

TRAVEL MONEY CARD COMPLIMENTARY INSURANCE INFORMATION BOOKLET.

For purchases made on Travel Money Cards issued on or after 3 October 2016 (as amended on 1 April 2017)

Contents

Important information about the cover in this document.....	1
The Insurer and the Issuer	1
Other insurance	2
Sanctions	2
Notification of variation or termination of insurance cover.....	3
Definitions and interpretation	3
Excess - what you contribute to a claim.....	5
Repairing or replacing your personal belongings	5
Safety of your personal belongings	6
Reporting your lost, stolen or wilfully damaged personal belongings.....	7
Policy exclusions - what is not covered.....	7
Making a claim.....	9
Purchase Security Insurance	11
Privacy and the General Insurance Code of Practice.....	14
Financial Claims Scheme	16
Complaints	16

For any claims or other enquiries about **your** complimentary insurance cover, please call **Allianz Global Assistance** on 1800 837 177.

Important information about the cover in this document

This document (as amended on 1 April, 2017) contains details of the benefits **you** receive under the **Commonwealth Bank Travel Money Card** complimentary insurance cover for purchases made on **Travel Money Card's** issued on or after 3 October, 2016

Commonwealth Bank arranges insurance cover with the product issuer (see further detail under the heading "*The Insurer and the Issuer*"). **You** do not hold this insurance but **you** receive benefits under the insurance cover.

This cover is only available to **you** if **you** are a **cardholder** of a current and valid **Commonwealth Bank Travel Money Card** issued by Visa.

This cover is automatically available but **you** are not obliged to accept it. However, if **you** want to make a claim under this cover, **you** will be bound by this document which sets out the terms and conditions (including any exclusions) of the insurance cover.

Please read this document carefully and keep it in a safe place. Also please keep a copy of any purchase receipts and the merchant transaction slip showing the applicable **Travel Money Card** purchase, as **you** will need these as evidence that the items were purchased by use of **your Travel Money Card**.

The Insurer and the Issuer

Commonwealth Bank is not the issuer of this insurance cover and neither **Commonwealth Bank**, nor any of its related corporations, guarantee or are liable to pay any of the benefits under this cover.

This cover is provided at no additional cost to **you** and the **Commonwealth Bank** does not receive any commission in relation to it.

Neither **Commonwealth Bank** nor any of its related corporations are Authorised Representatives of the Insurer (**Allianz**), the Issuer (**Allianz Global Assistance**) or any of their related companies.

Allianz Australia Insurance Limited, ABN 15 000 122 850, AFS Licence No. 234708, of 2 Market Street, Sydney, NSW 2000 (**Allianz**) is the underwriter (insurer) of the cover contained in this document.

AWP Australia Pty Ltd, ABN 52 097 227 177, AFS Licence No. 245631, of 74 High Street, Toowong, QLD 4066 (**Allianz Global Assistance**), issues and manages the cover described

in this document on behalf of **Allianz**.

(In the remainder of this document, **Allianz Global Assistance** may be expressed as **Allianz Global Assistance**, 'we', 'us' or 'our').

For claims and/or general enquiries, please call **Allianz Global Assistance** on 1800 837 177 8am - 7pm Monday to Friday AEST, 8am - 5pm Saturday AEST (excluding National Public Holidays).

However, if **you** require personal advice, please see **your** general insurance adviser.

Other insurance

The insurance cover described in this document is provided for **your** benefit under a Group Policy entered into between **Allianz Global Assistance**, **Allianz** and the **Commonwealth Bank**. The **Commonwealth Bank** is the policy owner. As an eligible **cardholder**, **you** have the benefit of insurance cover as a third party beneficiary.

If **you** are entitled to receive a benefit or make a claim under another insurance policy ('*Other Policy*') in respect of the same loss as **your** claim under this Group Policy, then **Allianz Global Assistance** is not liable to provide indemnity under this Group Policy until the amount of any indemnity under that '*Other Policy*' is exhausted. In other words, any insurance cover under this Group Policy in respect of the same loss, shall only be excess insurance cover over and above the applicable '*Other Policy*'.

Limitation of cover

Notwithstanding any other terms under this agreement, we shall not provide coverage and we will not make any payments or provide any service or benefit to any insured or other party to the extent that such cover, payment, service, benefit and/or any business or activity of the insured or any other beneficiary would violate any applicable trade or

economic sanctions law or regulation.

