

CommInsure Car Insurance

# Supplementary Product Disclosure Statement (SPDS)

Preparation date: 1 November 2011

This Supplementary Product Disclosure Statement (SPDS) supplements the information contained in the CommInsure Car Insurance Product Disclosure Statement (PDS) dated 6 September 2007. This SPDS is effective for CommInsure Car Insurance policies sold or renewed from 1 November 2011.

Please read this SPDS together with the PDS and your Certificate of Insurance. These documents should be kept together as they make up your Car Insurance policy with us.

Additional copies of the PDS and SPDS are available at **comminsure.com.au** or by calling **13 24 23**.



## Amendments to the PDS (including your Policy Document)

1. This SPDS replaces the previous SPDS dated 18 December 2009.
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2. *The following point is added to **Page 10** as a new heading to follow the existing paragraphs entitled “**General Insurance Code of Practice**”:*

### **Financial Claims Scheme**

This policy is a protected policy under the Financial Claims Scheme (FCS). The FCS protects certain policyholders and claimants in the event of an insurer becoming insolvent. In the unlikely event of us becoming insolvent you may be entitled to access the FCS, provided you satisfy the eligibility criteria. More information about the FCS and eligibility criteria is available from APRA by visiting [www.apra.gov.au](http://www.apra.gov.au) or calling **1300 131 060**.

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3. ***Page 13 – ‘Step 3:’ under “Complaints and dispute resolution processes” is replaced with:***

**Step 3:** If you are dissatisfied with the decision from our internal dispute resolution process, please let us know. Alternatively you can contact the Financial Ombudsman Service Limited (FOS) – you will need to make contact with them within two years of receiving our final decision. You can contact the FOS by calling **1300 780 808** for the cost of a local call or by writing to:

Financial Ombudsman Service Limited (FOS)  
GPO Box 3  
Melbourne VIC 3001

You can also fax the FOS on 03 9613 6399 or visit the website [www.fos.org.au](http://www.fos.org.au)

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4. ***Page 18 – under “Part 3: Meanings of words and phrases we use frequently” the meaning of **Market value** is replaced with:***

**Market value** means the amount it will cost to replace your vehicle taking into account the age, make, model and the condition of your vehicle immediately prior to the loss or damage.

Market value includes:

- Goods and Services Tax (GST)
- Cost of registration of the replacement vehicle
- Compulsory Third Party (CTP) insurance.

Market value does not include:

- allowance for dealer profit
  - warranty costs
  - amount of stamp duty that would be levied on purchase of a replacement vehicle
  - transfer fees.
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**5. Page 22 – “Part 4: What the policy doesn’t cover – general exclusions”, point 20 is replaced with:**

20. Loss, damage or liability arising as a result of faulty repairs to your vehicle, unless we have authorised the repairs.

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**6. Page 29 – “5.2.4 Towing and storage costs” is replaced with:**

**5.2.4 Towing and storage costs**

This applies to Comprehensive Cover and Third Party Property Damage, Fire and Theft Cover.

**What we cover**

If your vehicle is damaged as a result of an insured event in the period of insurance causing your vehicle to be unroadworthy or unsafe to drive, and we have accepted a claim for damage to your vehicle, we will pay the reasonable cost of removing and towing your vehicle to and storing your vehicle at:

- our chosen repairer, or
  - any other place to which we agree.
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**7. Page 30 – “5.2.7 Personal effects and clothing” is replaced with:**

**5.2.7 Personal effects and clothing**

This applies to Comprehensive Cover.

**What we cover**

If we accept your claim under accidental collision or impact damage (see page 23, section 5.1.1) or theft or attempted

theft (see page 23, section 5.1.3) you are insured for loss of or damage to your and your family's personal effects and clothing which are:

- damaged in a collision involving your vehicle
- stolen from your locked vehicle with evidence of forced entry, or
- stolen at the same time as your vehicle.

We will choose between repairing or replacing the property, or paying you its value in cash after allowing for wear, tear and depreciation.

If we agree to pay a claim under this cover, the most we will pay in respect of any one event is \$500.

### **What we don't cover**

We will not cover:

- mobile phones
  - computers (including laptops)
  - cash, credit/debit cards or negotiable instruments
  - tools of trade or items used for business purposes
  - baby capsules and child seats (standard cover applies – see page 32, **5.2.11 Baby capsule/s and child seat/s**).
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## **8. Page 35 – “5.3.4 Restricted drivers” is replaced with:**

### **5.3.4 Restricted drivers**

You will not be covered for any loss of or damage to your vehicle whilst it is being driven by a person who is under 30 years of age.

