car at any time after it left the factory where it was manufactured, with a maximum market value of \$ 2,000.

Pacific

Pacific International Insurance Pty Ltd ('Pacific') ABN: 83 169 311 193, AFSL: 523921. For the purposes of Part A (PDS), we may also refer to Pacific as "the insurer", "we", "us" or "our". Pacific is the claims handler of this product.

Policy

Your insurance policy is a contract between you and us. Your insurance policy contains all relevant terms and conditions. It consists of this PDS, any Supplementary PDS and the current insurance certificate. Each renewal is a distinct policy, not a continuation of the prior policy.

Preferred Repairer

A repairer chosen and trusted by the insurer.

Supplementary PDS

A separate document that updates, corrects, or adds to this PDS.

Third party

Any person involved in an incident with the car, excluding the driver and passengers of the car.

Total Loss

Your car is a total loss when:

- the damage can't be repaired to a safe standard;
- it's uneconomical to repair; or
- it was stolen and not found within 21 days of the theft being reported to us, or, it is found within the 21 days and is either unsafe or uneconomical to repair.

TrueCover

TrueCover Pty Ltd ('TrueCover') ABN: 59 653 908 635, AFSL: 549629. TrueCover is the distributor of this product, operating with binding authority from the insurer that allows TrueCover to issue, vary or dispose of policies on behalf of the insurer. We act as an agent of the insurer and not you.

Unlisted Driver

A person not listed on your insurance certificate as a driver of your car.

You And Your

The person(s) shown as the insured on the current insurance certificate. All persons listed on the insurance certificate are authorised to lodge claims and manage the policy on behalf of all other insureds. Communication will be sent to the nominated contact only.

Levels of Cover

We have two levels of cover – Comprehensive and Third Party Property Damage. The level of cover you choose is shown on your insurance certificate.

Comprehensive

This cover includes loss or damage to your car and third party property damage.

Loss or damage to your car

We pay for accidental loss or damage to your car up to the Agreed Value as a result of:

- Collision or impact
- Malicious damage
- Fire
- Hail and storm
- Flood
- Theft or attempted theft

Loss or damage to third party property

If your car causes damage or loss to someone else's property, we cover your legal liability for that damage or loss up to a maximum of \$20,000,000. This is the most we'll pay for all claims from a single accident. This includes all expenses we agree to pay toward your legal and defence costs.

We will cover the legal liability for you or a driver or a passenger for an accident involving your car. When your car has a trailer or caravan attached to your car at the time of the accident, it's considered one car and the maximum limit of \$20,000,000 applies.

Third Party Property Damage

This cover offers no cover for your car, only for third party property damage caused by your car.

Loss or damage to third party property

If your car causes damage or loss to someone else's property, we cover your legal liability for that damage or loss up to a maximum of \$20,000,000. This is the most we'll pay for all claims from a single accident. This includes all expenses we agree to pay toward your legal and defence costs.

We will cover the legal liability for you or a driver or a passenger for an accident involving your car. When your car has a trailer or caravan attached to your car at the time of the accident, it's considered one car and the maximum limit of \$20,000,000 applies.

Additional Included Benefits

The following additional covers are included with a Comprehensive policy. They are included at no additional cost and you can't remove them. There are no additional included benefits with a Third Party Property Damage policy.

New Car Replacement

If your car is a total loss, we'll replace your car if:

- a total loss occurs within 12 months of your car's original new car registration; and
- your car hasn't travelled more than 10,000 kilometres in that time.

We will replace the car with a car that is of the same make, model, and series as the car which has been deemed a total loss. This new car may be a demonstration car that has travelled no more than 1,000 kilometres. We agree to pay the on-road costs for the replacement car, including:

- the dealer delivery fee
- first year of registration
- compulsory third party car insurance costs.

If a replacement car is not available in the state or territory in which your car is registered, we'll pay a total loss cash settlement up to the agreed value. If a replacement car is not available within 60 days, we'll pay a total loss cash settlement up to the agreed value. You do not have to accept the replacement car. You can choose to accept a total loss cash settlement instead.

If your car is under finance, we need to see proof your financier has approved refinancing before we replace your car. You need to show us any finance documents we reasonably request.

As a result of the total loss claim, cover under your policy stops. There is no refund of any portion of your premium.

Towing And Storage

If your car is damaged in an incident and can't be safely driven, call us to discuss towing. We pay the reasonable cost of:

- towing your car to the nearest repairer or place of safety, and
- storing your car from when you lodge your claim until the claim is settled. Sometimes, we may move the car or ask you to move it such as if you had an accident far from home.

If you want to arrange your own towing, we'll refund you up to \$500 for towing and storage costs. You'll need to provide us the receipts.

If your car is being stored, you need to let us know. Sometimes towing companies, storage

facilities, paid car parks or repairers will charge storage fees. If you don't let us know, we might not cover these fees. If we ask you to move your car from a storage facility, holding yard, repairer's property, or any other holding facility, you need to move it within one business day. We won't cover any fees after this time. If you don't move your car, any fees charged will be deducted from your settlement payment.

Emergency Repairs

Need to make your car roadworthy after an incident? We refund emergency repairs to your car for up to \$500. Emergency repairs include:

- making your car safe to drive home
- making your car secure after loss or damage in an incident, or if it was stolen and has been recovered in a damaged condition
- prevention of further loss or damage.

An example of an emergency repair is damage to a brake light after an accident. We decide what is an emergency repair and it must be as a direct result of an incident. You will need to show us proof you have paid your repair bill before we can refund you.

Hire Car After Theft

We know you still need to get around, so if your car is stolen, we will refund you for a hire car, but will only pay:

- the daily base rate for an economy car
- up to a daily limit of \$50
- for a maximum of 14 days per incident.

You need to return the hire car when:

- you've had the hire car for the maximum 14 days
- your car is returned to you or its owner
- your car has been repaired or replaced, or
- we write-off your car and we send you our settlement offer.

