



Comprehensive Car Insurance

Combined Financial
Services Guide and Product
Disclosure Statement



Australia Post

This is an important document about insurance. It explains what is and what is not covered under the insurance policy and your and our obligations. To check the policy meets your needs, you need to understand it. If you cannot read and understand English please seek assistance from someone who can help you understand it in your preferred language.

此乃關於保險的重要文件，它解釋了根據保單條款什麼是受保、什麼是不受保項目，以及你方和我方的責任條款。你必須要了解後才能決定這項保險是否能滿足你的需要。如果你不能閱讀和理解英文，請向能幫助你用你熟悉的語言理解內容的人求助。

هذه وثيقة هامة عن التأمين، تشرح ما تغطيه بوليصة التأمين وما لا تغطيه بالإضافة إلى التزاماتنا والتزاماتك. يجب عليك فهم محتوى البوليصة حتى تتأكد من أنها تفي باحتياجاتك. إذا لم تكن تجيد قراءة الإنجليزية وفهمها، أطلب المساعدة من شخص يستطيع أن يعينك على فهم هذه الوثيقة باللغة التي تفضلها.

此乃關於保險的重要文件，它解釋了根據保單條款什麼是受保、什麼是不受保項目，以及你方和我方的責任條款。你必須要了解後才能決定這項保險是否能滿足你的需要。如果你不能閱讀和理解英文，請向能幫助你用你熟悉的語言理解內容的人求助。

Đây là một tài liệu quan trọng về bảo hiểm. Nó giải thích những gì được và những gì không được bảo hiểm theo hợp đồng bảo hiểm cũng như những nghĩa vụ của quý vị và của chúng tôi. Để kiểm tra liệu hợp đồng bảo hiểm có đáp ứng được những nhu cầu của quý vị hay không, quý vị cần phải hiểu nó. Nếu quý vị không thể đọc và hiểu tiếng Anh, vui lòng nhờ ai đó có thể giúp giải thích hợp đồng cho quý vị bằng ngôn ngữ quý vị ưa dùng.

Questo è un documento importante sull'assicurazione. Spiega cosa è e cosa non è coperto in base alla polizza assicurativa ed i tuoi ed i nostri obblighi. Per verificare che la polizza soddisfi le tue esigenze, devi capirla. Se non puoi leggere e capire l'inglese, fatti assistere da qualcuno che possa aiutarti a capirla nella tua lingua preferita.

Αυτό είναι ένα σημαντικό έγγραφο σχετικά με την ασφάλιση. Εξηγεί τι είναι και τι δεν καλύπτεται από το ασφαλιστήριο συμβόλαιο και τις δικές σας και τις δικές μας υποχρεώσεις. Για να ελέγξετε αν αυτό ανταποκρίνεται στις ανάγκες σας, πρέπει να το κατανοήσετε. Εάν δεν διαβάζετε ή δεν κατανοείτε την αγγλική γλώσσα, παρακαλείστε να ζητήσετε βοήθεια από κάποιον που μπορεί να σας βοηθήσει να το κατανοήσετε στη γλώσσα που προτιμάτε.

यह बीमा के बारे में एक महत्वपूर्ण दस्तावेज़ है। इसमें यह विवरण दिया गया है कि बीमा पॉलिसी में क्या कवर्ड (बीमे द्वारा सुरक्षित) है और क्या कवर्ड (बीमे द्वारा कवर्ड) नहीं है तथा इसमें आपके और हमारे दायित्वों के बारे में भी बताया गया है। यह जांच करने के लिए कि क्या पोलिसी आपकी आवश्यकताओं को पूरा करती है, आपको इसे समझने की आवश्यकता है। यदि आप अंग्रेज़ी पढ़ और समझ नहीं सकते/सकती हैं तो कृपया किसी ऐसे व्यक्ति से सहायता लें जो आपको इसे आपकी पसंदीदा भाषा में समझने में मदद कर सकता हो।

Este es un documento importante sobre seguros. En él se explica lo que cubre y no cubre su póliza de seguro y tanto sus obligaciones como las nuestras. Deberá entenderlo para determinar si la póliza se adapta a sus necesidades. Si no lee ni entiende inglés, solicite la ayuda de alguien que le pueda ayudar a entenderlo en su idioma.