Notification of variation or termination of insurance cover

The **Commonwealth Bank** or **Allianz** may terminate or vary the Group Policy providing the insurance cover described in this document at any time.

In such a case, the **Commonwealth Bank** will either:

- give the **cardholder** a written notice of the variation or termination; or
- advise the **cardholder** that a variation or termination to the cover is to occur.

In these circumstances the **Commonwealth Bank** will not provide the **cardholder** with a copy of the actual changes made to the cover but will direct the **cardholder** to the relevant **Commonwealth Bank** URL for the details of the variation or termination and inform the **cardholder** that they can call the **Commonwealth Bank** at 13 2221 (or such other telephone number as it may advise the **cardholder**) and request a paper copy of the actual changes be sent to the **cardholder**.

This document will be said to have been amended by these changes to the cover.

Purchases made in accordance with the existing cover before the existing cover is terminated or varied will still be eligible for that cover. Any purchases made after the termination or variation of the existing cover will not be eligible for the existing cover.

For the avoidance of doubt any notification required to be provided, as mentioned above, will be sent to the **cardholder** by email or SMS using your nominated contact details or by

advertising in the national or local media.

Definitions and interpretation

The following key words and/or their plurals, when highlighted in bold black font, have the following specific meanings in this document:

\$

means Australian dollar.

Allianz

means Allianz Australia Insurance Limited
ABN 15 000 122 850, AFS Licencee No. 234708.

Allianz Global Assistance

means AWP Australia Pty Ltd ABN 52 097 227 177,
AFS Licencee No. 245631.

cardholder

means a person residing in Australia or Norfolk Island to whom **Commonwealth Bank** has issued a **Travel Money Card**.

Persons residing in Australia must have either an:

- Australian Medicare Card;
- Australian issued Temporary (skilled) Visa (subclass 457);
or
- Australian Visa which authorises them to live and work in Australia and requires them to maintain a minimum level of health insurance coverage as required by the Department of Immigration and Citizenship.

Commonwealth Bank

means Commonwealth Bank of Australia ABN 48 123 123 124.

personal belonging

includes all new personal property acquired for personal, domestic or household use but does not include the following:

- items with an original purchase price in excess of \$20,000;
- items acquired for the purpose of re-supply/re-sale;
- items acquired to undergo process or transformation in a business;
- business owned or business related items;
- items purchased in a business name;
- animals or plant life;
- computer software or non tangible items;
- cash, bullion, negotiable instruments, vouchers, gift cards, trading cards, lottery tickets or other gambling-related

items, tickets of any description, travellers cheques, or collections such as stamps, coins and cards;

- consumable or perishable items (including but not limited to food, drugs, fuel or oil);
- boats, automobiles, motorboats, airplanes or any other motorised vehicles and their integral parts and installed accessories;
- second-hand items, including antiques;
- items of contraband;
- real estate and movable fixtures or fittings (including but not limited to dishwashers and fixed air conditioners) which are, or are intended to, form part of any home or real estate; or
- items purchased by instalments (eg. mobile phones) prior to the final payment being made.

Travel Money Card

means a current and valid Visa Travel Money Card issued by the **Commonwealth Bank** on or after 3 October, 2016.

public place

includes but is not limited to, any bus, plane, train or taxi; or bus depots; airports; train stations; streets; hotel foyers (and hallways, common areas and grounds); shops; restaurants; bars; beaches; around swimming pools; toilets; car parks; office areas; behind counters; housing and hostel common areas; unlocked hostel and hotel rooms and any place which is accessible to the public.

unattended

means but is not limited to when **you** belongings are not with **you**, or were in a position where they were taken without **you** knowing or being able to prevent them being taken. This includes when **you** are asleep and **your personal belongings** are taken without **you** knowing.

you and your

means the **cardholder**.

Excess - what you contribute to a claim

Excesses may apply to the cover or to certain sections of the cover. An excess is the uninsured first portion of a loss for which **you** are otherwise covered, i.e. the amount that **you** must contribute towards each claim.

Details of the excess amounts and circumstances in which they will be applied are set out below:

- *'Purchase Security Insurance'* - **you** must pay the first

\$100 for each claim.

