

What's changed

Fleet and Heavy Haulage Vehicle Policy

The purpose of this document is to provide a summary of recent changes to the policy terms and conditions for QM202 Fleet and Heavy Haulage Vehicle Policy.

This document:

- ✓ is a summary only and
- ✓ addresses only the key changes to Fleet and Heavy Haulage Vehicle Policy.

This document:

- ✗ is not intended to be comprehensive
- ✗ does not form part of the insurance policy
- ✗ does not consider the Insured's individual circumstances
- ✗ is not used to assess claims and
- ✗ should not be relied on instead of the Product Disclosure Statement.

We will assess any claim against the policy terms and conditions and applicable law.

Please read the new Product Disclosure Statement thoroughly for full details of cover, conditions and exclusions to ensure it meets the Insured's requirements.

Summary of key changes

We've updated our Fleet and Heavy Haulage Vehicle Policy Product Disclosure Statement (from QM202-0421 to QM202-1223). To see how this cover has changed, we've provided a summary of the key changes below:

Change type	What's changed	Explanation	Details can be found in
Clarification	Additional information relating to premium calculation has been included	Further detail regarding the factors taken into account and how those factors may be combined etc.	The cost of this policy
Clarification	'Adjustment of premium at renewal' section updated	The potential consequences of late claims lodgement are more clearly explained.	Paying your premium
Clarification	Additional benefit 'Choice of repairer' replaced with 'Our choice of repairer policy'	The choice of repairer policy and conditions have been more clearly articulated. Now includes a link to the website where a list of QBE's Accredited Smash Repairers can be found.	Our choice of repairer policy
Clarification & Reduction	New section 'Our parts policy' has been included	Parts policy is now more clearly described including limitations in the event a part is unavailable in Australia.	Our parts policy

Change type	What's changed	Explanation	Details can be found in
Enhancement	Additional benefit 'New vehicle replacement' updated	Now also allows for demonstrator models.	Additional benefits
Clarification	Additional benefit 'Vehicle recovery costs'	Clarified that standard excess applies to the 'Motor vehicle recovery costs' additional benefit.	Additional benefits
Reduction	Additional benefit 'Driver's personal property' updated	Cover excludes all computers and any other electronic devices.	Additional benefits
Reduction	Special clause 'Underground pipes and cables' amended	Excess for this special clause increased from \$500 to \$1,000.	Special clauses
Exclusion	General exclusion 'Cyber incident' added	<p>Cover excluded for claims relating to a cyber incident. However, physical loss/damage to vehicle resulting from:</p> <ul style="list-style-type: none"> • damage to, failure of or unavailability of its electrical systems; • loss of, corruption of, or loss of access to electronic data, <p>caused by a cyber incident may be covered.</p>	General exclusions
Exclusion	Exclusion added for financial or non-financial consequential loss related to damage to vehicle	<p>No cover for:</p> <ul style="list-style-type: none"> • lost profits or income because the insured vehicle can't be used; • loss due to delay in repairs because a part isn't readily available; and • any diminished value of the insured vehicle after it's been properly repaired. 	Additional exclusions applying to all sections of this Policy
Enhancement	'How claims administration and legal proceedings are undertaken' clause has been replaced with 'Claims administration, going to court, recovery action and legal liability claims' clause	Claims administration and legal processes following a claim are more clearly described.	Claims

Change type	What's changed	Explanation	Details can be found in
Restriction	'Repair guarantee' replaced with 'Our repair guarantee'	<p>The guarantee no longer applies for the life of the insured vehicle. It is now only available for as long as insured owns or leases the vehicle.</p> <p>No cover is provided for damage due to wear and tear.</p>	Claims
Clarification	'What you must pay if you make a claim – Excess'	Where more than one insured vehicle is involved in an incident giving rise to a claim, the insured will need to pay the applicable excesses in respect of each insured vehicle.	Excesses