However, we will provide cover if your vehicle is being driven by, or in the control of, a person under 30 years of age:

- in the course of a mechanical service
- paid by you to repair or test your vehicle
- in the course of providing a valet parking service
- who is an attendant at a car park, or
- who is subsequently convicted of theft or illegal use of your vehicle.

This option is not available in the following circumstances:

- for certain vehicle types (for example, certain high-performance vehicles), or
- if you have any declared drivers under 30 years of age on your policy.

A reduced premium applies if this option is selected.

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**9. Page 38** – Under “**6.4.1 Excesses that may apply when you make a claim**”, the text following the sub-heading ‘*Inexperienced driver excess*’ is replaced with:

**Inexperienced driver excess**

If you have not selected the Restricted Driver option or this option is not available (see **5.3.4 Restricted drivers**, item 8. in this SPDS):

- this excess applies when the incident you are claiming for occurred while your vehicle was being driven by a person who is 25 years old or older and who has not held an Australian driver’s licence for at least two consecutive years. This excess, stated on your Certificate of Insurance, is in addition to the basic excess and any voluntary additional basic excess or applicable imposed excess.

If you have selected the Restricted Driver option (see **5.3.4 Restricted drivers**, item 8. in this SPDS):

- this excess applies when the incident you are claiming for occurred while your vehicle was being driven by a person who is 30 years or older and who has not held an Australian driver’s licence for at least two consecutive years. This excess, stated on your Certificate of Insurance, is in addition to the basic excess and any voluntary additional basic excess or applicable imposed excess.
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10. *The following point is added to Page 38 – “6.4.1 Excesses that may apply when you make a claim” after the description of Inexperienced driver excess:*

#### **Imposed excess**

An imposed excess is imposed by us. The amount of any imposed excess will be stated on your Certificate of Insurance. Any imposed excess is in addition to the basic excess and any applicable age, inexperienced driver or voluntary additional basic excess.

There are two types of imposed excess:

#### **Imposed driver excess**

An imposed driver excess applies to a specific declared driver because of that driver’s insurance, incident or driving history. An imposed driver excess applies when the incident you are claiming for occurred while the vehicle was being driven by the driver to whom the imposed driver excess applies.

#### **Imposed vehicle excess**

An imposed vehicle excess applies because of the type of vehicle being insured. An imposed vehicle excess applies to all claims made under the policy in relation to this vehicle.

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11. *Page 40 – “6.4.5 Authorised repairs” is replaced with:*

#### **Authorised repairs**

If you lodge a claim with us and we agree to repair your vehicle, we will choose the repairer.

We will nominate one of our recommended repairers to provide us with a quote for the repairs. You can however nominate your own repairer. If you nominate your own repairer, you will need to provide us with a quote from that repairer. We will then consider the quote for matters such as completeness, correct method of repair and competitiveness.

We may need to inspect your vehicle prior to authorising repairs, in which case we will advise you of where you need to take your vehicle for inspection.

You must not authorise the repair of your vehicle without our written authority. If you do, we may refuse to pay for those repairs or require you to contribute to the costs of repair of your vehicle. This does not apply to section **5.2.6 Emergency repairs** (see page 30).

We will decide whether to:

- authorise the repairs to your vehicle to be undertaken by our recommended repairer; or
- authorise the repairs to your vehicle to be undertaken by your nominated repairer.

We only accept responsibility for any repairs authorised by us – see item 12. in this SPDS, **6.4.5.1 Repair guarantee**.

Alternatively we may at our discretion pay you the reasonable costs, as determined by us, for you to repair your vehicle.

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**12.** *The following point is added to **Page 40** following the section **“6.4.5 Authorised repairs”***

**6.4.5.1 Repair guarantee**

We guarantee the quality of workmanship and materials used in repairs authorised by us for as long as you own the vehicle.

The following heading is added to page 2

**“Contents” – 40 6.4.5.1 Repair guarantee**

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**13.** *The following point is added at the end of **Page 42** – **“Part 6: Making a claim”***

**6.5 Your contribution**

If any repairs to your vehicle leave it in a better condition than it was before the incident, we may ask you to contribute to the repair cost to the extent of the betterment.

*The following heading is added to page 2*

**“Contents” – 42 6.5 Your contribution**

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This SPDS is issued by Commonwealth Insurance Limited ABN 96 067 524 216 AFSL 235030 (CIL). CommInsure is a registered business name of CIL. CIL is a wholly owned subsidiary of the Commonwealth Bank of Australia ABN 48 123 123 124 and is the insurer for the CommInsure Car Insurance policy. The Commonwealth Bank of Australia and its related entities are jointly referred to as the Commonwealth Bank Group. The Commonwealth Bank Group (other than CIL) does not guarantee the obligations or performance of CIL or the products CIL offers.

