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58 Woongarra St
4670

Cairns
Unit 2, 212 Mulgrave Rd
Westcourt
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Coolangatta
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4225

Hervey Bay
Shop 18 Fraser Shore
Shopping Centre Boat
Harbour Drive Pialba
4655

Maroochydore
Suite 12, 26 Duporth Av
4558

Southport
Cnr. Short &
Scarborough Sts
4215

New South Wales

Albury
Shop 2 Myer City
Centre David St
2640

Coffs Harbour
58 Moonee St
2450

Gosford
Cnr. Mann & Donnison
Sts
2250

Newcastle

17 Darby St
2300

Port Macquarie
Shop 4 Colonial
Arcade 58 Horton St
2444

Wollongong
Shop 1, 74 Kembla St
2520

ACT

Canberra
24 Corinna St Phillip
2606

Victoria

Melbourne
446 Collins St
3000

Ballarat
3 Sturt St
3350

Bendigo
56 Queen St
3550

Geelong
86 Yarra St
3220

Rosebud
1385 Nepean Hwy
3939

Traralgon
106 Franklin St
3844

Warrnambool

124 Liebig St
3280

Tasmania

Hobart
66-70 Collins St
7000

Devonport
64 Best St
7310

Launceston
54 Brisbane St
7250

South Australia

Adelaide
30 Currie St
5000

Kadina
9A Hallett St
5554

Victor Harbor
24 Ocean St
5211

Western Australia

Bunbury
Shop 2, 7 Stirling St
6230

Mandurah
15 Sholl St
6210

Apia Car Advantage

Your guide to Premiums, Excesses, and Claims

135050 apia.com.au



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ABN 11 006 471 709 AFSL No. 235011. Australian Pensioners Insurance Agency Pty
Limited ABN 14 099 650 996 acts as agent and authorised representative of AAI.



Welcome to Apia

This Apia Car Advantage Premium, Excess and Claims Guide (Guide) is designed to provide you with additional information about the excesses that may apply to the Apia Car Advantage policy, as well as explain how we calculate premiums for, and pay claims under the Car Advantage policy.

You should read this Guide together with our Car Advantage Product Disclosure Statement (PDS) which shows a preparation date of 12th November 2009 on page 6, and your certificate.

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Premiums

How we calculate your premium

The premium is the amount you pay us for your insurance. The premium payable by you will be shown on your certificate.

We calculate your premium after taking a variety of factors into account. Some factors are set, such as our cost of distributing insurance products and our profit component. Using our experience, we determine other factors that contribute to your premium. We ask you to provide information about your car and insurance history based on these factors. Your answers to these questions enables us to calculate the premium payable for your insurance policy.

The total premium payable by you will include:

- Pricing factors
- Discounts
- No Claim Bonus
- Policy options, and
- Government charges

Government Charges

Apia's Car insurance premiums are subject to Stamp Duty imposed by State and Territory governments and Goods & Services Tax.

Government Charges	
GST	10%
Stamp Duty	The rate of this duty varies and is set by your state or territory government

The following table is a guide to the significant factors which impact your premium.

Factor	Lower Premium	Higher Premium
The address where your car is located	Lower risk address	Higher risk address
The value of your car	Lower value	Higher value
The type of cover you choose	Third party only	Comprehensive
The way you insure your car for comprehensive	Market Value	Agreed Value
Where your car is kept when not in use	In a garage	On the street
Your no-claim Bonus	Higher no-claim bonus	Lower no-claim bonus
Age of driver	Lower risk age group	Higher risk age group
Make/model of your car	Lower risk car	Higher risk car
Finance	No Finance	Finance secured by lending institution
The amount of your excess	An optional excess that is higher than the standard excess	Not applicable
Your Previous Insurance History	Less claims	More claims

Discounts

The table below outlines the discounts that are available depending on your circumstances:

Any discounts that you qualify for will be included in the total premium payable by you.