Once this happens, you have 72 hours to return the hire car. If you would like us to refund your hire car costs, you need to send us the receipts. Ensure you do not lose or misplace them. The most we'll pay for a hire car is \$700 per theft claim.

You are responsible for:

- any additional extras, costs, expenses, or upgrades to the hire car,
- any loss or damage to the hire car,
- any liability resulting from use of the hire car; and
- any costs incurred for extended hire car use.

Unbraked Trailer Or Caravan

We'll pay \$500 towards damages or losses caused to your unbraked trailer or caravan that's being towed by a car covered under this policy. At the time of the incident, the unbraked trailer or caravan must weigh no more than 750 kilograms gross, including its load.

Death and Funeral Benefit

We'll pay the estate \$5,000 if a listed driver is with the vehicle at the time of the incident and passes away as a direct result of an incident, subject to the claim for loss or damage to the car has been accepted.

Lifetime Guarantee on Repairs

If we elect to authorise repairs to a preferred repairer, we'll provide you with a lifetime guarantee against defective works or parts, while you're the owner of the car. You cannot claim under our lifetime guarantee if:

- you sold your car
- you or your agent authorised repairs without our prior written consent
- you arrange repairs after we cash settle your claim
- there is deterioration or wear and tear due to use of your car, time, failure to maintain your car or exposure to the sun.
- there is loss, failure or damage to any electrical or mechanical part.

We will decide how to fix any fault caused by poor workmanship.

Additional Services

The following additional services are provided with all TrueCover policies:

- TrueCover Assist (Roadside Assistance)
- Ambulance After Accident

These services are provided by TrueCover and can be accessed by calling **1300 800 900**. We are not responsible for these services and we are not liable for any loss, damage or liability arising from or connected with these services. There are separate Terms and Conditions that apply to TrueCover Assist. Limits and exclusions apply. Full details are available at [truecover.com.au](https://www.truecover.com.au) or by calling TrueCover on **1300 800 900**. You will also receive the Terms and Conditions from TrueCover after your purchase. You can access these services without making a claim on your policy.

Optional Cover

Optional covers may be available with your policy, at an additional cost. Any options purchased will be shown on your insurance certificate.

Hire Car Cover

If your car is involved in an insured incident, you may still want a car to get around. With this cover, we'll refund you for a hire car. We will pay:

- the daily base rate for an economy car, up to a daily limit of \$50
- for a maximum of 14 days per incident.

The most we'll pay for a hire car is \$700 per incident. You are covered for two Hire Car After Incident claims per policy period.

Hire car benefits begin when:

- your car can't be driven due to the loss or damage, or;
- if the car can be driven, benefits only apply whilst the car is being repaired.

You need to return the hire car when:

- you've had the hire car for the maximum 14 days
- your car is returned to you or its owner
- your car has been repaired or replaced, or
- we write-off your car and we send you our settlement offer.

Once this happens, you have 72 hours to return the hire car. If you would like us to refund your hire car costs, you need to send us the receipts. Ensure you do not lose or misplace them.

You are responsible for:

- any additional extras, costs, expenses, or upgrades to the hire car,
- any loss or damage to the hire car,
- any liability resulting from use of the hire car; and
- any costs incurred for extended hire car use.

Car Contents Cover

When you make a claim for an incident, we will pay up to a limit of \$2,000 for loss of, or damage to, child safety seats, prams, medical equipment, sporting goods, clothing, other personal belongings not excluded below and / or groceries in your vehicle caused by the incident. An incident means loss or damage caused by collision or impact, fire, flood, malicious act, hail or storm, or theft or attempted theft of your car.

There is no excess applicable for this cover.

The following items are not covered under this option:

- money, stamps, tickets, vouchers (including gift cards and vouchers), documents (such as title deeds) and securities (such as share and bond certificates)
- mobile phones, tablets, gaming devices and laptops
- keys and locks
- jewellery and watches
- goods or samples carried in connection with any trade or business
- property more specifically insured under a separate policy
- weapons such as firearms and any form of ammunition
- items where you are unable to provide proof of ownership or proof of existence
- tools of trade used in connection with a business or occupation.

You may make a Car Contents claim only once every cover period as shown on your insurance certificate.

The following conditions apply:

- For all theft claims, the event will need to be reported to the Police Service in the state or territory of Australia where the theft took place. You must tell us the applicable Police Incident Number.
- Only items subject to loss or damage owned by a driver listed on the insurance certificate are covered.
- Proof of item existence is required for each item subject to loss or damage, such as proof of purchase or photos.
- There is no cover for theft if any covered item is stolen whilst the vehicle is unattended and unlocked or unsecured.

Windscreen Cover

We will pay, up to a limit of \$1,000, for the repair or replacement of your car's windscreen due to an incident. We will also replace anything that may be attached to the windscreen such as window tinting, demisters, or aerials. Also included is the calibration required for any related sensors or cameras which are required to be recalibrated as a result of the new windscreen. This option does not cover any glass that is not the front windscreen.

An incident means loss or damage caused by collision or impact, fire, flood, malicious act, hail or storm, theft, or attempted theft. Under this option, you may make one windscreen replacement claim only every cover period as shown on your insurance certificate. You may make unlimited windscreen repair claims under this option.

A reduced total excess of \$50 is applicable per claim.

Fire and Theft Cover

Depending on our underwriting criteria, this option may be available under a Third Party Property Damage policy. This option provides cover for accidental loss or damage to your car caused by fire, theft or attempted theft. We will cover the reasonable repair costs of your car, or if your car is a total loss, we will pay the Agreed Value. Claims under this cover are subject to the excesses listed on your insurance certificate.

This cover extends to the reasonable towing and storage costs connected to the fire or theft incident. We will tow your car to the nearest repairer or place of safety and pay the storage costs at that location until the claim is settled. We will not pay towing and storage costs if your car is safe to drive.

