

Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) is dated 01 August 2017 and will apply to all policies taken out, or with a renewal effective date on or after this date.

The information in this SPDS updates and should be read with the last Product Disclosure Statement (PDS) you received for the policy specified in your policy schedule.

Changes to your PDS

Change 1: Change to details of Swann Insurance (Aust.) Pty. Ltd. ABN 80 000 886 680 AFS Licence No. 238292.

Your PDS is amended by the following:

All references to Swann Insurance (Aust.) Pty Ltd ABN 80 000 886 680 AFS Licence No. 238292 has been deleted and has been replaced by the following – Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as Swann Insurance.

Change 2: Change to details of Swann Insurance (Aust.) Pty. Ltd.

Your PDS is amended by the following:

All references to Swann Insurance (Aust.) Pty Ltd has been deleted and has been replaced by the following – Insurance Australia Limited trading as Swann Insurance.

Insurer

Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as Swann Insurance

TYRE & RIM INSURANCE – 3 YEAR

Insurer: Swann Insurance (Aust) Pty Ltd ABN 80 000 886 680 AFS Licence No. 238292

Preparation date: 1 November 2015

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WELCOME TO THE SECURITY OF SWANN INSURANCE

THIS PDS IS IMPORTANT

This Product Disclosure Statement and Insurance Policy (PDS) contains important information required under the Corporations Act 2001.

Please read this PDS before you apply for insurance.

This PDS sets out the terms, conditions and limits that apply for the insurance we offer to you. If you have paid the Premium and we accept your application for insurance, you will receive a Policy schedule that sets out details of the insurance you have taken out. It is your responsibility to make sure that all details contained on the Policy schedule are correct.

Our agreement with you is made up of your application, this PDS, the Policy schedules and endorsements we send to you. Endorsements are notices we send to confirm any change to your insurance.

Keep this PDS in a safe place. You may want to refer to it from time to time.

We recommend that you keep receipts for major items you purchase.

If you need more information about this insurance, please contact us.

IMPORTANT This policy covers damage to tyres and wheel rims of your vehicle. It also includes cover for towing. You can select additional cover for emergency accommodation and 24 hour roadside assistance.

The information in this PDS was current at the time of preparation. However, some information may change from time to time. If a change is significant, we will issue a supplementary PDS or replacement PDS. If a change is not significant, you can obtain a copy of the updated information free of charge by contacting us.

INTRODUCTION

Who is the insurer

Swann Insurance (Aust) Pty Ltd is the insurer, Australian Business Number 80 000 886 680, Australian Financial Services Licence Number 238292. In this PDS the insurer is called 'we', 'us', 'our' or 'Swann Insurance'.

Who is insured

The person named in the application. In this document that person is called 'you' or 'your'.

The purpose of this PDS

This PDS has been prepared to assist you in understanding this insurance and making an informed choice about your insurance requirements.

IMPORTANT INFORMATION

General Insurance Code of Practice

Swann Insurance has adopted the General Insurance Code of Practice. The purpose of the code is to raise the standards of practice and service in the general insurance industry.

The objectives of the code are:

- to commit us to high standards of service,
- to promote better, more informed relations between us and you,
- to maintain and promote trust and confidence in the general insurance industry,
- to provide fair and effective mechanisms for the resolution of Complaints and disputes between us and you, and
- to promote continuous improvement of the general insurance industry through education and training.

If you would like more information about the code, please contact us.

We rely on the information you provide us

When we agree to insure you, renew or vary your policy or decide on your claim, our decision relies on the accuracy of information you give us.

If that information is not accurate we may reduce a claim, or cancel the policy, or refuse to pay a claim made by you. We therefore ask you to answer honestly, correctly and completely any questions we ask about you, your vehicle or a claim.

We do not require you to comply with the general duty of disclosure. We do require you to be truthful, honest and accurate whenever you interact with us in relation to this insurance.

How we protect your privacy

We use information provided by our customers to allow us to offer our products and services. This means that, from time to time, we will need to collect your personal information, and sometimes your sensitive information, (such as health information or criminal records). We will collect this information directly from you where possible, but there may be occasions when we do collect this information from someone else.

Swann Insurance will only use your information for the purposes for which it was collected, other related purposes and as permitted or as required by law. You may choose not to give us your information, but this may affect our ability to provide you with insurance cover.

We may share this information with companies within our group, government and law enforcement bodies if required by law and others who provide services to us or on our behalf, some of which may be located outside of Australia.

For more details on how we collect, store, use and disclose your information, please read our Privacy Policy located at www.swanninsurance.com.au/privacy. Alternatively, contact us at swann.compliance@swanninsurance.com.au and we will send you a copy of our Privacy Policy.

By applying for, using or renewing any of our products or services, or providing us with your information, you agree to this information being collected, held, used and disclosed as set out in our Privacy Policy.

Our Privacy Policy also contains information about how you can access and seek correction of your information, complain about a breach of the privacy law, and how we will deal with your complaint.