ਇਹ ਬੀਮੇ ਬਾਰੇ ਇੱਕ ਮਹਤਵਪੂਰਨ ਦਸਤਾਵੇਜ਼ ਹੈ। ਇਸ ਵਿੱਚ ਇਹ ਵੇਰਵਾ ਦਿਤਾ ਗਿਆ ਹੈ ਕਿ ਬੀਮਾ ਪਾਲਿਸੀ ਤਹਿਤ ਕੀ ਕਵਰਡ (ਬੀਮੇ ਦੁਆਰਾ ਸੁਰਖਿਅਤ) ਹੈ ਅਤੇ ਕਿ ਕਵਰਡ (ਬੀਮੇ ਦੁਆਰਾ ਸੁਰਖਿਅਤ) ਨਹੀਂ ਹੈ ਅਤੇ ਇਸ ਵਿੱਚ ਤੁਹਾਡੀਆਂ ਅਤੇ ਸਾਡੀਆਂ ਜ਼ਿੰਮੇਵਾਰੀਆਂ ਬਾਰੇ ਵੀ ਦੱਸਿਆ ਗਿਆ ਹੈ। ਇਹ ਜਾਂਚ ਕਰਨ ਲਈ ਕਿ ਕੀ ਪਾਲਿਸੀ ਤੁਹਾਡੀਆਂ ਲੋੜਾਂ ਨੂੰ ਪੂਰਾ ਕਰਦੀ ਹੈ, ਤੁਹਾਨੂੰ ਇਸਨੂੰ ਸਮਝਣ ਦੀ ਲੋੜ ਹੈ। ਜੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਪੜ੍ਹੋ ਤੇ ਸਮਝ ਨਹੀਂ ਸਕਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਤੋਂ ਮਦਦ ਲਵੋ ਜੋ ਤੁਹਾਡੀ ਪਸੰਦੀਦਾ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਇਸਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਦੇ ਸਕੇ।

About Australia Post

Australia Post is at the heart of Australian communities, connecting people to each other and the world. Over its long history, its social purpose and commitment to the community has remained the same; to create connections and opportunities that matter to every Australian. Australia Post is invested in *your* success and offers a range of flexible insurance products that provide protection for when the unexpected happens.

About QBE

QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545) (QBE) is a member of the QBE Insurance Group, which is Australia's largest international general insurance and reinsurance group. QBE has been helping Australians protect the things that are important to them since 1886. *Our* purpose is to give people the confidence to achieve their ambitions.

Relationship between the parties

This Australia Post Comprehensive Car Insurance is issued and underwritten by QBE. Australian Postal Corporation (ABN 28 864 970 579, AR No: 338646) (APC) is an authorised representative of Australia Post Services Pty Limited (ABN 67 002 599 340, AFSL 457551) (APS) which is acting (under its own AFSL) on behalf of QBE when distributing Comprehensive Car Insurance. For details on how APC and APS are remunerated please see the Financial Services Guide (FSG) at the end of this booklet.

For queries or claims relating to you Australia Post Home Insurance, you can call 13 70 11. This number is operated by the product issuer, QBE.

QBE in the community

Premiums4Good™

We are committed to giving back to the communities that we operate in. Through Premiums4Good, we invest a portion of customer premiums into investments that have additional social or environmental features. So, when *you choose us as your insurer, your premium automatically does some good.*

Who this product is designed for

This product is designed for owners of a motor car, utility or van

- ✓ who require cover for:
 - accidental loss of or damage to their car; and
 - damage caused to another person's car or property due to the use of their own car, if they are found to be legally liable for the damage
- ✓ that meets the registration requirements in their State or Territory and is up to 3,500 kgs, Gross Vehicle Mass (GVM).

Note - Gross Vehicle Mass is the maximum weight that a vehicle can carry including its own weight, as specified by the Manufacturer.