In the event of a theft claim, we'll refund you for a hire car. We will pay the daily base rate for an economy car, up to a daily limit of \$50, for a maximum of 14 days per incident. The most we'll pay for a hire car is \$700 per theft claim. You need to return the hire car when:

- you've had the hire car for the maximum 14 days
- your car is returned to you or its owner
- your car has been repaired or replaced, or
- we write-off your car and we send you our settlement offer.

Once this happens, you have 72 hours to return the hire car. If you would like us to refund your hire car costs, you need to send us the receipts. Ensure you do not lose or misplace them. You are responsible for:

- any additional extras, costs, expenses, or upgrades to the hire car,
- any loss or damage to the hire car,
- any liability resulting from use of the hire car; and
- any costs incurred for extended hire car use.

Making a Claim

24/7 Claims

Claims can be lodged and tracked 24/7 at truecover.com.au in your policy portal. If you require immediate towing assistance, please call TrueCover on **1300 800 900**. We are also available during business hours if you need to speak to us regarding anything else about your claim.

Things You Need to Know When You Lodge a Claim

We know you want your claim settled quickly and easily. We want the same. That's why it's important to let us know about an incident as soon as possible. When we ask for information and documents, we need them as soon as possible. Every claim is different, but we'll only ever ask for information we need to settle your claim.

Some of the information we may ask for includes:

- police reports, details of the incident and any investigations carried out by the police, including medical or test results
- full details of the incident and any loss or damage such as photos, statements, CCTV, or dashcam footage
- proof of value and ownership (this may include bank and credit card statements, registration and compulsory third party car insurance documents)
- driver's licence, driving and insurance history, finance agreements.

When you make a claim, you must:

- be honest, open and truthful with any information given to us about the incident
- cooperate with us, our investigators or lawyers we assign to your claim
- let us take signed and recorded statements, including sworn statements, examinations under oath and if required, attend court
- let us inspect and get quote(s) for repairs to your car before being repaired or disposed of
- drive or have your car towed to a place, including a repairer, chosen by us
- take steps to prevent further loss or damage to your car, such as not driving your car in a damaged state when doing so may result in further damage
- collect the details of any person or witness involved in any incident you're involved in
- report the theft or vandalism of your car immediately to the police
- send us copies of any correspondence received about any claim made against your policy
- keep evidence of ownership of insured property to support any claim.

When you make a claim, you must not:

- lie to us or give misleading information
- admit fault or liability to anyone involved in any incident (this includes the other person's insurer or legal representative)
- agree to repair or pay for damage to another person's property

- authorise repairs to your car (except Emergency Repairs) or agree to accept payment or compensation for repairs without our prior written consent
- behave in a way that is improper, hostile, threatening, abusive or dangerous
- leave the scene of the accident or incident if you're required by law to stay
- begin recovery action without our prior written consent
- prejudice our ability to recover any amount payable to you under this policy.

If you don't do the right thing, we may deny or reduce our liability for a claim and/or cancel your policy.

How a Claim is Settled

Once we've accepted your claim and have all the info we need, we'll settle the claim in one of four ways.

1. Offer you a cash settlement
2. Authorise our repairer to repair your car
3. When your car is a total loss, we offer a cash settlement based on your car's agreed value
4. When your car is a total loss, we offer you a new car replacement, if available.

Repair Assessment

If your car is damaged, we will need to get an assessment for repairs. A quote can be prepared and provided to us by a service provider which either we choose, or you choose. However, if you choose the service provider, we reserve the right to also obtain a quote from one of our preferred service providers. You need to co-operate with us during this process.

If your car is not drivable, we will tow your car to our nearest preferred service provider. If there is not a preferred service provider, we will speak to you about alternative options.

Cash Settlement

If it's economical to repair your car, we'll offer to cash settle you for the fair, reasonable, and actionable cost of repairs. Your cash settlement amount will be offered to you in writing and once you accept, will be deposited into your bank account. When you renew your policy, we may ask for proof the damaged car was repaired.

Repairing Your Car

If your car can be repaired, we may decide to authorise repairs to be completed by a preferred repairer. We may also instruct our repairer to collect any applicable excess payment before releasing your repaired car. If we authorise repairs to a preferred repairer, we'll provide you with a lifetime guarantee against defective works or parts, while you're the owner of the car.

Car Parts

When we repair your car, we may repair some parts and replace others. When we use replacement parts, we can use any combination of part types: original equipment manufacturer (OEM), aftermarket, refurbished and repaired. We decide whether parts should be repaired or replaced, or which kind of parts are used when replacing damaged parts.

When parts aren't available in Australia and need to be imported, we pay for the cost of surface freight only. We don't make any guarantees about the availability of parts or how long it takes for repairers to get them. Where parts are not available within 30 days of the claim being assessed, we'll pay you the last available price of the part or parts in question.

Please note that:

- we are not liable to pay for any repairs we didn't authorise
- when a damaged item forms part of a set, we will only pay for the part that is damaged
- we will ask you to pay towards the repair or replacement costs if your car is now in a better condition than before it was damaged.

If Your Car is a Total Loss

Your car is a total loss when either:

- the damage can't be repaired to a safe standard
- it's uneconomical to repair
- it was stolen and not found within 21 days of the theft being reported to us (or it is found within the 21 days and is either unsafe or uneconomical to repair).

The state or territory where your car is registered determines how we handle a total loss. Each state and territory has its own definition of total loss. If obligated to notify of our total loss decision, we'll do so promptly. Our obligations to the law and associated regulations cannot be excluded at your request.

Once your car is declared a total loss, all cover under your policy stops. There is no refund of any portion of your premium. We retain salvage of your car, and it becomes our property.

