

Apia Car Advantage Your guide to Premiums, Excesses and Claims Guide

Rewarding experience



Your Guide to Premiums, Excesses and Claim Payments

This guide applies to policies with a start or renewal date on or after 19 October 2015.

This Apia Car Advantage Insurance Premium, Excesses & Claims Guide (**Guide**) is designed to provide you with additional information about the excesses and discounts that may apply to the Apia Car Advantage Insurance Policy (**Policy**), as well as explain how we calculate premiums for, and pay claims under, the Policy.

You should read this Guide together with our Car Advantage – Product Disclosure Statement (**PDS**), which shows a preparation date of **12/11/2009** on the inside front cover, and your certificate.

About your premium

The premium is the amount you pay us for this insurance and is shown on your certificate. The premium includes the amount we calculate that reflects the likelihood of you making a claim together with other factors related to our cost of doing business and other commercial factors. We then add stamp duty, goods and services tax (GST) and any additional government charges and fire services levy (FSL) if applicable.

When we calculate your premium, there are a range of factors we take into account, we call these premium factors. Some of the key factors that affect your premium are the type of cover, optional benefits you choose and any discounts you are eligible for.

The amount of premium you pay also depends on information you give us, particularly the information you give us about your car, yourself, the drivers of your car and the decisions you make in relation to your Policy such as your choice of an optional excess.

It is very important that all the information you give us is accurate and precise. For instance, the address where your car is kept overnight has an impact on your premium. If you live in a unit you need to tell us the exact unit number and street number of the unit building. If you do not give us this information it could have an impact on your premium.

When we calculate your premium we might take into account some or all of our premium factors. 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. Significant factors affecting your premium include a combination of some or all of the following:

Premium factor	Applies to		
	Comprehensive	Third party fire & theft	Third party only
Age of the drivers	✓	✓	✓
Gender of the drivers	✓	✓	✓
Type of car	✓	✓	✓
Age of car	✓	✓	✓
Value of the car	✓	✗	✗
Non-standard accessories or modifications	✓	✓	✓
Trailer cover	✓	✗	✗
Address where the car is kept overnight	✓	✓	✓
How the car is garaged	✓	✓	✓
What the car is used for	✓	✗	✗

Premium factor	Applies to		
	Comprehensive	Third party fire & theft	Third party only
Whether the car is under finance	✓	✓	✓
Any discounts you are eligible for	✓	✓	✓
Prior insurer	✓	✓	✓
Whether you select an optional excess	✓	✓	✓
The covers or extra benefits you have selected	✓	✗	✗
Employment status	✓	✓	✓

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 our approach to calculating your premium;
- automatic adjustments to the car's sum insured value;
- our expenses of doing business;
- changes in government taxes and any state or territory duties or levies; and
- other commercial factors.

As a general rule, the more likely an event we cover is to occur, the higher the premium we charge to cover it. Similarly, the more the event costs or the higher our business expenses are, the higher the premium is likely to be.

When determining your renewal premium, we also consider how much you paid last time. As such we may limit movements up or down to your premium to avoid large changes in premiums across different periods of cover.

Premium discounts

The premium you pay for this insurance includes any discounts you qualify for and these are applied to your premium before we add the options component of the premium and government charges.

The main discounts we offer are:

- No Claim Bonus
- Multi Policy Discount
- Drive Less Pay Less.

At times we may also offer premium discounts to particular customers as part of a promotion or to take account of market conditions.

The amount and type of discounts offered can change or be withdrawn at any time.

No-claim bonus (NCB)

A 'No-claim bonus' is a type of discount that rewards you for your good claims history. This discount applies to Comprehensive Car Insurance. The table below shows the No-claim bonus discounts for Apia Comprehensive Car Insurance.

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%

Referring to the table above, if you are on a Rating 5 your premium will be higher than if you are on a Rating P – Protected for Life for the same car.

Rating P –Protected for Life No-claim bonus

If your No-claim bonus is protected it will be shown on your certificate. Apia will only provide protection for a Rating 1 No-claim bonus.

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).

How your No-claim bonus is impacted after claims

You will keep your No-claim bonus if:

- you are claiming for windscreen or window glass damage only; or
- your No-claim bonus is protected; or
- we agree:
 - the accident was not your fault; and
 - you can prove that another person was completely responsible; and
 - you tell us the persons' full name, current address and the registration number of their car.

Your No-claim bonus will be reduced for all other claims if your No-claim bonus is not protected.

