

# Apia Car Advantage Insurance

## Additional Information Guide

This Additional Information Guide (AIG) is designed to provide you with additional information about excesses, how we calculate premiums and the discounts available under the policy. You should read this AIG together with our Apia Car Advantage Insurance Product Disclosure Statement (PDS) dated 3/11/2020.

**This AIG is relevant to you if your policy has a commencement date on or after 17 April 2024 or a renewal date on or after 28 May 2024.**

## Your excesses

### What is an excess?

An excess is the amount you pay towards the cost of your claim for each incident covered by your policy. You may have to pay more than one type of excess.

The total excess you are required to pay is determined by the circumstances of your claim. The excesses that apply to your policy are shown on your certificate.

The different types of excesses are:

### Standard excess

Your standard excess depends on the State or Territory where your car is kept, the type of car you are insuring, the type of cover you have chosen and whether we have imposed an additional excess.

### Chosen variable excess

You can choose a variable excess from the range we offer. The range we offer depends on your level of cover and the State or Territory where your car is kept. A higher variable excess will reduce your premium. This excess applies to all claims and is payable in addition to any other excess that applies, unless your policy states no excess applies to your claim.

### Driver under 25 excess

This applies if a driver under 25 years of age was driving, using or in charge of your car at the time of the incident. This excess is in addition to any other excess that applies. The driver under 25 excess is \$1,500.

## About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate.

We'll calculate your premium based on:

- your risk.
- any discounts applied.
- whether you choose a voluntary excess.
- government charges such as stamp duty and GST.

Your risk – we work this out using factors we consider important, including but not limited to the type of car, how your car is financed, address where the car is kept, how you use your car, as well as information about the listed drivers and the level, type and amount of cover you have chosen. When you have Comprehensive cover we also take into account additional factors such as previous insurance and any optional covers you have chosen.

This is not a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

The premium you pay is also affected by other things including the cost of claims we have paid to other customers and claims we expect to pay in the future; new and updated data we use to calculate your premium; changes in government taxes and any state or territory duties or levies; our expenses of doing business; and other commercial factors.

When determining your renewal premium, we also consider your previous premium. As such we may limit premium movements up or down at renewal.



**Get set. Go.**

## Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we have given you. Any discounts are usually calculated and applied before the application of government taxes and charges.

The main discounts we offer are:

- No claim bonus (Comprehensive cover only);
- Multi-policy discount;
- Work less pay less®;
- Apia Drive Less Pay Less® discount (Comprehensive cover only).

From time to time we may also offer discounts or some other special offers as part of a marketing campaign. If we do this, separate terms and conditions may apply. The amount and type of the discount offered can change or be withdrawn.

We regularly offer a discount for buying a new policy online through our website.

If you are eligible for more than one discount, we usually apply any subsequent discount to the already discounted premium.

### No claim bonus

A no claim bonus (NCB) is a discount that rewards you for your good claims history on Comprehensive cover. This discount applies only to Comprehensive cover. If you have a NCB it is shown on your certificate. A NCB does not apply to the Apia Roadside Assist or Windscreen and window glass optional covers.

### Rating P – Protected for Life NCB

If you have a Rating P – Protected for Life rating it will be shown on your certificate. Apia will only provide protection for a Rating 1 NCB.

You can obtain a Rating P – Protected for Life NCB:

- if you are an existing Apia customer on Rating 1 and you have had no claims that affect your NCB for three consecutive years; or
- if you are a new customer who currently holds a protected Rating 1 NCB with your previous insurer (including another Suncorp Group brand).

### How your NCB is impacted on renewal after a claim\*

You will keep your NCB if:

- you are claiming for windscreen or window glass damage only; or
- your NCB is protected; or
- you did not cause or contribute to the accident (this means that the other driver was entirely at fault); and
- you can give us the name and address of the person at fault and the registration number of the at fault vehicle involved.

If your no claim bonus is not protected, then for all other claims your NCB level will be reduced on renewal as below. NCB is determined using the status of your claim(s) when we calculate your renewal premium.

If your NCB or Rating number is:	For 1 claim, we reduce your NCB on renewal to:	For 2 claims, we reduce your NCB on renewal to:
65% or Rating P – Protected for Life	NCB is not reduced	NCB is not reduced
65% or rating 1	60% or rating 2	55% or rating 3
60% or rating 2	55% or rating 3	45% of rating 4
55% or rating 3	45% or rating 4	25% or rating 5
45% of rating 4	25% or rating 5	Nil or rating 6
25% or rating 5	Nil or rating 6	premium is loaded
0% or rating 6	premium is loaded	premium is loaded



Get set. Go.

Is your NCB affected if you do not have a Protected NCB?

When you make a claim for:	Does this impact a NCB?*
Theft or attempted theft of your car	Yes
Storm, hail, flood or fire damage	Yes
Malicious act or vandalism	Yes
Damage to your car whilst parked caused by an unidentified person or driver	Yes
Collision with or by an animal	Yes
An incident where you or the driver of your car caused or contributed to the incident	Yes
An incident where another person was entirely at-fault and you can give us the at-fault driver's name, address and the registration number of their vehicle	No
An incident where another person was entirely at-fault but you can't give us the at-fault driver's name, address and the registration number of their vehicle	Yes

Your NCB will increase (up to the maximum) on renewal if you haven't made a claim that impacts your NCB before we calculate your renewal offer. \*On renewal, NCB is determined using the status of claim(s) on your policy when we calculate your renewal premium.

### Multi-policy discount

A multi-policy discount (MPD) rewards you with a discount off your premium for holding two or more eligible paid Apia general insurance policies. There must be a common mailing address and the person(s) seeking the discount must be nominated as an insured with the exact same name on each eligible policy. If you take out a new policy and qualify for the MPD, you are eligible to receive the discount on that new policy from its start date (if the discount is not applied at purchase, we endeavour to process the discount within 3 months from policy start date). You are eligible to receive the MPD on your other existing eligible policies from their next renewal date, provided you are eligible for the MPD when we calculate your renewal offer.

Eligible Apia general insurance policies are home, contents, landlord, car, motorcycle, boat, caravan and motorhome insurance. If you quote for a new policy via our website, we rely on your answers to our questions to establish eligibility.

This discount does not apply to the Apia Roadside Assist optional cover.

To find out more about the multi-policy discount or if you believe you are eligible for the multi-policy discount but it is not shown on your certificate of insurance, please phone us.

### Apia Drive Less Pay Less® discount

Comprehensive policy holders who drive less than 20,000 kilometres per year could receive a discount on their premium.

This discount does not apply to the Apia Roadside Assist or Windscreen and window glass optional covers.

### Work Less Pay Less® discount

You could receive this discount if at least one policyholder works less than 37 hours per week. This discount is based on your employment status as noted on your certificate under the heading 'What You Have Told Us'.

This discount does not apply to the Apia Roadside Assist optional cover.



Get set. Go.



## Government taxes and charges

After we have calculated the amount to cover your Apia Car Advantage insurance policy, any applicable stamp duty, GST, other government charges and any levies are then applied and the total becomes your premium.

## Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

Information about the FCS can be obtained from [www.fcs.gov.au](http://www.fcs.gov.au).