Who it is not designed for

This product is not designed to provide cover for:

- ✗ any cars that are not a standard passenger car, such as tractors, motorcycles, buses, goods carrying trucks, caravans, wheelchairs and any vehicle over 3,500 GVM
- ✗ uses like:
 - delivering food or other goods for reward
 - carrying passengers for hire, fare or reward – except if used for ridesharing purposes
 - as part of a car sharing service or platform for reward
- ✗ customers who require:
 - Compulsory Third Party Insurance (CTP), for bodily injury cover as a result of a car accident only. This cover is only available under a CTP policy
 - Third Party Property damage cover only.



If *you* purchase this product and it is not designed for *your* circumstances, *you* may not get:

- the value from it that *you* expected; or
- any value from the product at all.

This PDS does not consider *your* objectives, financial situation or needs. Before deciding to buy this policy and whether the cover is right for *you*, please consider both the PDS and *your* particular circumstances.

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Part A: Product Disclosure Statement



About your policy

Our agreement

When you pay or agree to pay *your* premium, we agree to provide you with insurance cover under the terms and conditions set out in this policy.

Your policy documents

When you buy *your* policy it will be made up of:



this Product
Disclosure
Statement (PDS)



any applicable
Supplementary Product
Disclosure Statement
(SPDS)



*your Certificate
of Insurance*



Information in this PDS might change. If the change is adverse then we'll issue an SPDS or a new PDS at renewal. All updates (whether adverse or not adverse) will be made available at auspost.com.au/carinsurance or you can request an up-to-date paper copy at no charge by us.

Receiving your policy documents

We'll normally email *your policy* and other related documents. We'll consider an email to be received by *you* when it enters *your* mail server, but in any event no later than 24 hours from the time it's sent out of *our* data system. *You* can choose to receive *your* policy documents by post and *you* can change *your* preference at any time. It's *your* responsibility to make sure we have *your* current email and mailing address on record, so *you* must let *us* know as soon as these change.

About this PDS

This PDS tells *you* about the Australia Post Comprehensive Car Insurance policy we offer including the conditions and exclusions of the cover. Before deciding to buy this policy, please read this PDS to decide if the cover is right for *you*.

Words in italics have special meanings that are explained in **Definitions** located at the back of this PDS.

The amounts stated in this policy include GST unless stated otherwise.

When there is more than one insured

When there is more than one *insured* on *your* policy, we may treat what any one of them says or does in relation to *your* policy or any claim under it, as said or done by each of the *insureds*. We may rely on a request from one *insured* to change or cancel *your* policy or tell *us* where a claim payment should be paid.

Who is covered

Your policy covers anyone who drives *your car* when they meet its terms and conditions. This includes a learner driver who drives *your car* when supervised by a properly licensed driver.

Cooling off period

If *you* change *your* mind about *your* policy and haven't made a claim, *you* can cancel it within 21 days of the start or renewal date and we'll give *you* a full refund. If *you* cancel *your* policy in these circumstances, *you* will have no cover under the policy.

You can also cancel *your* policy outside the cooling off period, see **Cancelling your policy**.

Tell us when things change

You must tell us as soon as possible if any of the information on your *Certificate of Insurance* is incorrect or has changed. For example you must tell us if:

- your car is replaced or sold
- the address where your car is usually kept changes or
- there is a change to how your car is used
- you change the number of hours your car is used for ridesharing
- you want to add to the policy any other drivers who use your car
- your contact details like email, phone number or mailing address change
- you want to add or remove a cover option

For example, if you start using your car for ridesharing or for business purposes.

When you tell us about something that has changed or request a change to your policy, we will assess the change to the risk in accordance with our underwriting rules and processes. If you request any change to cover (for example, you choose to add a cover option) and we agree to the change, we will issue a new *Certificate of Insurance* and ask you for any additional premium.

If an additional premium is required, the change to your cover will only become effective when:

- if you're paying in instalments by direct debit, any remaining instalments have been adjusted to reflect the additional premium; or
- you have paid the additional premium by the due date we give to you.

