

# Supplementary Product Disclosure Statement

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This is a Supplementary Product Disclosure Statement (**SPDS**) issued by AAI Limited ABN 48 005 297 807 AFSL No. 230859(AAI). Australian Pensioners Insurance Agency Pty Limited ABN 14 099 650 996 (Apia), authorised representative No. 239591, is an agent (acting under a binder) and authorised representative of AAI.

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

- Apia Apartment Style Residence Insurance PDS, dated 7 April 2016;
- Apia Assisted Living Residence Insurance PDS, dated 7 April 2016;
- Apia Home and Contents Insurance PDS, dated 7 April 2016;
- Apia Home and Contents Extra Insurance PDS, dated 7 April 2016;
- Apia Landlord Insurance PDS, dated 7 April 2016;
- Apia Village Style Residence Insurance PDS, dated 7 April 2016;
- Apia Boat Insurance PDS, dated 7 April 2016;
- Apia Car Advantage Insurance PDS, dated 7 April 2016;
- Apia Caravan Insurance PDS, dated 7 April 2016;
- Apia Motorcycle Insurance PDS, dated 7 April 2016; and
- Apia Motorhome Insurance PDS, dated 7 April 2016

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

The purpose of this SPDS is to:

- update the overdue and late payment information under the 'Paying Your Premium' section; and
- update the information in the PDS for seeking an external review of a complaint due to a change to the relevant external dispute resolution scheme. The Financial Ombudsman Service (FOS) Australia will no longer accept new complaints on and from 1 November 2018. The Australian Financial Complaints Authority (AFCA) will deal with all new financial service complaints, on and from this date.

## Change to the PDS

### 1. Paying Your Premium

For each PDS, replace the wording entirely under 'Paying Your Premium' (including under the sub-headings 'Late annual payments' and 'Overdue instalments') with the following wording:

#### **Paying your premium**

We will tell you how much you have to pay and how much time you have for payment on your certificate. You must pay this premium by the due date to get this insurance cover. You can pay in one annual payment or if we agree, by instalments.

Unless we tell you, any payment reminder we send you does not change the expiry or due date. If you do not pay the full amount, we may reduce the period of insurance so it is in line with the amount you paid.

If you make a change to your policy details it may affect the premium you need to pay for the remainder of your period of insurance.

#### **Late annual, half yearly and quarterly payments**

If you do not pay your premium by the due date, we will give you a written notice of policy cancellation where we are required by law to do so.

## Overdue monthly instalments

If you pay your premium by monthly instalments and your instalment is overdue, we can do one or both of the following:

- refuse to pay a claim if an instalment is 14 days (or more) overdue;
- cancel your policy if an instalment is 1 month (or more) overdue. We will notify you of the cancellation.

## 2. How we will deal with a complaint

For each PDS, under the section 'How we will deal with a complaint', replace the entire section '**Step 3. Seek review by an external service**' with the following wording:

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. Any decision AFCA makes is binding on us, provided you also accept their decision and you have the option of seeking remedies elsewhere.

AFCA has authority to hear certain complaints. Contact AFCA to confirm if they can assist you.

You can contact AFCA:

By phone: 1800 931 678

By email: [info@afca.org.au](mailto:info@afca.org.au)

In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

By visiting: [www.afca.org.au](http://www.afca.org.au)

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