Repairing or replacing your belongings

If an item is damaged, lost or stolen we may choose to:

- repair the item;
- replace the item, less an amount which takes into consideration its age as stated below; or
- pay **you** the amount it would cost us to replace the item less an amount which takes into consideration its age as stated below; or
- provide **you** a voucher or gift card for the amount it would cost us to replace the item less an amount which takes into consideration its age as stated below.

Where the item is part of a pair or set, **you** will receive no more than the value of the particular part or parts lost, stolen or damaged, regardless of any special value that the item may have by way of being part of such pair or set. Under no circumstances will we pay **you** more than it originally cost **you** to buy the item.

When taking into consideration the age of an item we will deduct the following amounts:

- for toiletries (including skin care, make-up, perfume and medications) - we will deduct 3.00% for each month **you** have owned the item up to a maximum of 80%;
- for phones, electrical devices, communication devices, all computers, photographic equipment, tablets and electronics equipment - we will deduct 1.75% for each month **you** have owned the item up to a maximum amount of 60%;
- for clothing, footwear, luggage and books - we will deduct 1.75% for each month **you** have owned the item up to a maximum of 80%;
- for camping, sporting and leisure equipment (but not leisure clothing) and musical instruments - we will deduct 1.00% for each month **you** have owned the item up to a maximum amount of 60%;
- for jewellery - we will deduct 0.25% for each month **you** have owned the item to a maximum amount of 25%; and
- for all other items - we will deduct 1.25% for each month **you** have owned the item to a maximum amount of 60%.

For example: If **your** stolen jeans have been owned for 1 year and we can replace them for \$150, we pay **you** (or replace, or provide **you** a voucher or gift card for the amount of) \$118.50, as we will deduct \$31.50 ($\$150 \times 21\%$ {i.e. 12 months \times 1.75%/month}) from our replacement cost. This assumes that the

stolen jeans cost **you** at least \$118.50.

Safety of your personal belongings

You must take all adequate and **reasonable** precautions (considering the value of the items) to protect **your personal belongings** otherwise **you** are not covered.

There is no cover at any time for the theft or loss of jewellery, watches, cameras, laptops, mobile phones, electrical items or cash:

- left in motor vehicles;
- left in checked in baggage/luggage; or
- in baggage/luggage unless the baggage/luggage is directly under **your** personal supervision.

In addition, **personal belongings** are not covered if they are left:

- **unattended** in a **public place**;
- **unattended** in an unlocked motor vehicle;
- **unattended** in a motor vehicle in view of someone looking into the motor vehicle;
- **unattended** in a motor vehicle overnight;
- behind, forgotten or misplaced; or
- with a person who steals or deliberately damages them.

Reporting lost, stolen or wilfully damaged personal belongings

In the event that **your personal belongings** are stolen, wilfully damaged or accidentally lost, **you** must make a report to the police or to the nearest government agency or authority. **You** must do this within 24 hours of learning of the theft, loss or damage and the report must list and describe the missing or damaged **personal belongings**.

If the loss or wilful damage occurs overseas a copy of this report must be obtained and the authority must sign the copy and write on it that it is a true and accurate copy of the original.

Policy exclusions - what is not covered

The following exclusions apply to the cover described in this document.

To the extent permitted by law:

- we will not pay for loss or damage to:
 - any item that **you** post or otherwise pay to

be transported, and that is not part of **your** accompanying baggage;

- any item that is brittle or fragile (except photographic or video equipment), unless the loss or damage is caused by thieves, burglars, fire or an accident involving the means of transport in which **you** are travelling; or
- sporting equipment while it is being used.
- we do not insure **you** for any event that is intentionally caused by **you** or by a person acting with **your** consent.
- we will not pay for:
 - items that **you** buy to resell or re-supply in **your** business;
 - items acquired to undergo process or transformation in a business;
 - commercial samples;
 - items **you** take to sell whilst overseas;
 - securities, stamps, manuscripts or books of account;
 - works of art, and antiques; or
 - jewellery, watches, cameras, mobile phones, electrical items or laptops left in a motor vehicle or being carried in baggage/luggage, unless hand-carried and under **your** personal supervision.
- we do not insure **you** for any event that is caused by or arises from any of the following:
 - any person, organisation, government or government authority who lawfully destroys or removes **your** ownership or control of **your personal belongings**;
 - any government prohibition or restrictions or government authorities delaying **you** or seizing or keeping **your personal belongings**;
 - radioactivity or the use, existence or escape of any nuclear fuel, nuclear material or nuclear waste;
 - any act of terrorism;
 - disappearance of **personal belongings** in circumstances which cannot be explained to our

reasonable satisfaction;