Total Loss Cash Settlement

We pay total loss cash settlements based on the agreed value of the car, less any total loss related deductions. Deductions we make include:

- the excess applicable to the claim
- any unpaid premium (this includes any remaining instalment payments based on the full annual premium)
- any unrepaired damage that we've paid for under a previous claim on your policy
- unused portions of the registration and compulsory third party insurance (this is the

amount you paid for registration and compulsory third party insurance costs from when the car was registered until the incident because registration and compulsory third party insurance is included in the agreed value).

When your car is a total loss, you are not paid out for the unused registration and compulsory third party insurance in your settlement. You can apply for a refund of the unused portions through the relevant traffic authority.

Total Loss Replacement Car

Refer to the section 'New Car Replacement' on page 10.

After We Settle Your Claim

Your policy continues if we repair your car or cash settle you for the repairs, except if the car is a total loss. If you don't repair the car, we may reduce or refuse to pay a future claim and/or cancel your policy, with no refund of any portion of your premium.

Damage to Someone Else's Property

If you damage someone else's property and there is cover under your policy, we may choose to take charge of any claim made against you by a third party. We can conduct any negotiations and proceedings and have authority to settle the claim. Once we agree in writing, we'll pay for all legal costs and expenses in defending any court proceedings that arise from an accident or incident covered by your policy.

Right of Recovery

After we settle your claim, we can take legal action to recover money from the person or entity who caused the loss, damage or liability. If we recover money belonging to you that isn't part of the claim we paid or expenses we incurred, we'll pay you that money.

GST and Your Claim

All insured amounts shown in the policy are in Australian Dollars and include Goods and Services Tax (GST). When you make a claim, all amounts paid are inclusive of GST, up to the maximum claim amount shown in the policy.

If you are registered for GST purposes, we'll reduce any claimed amounts paid to you by the appropriate input tax credit percentage that you've told us you're entitled to claim from the Australian Taxation Office.

Excesses

You are responsible for paying the standard excess and any other applicable excess(es).

Types of Excesses

An excess is the amount you pay towards the cost of the claim. Your total excess will depend on your policy and must be paid before the claim is settled. More than one excess may be applicable to a claim. The excess amounts are shown on your insurance certificate.

Standard	This excess applies to all claims unless we waive your excess or the claim relates to optional windscreen cover.
Additional Excesses (more than one may apply to a claim)	
Unlisted Drivers	Applies if your car is being used, at the time of the incident, by a person who is not listed as a driver on the insurance certificate
Drivers under 35	Applies if your car was being used, at the time of the incident, by a person who is under the age of 35
Inexperienced Drivers	Applies if the car was being used, at the time of the incident, by a person who hasn't held a full Australian driver's licence for five continuous years. Full Australian driver's licence doesn't include an international licence or any learners or provisional licence or permit.

How to Pay Your Excess

We'll chat with you to discuss whether you pay your excess directly to us or to our preferred repairer. We can also choose to deduct the excess from the amount we pay you, or from the amount we pay another person for loss or damage to their property.

We won't cover any legal or other costs that result if you don't pay or if you delay paying your excess.

When You Don't Have to Pay an Excess

You won't have to pay an excess if we agree that the driver of your car was not at fault. To have your excess waived, you must also be able to give us:

- the name
- address
- registration number, and
- a valid phone number of the person responsible for the damage.

Policy Exclusions

A policy exclusion is something your policy doesn't cover. That means, we won't pay for any claim for loss, damage, or liability that results from an accident, incident, or loss involving your car, where a policy exclusion is present. It's important for you to read the policy exclusions listed below so there are no surprises when you lodge a claim.

Category	Exclusion
<p style="text-align: center;">Car</p>	<p>When the car:</p> <ul style="list-style-type: none"> ■ isn't registered ■ is being used to carry persons or property, or provide driver instruction, for compensation, a fee, or reward of any kind, including points or criteria for participation in car or ride sharing programs. (A ridesharing program is an arrangement in which a passenger travels in a car for free or for a fee, especially as arranged by means of a website or app. This also extends to include food/goods delivered.) ■ is being shown or test driven for sale, without a listed driver being present with and/or in the car ■ is used for retail or wholesale delivery of goods ■ is used as a courtesy car ■ is being driven off-road, on sand or on any path, trail or passageway that isn't a gazetted road. Off-road is defined as driving a car on unsurfaced tracks or roads, made of materials such as sand, gravel, riverbeds, mud, snow, rocks, and other natural terrain. ■ is being driven on rails ■ is anywhere other than on dry land and gazetted roads ■ is in a race, trial, test, or contest ■ is being used in an unlawful manner or for unlawful purposes ■ is on a competition racetrack, competition circuit, competition course, or competition arena ■ is on consignment to, leased to, or rented to others, or given in exchange for any compensation ■ is being driven in connection with emergency services ■ is moving substances that pollute, contaminate, or are otherwise potentially harmful, including explosive materials. However, we'll accept a claim if you can prove your car was being used to move such substances legally. ■ is being used to carry more passengers than permitted by law, loaded above the legal weight limit, or otherwise loaded in an illegal way ■ is being used for any purpose for which the car was not designed ■ is unlocked, or the car alarm is disabled, or the keys to the car are left on, in or within line of sight of the car. There is no cover for theft of the car or any covered item stolen whilst the car is left unattended, and the keys (when not on your person) have not been