If you don't pay the additional premium by the due date then we will make reasonable efforts to contact you using the most recent contact details you provided to us. If we don't receive payment of the additional premium owed, the change will not be effective and we will confirm this by issuing a replacement *Certificate of Insurance*.

If you request any change to cover and we don't agree to the change, then we will let you know and the policy will continue unchanged.

Changes to your circumstances

If *you* tell *us* about a change in *your* car or car's value then we will consider it under our underwriting rules and processes, and depending on the underwriting assessment:

- if we do not agree to the change then we will cancel *your* policy and refund the unused portion of the premium.
- if we agree to the change, we will issue a new *Certificate of Insurance* and ask *you* for any additional premium, inform *you* of any change in terms, and any additional applicable excess(es). If an additional premium is required, the change will only be effective when:
 - if *you're* paying in instalments by direct debit, any remaining instalments have been adjusted to reflect the additional premium; or
 - *you* have paid the additional premium by the due date *we* give to *you*

If *you* don't pay the additional premium by the due date then *we* will make reasonable efforts to contact *you* using the latest contact details *you* provided *us*. If *we* don't receive payment of the additional premium owed, then *we* will cancel *your* policy. *We* will use the latest contact details *you* provided *us* to notify *you* of the cancellation date, which will depend on factors including:

- the amount of the additional premium payable for the change;
- the premium *you* have already paid on *your* policy; and
- the remaining period of insurance.

You will not receive a refund as *we* will use the premium *you* have already paid to delay the cancellation date by as long as possible. If *you* pay the additional premium after *we* notify *you* but before the cancellation date, then *we* will no longer need to cancel *your* policy.

Contact 13 70 11 to discuss potential changes in circumstances when *you* know the details of the timing and nature of the changes before they happen, to find out in advance whether *we* will be able to continue to insure *you*.

Changes of these kinds sometimes alter the risk to *us* in such a significant way that it is no longer within *our* underwriting rules, and *we* would not have issued the policy if the request had been made before the start of the policy.

If relevant, please see *our* Financial Hardship policy available at qbe.com/au



What is comprehensive cover?

Your Australia Post Comprehensive Car Insurance *policy* covers:

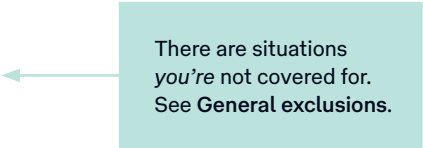
- damage to or theft of *your car*
- standard features explained in this policy
- options *you've* chosen to add to *your policy*, and which are listed on your *Certificate of Insurance*
- legal liability arising from damage to someone else's property caused by the use of *your car*.

Damage to or theft of your car

What you're covered for

Your *policy* covers accidental loss of or damage to *your car* from incidents such as:




- collision or impact
- theft or attempted theft
- fire or explosion
- weather events (such as hail or flood) and
- malicious damage.






There are situations *you're* not covered for.
See **General exclusions**.

Standard features




The following standard features apply when *your* claim for an *incident* covered by *your policy* is accepted and they are directly connected to that *incident*. There is no excess payable for these Standard Features as *you* will already be paying the applicable excess for the incident.

Standard Feature	We will...	But not...
 Baby capsules and child seats	replace damaged or stolen baby capsules and child seats which are inside <i>your car</i>	if they are stolen from <i>your car</i> when the car itself isn't stolen
 Personal items	<p>pay up to \$1,000 in total for damaged or stolen personal items which are inside <i>your car</i>.</p> <p>Personal items are items normally worn or carried such as clothes, eyewear and any disability or medical devices.</p>	<p>if they are stolen from <i>your car</i> when the car itself isn't stolen;</p> <p>if the items are:</p> <ul style="list-style-type: none">• cash, cheques, credit cards or negotiable documents;• mobile phones, computers or any other electronic devices;• tools of trade; or• baby capsules or child seats <div><p>Don't forget these are covered in the standard feature above</p></div>
 Travel expenses	reimburse up to \$100 in total to help the driver of <i>your car</i> and any passengers get to their destination	if <i>your car</i> is safe to drive

