



Complimentary Vehicle Pick-up & Return

Details and Privacy Collection Statement for Complimentary Vehicle Pick-up & Return

If you need help with travelling to and from a QBE Accredited Smash Repairer, please ask them if they can help you with a complimentary service.

- This complimentary service provides you with the pick-up and delivery of your vehicle to the repairers' premises and return of your vehicle to your place of residence, work or other place, as agreed with the repairer, once the repairs are completed.
- Complimentary services are subject to availability and may only be made available to some customers because of circumstances (for example, high demand periods).
- A complimentary service can't be used with or exchanged for any other complimentary service that the repairer may provide.
- Complimentary services are not available to a customer where QBE has not authorised their claim or where QBE has rejected some or all of their claim, or if their claim is under investigation.
- A complimentary service may be withdrawn or changed at any time. The repairer may stop providing a complimentary service. If a customer is using a complimentary service and it changes or ends, QBE will take steps that are reasonable in the circumstances to help ensure the customer is not adversely affected by the complimentary service changing or ending.

Privacy Collection Statement for Complimentary Vehicle Pick-up & Return

This Privacy Collection Statement applies to QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 and QBE Management Services Pty Limited ABN 92 004 800 131.

QBE's Privacy Policy

QBE's Privacy Policy contains information including QBE's contact details, the purposes for which personal information is collected, the main consequences if personal information is not collected, whom personal information is usually disclosed to, how individuals may access and correct personal information held by QBE, how an individual may complain about a breach of the Australian Privacy Principles and how QBE will deal with such a complaint, whether personal information is likely to be disclosed by QBE to overseas recipients and, if so, the countries in which such recipients are likely to be located.

QBE's Privacy Policy can be found here:

qbe.com/au/about/governance/privacy-policy

See "Contact us", below, if you would like a copy of QBE's Privacy Policy.

Complimentary services and personal information

If you select a QBE Accredited Smash Repairer (ASR) to repair your vehicle, QBE will provide the ASR with your contact details and details of your vehicle and claim number. The ASR may be able to provide you with a complimentary service to help you get your vehicle to and from the ASR's repair shop.

The ASR may collect, use and disclose your personal information in order to arrange the complimentary service. If your personal information is not provided, the ASR, QBE or other service providers may not be able to provide you with the complimentary service.

Sending personal information overseas

QBE or the ASR may disclose personal information to overseas recipients including recipients located in the Philippines.

Contact us

QBE Australia Customer Care

Phone 1300 650 503

(Office Hours Mon-Fri: 9am-5pm)

Calls from mobiles, public telephones or hotel rooms may attract additional charges

Email customercare@qbe.com

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