

Caravan Insurance

Supplementary Product Disclosure Statement

This is a Supplementary Product Disclosure Statement (SPDS) issued by AAI Limited ABN 48 005 297 807 AFSL No. 230859, trading as Apia. This SPDS was prepared on 12 May 2023.

This SPDS supplements the Apia Caravan Insurance Product Disclosure Statement (PDS), prepared on 3 November 2020 and must be read together with the PDS that you hold and any other SPDS we may give you for this PDS.

The purpose of this SPDS is to:

- update information about how we will pay claims under the Additional covers 'Included Contents cover', 'After claim expenses', 'Veterinary expenses' and under the Optional cover 'Contents cover';
- update information about how we will settle claims under 'How your contents claim is settled' and 'For additional covers or optional covers';
- update the definition of 'Assessed quote'; and
- update 'Condition of caravan, annexe or contents' in 'Things we don't cover'.

Changes to the PDS

1. Under the heading 'Included Contents cover' on page 40 and the heading 'Contents cover' on page 46, add under the 'We cover' section:

See 'How your contents claim is settled' on page 52 for how we settle claims under this cover.

2. On page 52 delete the 'How your contents claim is settled' section and the 'For additional covers or optional covers' section and replace with:

How your contents claim is settled

If your claim for loss, theft or damage to your contents is covered under your policy we will only settle the claim by paying you. This means that we will not repair or replace or arrange for a service.

When we settle contents claims, this is subject to any applicable deductions and we will not pay you more than the relevant amount covered or policy limit.

We will pay you by cheque or direct deposit into your bank account, or if available, you can choose to be paid with a voucher, store credit or stored value card.

To work out this amount we will review the quote(s) you have provided to repair or replace the damaged contents, and assess those quote(s) to make sure that each quote is appropriate and reasonable for the scope of services or goods. This includes a consideration of the appropriateness of materials, repair method, labour and material costs and overall cost assessed to repair the contents to the same condition they were in immediately before the incident took place, or to replace the contents to the same or similar standard and specification.

For additional covers or optional covers

If we pay a claim under an additional cover or optional cover, we will settle your claim in accordance with that additional cover or optional cover. For the additional covers 'Included Contents cover' (see page 40), 'After claim expenses' (see page 42), 'Veterinary expenses' (see page 44) and the optional cover 'Contents cover' (see page 46) we will only settle the claim by paying you. This means that we will not repair or replace or arrange for a service.

If we settle your claim by paying you, we will pay you by cheque or direct deposit into your bank account, or if available, you can choose to be paid with a voucher, store credit or stored value card.

3. On page 55 under the heading 'If your contents are damaged':
 - remove the wording, 'When we repair or replace your contents we will:' and remove the two dot bullet points below that wording in their entirety;
 - under the heading 'Items that form part of a set or collection' remove the first sentence and replace with 'We will only pay to repair or replace contents that are lost or damaged by an incident covered by your policy'.

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Get set. Go.

4. On page 62 under the main heading 'How we settle claims – some examples', under the heading 'Example 3 – Partial damage':
 - delete the content of 'Replacement cost of caravan contents' under the heading 'what you are claiming' and replace with: Caravan contents
 - delete the content under the heading 'Additional information' for the row 'Replacement cost of caravan contents' and replace with:

You obtain a quote for replacement of your caravan contents and we review your quote. We pay you \$800 for the replacement of your caravan contents.
5. On page 74 under the heading 'Words with special meanings' delete the following words from the definition of Assessed quote: 'or for contents, from our preferred repairer (unless they cannot complete the repair or replacement),'
6. On page 25 under the heading 'Things we don't cover' delete the exclusion 'Condition of caravan, annexe or contents' and replace with:
 - **Condition of caravan, annexe or contents**

any mould, mildew, rot, wear and tear, gradual deterioration, corrosion, rusting, depreciation, lack of maintenance, fading, rising damp, action of light, atmospheric or climatic conditions, such as but not limited to:

 - wear and tear of flooring, furniture, fixtures or fittings;
 - worn out tyres, brakes and defective lights;
 - mechanical structural, gas, electrical or electronic breakdown, failure or breakage;
 - your caravan if it was damaged, unsafe or un-roadworthy at the time of the incident.

Who we are

Insurance is issued by AAI. Australian Pensioners Insurance Agency Pty Limited ABN 14 009 650 996 is an authorised representative (No.239591) of AAI.



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