	<p>secured in a location and/or room separate from where the vehicle is parked. For example, where the car is parked in a garage with internal access to the home, the keys must be stored in a room separate to the garage where there is at least one locked door between the car and the keys.</p>
Car Sale	<ul style="list-style-type: none"> ■ if you've given your car to someone else to sell it for you ■ while your car is in the possession of a person as part of the person's stock in trade, or consignment stock ■ if you've sold the car and given it to the new owner before receiving the purchase price in full and ensuring all funds are cleared and confirmed.
Drivers	<p>If at the time of the accident, incident or loss, the driver of your car:</p> <ul style="list-style-type: none"> ■ is under the influence of, or had their judgement (in any way) affected by, any alcohol, drug, or medication ■ has more than the legal limit of alcohol or drugs in their breath, blood, saliva, or urine or refuses to submit to testing as required by law ■ didn't remain at the scene of the accident when required by law to do so ■ doesn't hold a driver's licence that is valid in Australia ■ is under the age of 16 (15 and 9 months if licenced in ACT) ■ is not authorised or licenced under law to drive the car ■ is a learner driver not accompanied by a driver holding a full Australian driver's licence ■ is using an uncradled mobile phone while driving ■ is under 35 and driving what we classify as a 'high-performance' vehicle (this will be noted on your insurance certificate, if applicable).
Consequential Loss or Damage	<ul style="list-style-type: none"> ■ consequential financial loss, such as lost profits, compensation for distress, anxiety, inconvenience, or other non-financial loss
Territory	<ul style="list-style-type: none"> ■ you are not covered outside Australia
Policy Period	<ul style="list-style-type: none"> ■ a claim outside the policy cover period shown on your current insurance certificate ■ a claim for loss or damage caused by bushfire, storm, hail, cyclone, tsunami or flood within the first 72 hours of purchasing a new insurance policy. Renewing policies are not subject to this exclusion.
Nuclear	<ul style="list-style-type: none"> ■ any incident, event or circumstance relating to a nuclear activity or event ■ operations using the process of nuclear fission or fusion, or handling of radio-active material including but not limited to: <ul style="list-style-type: none"> i. the use of nuclear reactors such as atomic piles, particle, particle accelerators or generators or similar devices, or ii. the use, handling or transportation of radioactive materials, or iii. the use, handling or transportation of any weapon of war or explosive device employing nuclear fission or fusion ■ any looting or rioting following such an event.

<p>Criminal, Deliberate, Malicious, or Reckless Acts</p>	<ul style="list-style-type: none"> ■ if the driver carries out or directs another person to carry out criminal, deliberate, or malicious acts, even if the actual injury or damage is different from what was intended or expected ■ where the driver of your car or a passenger was being wilful or reckless ■ this exclusion doesn't apply to damage caused if the car was stolen, where the theft is otherwise covered
<p>Contaminants and Pollutants (Including Asbestos)</p>	<ul style="list-style-type: none"> ■ directly or indirectly, the accidental or intentional use, existence, discharge, dispersal, release, or escape of any biological, bacterial, viral, germ, chemical, or poisonous pollutant, contaminant, matter, or agent ■ the discharge, dispersal, release, or escape of contaminants, pollutants, or other dangerous goods or substances from your car unless the driver is legally permitted to carry them ■ the manufacturing, mining, processing, treating, handling, installing, using, removing, transporting, selling, distributing and/or storing of asbestos, asbestos products or any product containing asbestos.
<p>Terrorism</p>	<ul style="list-style-type: none"> ■ any act of terrorism, regardless of any other cause or event contributing to the loss ■ for the purpose of this exclusion, an act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with political, religious, ideological, ethnic or similar purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public in fear ■ this exclusion also excludes death, injury, illness, loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism ■ any looting or rioting following such an event.
<p>Pandemic</p>	<ul style="list-style-type: none"> ■ losses relating to pandemics
<p>Property Damage Liability Exclusions</p>	<ul style="list-style-type: none"> ■ any liability you've taken on under contract or agreement using your car ■ other than property covered under the car contents cover option, any property owned by, rented to, being transported by, used by or in the control or charge of you or a household member ■ any liability for bodily injury or death ■ any penalties, fines, awards of punitive, exemplary, or aggravated damages made against: <ul style="list-style-type: none"> i. you ii. the owner or driver of your car iii. any of its passengers

<p>Modifications or Accessories</p>	<p>We will not provide cover for any car fitted with any of the following:</p> <ul style="list-style-type: none"> ■ lowered suspension ■ engine performance enhancements ■ non-standard wheel sizes ■ non-standard body kits and body kit components ■ transmission alterations ■ custom or specialised paint (applied aftermarket) ■ nitro or hydrogen fuel ■ petrol turbo or supercharger (fitted aftermarket) ■ roll bar, roll cage or racing harness
<p>Loss or Damage Cover Exclusions</p>	<ul style="list-style-type: none"> ■ any mould, mildew, wear, tear, rust, or corrosion caused by exposing your car to the elements - for example, faded or damaged paint from exposure to sun, dirt and/or corrosive materials ■ loss or damage caused by animals (other than impact or collision), insects, birds, or vermin (such as termites, rats, rabbits, and mice) pecking, biting, chewing or scratching your car ■ unrepaired loss or damage ■ any structural, mechanical, electrical, or electronic failure or breakdown ■ damage to tyres caused by braking, punctures, cuts, or bursting ■ loss of use of your car when there has been a failure to prevent any loss or damage to the car when it is left unoccupied (in this instance, unoccupied is defined as meaning you or the person in charge or control of the car, not being present inside the car) ■ loss or damage due to failure to recover your car, after it has broken down, been damaged, or stolen ■ any loss or damage sustained to your car as a result of you driving your car in a damaged condition, this includes damage to engines, radiators and tyres ■ repair or replacement of a whole set due to loss or damage to a part or parts of the set ■ loss of value of your car after it has been repaired ■ loss or damage to number plates ■ loss or damage to your car (including its engine and fuel system) caused by the incorrect fuel being used ■ loss or damage to your car caused by faulty workmanship or repairs that were completed prior to an incident, unless those repairs were previously authorised by us.
<p>Unsafe Car</p>	<ul style="list-style-type: none"> ■ if your car isn't roadworthy or is in an unsafe condition ■ if your car was towing anything that is in an unsafe condition, not roadworthy or was being towed illegally
<p>War and Hostilities</p>	<ul style="list-style-type: none"> ■ if a war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military, or usurped power ■ if your car is confiscated or requisitioned by or under the order of any government or public or local authority ■ any looting or rioting following such an event