- illegal activities, fraud or abuse;
- consequential loss or damage, punitive damages or any fines or penalties, including punitive, exemplary, liquidated or aggravated damages;
- **you** being under the influence of liquor or drugs;
- laundering (including washing, ironing and dry cleaning) whether by professional persons or otherwise;
- non-receipt of the **personal belongings** that **you** have purchased and which are being transported to **you**;
- additional damage caused whilst an item is being services or repaired, unless we have authorised the work;
- **you** not taking all adequate precautions (considering the value of the items) to protect **your personal belongings** or if the **personal belongings** are left:
 - **unattended** in a **public place**;
 - **unattended** in an unlocked motor vehicle;
 - **unattended** in a motor vehicle in view of someone looking into the motor vehicle;
 - **unattended** in a motor vehicle overnight;
 - behind, forgotten or misplaced; or
 - with a person who steals or deliberately damages them.
- we will not pay for loss or damage caused by any of the following:
 - vermin or insects;
 - mildew, atmospheric or climatic conditions, or flood;
 - any process of repairing or restoring the item unless we have given prior approval;
 - deterioration, normal wear and tear, or damage arising from inherent defects in the **personal belongings**;

- any defective item or any defect in an item; or
- an electrical or mechanical fault or breakdown.

Making a claim

Contacting us

Please do not contact the **Commonwealth Bank** in the event of a claim as they are not involved in processing insurance claims.

If **you** want to make a claim under this insurance cover, **you** can obtain claim forms and information on how to make a claim at

<https://commbankclaims.agaassistance.com.au/claims>

or by calling **Allianz Global Assistance**.

You must contact **Allianz Global Assistance** within 30 days of, or as soon as possible after, learning of an occurrence that may result in a claim.

Note: Failing to contact **Allianz Global Assistance** or return the completed loss report (if required) within a reasonable time may affect the claim.

Documentation

You must provide **Allianz Global Assistance** with any evidence/documentation they require to verify **your** claim.

Depending on the cover **you** are claiming under, this might include (but is not limited to) any of the following:

- merchant transaction slip showing the **Travel Money Card** purchase;
- transaction history on Netbank or CommBank App showing **your** account number and the purchase transaction;
- receipts;
- proof of ownership;
- letters from carriers about the loss or damage to **your personal belongings**;
- police reports;
- valuations;

- quotations;
- certified translations.

Assisting us with claims

In certain circumstances, **Allianz Global Assistance** may have the right to recover money payable under the insurance cover. If this occurs, **you** must assist them and act in an honest and truthful way.

If **you** or anyone acting on **your** behalf makes a fraudulent claim under this insurance, then this may affect your claim and we may not make any payment for that claim. Also, we will inform the **Commonwealth Bank** of the situation and **you**

may no longer be eligible for any of the insurances in this document.

Purchase Security Insurance

'Purchase Security Insurance' provides insurance for **personal belongings** that have been fully purchased on **your Travel Money Card** against theft, damage or loss. However, there is no cover if the **personal belongings** are just left behind, forgotten or misplaced etc. - please refer to "Safety of your personal belongings" section on page 6.

Who is eligible?

Cardholders are eligible for 'Purchase Security Insurance' for **personal belongings**:

- purchased anywhere in the world; or
- given as a gift to any permanent Australian resident, once the whole purchase price of the **personal belongings** has been charged to the **cardholder's Travel Money Card**.

Cover extends to permanent Australian residents who receive the **personal belongings** as a gift from a **cardholder** who has purchased the **personal belongings** as described above. For the purpose of this cover, these persons are also referred to as **cardholders** and they will be bound by this document which sets out the terms and conditions (including any exclusions) of the insurance cover.

When does cover apply?

'Purchase Security Insurance' applies to **personal belongings** for 90 days after the date of purchase. For the avoidance of doubt **personal belongings** being purchased by instalment payments (e.g. mobile phone contracts) are not covered until the final payment is made.

What is covered?

We cover the **personal belongings** against theft, damage or loss anywhere in the world (but not if the items are left behind, forgotten or misplaced) if **you** or the recipient of the **personal belongings** have already taken possession of them and **you** make a claim within 30 days (or as soon as possible) of the theft, damage or loss.

