

Apia Caravan 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 Caravan 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 might 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 amount and types of excesses are shown on your certificate of insurance.

The different types of excesses are:

Standard excess

The standard excess is \$300, unless stated otherwise on your certificate. You may be able to choose a different excess if we agree. Choosing a higher excess will reduce your premium.

The standard excess is the amount shown on your certificate under 'Caravan/Trailer excess'.

Annexe excess

You may be able to vary the annexe excess from a range we offer to increase or reduce your premium.

You may be able to choose a different excess if we agree. Choosing a higher excess will reduce your premium.

Contents excess

You may be able to vary the contents excess from a range we offer to increase or reduce your premium.

You may be able to choose a different excess if we agree. Choosing a higher excess will reduce your premium.

Inexperienced driver excess

The inexperienced driver excess is:

- \$100 for drivers towing your caravan who are over the age of 25 and have been licensed for less than two years;
- \$300 for drivers towing your caravan who are aged between 22 and 25 and have been licensed less than two years;
- \$150 for drivers towing your caravan who are aged between 22 and 25 and have been licensed for more than two years;
- \$600 for drivers towing your caravan who are under the age of 22 and have been licensed for less than two years;
- \$300 for drivers towing your caravan who are under the age of 22 and have been licensed for more than two years.

About your premium

The amount you pay for this insurance is called the premium. The premium includes any applicable GST, stamp duty, other government charges and any levies that apply. The premium will be shown on your certificate as the total amount payable or as an instalment amount.

When we calculate your premium, there are a range of factors we take into account including the level of cover you choose. The importance we place on the factors we use to help us calculate your premium can change and how those factors are combined will also affect your premium and may differ from person to person.

Each time you renew your insurance your premium is likely to change, even if your personal circumstances have not changed. This is because the premium you pay is also affected by other things, which may include:



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- 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 how much you paid last time. As such we may limit movements up or down.

Significant factors affecting your premium include a combination of some or all of the following:

Factor	Australia wide cover	On-site cover	Trailer & Animal transport float
Address where caravan is kept	✓	✓	✓
Age of main driver	✓	✗	✓
Amounts covered	✓	✓	✓
Excess amount	✓	✓	✓
Year of caravan manufacture	✓	✗	✓
Safety equipment	✓	✓	✓
The optional covers selected	✓	✓	✗

Claims on your Australia wide cover and Trailer & Animal transport float cover will only affect your premium through changes to your No Claim Bonus.

Premium discounts

Discounts are also a significant 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 on Australia wide cover;
- A multi-policy discount.

From time to time we might also offer discounts or some other special offers as part of a marketing campaign. If we do this, separate terms and conditions may apply and you might not be eligible for our usual discounts. The amount and type of discount offered can change or be withdrawn.

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. If you have a NCB, it is shown on your certificate. A NCB does not apply to On-site cover or Optional Annex, Contents cover or Hire use covers.

Your NCB will increase or stay at the maximum on renewal if you do not make a claim during the period of insurance. If you start at a Rating 6 (0%) and make no claims, you will reach the maximum 65% no claim bonus on the fifth renewal of your policy.

Your NCB will also increase or stay at the maximum on renewal if you make a claim and:

- you did not cause or contribute to the accident (this means that the other driver was entirely at fault); and
- you can show the other driver was entirely at fault by providing a police report, expert reports, statement from a witness or photographs taken at the scene; and
- you can give us the name and address of the person at fault and the registration number of the at fault vehicle involved.

For all other claims your NCB level will be reduced. Your premium is subject to a loading if your claims history is below a Rating 6.



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The below table states whether different types of claims impact a NCB:

When you make a claim for	Does this impact a NCB?*
Theft or attempted theft of your caravan	Yes
Storm, hail, flood or fire damage	Yes
Malicious act or vandalism	Yes
Damage to your caravan whilst parked caused by an unidentified person or driver	Yes
Collision with or by an animal	Yes
An incident where you or the driver towing your caravan caused or contributed to the incident	Yes
An incident where you prove 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 you prove 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 for the MPD on that new policy from its start date (if the discount is not applied at purchase, we endeavour to process the discount within 90 days from policy start date). You are eligible for 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.

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.

Government taxes and charges

After we have calculated the amount to cover your Apia Caravan Insurance policy any applicable stamp duty, GST, other Government charges and 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

Australian Pensioners Insurance Agency Pty Ltd ABN 14 099 650 996 is an agent and authorised representative (No. 239591) of AAI Limited ABN 48 005 297 807 AFSL 230859, the insurer and issuer of Apia Caravan Insurance.

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