Authority to act

Swann Insurance has relationships with authorised representatives and other licensees who sell Swann Insurance policies. Swann Insurance may pay remuneration to authorised representatives and other licensees when they sell Swann Insurance policies.

Your cooling-off period

If you decide that you do not wish to continue with this insurance, you have 21 days after the commencement date of this insurance to request cancellation. To do this, you must advise us by mail, by email or by calling us. We will provide you with a full refund of Premium paid, providing you have not made a claim under this insurance.

Costs

The premium payable by you will be shown on your Policy schedule.

The key factors that influence the premium calculations are reflected in the questions asked, and information sought, at the time of your enquiry or application for insurance.

These include factors relating to:

- the frequency with which claims occur and the average cost of each claim,
- the level of cover you have selected, and
- payment of your premium by instalments.

Premiums may be subject to Commonwealth and State taxes and/or charges. These include the Goods and Services Tax and stamp duty. The amount of these taxes and/or charges will be shown on your policy schedule.

If we are unable to issue your insurance when we receive your application, we are required to hold your Premium in a trust account on your behalf until your insurance can be issued. We will retain any interest payable by our bank to meet, among other things, bank fees and other banks costs we incur in operating the account.

Pay your Premium by instalments

You can pay your premium by instalments to help spread your payment over the period of your insurance cover.

An administration charge will apply to use this facility. If you do choose to pay your premium by instalments, your premium may be more than if you choose to pay by a single annual payment.

If you are paying by instalments and an instalment is 14 days or more overdue, we may refuse a claim. We may cancel this insurance if the instalment is one month or more overdue. If we cancel your insurance where an instalment is unpaid, your insurance cover will end on the due date of the first unpaid instalment payment.

YOUR COVER

This is a contract between you and us. Cover will commence on the date you apply for this insurance, provided the premium has been paid. Cover will cease 36 months from the date cover commences. During the period of cover we agree to repair or replace tyre and wheel rim damage subject to the terms and conditions of this contract.

The cover provided by this insurance may vary from the prescribed cover. It is therefore important that you read, retain and understand this PDS.

WHAT IS COVERED

For tyres, if any tyre is punctured, or damaged by a pothole, kerbs, nails, screws, metal, glass, road debris or blowouts we will:

- repair the tyre if it is repairable, or
- pay up to \$350 to replace the tyre if it cannot be repaired. The maximum benefit we will pay is \$350 per tyre.

We will only pay to replace 2 tyres in any 12 month period. We will only cover tyres that are roadworthy as allowed by law in the state or territory you reside or where the tread is not below any tread wear indicator.

For wheel rims, if any wheel rim is cracked, warped and or misshapen by potholes, kerbs, nails, screws, metal, glass, road debris or blowouts we will:

- pay up to \$1,000 to repair the wheel rim if it is repairable, or
- pay up to \$1,000 to replace the wheel rim if it cannot be repaired.

We will only cover wheel rims that become unroadworthy or fail to seal, and we will only pay to replace or repair 1 wheel rim in any 12 month period.

WHAT IS NOT COVERED

We will not cover damage to the tyre or the wheel rim as a result of:

- a motor vehicle collision.
- any negligence, vandalism, malicious damage, abuse, or misuse in respect of the tyre or wheel rim, including failure to maintain the tyre pressure recommended by the manufacturer.
- a manufacturer's defect, dry rot, or flat spots.
- the vehicle being driven on a road that is not regularly maintained.

We will not cover tyres or wheel rims where the vehicle:

- is unregistered.
- exceeds 1.5 tonne gross carrying capacity.
- has been modified from the manufacturer's original specifications and the modification causes or is associated with damage to the tyre or wheel rim.
- is used for fast food delivery.
- is used for driver instruction or tuition for reward.
- is used for conveying passengers for hire or reward, including car rental.
- is used for racing or motor sports.
- is used for Police or other emergency vehicle purposes.
- is used for courier use.

We will not provide cover for:

- racing tyres and/or wheel rims made for racing.
- tyres and/or wheel rims that are unroadworthy.
- temporary or space saver tyres.

- tyres and/or wheel rims that have previously been repaired, other than punctures.
- re-treaded tyres.
- damage caused by scratching and bruising.

TOWING

If your tyre and/or wheel rim are damaged and you are entitled to claim under this insurance policy, we will also pay up to \$120 for the reasonable cost of towing your vehicle to the nearest Beaufeires or retail tyre outlet, repairer or place of safety.

AN OPTIONAL BENEFIT YOU CAN SELECT

If your tyre and/or wheel rim are damaged and you are entitled to claim under this insurance policy, we will pay up to \$500 for emergency accommodation if you are unable to complete your journey or to return to your home.

You will also be provided with 24 hour roadside assistance including:

- flat tyre,
- flat battery,
- running out of fuel, or
- you have lost your keys or locked them in the vehicle.