The amount we reduce your No-claim bonus for each claim that affects your No-claim bonus is set out below:

If your No-claim bonus or Rating number is:	For 1 claim, we reduce your No-claim bonus on renewal to:	For 2 claims, we reduce your No-claim bonus on renewal to:
65% or Rating P - Protected for Life	No-claim bonus is not reduced	No-claim bonus is not reduced
65 % or rating 1	60% or rating 2	55% or rating 3
60% or rating 2	55% or rating 3	45% or rating 4
55% or rating 3	45% or rating 4	25% or rating 5
45% or rating 4	25% or rating 5	Nil or rating 6
25% or rating 5	Nil or rating 6	16% loading or rating 7
Nil or rating 6	16% loading or rating 7	34% loading or rating 8

Other discounts

The other discounts we offer are:

- **Multi-policy discount** - We might reward you with a discount for having more than one policy with us. Some policies are not eligible for a discount and whether or not we give you a discount can also depend on the combination of products you hold with us. To find out more about the multi-policy discount, please phone us on **13 50 50**.
- **Drive Less Pay Less Discount** - Comprehensive customers who drive less than 20,000 kilometres per year could receive a discount on their premium.

If you are eligible for more than one discount we usually apply any subsequent discount to the already discounted premium. Discounts might not apply to optional covers.

Government taxes and charges

Motor vehicle insurance policies are subject to stamp duties imposed by state and territory governments, a 10% GST and a fire service levy (FSL) if applicable.

These charges are added to the premium as the final step in the premium calculation. When we add these taxes and charges, we add the fire services levy (FSL) first (if applicable), then GST and then stamp duty.

These amounts are shown on your certificate. We'll provide you with a receipt for some transactions, or otherwise provide one to you upon request.

About your excess

What is an excess?

An excess is the amount that you must first contribute towards each claim you make on your Policy unless we tell you otherwise. If your claim is for more than one occurrence, you'll need to pay the excess(es) applicable to each occurrence. Depending on the choices you make when you purchase the Policy, and the circumstances of your claim, more than one excess may need to be paid.

Some excesses, like the standard excess, will apply whenever you make a claim, unless it is an accident that we agree is not your fault and you can provide details of the person at fault. When a standard excess applies to your Policy, any optional, young driver or additional excess may also be payable, if it is applicable to the event you are claiming for.

See pages 31-32 of the PDS, and the actual excesses shown on your certificate, for full information about the excesses that apply to your Policy and when and how they are to be paid or deducted.

The following excesses apply to the Policy:

Standard	This is the minimum amount that you may be required to contribute towards your claim. The amount of the standard excess is shown on your certificate under the heading 'standard excess'. The standard excess amount depends on where you live.							
	NSW	ACT	VIC	QLD	SA	WA	NT	TAS
	\$600	\$600	\$600	\$600	\$450	\$500	\$450	\$450
Optional Excess	This is the optional excess you choose. This is in addition to your standard excess. The amount of your optional excess is shown on your certificate under the heading 'optional excess'. The optional excess choices vary depending on where you live.							
	NSW	ACT	VIC	QLD	SA	WA	NT	TAS
	\$50	\$50	\$50	\$50	\$100	\$50	\$200	\$50
	\$150	\$300	\$200	\$100	\$250	\$100	\$450	\$150
	\$250	\$550	\$300	\$150	\$500	\$150		\$300
	\$300		\$500	\$200	\$750	\$200		\$550
	\$550		\$1,000	\$300	\$1,100	\$250		\$1,000
\$1,000			\$400		\$300			
			\$650		\$350			
					\$550			
					\$750			

Young Driver Excess	This is an additional excess that applies to drivers who are under the age of 25. The young driver excess is in addition to your standard excess plus any optional excess you have chosen. For example:			
	The Standard Excess for your Policy is:	You choose an Optional Excess of:	Young Driver Excess:	Your total excess if you make a claim where the driver is under 25:
	\$550	\$50	\$1,500	\$2,100
Excess we may apply	We may apply an excess to your Policy which differs from the standard and optional excess due to your insurance history, driving record, car type or for other reasons. We will tell you if we need to apply an excess that varies from the standard and optional excesses before you agree to purchase, or renew your insurance. The amount of any excess that we apply will be shown on your certificate. The excess that we apply will replace the standard excess plus any optional excess you have chosen.			

How the total excess is calculated

The total excess is calculated at the time of a claim by adding your standard excess (and optional excess if you have chosen to add an optional excess) or any excess we have applied, to any young driver excess.

How an excess is applied to your claim

The total excess you are required to contribute towards your claim is determined using the circumstances of your claim and the age of the driver.

The table below shows examples of when an excess may apply to your claim, and the type of excess that may apply.

