

Apia Motorcycle 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 Motorcycle Insurance Product Disclosure Statement (PDS) dated 3/11/2020.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 23 March 2021.

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 your excesses are shown on your certificate.

The different types of excesses are:

Standard excess

The standard excess is \$100 unless stated otherwise on your certificate. You may be able to choose a different standard excess if we agree to this. If you choose a higher excess it will reduce your premium.

Rider under 25 excess

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

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 about you and your motorcycle. 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:

- 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
Address where motorcycle is kept overnight
Age of main rider
Amount covered
Type of motorcycle



Get set. Go.

Claims on your policy will only affect your premium through changes to your No Claim Bonus. Please refer to the No Claims Bonus section for further information.

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;
- 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. The amount and type of the 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.

This following table shows the NCB that applies to each rating.

NCB	Discount %
Rating P – Protected for Life	65%
Rating 1	65%
Rating 2	60%
Rating 3	55%
Rating 4	45%
Rating 5	25%
Rating 6	0%

The premium is loaded (and not discounted) if your premium is below Rating 6.

Rating P –Protected for Life NCB

If 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 after a claim

You will keep your NCB if:

- 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 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.



Get set. Go.

The table below has examples of claim types and whether they impact a non-protected NCB.

When you make a claim for	Does this impact a non-protected NCB?
Theft or attempted theft of your motorcycle	Yes
Storm, hail, flood or fire damage	Yes
Malicious act or vandalism	Yes
Damage to your motorcycle whilst parked caused by an unidentified person or driver	Yes
Collision with or by an animal	Yes
An incident where you or the rider of your motorcycle 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

Multi-policy discount

A multi-policy discount 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 same name on each eligible policy. If you take out a new policy and qualify for the multi-policy discount, you are eligible to receive the discount on that new policy immediately and on your other existing policies from their next renewal date, provided you still qualify. Eligible general insurance policies are home, contents, landlord, car, motorcycle, boat, caravan and motorhome insurance.

To find out more about the multi-policy discount please phone us on **13 50 50**.

Government taxes and charges

After we have calculated the amount to cover your Apia Motorcycle 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