Type of Discount	Who qualifies	What you can save
<p>Multi-Policy discount This is a discount that rewards you for having more than one type of policy with Apia.</p>	<p>Customers who take out more than one policy with Apia. Note: Excludes Travel Insurance</p>	<p>You can save 10% on each policy you hold with Apia. Note: Excludes Travel Insurance</p>
<p>Drive Less Pay Less We believe that if you drive less, you ought to pay less on your car insurance.</p>	<p>Car insurance customers who drive less than 20,000 kilometres per year.</p>	<p>You can save up to 20% on your car insurance premium.</p>
<p>Optional Excess You can choose to take a higher excess on your policy. The higher the excess you choose, the lower the premium. More information on excesses is shown on page 6.</p>	<p>Customers who choose an excess that is more than the standard excess.</p>	<p>You can save up to 40% on your car advantage standard excess premium. The optional excesses available vary. Please call us on 13 50 50 if you would like to take up or change an optional excess.</p>

An excess is the amount you contribute towards your claim. The amount of your excess is shown on your current certificate.

When you make a claim under this policy, you may be required to pay more than one excess. When one or more excesses apply those amounts will be shown on your certificate.

Types of excess

There are 4 types of excess that may apply to your claim. The types of excess that may apply are:

Standard Excess

This is the minimum amount that you may be required to contribute towards your claim. The amount of the standard excess is shown on your certificate under the heading 'standard excess'.

The standard excess amount depends on where you live:

NSW	ACT	VIC	QLD	SA	WA	NT	TAS
\$550	\$550	\$500	\$450	\$350	\$350	\$350	\$300

Optional Excess

This is the optional excess you choose. This is in addition to your standard excess. The amount of your optional excess is shown on your certificate under the heading 'optional excess'.

For example:

The Standard Excess for your policy is:	\$500
You choose an Optional Excess of:	\$50
Your total excess if you make a claim:	\$550

Young Driver Excess

This is an additional excess that applies to drivers who are under the age of 25. The young driver excess is in addition to your standard excess plus any optional excess you have chosen.

For example:

The Standard Excess for your policy is:	\$500
You choose an Optional Excess of:	\$50
Young Driver Excess:	\$1,500
Your total excess if you make a claim where the driver was under 25:	\$2,050

Excess we may apply

We may apply an excess to your policy which differs from the standard and optional excess due to your insurance history, driving record, car type or for other reasons.

We will tell you if we need to apply an excess that varies from the standard and optional excesses before you agree to purchase, or renew your insurance. The amount of any excess that we apply will be shown on your certificate.

The excess that we apply will replace the standard excess plus any optional excess you have chosen.

How the total excess is calculated

The total excess is calculated at the time of a claim by adding your standard excess (or optional excess if you have chosen a higher excess) or any excess we have applied, to any young driver excess.

How an excess is applied to your claim

The total excess you are required to contribute towards your claim is determined using the circumstances of your claim and the age of the driver.

The table below shows examples of when an excess may apply to your claim, and the type of excess that may apply.

When you make a claim for	Will any excess apply?
Storm Damage	Yes – Standard excess (or excess we may apply) plus optional excess (if selected)
Malicious Damage	Yes – Standard excess (or excess we may apply) plus optional excess (if selected)
Damage to your car whilst parked	Yes – Standard excess (or excess we may apply) plus optional excess (if selected)
Theft or attempted theft of your car	Yes – Standard excess (or excess we may apply) plus optional excess (if selected)
Own car damage	Yes – Standard excess (or excess we may apply) plus optional excess (if selected)
An accident that we agree is not your fault, and you cannot provide us with the name, address and registration number (if applicable) of the person at fault.	Yes – Standard excess (or excess we may apply) plus optional excess (if selected)