<p>Cyber and Data</p>	<ul style="list-style-type: none"> ■ Anything which is caused by any loss of, alteration of, or damage to, or a reduction in the functionality, availability or operation of a computer system (where a computer system means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility). ■ Anything which is caused by any loss of use, reduction in functionality, repair, replacement, restoration, or reproduction of any data, including any amount pertaining to the value of such data (where data means information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a computer system).
<p>Communicable Diseases</p>	<ul style="list-style-type: none"> ■ Anything which is caused by any loss, damage, liability, claim, cost or expense of whatsoever nature, directly or indirectly caused by, contributed to, resulting from, arising out of, or in connection with a communicable disease or the fear or threat (whether actual or perceived) of a communicable disease regardless of any other cause or event contributing concurrently or in any other sequence thereto (where communicable disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where: <ol style="list-style-type: none"> 1. the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and 2. the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and 3. the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property).
<p>Sanctions</p>	<ul style="list-style-type: none"> ■ We will not be liable for any cover, payment, service or benefit provided to you or any other party that would contravene or otherwise expose us to any penalty, sanction, prohibition or restriction under any applicable United Nations resolution, trade or economic sanction, law or regulation of any country.

Managing Your Policy

Electronic Communications and Transactions

As all policy documents are sent electronically, you need a current email address to buy a TrueCover insurance policy and receive all the important information you require. If your email address changes during the policy period, log in to your policy portal at **truecover.com.au** or call TrueCover to update your details. If TrueCover does not have your correct email address, you may not receive your policy renewal.

When buying insurance from TrueCover, you agree:

- that information and notices that TrueCover and the insurer are legally required or authorised to give you in writing will be sent to you via digital link. This link lets you access the information or notices directly. They can also be delivered via email and SMS, but only where the process is permitted by law at the time;
- to receive the correspondence, forms, notices and documents via digital link, email or SMS.

How We Determine Your Premium

We determine your car insurance premium primarily through careful risk analysis. We consider several factors that are reliable identifiers of risk. We then calculate your premium based on the risk of providing the policy and the policy type you've chosen.

The significant factors that we consider, which may increase or decrease the price of your insurance, include, but are not limited to:

- the listed drivers on the policy, including their age, gender, type of licence, employment, housing history, and insurance history;
- level of cover, options and excesses;
- the address where your car is kept or garaged;
- the value, age, make, model, security features and repair costs of your car;
- the claims, driving and service history of drivers of the car (this includes the history before the start of your TrueCover insurance policy as well as while you are a customer of TrueCover);
- circumstances surrounding usage habits including the purposes of travel and kilometres travelled;
- when and how you pay your premium;
- aspects of your financial record, circumstances surrounding the acquisition and possession of the car, including when it was purchased, whether your car is under finance and/or whether you already have car insurance;

Other factors that are considered by us and may increase or decrease the price you pay for your policy are:

- the cost of providing legal liability cover;

- claim costs;
- insurer profitability targets;
- expenses incurred to sell policies and settle claims;
- government charges and taxes (the premium displayed on your current insurance certificate includes any government charges, taxes, and levies, such as GST, Stamp Duty, and Emergency Services Levy that we are obliged to pay); and
- the cost of providing and administering the policy.

Prices may change at any time without notice. Your renewal premium may be different to the premium of your expiring policy. If you make a claim and we find that information we used to calculate your premium or verify your eligibility is different to what you told us when you bought or renewed your policy, we will:

- adjust your policy premium and ask you to pay any pro-rata premium owing to us before we pay a claim; or,
- deny or reduce our liability for a claim and/or cancel your policy.

Paying Your Premium

You agree to make your premium payments on or before the due date. TrueCover accepts payment by credit card or bank account only. You can pay your premium in one lump sum or by monthly instalments. If paying by monthly instalments, any administration fees are paid in full in the first month.

You must give us a credit card or bank account authorisation, as your premium payments will be charged automatically. You can confirm your payments when you log in to your policy portal at **truecover.com.au** where you can view your account activity and download invoices. You can make a payment with a different credit card or bank account by calling TrueCover or logging in to your policy portal at **truecover.com.au**. You can call us to update or cancel the authorization, but you need to keep a current and valid authorisation in place for remaining monthly instalment payments.

If we attempt to charge your credit card or bank account on the due date and payment is refused by your financial institution at that time, you'll be considered to not have paid your premium.

Overdue Payments

Annual renewal payments that are not paid by the due date will result in the cancellation of your policy, as permitted by law. You will have no cover from the due date.

Monthly instalment payments that are not paid by the due date will result in cancellation of your policy, as permitted by law:

- by giving you at least 14 days advance notice, or
- without notifying you in advance if the instalment is one month (or more) overdue.

If we cancel your policy, you'll have no cover from the date the policy is cancelled.

Making Changes to Your Policy

You need to let us know about any changes to:

- your contact details such as email address, mobile phone number, or mailing address;
- the home address where your car is kept or garaged;
- who will drive the car;
- the car listed on this policy;
- how you use your car, for example, for business or for personal use;
- employment or home ownership status;
- your desired level of cover;
- your desired standard excess;
- any damage to your car;
- the roadworthiness of your car;
- demerit points, drivers licence suspensions, disqualifications, or cancellation – including good behaviour bonds;
- criminal convictions; and,
- bankruptcy or insolvency.

To make these changes, call TrueCover or log in to your policy portal at **truecover.com.au** and follow the instructions for changing your cover or updating your policy information. Policy changes may affect your premium and are subject to our underwriting rules and processes. If your premium increases, you'll have to make an additional payment and your remaining instalments will increase. If you don't tell us about a change and we accept a claim, we may ask you to pay any extra premium resulting from the change.

Reviewing Your Cover

The insurance certificate will show information you've provided to us. It will also show your premium and the level of cover and options in effect for your policy. You can call TrueCover to make changes to your policy, with an updated insurance certificate sent to you electronically. You can also make or report changes to your policy online, at **truecover.com.au**, and review your updated insurance certificate.