When you make a claim for	Will any excess apply?
Storm Damage	Yes - Standard excess plus any optional excess OR the excess we have applied
Malicious Damage	Yes - Standard excess plus any optional excess OR the excess we have applied
Damage to your car whilst parked	Yes - Standard excess plus any optional excess OR the excess we have applied
Theft or attempted theft of your car	Yes - Standard excess plus any optional excess OR the excess we have applied
Own car damage	Yes - Standard excess plus any optional excess OR the excess we have applied
An accident that we agree is not your fault, but you cannot provide us details of the person at fault	Yes - Standard excess plus any optional excess OR the excess we have applied
An accident that we agree is not your fault, and you can provide us with details of the person at fault	No
Windscreen or window glass cover damage only*	Yes - Standard excess plus any optional excess* OR the excess we have applied*

*If you have the windscreen and window glass cover optional benefit for your comprehensively insured car, then you will not have to pay an excess for the first windscreen/window glass claim in any period of insurance.

When you make a claim for	Will any excess apply?
Under 25 year old driver at fault	Yes - Standard excess plus any optional excess plus young driver excess OR the excess we have applied plus young driver excess
Under 25 year old driver in an accident that we agree is not their fault, and you can provide us with the details of the person at fault	No
Under 25 year old driver in an accident that we agree is not their fault, but you cannot provide us with details of the person at fault	Yes - Standard excess plus any optional excess plus young driver excess OR the excess we have applied plus young driver excess

How the excess is deducted from your claim

The table below outlines how your excess may be deducted from your claim.

Excess Payment Options	
Pay to us or our claims representative	We may require you to pay your excess directly to us or our claims representative
Pay to Repairer / Supplier	We may require you to pay your excess directly to the repairer or supplier
Deduct from any claim payment we make to you	We may decide to deduct your excess from your claims settlement

Claim Payments

When you make a claim on your Policy we will ask you questions about what you are claiming for. We may also ask you to provide us with documents to support your claim or ask you to explain what has happened in person.

Once we have all of the information we need to assess your claim, we will consider what you have claimed for against the Policy cover you purchased.

If we are satisfied that your claim is in order, we may ask you to pay any excess to us or deduct your excess from our payment. Depending on how we decide to settle your claim, we may make a payment directly to you, or to a provider of goods or services, or to someone who has claimed against you.

In the rare instance that we do not accept your claim, we will always tell you why and give you information about how you can have our decision reviewed, at no cost to you.

Claim payment examples

The following claim payment examples show how Apia might typically pay **9** of the most common types of claims under the Car Advantage PDS. They are only examples, Apia 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.

Index of claim payment examples:

1. Comprehensive - Repairing your car
2. Comprehensive - Total loss - Agreed Value Policy
3. Comprehensive - Total loss - Market Value Policy
4. Comprehensive - New Car Replacement - Agreed or Market Value
5. Comprehensive - New Car Replacement after Theft
6. Comprehensive Car - Windscreen and window glass cover optional benefit
7. Third Party, Fire & Theft - Total loss
8. Third Party Property damage - Damage caused by an uninsured third party
9. Legal liability - If you damage another person's property

Notes about the claim payment examples:

- All examples (including excesses) are based on a policyholder living in **New South Wales**.
- All amounts are shown in Australian dollars and are GST-inclusive.
- All examples assume that the policyholder is not registered for GST.
- You should read the PDS and your certificate for full details of what we cover as well as what Policy limits and exclusions apply.

Comprehensive cover

Example 1 - Repairing your car

Your car is damaged as a result of an accident on the public highway, whilst you and your family were on your way home from the football. Your car is not driveable at the scene of the accident. Your tennis racquet and other personal effects were in the boot of your car and are damaged beyond repair, their replacement cost being a total of \$500.

You arrange for your car to be towed to our claims assessment centre which costs \$280 and a taxi to your home address which costs \$180.

The quote to repair your car is \$3,000. Your total excess is \$600 and you have the Hire Car option noted on your certificate.

We pay the towing company invoice	\$280
We pay you the cost of your taxi fare	\$180
We pay you the cost to replace your tennis racquet and personal effects	\$500
You pay the repairer the amount of your excess	\$600
We pay the repairer the cost to repair your car less the amount of your excess	\$2,400
We arrange for a Hire Car for you whilst your car is being repaired (being 10 days) We pay the hire car company	\$400

Example 2 - Total loss - Agreed Value Policy

Your car is very badly damaged as a result of an accident that involved you hitting a tree. Your car is 3 years old and therefore doesn't qualify for the 'New car replacement'. We decide that your car is a total loss given the extent of its damage.

You arranged for your car to be towed to our claims assessment centre, which costs \$280 and you arrange for a taxi to your home address which costs \$100.

The agreed value of your car as shown on your certificate is \$17,900. Your total excess is \$600.

