



Supplementary Product Disclosure Statement

This is a Supplementary Product Disclosure Statement (SPDS) issued by AAI Limited ABN 48 005 297 807 AFSL No. 230859 (AAI Limited). This SPDS was prepared on 24 November 2021.

This SPDS supplements the following Product Disclosure Statements (each a PDS):

- Apia Home and Contents Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Home and Contents Extra Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Landlord Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Apartment Style Residence Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Village Style Residence Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Assisted Living Residence Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Car Advantage Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Caravan Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Motorhome Insurance Product Disclosure Statement prepared on 3/11/2020;
- Apia Motorcycle Insurance Product Disclosure Statement prepared on 3/11/2020; and
- Apia Boat Insurance Product Disclosure Statement prepared on 3/11/2020,

and must be read together with the relevant PDS that you hold and any other SPDS we have given you or may give you for your PDS.

The purpose of this SPDS is to:

- update the 'Important information about us' statement to explain that Apia is not independent, impartial or unbiased; and
- update the limit for the additional cover 'Trailer cover' in the Apia Motorhome Insurance PDS.

Changes to each PDS

1. In each PDS listed above, in the section titled 'Important things to know upfront', the content under the heading 'Important information about us' is deleted and replaced with:

'Important information about us'

This important information about us statement was completed on 24/11/2021.

Who are we?

Australian Pensioners Insurance Agency Pty Limited ABN 14 099 650 996 (Apia), authorised representative No. 239591. The contact details for Apia are on the back cover.

Who do we act for?

Apia is an agent (acting under a binder) and authorised representative of AAI Limited ABN 48 005 297 807 (AAI Limited). AAI Limited holds Australian Financial Services Licence No. 230859. The contact details for AAI Limited are on the back cover.

AAI Limited has authorised this 'Important information about us' statement.

AAI Limited has prepared this PDS and is the insurer of the policies referred to under 'What financial services do we offer' that are arranged by Apia. Apia is a wholly owned subsidiary of AAI Limited and both are members of the Suncorp Group. As AAI Limited is regulated by the Australian Prudential Regulation Authority (APRA) it is exempt from the requirement to hold professional indemnity insurance cover. AAI Limited as the insurer will receive the premiums paid for the policy.

Lack of Independence

Apia is not independent, impartial or unbiased because we:

- are a wholly owned subsidiary of AAI Limited; and
- only provide advice in relation to Apia branded general insurance policies issued by AAI Limited.



Get set. Go.

What financial services do we offer?

Apia is authorised by, and acts on behalf of AAI Limited to issue insurance under a binder, to arrange, vary and cancel insurance, handle and settle claims and provide general and personal financial product advice in relation to Apia branded general insurance policies issued by AAI Limited.

How are we paid for providing the financial services?

Apia does not receive any commissions or benefits from AAI Limited for giving you advice or for the insurance policies it arranges. AAI Limited and other Suncorp Group companies provide Apia with the resources it needs to provide the financial services, such as staff employed by the Suncorp Group of companies. In addition to their salary, staff may receive bonuses if they achieve their performance targets. You will not be charged an additional fee as a direct result of this.

How we will deal with a complaint

Apia provides a complaint resolution process. For full details see the section in your PDS titled 'How to contact us with a complaint'.

2. For the additional cover 'Trailer cover' on page 48 of the Apia Motorhome Insurance PDS, replace the wording next to the heading 'Limit' with the following:

'We pay up to **\$2,000** for any one incident.'

Who we are

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

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Get set. Go.