Always read the insurance certificate carefully and call us if any information is incorrect.

Renewing Your Policy

If we invite you to renew your policy, at least 14 days before your policy anniversary you will be sent a renewal notice showing the renewal date, information you have previously shared and other policy terms. If you wish to renew, please ensure the information on the renewal invitation is correct and the level of insurance cover is still appropriate for you. You must comply with your 'Duty Not to Misrepresent' on page 6. You will see the amount of premium we are charging for the entire renewal period, the minimum initial payment required if paying by instalments and

the payment due date. Your premium may be different from your previous policy. If we do not invite you to renew your policy, we will send you an expiry notice at least 14 days before your cover expires.

If we invite you to renew your policy, to ensure continuity of cover, TrueCover policies renew automatically using the payment details provided. You can opt out of this process by calling us. Please ensure your credit card or bank account details are up to date. If you paid your expiring policy annually, the full amount of your renewal premium will be debited. If you don't pay your annual renewal premium by the due date, you have no cover from that date. If you elect to pay in instalments, the new monthly instalment amount will be debited, with any administration fees paid upfront in full. If you have opted out of the automatic renewal process, you can pay for your renewal by calling us on **1300 800 900** or by paying online through your policy portal at **truecover.com.au**.

If you do not want to renew, please call us otherwise we will automatically attempt to debit payment from your nominated account on the due date. You have a 14 day cooling off period in which you can cancel your policy and receive a refund. See 'Cooling Off Period' on page 6 for more details. You can also cancel your policy after the cooling off period.

Cancelling Your Policy

You can cancel your policy by contacting the TrueCover team during business hours on **1300 800 900**. If your policy is cancelled within the initial 14-day cooling-off period, a full refund will be issued.

For policies paid annually, if your policy is cancelled outside the initial cooling-off period, we refund the unexpired portion of the premium and any associated refundable government charges, less any non-refundable fees and government charges. Any administration fees and associated government charges will not be refunded when you cancel your insurance policy. A cancellation fee of up to \$45 (plus GST) applies for annual policies. Any refund will be credited to your nominated credit card or bank account within 15 business days.

We do not provide a refund if you pay your premium by monthly instalments.

We can cancel your policy in accordance with the *Insurance Contracts Act 1984*. We will send written notice via email. Please note that if we cancel your policy due to fraud, you will not be refunded any premium amounts.

Privacy, Complaints and Other Important Information

How We Handle Complaints

We welcome every opportunity to improve customer experiences and encourage you to contact us if you are unhappy with our service or products. You can raise a complaint by contacting our team. We will acknowledge your complaint within 24 hours of receiving it, or as soon as possible.

Step 1 – First Contact Resolution

If we can't immediately resolve your complaint, we'll arrange for our Customer Resolutions team to contact you within two (2) business days. The Customer Resolutions team will work as quickly as possible to investigate your complaint in a fair and efficient way.

Phone: **1300 800 900**

Email: **help@truecover.com.au**

Website: **truecover.com.au**

Step 2 – Internal Dispute Resolution (IDR)

If the Customer Resolutions team can't resolve your complaint, it will be reviewed by our IDR Committee. The IDR Committee is made up of representatives from various parts of the business. They are required to review your complaint in an objective and fair way. The IDR Committee will send you a written IDR response no later than 30 calendar days from the date you first lodged your complaint. If the IDR Committee cannot meet this timeframe, we will tell you why.

Step 3 – External Dispute Resolution

If you remain dissatisfied, or we have taken more than 30 days to respond, you can contact the Australian Financial Complaints Authority (AFCA) to lodge a complaint against TrueCover. AFCA is free to consumers and provides fair and independent financial services complaint resolution.

Phone: **1800 931 678**

Email: **info@afca.org.au**

Website: **afca.org.au**

Post: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

Credit Providers

If a credit provider has a financial interest in your car, the conditions and exclusions of this policy apply to them. We will treat any statement, act, omission, or claim by you as a statement, act, omission, or claim by the credit provider. A credit provider with an interest in your car has an interest in this policy. The credit provider can make a claim under this policy only if:

- a loss occurs that falls within the terms and conditions of this policy;

- the terms of the finance contract between you and the credit provider provide the credit provider with the right to receive the proceeds of an insurance claim in priority to you;
- the credit provider has validly exercised its proper legal rights under the contract; and,
- all other policy terms and conditions have been complied with in relation to the claim.

The General Insurance Code of Practice

Pacific is a member of the Insurance Council of Australia (ICA) and have adopted its General Insurance Code of Practice, demonstrating our commitment to provide our services in an open, honest and fair manner. TrueCover adheres to the principles of the General Insurance Code of Practice. The Code provides information and education about insurance and sets standards of customer service and procedures to promote better relations between customers and insurers. It addresses insurance buying, claims handling, catastrophe and disaster response, education, and dispute resolution. The Code Governance Committee is an independent body which monitors and enforces the Code and has powers to impose sanctions on Code subscribers for non-compliance. For more information about the Code, go to insurancecouncil.com.au/cop/ or call **(02) 9253 5100**.

Financial Claims Scheme

Pacific is authorised under the *Insurance Act 1973* to carry on general insurance business. This Act contains prudential standards and practices to ensure we meet our financial promises. The Federal Government's Financial Claims Scheme provides you with protection. If we can't meet our financial obligations, you may be entitled to payment under this scheme. Information about the scheme can be found at apra.gov.au/financial-claims-scheme-0 or by calling **1300 55 88 49**.

Protecting Your Privacy

We respect your privacy and safeguard your information. We're committed to handling your personal information in a responsible manner in accordance with our privacy policy and the Australian Privacy Principles. By purchasing this policy, you consent to the collection, use, disclosure, storage, and processing of your personal information as provided in our Privacy Policy.