Standard Feature	We will...	But not...
 <p>Emergency accommodation and transport costs</p>	reimburse up to \$1,000 for the reasonable cost of essential accommodation and transport to get the driver of <i>your car</i> and any passengers home	<p>if the <i>incident</i> occurs less than 100km from home;</p> <p>if <i>your car</i> is safe to drive;</p> <p>any other costs such as food or laundry</p>
 <p>Towing and storage costs</p>	<p>pay the reasonable cost of towing <i>your car</i> to the nearest repairer or safe location,</p> <p>pay the reasonable storage costs at the agreed location</p>	<p>if <i>your car</i> is safe to drive</p>
 <p>Hire car after a not-at-fault car accident</p> <p>↑</p> <p><i>'not-at-fault'</i> has a special meaning. See Definitions.</p>	<p>arrange and pay the reasonable daily cost of a <i>suitable hire car</i> if <i>your car</i> is damaged in a <i>not-at-fault</i> car accident.</p> <p>It will be provided:</p> <ul style="list-style-type: none"> • until repairs authorised by <i>us</i> are completed; or • until we pay the reasonable costs to repair <i>your car</i>; or • until we pay <i>your</i> claim after <i>your car</i> has been assessed as a <i>total loss</i>. 	<p>when <i>your car</i> is not at the authorised repairer and it's safe to drive;</p> <p>if <i>you</i> arrange a hire car without <i>our</i> authorisation;</p> <p>for any other costs related to the hire car such as fuel, upgrade, road tolls, traffic fines, accidents or other losses, or insurance excess reduction;</p> <p>after we receive information confirming that the driver of <i>your car</i> caused or contributed to the accident</p>

Standard Feature	We will...	But not...
 Hire car after theft or attempted theft	<p>arrange and pay the reasonable daily cost of a <i>suitable hire car</i>, if <i>your car</i> is stolen or damaged in an attempted theft.</p> <p>It will be provided for up to 14 days:</p> <ul style="list-style-type: none">• until <i>your car</i> is found and doesn't need repairs; or• until repairs authorised by <i>us</i> are completed; or• until we pay the reasonable costs to repair <i>your car</i>; or• until we pay <i>your</i> claim after <i>your car</i> has been assessed as a <i>total loss</i>.	<p>when <i>your car</i> is not at the authorised repairer and it's safe to drive;</p> <p>if <i>you</i> arrange a hire car without <i>our</i> authorisation;</p> <p>for any other costs related to the hire car such as fuel, upgrade, road tolls, traffic fines, accidents or other losses, or insurance excess reduction</p>
 Essential temporary repairs	<p>reimburse up to \$500 for essential temporary repairs needed to get <i>your car</i> back on the road</p>	
 Trailer cover	<p>pay up to \$1,000 towards the cost of repairing or replacing <i>your trailer</i> if it's stolen or damaged, when attached to <i>your car</i></p>	<p>for anything stolen from or damaged on top of or inside the <i>trailer</i></p>

Unlike the standard features in the previous table, *you* can make a claim for the following standard features even if the claim is not connected to an *incident* for which a claim has been accepted.

Standard Feature	We will...	But not...
 <p>Theft of your car keys</p>	<p>cover the cost of replacing or recoding <i>your</i> car keys, locks or barrels if <i>your</i> car keys are stolen and <i>you</i> report the theft to police.</p> <p>An excess is payable for this standard feature.</p>	<p>if <i>your</i> car keys are stolen by someone <i>you</i> gave them to;</p> <p>if <i>your</i> car keys are just misplaced or lost</p>
 <p>Change of car</p> <div> <p>Tell us as soon as you replace your car. We'll tell you if we can insure it and if there are any changes to your policy.</p> </div>	<p>automatically transfer <i>your policy's</i> cover to a replacement car for up to 14 days from when <i>you</i> sell or dispose of <i>your car</i>.</p> <p>We will cover the replacement car up to its <i>market value</i> or purchase price, whichever is lower.</p>	
 <p>'No excess' windscreen repair</p>	<p>not apply an excess if <i>your</i> claim is only for damage to <i>your car's</i> windscreen, sunroof or window glass, and the damage can be repaired</p>	<p>if the windscreen, sunroof or window glass needs to be replaced</p>

Options you can add to your policy

If we agree, *you* can also choose to add any or all of the following optional benefits for an additional premium. Whether we agree to provide an optional benefit will depend on *our* underwriting rules and processes at the time. If an option has been added to your policy, it will be shown on *your Certificate of Insurance*.

