

Apia Motorhome Insurance

Your guide to Premiums, Excesses,
Discounts and Claim Payments



Rewarding experience

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The Premiums, Excesses, Discounts and Claim Payments Guide (**Guide**) is designed to provide you with additional information about how we calculate premiums and determine excesses and discounts and pay claims under this policy. You should read this PED Guide together with our Motorhome Insurance Product Disclosure Statement (**PDS**) dated 7 April 2016.

This guide is relevant to you if you purchased your policy, or your policy's renewal effective date is on or after 05/08/19.

About your premium

The premium is the amount you pay us for this insurance. It reflects what we consider is the likelihood of you making a claim and other factors related to our cost of doing business. The premium includes any discounts we give you, as well as any applicable stamp duty, goods and services tax (GST), charge and levy. Your certificate will show you how much you have to pay.

When we calculate your premium, there are a range of factors we take into account. The importance we place on the factors we use can change and how those factors combine to affect your premium will 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 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;
- 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:

- Address where motorhome is normally kept
- Amounts covered
- Age of driver(s)
- Frequency of use
- Trailer cover
- Whether a GPS tracking device is fitted
- Value of Contents
- Year of motorhome manufacture
- Optional covers chosen (including amounts of cover)
- Safety equipment on your motorhome – such as fire extinguisher and/or smoke detectors
- Amount of your excess(es)

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:

- No claim bonus;
- A multi-policy discount.

From time to time we might also offer discounts or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions will usually apply. 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 an NCB, it is shown on your certificate.

Your NCB will increase or stay on the maximum on renewal if you do not make a claim. Your NCB will also increase or stay on the maximum on renewal if you make a claim and:

- we agree the accident was not your fault;
- we agree that another person was completely responsible; and
- you tell us that person's name and current address and the registration number of their vehicle.

Your no claim bonus will be reduced for all other claims unless you have the Protected for Life Rating. Your premium is subject to a loading if your claims history falls below a Rating 6.

No-claim bonus	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%

Rating P –Protected for Life No-claim bonus

If your No-claim bonus is protected it will be shown on your certificate.

You can obtain a Rating P – Protected for Life No-claim bonus:

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

Multi-policy Discount

A multi-policy discount rewards you with a discount off your premium for holding two or more eligible paid general insurance policies with us. 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 include home, contents, 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 motorhome insurance policy any applicable stamp duty, GST, charge and levy are then applied.

Your excess

An excess is the amount you have to pay for each incident when you make a claim.

The amount and types of excesses that apply to your policy are shown on your certificate. Depending on the circumstances, you might have to pay more than one type of excess when you make a claim.

The different types of excesses are:

Motorhome and Annexe excess

The motorhome and annexe excess is \$500. You may be able to choose a higher excess from the range we offer to reduce your premium.

Contents excess

The contents excess is \$100. You may be able to choose a higher excess from the range we offer to reduce your premium.

Personal Valuables excess

The personal valuables excess is \$100.

Inexperienced driver excess

The inexperienced driver excess is \$100.

This applies if an inexperienced driver was towing, using or in charge of your caravan at the time of the incident. This excess is in addition to any other excess that applies.

Note: An inexperienced driver is someone who is 25 years or over and has not held an applicable driver's licence for at least the past 2 consecutive years or anyone under 26 years of age.

Claim payments

The following examples are designed to illustrate how a claim payment might typically be calculated. The examples do not cover all scenarios or all benefits and do not form part of your policy terms and conditions. They are a guide only. Apia Insurance always determines real claim payments on an individual basis, after we have assessed each claim. You should read the PDS and your certificate for full details of what we cover as well as what policy limits, conditions and exclusions apply.

Notes about the claim payment examples:

- all amounts are shown in Australian dollars and are GST inclusive;
- all examples assume that you are not registered for GST.

Example 1 – Total loss

Your motorhome is insured for an amount covered of \$15,000. Your motorhome and annexe excess is \$500. Your motorhome is damaged by hail and we assess the cost of repairs to your motorhome will be \$11,300. The estimated salvage value of the motorhome is \$4,200. As the combined repair costs and the salvage values for your motorhome exceed the amount covered for your motorhome, the motorhome is determined to be a 'total loss'.