In addition to you, our privacy policy applies to listed drivers about whom you give us personal information, other persons who have cover under this policy, and persons who claim against a driver with cover under this policy. We may collect, use, disclose, store, and process the personal information of those persons as we do your personal information. Your personal information may also be disclosed to our service providers located overseas, who may change from time to time. We may need to disclose personal information to service providers in other countries not listed. At the date of this document our overseas providers are located in the following countries – New Zealand, South Africa and the Philippines. You can contact us for a detailed listing.

By providing us with the personal information of listed drivers, you are stating that you're authorised by them to do so. You also state that you have informed the listed drivers and any other person who you authorise to use your car, of the terms of our Privacy Policy and they have consented to them. Our privacy policy is available on our website.

Part B – Financial Services Guide (FSG)

Purpose of this FSG

The financial services offered are provided by TrueCover Pty Ltd ABN 59 653 908 635, AFSL 549629 (referred to as “TrueCover”, “we”, “us” or “our” in Part B (FSG) of the Combined PDS and FSG). The purpose of the FSG is to help you make an informed decision about whether to use the financial services provided by us. The FSG explains:

- who we are and who we are authorised by;
- the services we offer;
- how we are paid for our services;
- any conflicts of interest;
- how your complaints are dealt with;
- how to manage your policy payments; and,
- how you can contact us.

Authorised Financial Services

TrueCover is authorised by the Australian Securities & Investment Commission (ASIC) to provide financial services to retail and wholesale clients, in relation to general insurance products. TrueCover is authorised to provide general advice and to arrange for you to enter into, issue, vary and cancel contracts of insurance, in respect of general insurance products.

We provide general advice on the insurance products we offer. We do not provide personal advice to you about any financial product or financial service distributed by us. This means that we will not consider your objectives, financial situation or needs. You should consider the appropriateness of any general advice we provide in light of your own objectives, financial situation and needs before acting on any general advice. Before purchasing any financial product through us, you should also consider the PDS component of this Combined PDS and FSG.

About the Insurer and the Providing Entity

The insurer is Pacific International Insurance Pty Ltd (ABN 83 169 311 193, AFS Licence Number 523921). We are acting under a binder arrangement with the insurer. Under the binder we are authorised to promote and distribute insurance, arrange your application for insurance and issue policies. When TrueCover does these things, it does so under its AFSL and not under the insurer’s AFSL. The insurer handles claims under its AFSL.

We act for and represent the insurer and not you. Whenever we issue a general insurance product, we do so under the binder and do so as an agent of the insurer. Any advice that we provide is general in nature and it is provided by us as an agent for the insurer. This means we do not provide personal advice to you and do not consider your objectives, financial situation or needs.

Remuneration Information

TrueCover will charge you an annual administration fee. This fee is payable when you enter or renew your insurance policy and will be shown on your invoice. It is non-refundable outside the 14 day cooling-off period. When you pay your premium, it will be banked into a trust account. TrueCover will retain the fee from the premium you pay and remit the balance to the insurer in accordance with any arrangements with the insurer. Interest will be earned on the premium while it is in our trust account and retained by us. If there is a refund after the cooling-off period expires or reduction in premium due to a cancellation or adjustment to your policy, we will retain the administration fee.

The insurer may pay us a profit share based on the insurer's financial results for the TrueCover portfolio. The amount will depend on the value of policies sold, claims costs and other insurer expenses. Due to the contingent nature of insurance, it is not possible to know the exact amount, if any, to be paid until after the qualifying period.

TrueCover employees are paid a salary only, with no eligibility for bonuses.

Professional Indemnity Insurance

TrueCover has professional indemnity insurance arrangements in place to cover retail clients for losses suffered from breaches of financial services laws, negligence, and other misconduct. These arrangements comply with the requirements of section 912B of the *Corporations Act 2001* and *ASIC Regulatory Guide 126*. Subject to the terms of the insurance, these arrangements cover claims in relation to the conduct of present and former TrueCover employees and directors.

Complaints

We encourage you to contact us if you are dissatisfied with any part of our service. We are committed to resolving your complaint as quickly as possible. You can find information on how your complaint can be resolved in the 'Complaints' section on page 30.

Privacy

TrueCover values your privacy and has adopted the principles set out in the *Privacy Act 1988* and the Australian Privacy Principles as part of its commitment to maintain your privacy in the collection, use, disclosure or handling of your personal information. TrueCover collects personal information to ensure it can offer or provide you with products and services as outlined in this Combined PDS and FSG. By purchasing this policy, you consent to the collection, use, disclosure, storage, and processing of your personal information as provided in our Privacy Policy.

TrueCover will collect personal information and may disclose your personal information to the insurer, loss assessors, repairers, reinsurers, lawyers and others who are involved in providing products and services to you. We may disclose personal information to entities outside of Australia. For a free copy of our Privacy Policy, please visit truecover.com.au/privacy or call us.

Policy Payments

Policy payments will be debited from your nominated bank or card account according to the payment frequency noted in your certificate of insurance and tax invoice. An amended tax invoice will be issued when alterations are made to your policy that impact the premium. Should a scheduled payment occur on a non-business day, the payment may be delayed until the next business day.

Please ensure that sufficient funds are available in your nominated account for each scheduled premium payment. We will notify you if a scheduled policy payment fails. Payment will then be reattempted, using the nominated account or the alternative account that you advise. If your policy payments are not up to date, we may cancel your policy, as permitted by law.

If the nominated account is not yours, you confirm you have the authority of the account holder to use it and they have agreed to the policy terms. If there is a change to your nominated account, please call us immediately.

Contact Us

Web: **truecover.com.au**

Phone: **1300 800 900**

Address: **PO Box 6812, Norwest NSW 2153**

Email: **help@truecover.com.au**

We're here to help



1300 800 900



help@truecover.com.au



truecover.com.au



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NSW 2153