We pay the towing company	\$280
We pay you the cost of your taxi fare	\$100
We pay you the agreed value of your car less your excess of \$600	\$17,300

Once we settle the claim, all cover on the car stops, your policy is cancelled and there is no refund of the unused premium. 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 3 - Total loss - Market Value Policy

Your car is damaged by hail during a severe storm whilst you and your family are on holiday. As you are more than 150 kilometres away from your place of residence you arrange emergency accommodation at the nearest motel for a cost of \$480. We decide it is a total loss since it is uneconomical to repair.

You arranged for your car to be towed to our claims assessment centre, and the towing company invoices you for \$280.

We calculate the current market value of your car as \$14,700, taking into account the accessories or modifications we have agreed to insure, the age, make, model, kilometres travelled and condition of your car.

You are paying your premium by monthly instalments. This means we deduct the value of your remaining unpaid instalments, from what would have been your full period of cover, from the total loss settlement. In this case we deduct \$165, as you had three unpaid instalments, of \$55 per month, outstanding.

Your total excess is \$600 and you have not chosen or paid for the Hire Car option.

We pay the towing company	\$280
We pay you the cost of your emergency accommodation	\$480
We pay you the balance of the market value of your car less your excess of \$600 and less your remaining instalments of \$165	\$13,935

Once we settle the claim, all cover on the car stops, your policy is cancelled and there is no refund of the unused premium. 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 4 - New Car Replacement - Agreed or Market Value

Your car is damaged as a result of an accident that was your fault, and we decide it is a total loss since it is unsafe to repair.

Your car was less than 2 years old. The cost to replace your car with a new car of the same make and model including similar accessories, tools, spare parts, stamp duty and dealer delivery charges applicable is \$37,990.

Your total excess is \$600.

You pay us your excess of	\$600
We pay the cost to replace your car directly to the car dealer	\$37,990

Once we settle the claim, all cover on the car stops, your policy is cancelled and there is no refund of the unused premium. 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 5 - New Car Replacement after Theft

Your 5 year old Toyota Corolla Conquest automatic hatch is stolen and not recovered within 14 days of you reporting its theft to us, and we agree that your car is a total loss.

We provide you with a Hire Car similar to your car for up to 21 days, whilst your claim is being processed.

As your car is less than 10 years old and you qualify for the 'New Car Replacement after Theft' additional benefit (see page 14 in the PDS for details).

The cost to replace your car with a new one of the same make and model (or nearest equivalent), including on road costs is \$29,990.

Your total excess is \$600.

You pay us your excess of	\$600
We pay the hire car company for 10 days hire	\$350
We pay the cost to replace your car directly to the car dealer	\$29,990

Once we settle the claim, all cover on the car stops, your policy is cancelled and there is no refund of the unused premium.

Example 6 - Windscreen and window glass cover optional benefit

Your car is comprehensively insured and you have taken out the optional benefit 'Windscreen and window glass cover'. Your windscreen has been damaged by a stone from loose gravel whilst you were driving and needs to be replaced. It will cost \$350 to replace the windscreen. This optional benefit does not apply to motorcycles.

The windscreen provider has invoiced us. We will pay them	\$350
No excess applies since you have the 'Windscreen and window glass cover' optional benefit and this is the first claim within your period of insurance	\$0

Third party fire & theft

Example 7 - Total loss

Your car is covered for an agreed value of \$3,500. The car is stolen and you report this to the police and to us the same day. Your car is not found within 14 days of being stolen and we are satisfied that your claim is in order. We determine it is a total loss.

We provide you with a hire car similar to your car for up to 21 days, whilst your claim is being processed.

Your total excess is \$600.

We pay you the cost of the hire car for 14 days hire	\$546
We pay you the agreed value of your car, less your excess (\$3500 - \$600)	\$2,900

Once we settle the claim, all cover on the car stops, your policy is cancelled and there is no refund of the unused premium.

Third Party Property Damage

Example 8 - Damage caused by an uninsured third party

Your car is damaged in an accident caused by the driver of another car. You are able to provide us with the current name and address of the driver of the other car and the registration number of the car. We receive confirmation that the other driver is not insured.

The assessed cost to repair your car is \$2,000. Your total excess is **nil**, as you have identified the responsible driver.

We pay the repairer	\$2,000
---------------------	---------

Legal Liability

Example 9 - If you damage another person's property

Your car is involved in an accident that causes damage to another person's property that cost \$5,000 to repair, and you are liable for the damage caused.

Your total excess is \$600.

You pay us your excess of	\$600
We pay the other person the cost of repair	\$5,000

How to contact us

By phone: Call **13 50 50**. We are available 24 hours a day, 7 days a week

Via the internet: apia.com.au

In person: Visit our website apia.com.au or call **13 50 50** for the address of the closest Apia branch

Financial Claims Scheme

The Policy described in this Guide 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 APRA at apra.gov.au or by calling **1300 55 88 49**.