If you choose to add an option during the *period of insurance*, it will only apply:

- once you've paid us the additional premium or, if you're paying in instalments by direct debit, the instalments have been adjusted to reflect the additional premium; and
- from the effective date shown on your Certificate of Insurance.

Hire Car – Extra

Your policy automatically provides *you* with a hire car benefit after theft, attempted theft or a *not-at-fault* car accident. See **Standard features**.

If *you* would like cover for a hire car after other *incidents* for which a claim has been accepted under this policy, *you* can choose to add this Hire Car – Extra option.

If *you* choose this option, we'll arrange and pay the reasonable daily cost of a *suitable hire car*.

Under this option we'll provide the hire car for up to 14 days:

- until repairs authorised by *us* are completed; or
- until we pay the reasonable costs to repair *your car*; or
- until we pay *your* claim after *your car* has been assessed as a *total loss*.

We won't pay under this option:

- ✗ when *your car* is not at the authorised repairer and it's safe to drive;
- ✗ if *you* arrange a hire car without *our* authorisation; or
- ✗ for any other costs related to the hire car, such as fuel, upgrade, road tolls, traffic fines, accidents or other losses, or insurance excess reduction.

This option provides a hire car when *you've* caused a car accident or *your car* has been damaged by hail for example.

‘No Excess’ Windscreen

If *you* choose this option *you* won’t need to pay an excess if *your* claim is only for damage to *your car’s* windscreen, sunroof or window glass, and the item needs to be **replaced** rather than **repaired**.

The good news is that if all *you’re* claiming for is *your car’s* windscreen, sunroof or window glass, and we can **repair** it without having to **replace** it, *you* won’t need to pay an excess. See the standard feature ‘**No excess**’ windscreen repair.

Choice of Repairer

When we repair *your car* under this policy we will normally use a QBE Accredited Smash Repairer or another licensed repairer we select.

If *you* add this Choice of Repairer option to *your policy*, *you* can choose which licensed repairer will repair *your car*. See **Repairing your car** to understand how this option works at claim time.

Legal liability

In this legal liability section any reference to ‘*you*’ means the *insured*, any driver or any passenger of *your car*.

This section explains the cover provided if *you* crash into a parked car or someone else’s house for example.

What you’re covered for

This policy covers *your* legal liability to pay compensation which arises from damage to someone else’s property, caused by the use of *your car*.

This legal liability cover also extends to:

- something falling from *your car* as well as the loading or unloading of *your car*.
In this section, *your car* includes an attached *trailer* as well as a substitute car *you’re* using because *your car* is being repaired or serviced by a licensed tradesperson; and
- *your* employer or business partner, if *you* were using *your car* in the course of *your* employment or business partnership.

We’ll also cover clean-up costs at the scene of an accident, for which *you* are legally responsible.

What is comprehensive cover?

What you're not covered for

This policy does not cover *your* legal liability if:

- ✗ the claim arises from damage caused to property owned by *you* or in *your* possession or control;
- ✗ the use of the substitute car is already covered for legal liability by another motor vehicle insurance policy;
- ✗ the substitute car is owned by *you* or is a hire car;
- ✗ *you* didn't have permission from the owner of the substitute car to use it;
- ✗ the claim arises from death or bodily injury; or
- ✗ the claim is excluded by the **General exclusions**.

The most we'll pay

The most we'll pay for all legal liability claims arising from any one *incident* is \$30,000,000. This includes GST and any associated legal costs we've agreed to pay.



General exclusions

There is no cover under any section of *your policy* for any claim or damage, loss, cost or legal liability, that involves, arises from or is in connection with any of these general exclusions.