When you make a claim for	Will any excess apply?
An accident that we agree is not your fault, and you can provide us with the name, address and registration number (if applicable) of the person at fault.	No – because we will be able to recover the cost of damage to your car
Windscreen Damage	Yes – Standard excess (or excess we may apply) plus optional excess (if selected)
Under 25 year old driver at fault	Yes – Standard excess (or excess we may apply) plus optional excess (if selected) plus young driver excess
Under 25 year old driver in an accident that we agree is not their fault, and you can provide us with the name, address and registration number (if applicable) of the person at fault.	No – because we will be able to recover the cost of damage to your vehicle
Under 25 year old driver in an accident that we agree is not their fault, and you cannot provide us with the name, address and registration number (if applicable) of the person at fault.	Yes – Standard excess (or excess we may apply) plus optional excess (if selected) plus young driver excess

How the excess is deducted from your claim

The table below outlines how your excess may be deducted from your claim. Our claims staff will advise you of the best option to suit your needs.

Excess Payment Options	
Pay to us or our claims representative	You can choose to pay your excess directly to us or our claims representative.
Pay to Repairer / Supplier	You can choose to pay your excess directly to the repairer or supplier.
Deduct from any claim payment we make to you.	You can choose to have your excess deducted from your claims settlement.

What is a “No Claim Bonus”

A ‘No Claims Bonus’ is a type of discount that rewards you for your good claims history. This discount applies to Comprehensive Car Insurance. The table below shows the No Claim Bonus discounts for Apia Comprehensive Car Insurance.

No Claim Bonus	Description	Discount %
Protected Rating	No Claim Bonus protected for life	65%
Rating 1	5 Years Claims Free	65%
Rating 2	4 Years Claims Free	60%
Rating 3	3 Years Claims Free	55%
Rating 4	2 Years Claims Free	45%
Rating 5	1 Year Claims Free	25%
Rating 6	No Insurance History	0%

Protected No Claim Bonus

You can obtain a Protected No Claim Bonus if you remain claim free for three consecutive years. If your No Claim Bonus is protected it will be shown on your certificate. Your No Claim Bonus will not be reduced at renewal for any claims, even if you are at fault. You are also entitled to a Protected No Claim Bonus if you held a Protected No Claim Bonus with your previous insurer.

How your No Claim Bonus is impacted after claims

If your No Claim Bonus is protected you will not lose your No Claim Bonus or have it reduced even if you are at fault.

You will keep your No Claim Bonus if:

- We agree the accident was not your fault
- You can prove that another person was completely responsible; and
- You tell us the persons' full name, current address or the registration number of their car

Your No Claim Bonus will be reduced if you make a claim and you are considered at fault and the No Claim Bonus is not protected.

Note: Your No Claim bonus will not be reduced by a claim for windscreen or window damage only.

The amount we reduce your No Claim Bonus for each claim is set out below:

If your No Claim Bonus or Rating number is:	For 1 claim, we reduce your No Claim Bonus on renewal to:	For 2 claims, we reduce your No Claim Bonus on renewal to:
65 % or rating one	60% or rating 2	55% or rating 3
60% or rating 2	55% or rating 3	45% or rating 4
55% or rating 3	45% or rating 4	25% or rating 5
45% or rating 4	25% or rating 5	Nil or rating 6
25% or rating 5	Nil or rating 6	15% loading or rating 7
Nil or rating 6	15% loading or rating 7	30% loading or rating 8

Comprehensive Car Insurance

Example 1 – Repairing your car

Your car is damaged as a result of an accident, and we agree to repair your car. Your car is not driveable at the scene of the accident, and you were on your way home from the football with your family. Your tennis racquet was in the boot of your car and it is damaged beyond repair.

You arranged for your car to be towed to our claims assessment centre, and the towing company invoices you for \$280.

You and your family arrange for a taxi to your home address which costs \$180.

The quote to repair your car is \$3,000. Your total excess is \$550.