What are the cover limits?

We will pay the lesser of:

- the actual amount which has been charged to the **cardholder's Travel Money Card** to purchase the **personal belongings**; or
- \$3,000 per claim in respect of jewellery, watches and

fine arts,

up to a maximum of **\$125,000** in any 12 month period in respect of any one **Travel Money Card**.

Privacy and General Insurance Code of Practice

Privacy

To arrange and manage the insurance cover provided, we (in this Privacy Notice “we”, “our” and “us” includes AWP Australia Pty Ltd trading as **Allianz Global Assistance** and its duly authorised representatives) collect personal information including sensitive information from **you** and those authorised by **you** such as **your** family members, travelling companions, **your** doctors, hospitals, as well as from others we consider necessary, including our agents.

Any personal information provided to us is used by us to evaluate and arrange **your** travel insurance. We also use it to administer and provide the insurance services and manage **your** and our rights and obligations in relation to those insurance services, including managing, processing and investigating claims. We may also collect, use and disclose it for product development, conducting customer research and analytics in relation to all of our products and services, IT systems maintenance and development, recovery against third parties and for other purposes with **your** consent or where authorised by law.

This personal information may be disclosed to third parties involved in the above process, such as travel agents and consultants, travel insurance providers and intermediaries, authorised representatives, reinsurers, claims handlers and investigators, cost containment providers, medical and health service providers, overseas data storage and data handling providers, legal and other professional advisers, **your** agents and our related and group companies including **Allianz**. Some of these third parties may be located in other countries such as Thailand, France and India. **You** agree that while those parties will often be subject to confidentiality or privacy obligations, they may not always follow the particular requirements of Australian privacy laws.

When **you** provide personal information about other individuals, we and our agents rely on **you** to have made or make them aware:

- that **you** will or may provide their personal information to us;

- of the types of third parties to whom the personal information may be provided to;
- of the relevant purposes we and the third parties we will disclose it to, will use it for;
- of how they can access it; and
- of the other matters in this Privacy Notice.

We rely on **you** to have obtained their consent on these matters. If **you** do not, **you** must tell us before **you** provide the relevant information.

You can seek access to and correct **your** personal information by contacting us. **You** may not access or correct personal information of others unless **you** have been authorised by their express consent or otherwise under law, or unless they are **your** children under 16 years of age.

If **you** have a complaint about **your** privacy, please contact:

Privacy Officer, **Allianz Global Assistance**, PO Box 162, Toowong, QLD 4066,

or **you** can contact the Privacy Commissioner at the Office of The Australian Information Commissioner, GPO Box 2999, Canberra, ACT 2601.

For more information about our handling of personal information, including further details about access, correction and complaints, please see our privacy policy available on request or via www.allianz-assistance.com.au.

If **you** do not agree to the above or will not provide us with personal information, we may not be able to provide **you** with our services or products.

In cases where we do not agree to give **you** access to some personal information, we will give **you** reasons why.

General Insurance Code of Practice

Allianz and **Allianz Global Assistance** proudly support the

General Insurance Code of Practice.

The Code sets out the minimum standards of practice in the general insurance industry. For more information on the Code please call **Allianz Global Assistance**.

Financial Claims Scheme

In the unlikely event **Allianz** were to become insolvent and could not meet its obligations under insurance cover described in this booklet, a person entitled to claim may be entitled to payment under the Financial Claims Scheme.

Access to the Scheme is subject to eligibility criteria. More information can be obtained from <http://www.fcs.gov.au>.

Complaints

If **you** have a complaint or dispute in relation to this insurance, or our services or our representatives, please call us, or put the complaint in writing and send it to:

The Dispute Resolution Department, PO Box 162, Toowong, Queensland 4066. We will attempt to resolve the matter in accordance with our Internal Dispute Resolution process. To obtain a copy of our procedures, please contact us.

A dispute can be referred to the Financial Ombudsman Service Australia (FOS), subject to its terms of reference. The FOS provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms.

The contact details for the FOS are:

Financial Ombudsman Service Australia

PO Box 3, Melbourne Victoria 3001

Phone: 1800 367 287

Fax: (03) 9613 6399

Website: www.fos.org.au

Email: info@fos.org.au

Claims and general enquiries

Phone: 1800 837 177

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Commonwealth Bank of Australia
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Australian credit licence 234945

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