How much we pay		Additional information
Amount covered	\$15,000	We decide your motorhome is a total loss when it is uneconomical, impractical or unsafe to repair. In this case the cost of repairs together with the estimated salvage value exceeds the amount covered for your motorhome.
Less excess	-\$500	As your motorhome has been damaged by hail, the motorhome and annexe excess applies. We deduct this from the amount we pay to you unless you have already paid the excess to us for this claim.
Less registration and compulsory third party (CTP) refund	-\$0	This example is based on the motorhome being registered in QLD. Our process may vary in other locations.
Claim so far	\$14,500	We would normally pay this directly to you. If a credit provider has a financial interest in the motorhome then we would normally pay your credit provider what they are owed first and pay any balance to you.

If your insurance was paid through instalments of \$60 per month and there are four remaining monthly payments in the period of insurance when your motorhome is damaged:

Less outstanding premium	-\$240	The 4 x \$60 monthly instalments became due when we decide your motorhome is a total loss. We normally deduct this from the amount we pay to you.
Total claim	\$14,260	

Once we settle the claim, all cover on the motorhome stops, and your policy is cancelled. The salvage becomes our property and we are entitled to keep the proceeds of its sale. This does not affect the amount we pay you.

Example 2 – New motorhome after a total loss

Your motorhome is insured for an amount covered of \$29,800 and you have chosen the optional cover of 'personal valuables - specified items' to cover a camera to the value of \$2,300. Your chosen variable excess is \$750. Your motorhome is damaged by fire whilst you are touring around Australia for 3 months and we decide your motorhome is a total loss. Your motorhome is less than 2 years old and you qualify for the 'New motorhome after a total loss when less than 2 years old' additional feature (see page 20 in the PDS for full details). The cost to replace your motorhome with a new one of the same make, model and including all on road costs is \$31,300.

How much we pay		Additional information
Cost to replace your motorhome including on road costs	\$31,300	We pay \$31,300 because your motorhome is less than 2 years old and you qualify for the 'New motorhome after a total loss when less than 2 years old' additional feature (see page 20 in the PDS for full details). We pay this amount directly to the motorhome dealership
Cost to replace the specified camera	\$2,100	We pay you \$2,100 because that is the replacement cost of your camera at the time of the loss.
Less excess	-\$750	You pay your excess directly to us.
Towing costs	+\$500	We arranged for your motorhome to be towed to our closest approved repairer as the motorhome was not able to be driven (see page 23 in the PDS for details on towing costs). The towing company has invoiced us. We will pay the towing company.
Temporary accommodation	+\$1,050	You required temporary accommodation for 7 days while organising travel to return home. We reimburse you up to \$150 per day for 7 days (see page 21 in the PDS for details of temporary accommodation).
Travel expenses	+\$800	We reimburse you the cost of your travel costs to return to your usual home upon provision of receipts (see page 24 in the PDS for details on travel expenses).
Total claim	\$35,000	

Example 3 – Partial damage

Your motorhome is insured for an amount covered of \$12,700. Your motorhome and annexe excess is \$500. During a storm a tree branch has fallen and damaged your motorhome. We assess the repairs to your motorhome will cost \$6,000 and estimate it will take 7 days to repair the motorhome. As you are on holidays in the motorhome, we will also pay accommodation under the 'Temporary accommodation – if your motorhome is not your usual home' additional feature (refer to page 21 of the PDS for full details) and you will also be entitled to hire car under the 'Hire car following theft or loss or damage' additional feature (refer to page 22 of the PDS for full details).

How much we pay		Additional information
Damage to motorhome	\$6,000	We normally decide a motorhome is repairable if the total cost of repairs together with the estimated salvage value of \$4,000 is less than the amount covered.
Less excess	-\$500	As your motorhome was damaged in a storm the standard excess applies. We request you pay this amount directly to us.
Claim so far	\$5,500	We normally pay this directly to the repairer.
We have arranged for you to use a 'compact' category hire car for 7 days whilst your motorhome is being repaired and you also require temporary accommodation.		
Temporary accommodation and hire car	+\$1,400	We reimburse you \$150 per day for 7 days (see page 21 of the PDS for details on temporary accommodation) and the hire car company has invoiced us the cost of \$50 per day for 7 days (see page 22 of the PDS for details on hire cars). We will pay both the accommodation & hire car costs.
Total claim	\$6,900	

Example 4 – Windscreen damage

Your motorhome is insured for an amount covered of \$35,000. The motorhome and annexe excess for your motorhome is \$500. Your windscreen has been damaged by a stone from loose gravel whilst you were driving and needs to be replaced. It will cost \$750 to replace the windscreen.

How much we pay		Additional information
Replacement windscreen	\$750	The windscreen company has invoiced us. We will pay the windscreen company.
Less excess	-\$500	You pay your excess directly to us.
Total claim	\$250	