We pay the towing company for their invoice:	\$280
We pay you the cost of your taxi fare	\$180
We pay you the cost to replace your tennis racquet	\$300
You pay the repairer the amount of your excess:	\$550
We pay the repairer the cost to repair less the amount of your excess:	\$2,450

Example 2 – Total loss

Agreed Value Policy

Your car is damaged as a result of an accident, and we agree it is uneconomical to repair your car taking into account:

- The agreed value of the car as shown on your certificate
- The assessed cost of repairs
- The assessed salvage value

You arranged for your car to be towed to our claims assessment centre, and the towing company invoices you for \$280.

The agreed value of your car as shown on your certificate is \$17,900. Your total excess is \$550.

We pay the towing company:	\$280
We pay you the balance of the agreed value of your car less our excess of \$550 (\$17,900 - \$550)	\$17,350

Example 3

Market Value Policy

Your car is damaged as a result of an accident, and we agree it is uneconomical to repair your car taking into account:

- The market value of the car at the time of loss
- The assessed cost of repairs
- The assessed salvage value

You arranged for your car to be towed to our claims assessment centre, and the towing company invoices you for \$280.

You were on your way to your holiday home at the time of the accident. You and your family travelling with you in your car arrange emergency accommodation at the nearest motel for a cost of \$480 as you were more than 150 kilometres from your home.

The current market value of your car is \$14,700, taking into account any accessories or modifications we have agreed to insure, the age, make, model, kilometres travelled and condition of your car.

Your total excess is \$550.

We pay the towing company:	\$280
We pay you the cost of your emergency accommodation	\$480
We pay you the balance of the market value of your car less your excess of \$550 (\$14,700 - \$550).	\$14,150

Example 4 – New Car Replacement - Agreed or Market Value

Your car is damaged as a result of an accident, and we agree it is uneconomical to repair your car taking into account:

- The market or agreed value of the car at the time of loss
- The assessed cost of repairs, or
- The assessed salvage value.

Your car was less than 2 years old. The cost to replace your car with a new car of the same make and model including similar accessories, tools, spare parts, stamp duty and dealer delivery charges applicable is \$37,990. Your total excess is \$550.

You pay us your excess of:	\$550
We pay the cost to replace your car	\$37,990

Example 5 – New Car Replacement after Theft

Your 2003 Toyota Corolla Conquest Automatic Hatch is stolen and not recovered.

We provide you with a Hire Car whilst your claim is being processed.

As your car is less than 10 years old, you are entitled to a new replacement car of the same make and model (or nearest equivalent) up to \$40,000.

A 2010 Toyota Corolla Conquest Automatic Hatch costs us \$29,990 including on road costs.

Your total excess is \$550.

You pay us your excess of:	\$550
We pay the hire car company	\$350
We pay the cost to replace your car	\$29,990

Third party fire & theft

Example 6 – Total loss

Your car is stolen and not recovered. The agreed value of your car is \$3,500 as shown on your certificate. You hired a car whilst your claim was being processed at a cost of \$390.

Your total excess is \$550.

We pay you the cost of the hire car	\$390
We pay you the agreed value of your car, less your excess (\$3500 - \$550)	\$2,950

Third Party Property Damage

Example 7 – Damage caused by an uninsured third party

Your car is damaged in an accident caused by the driver of another car, and you have provided us with the current name and address of the driver of the other car, or the registration number of the car that caused the loss or damage and confirmation that the other driver is not insured.

The assessed cost to repair your car is \$2,000. Your total excess is nil, as you have identified the responsible driver.

We pay the repairer	\$2,000
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Legal Liability

Example 8 – If you damage another person's property

Your car is involved in an accident that causes damage to another person's property that cost \$5,000 to repair, and you are liable for the damage caused.

Your total excess is \$550.

You pay us your excess of:	\$550
We pay the other person the cost of repair	\$5,000

Financial Claims Scheme

The policy described in this Guide 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 APRA at www.apra.gov.au or by calling 1300 13 10 60.