24 hour roadside assistance is provided and administered by Assist Australia Pty Ltd, ABN 59 072 530 217 (Assist Australia) and does not form part of your insurance policy. If you require assistance, please call 1800 024 475. You will need to have the following information ready when you call:

- the precise location of your vehicle, including the name of the road you are on, and the nearest cross street, and
- the make, model, year, colour and registration number of your vehicle, and
- the nature of your problem, and
- the policy number shown on your policy schedule and the full name and address of the person covered by the insurance policy.

Any provider dispatched by Assist Australia will act as your agent and not an agent of Assist Australia. Assist Australia takes no responsibility for the actions of any provider once they have arrived on the scene.

Assist Australia will always endeavour to provide assistance to you. However, events beyond Assist Australia's reasonable control, such as industrial disputes, floods, the absence and/or availability of providers of the assistance to you, may delay or prevent Assist Australia from being able to provide assistance. Assist Australia will not be held liable in any way if for any such reason they are unable to provide assistance when requested to do so.

If you select this benefit your policy schedule will show 'Additional emergency benefit'.

HOW TO MAKE A CLAIM

To make a claim on this insurance policy:

- if tyre or wheel rim repair or replacement becomes necessary, proceed to a Beaufeires or other retail tyre outlet as soon as you become aware of the problem.
- prior to commencing repair or replacement, please have the Beaufeires or retail tyre outlet contact us on 1800 806 601 for instructions and/or authorisation.

We reserve the right to inspect any damaged tyre or wheel rim. If you do not take your vehicle to a Beaufeires or other retail tyre outlet and obtain authorisation, your claim may not be paid. Any information you give us must be honest, correct and complete.

CANCELLING THIS INSURANCE

Cancellation by you

You may cancel this insurance at any time by mail, by email or by calling us.

If you do request cancellation, we will retain an amount from the premium you have paid to cover the time that the insurance policy had been in force and our cancellation fee of \$50. We will deduct any amounts paid by us for all claims made during your period of cover. We will refund the balance to you. If we receive your cancellation request within 21 days from the insurance policy commencement date and you have not made a claim on the insurance policy, we will refund your premium in full.

Cancellation by us

We may cancel this insurance policy where circumstances described in insurance legislation allow us to do so. If we cancel this insurance policy, we will retain an amount from the premium that you have paid to cover the time that the insurance policy had been in force. We will deduct any amounts paid by us for all claims made during your period of cover. We will refund the balance to you.

COMPLAINT AND DISPUTE HANDLING PROCESS

Swann Insurance has a well-deserved reputation for providing quality products, good customer service and settling claims promptly and equitably. However, if you are not satisfied with:

- one of our products,
- our service,
- our sales and marketing,
- changes made to your premium,
- declined insurance,
- the service of our representatives or service providers,
- your claim,
- our handling of your personal information, or
- any other matter,

we have a process to help if you wish to make a complaint.

The process

The first thing you should do is call us on 1800 251 122.

If the staff member you speak to cannot help, your complaint will be automatically referred to a manager who will review it and respond to you. The response will usually be provided within 15 days from when you made your complaint to the Manager.

If the manager cannot resolve your complaint you can request the complaint be referred to an internal Dispute Resolution Officer (DRO). The DRO will treat your complaint as a dispute. They will conduct a review of your dispute and provide you with a decision usually within 15 business days. Our Dispute Resolution Procedure is completely free of charge to all of our customers.

If you do not agree with the DRO's decision, you may wish to seek an external review of the decision. The DRO's letter outlining their decision will provide you with information on external review option(s), including, if appropriate, referring you to the dispute resolution scheme run by the Financial Ombudsman Service Australia (FOS). The FOS is administered by the Financial Ombudsman Service Limited ABN 67 131 124 448. The FOS is an external body that is independent of Swann Insurance. Your complaint should be put in writing and addressed to:

Financial Ombudsman Service Australia
GPO Box 3
Melbourne VIC 3001
Telephone: 1800 367 287
Email: info@fos.org.au

It will deal with all enquiries and disputes and make its decision at no cost to you.

If your dispute is about our collection, use, disclosure of, or access to your personal information, you may refer the matter to the Australian Privacy Commissioner who will investigate your concerns and make a decision at no cost to you.

Contact us if you need any help in understanding how our complaint and dispute handling procedure operates. Swann Insurance also has brochures available explaining the dispute resolution process in more detail.

FINANCIAL CLAIMS SCHEME

This Policy may be a 'protected policy' for the purposes of the Federal Government's Financial Claims Scheme (FCS), which is administered by the Australian Prudential Regulation Authority (APRA). The FCS entitles certain persons, who have valid claims in connection with protected policies, to be paid certain amounts by APRA in the event that an insurer becomes insolvent. Information about the FCS can be obtained from APRA at www.apra.gov.au or by calling APRA on 1300 55 88 49.

HOW TO CONTACT US

Swann Insurance (Aust) Pty Ltd

ABN 80 000 886 680

Mailing address:

PO Box 14459 Melbourne VIC 8001

Phone number:

Claims: 1800 806 601

Policy enquiries: 1800 251 122

Email: swann.warranty@swanninsurance.com.au

Internet: www.swanninsurance.com.au