Driver

There is no cover if the driver of *your car* at the time of the *incident* was:

- driving without a valid driver's licence or not complying with their licence conditions;
- under the influence of alcohol and/or a drug (including medication);
- driving when exceeding the legal limit for alcohol and/or a drug (including medication);
- not willing to take part in a test for alcohol and/or a drug (including medication);
- driving after getting medical advice that their ability to drive a car could be compromised by their medical condition or treatment;
- someone who stole *your car*; or
- excluded on *your Certificate of Insurance*.

The above driver exclusions do not apply if *you* had no reason to suspect that the driver of *your car* did or was any of the above. In that instance, *we'll* cover the damage to *your car* but not any legal liability arising from damage caused by that driver. If allowed by law, we may recover the cost of *your car's* damage from that driver.

Intentional, reckless or fraudulent acts

There is no cover for intentional, reckless or fraudulent acts by:

- *you*, any driver or passenger of *your car*, or anyone acting with *your* or their express or implied consent; or
- anyone who owns *your car* to any extent.

Examples of reckless acts include street racing, driving into floodwater, illegally using a mobile phone or driving at dangerously excessive speed.

This exclusion does not apply if *your car* was stolen. *We* reserve the right to report suspected fraudulent or other criminal acts to the police for their investigation.

Use of your car

There is no cover if *your car* was being used:

- to deliver food or other goods for reward;
- to carry passengers for hire, fare or reward, except when:
 - it is unpaid carpooling or unpaid volunteering; or
 - *you* have told *us* *your car* is used for *ridesharing* and the number of *ridesharing* hours does not exceed that shown on *your Certificate of Insurance*;
- as part of a car sharing service or platform for reward;
- for a business use other than that shown on *your Certificate of Insurance*;
- to carry or tow a load (including a *trailer*) that was heavier than permitted by law or allowed by design specifications for the car or *trailer*, or was not properly secured;
- on a race or speedway track or in an organised event, whether or not the road was closed to public traffic;
- in preparation for, or when participating in, a race, time-trial, hill-climb or any competitive motor sport or contest;
- in a professional driver education course that involved speeds greater than 110km/h; or
- for any illegal purpose.

Reasonable actions and precautions

There is no cover if:

- *you* or the driver of *your car* did not take reasonable precautions to prevent loss or damage, for example:
 - leaving *your car* keys inside *your car* and leaving it unattended, such as when going to pay for petrol;
 - failing to lock *your car's* windows and doors when *you* leave it unattended;
 - continuing to drive *your car* after it has been damaged or is overheating; or
 - not securing *your car* after it has broken down, been damaged or *you've* been notified it has been found after it was stolen;
- *you've* given someone permission to use *your car* and they then steal it; or
- *you* or anyone using *your car* admits fault or liability for an *incident*, unless *we* would have provided cover under *your policy* anyway.

Condition of your car

There is no cover if, at the time of the *incident*, *your car*:

- did not meet registration requirements in *your* state or territory; or
- was unroadworthy or in an illegal condition, unless its condition did not cause or contribute to the *incident*.

Other loss or damage

There is no cover for:

- tyre damage unless it's caused in an *incident* for which we've agreed to pay a claim;
- mechanical, structural, electronic or electrical failure, unless it's caused in an *incident* for which we've agreed to pay a claim;
- deterioration or wear and tear;
- depreciation;
- mould, rust or any type of corrosion;
- financial or non-financial consequential loss related to *your* claim, such as:
 - lost profits or income because *you* can't use *your car*;
 - loss due to delay in repairs because a part isn't readily available;
 - any diminished value of *your car* after it's been properly repaired; or
- anything set out in the 'But not...' column in **Standard features**.

Operation of law, war, nuclear material or terrorism

There is no cover for loss or damage arising from:

- lawful seizure, repossession or other operation of law;
- invasion, war, civil war or rebellion;
- a nuclear weapon or nuclear fuel, waste or material;
- an act of terrorism including one arising from a biological, chemical or nuclear weapon, or related pollution or contamination;
- any fine, penalty or punitive damages, against anyone who uses *your car* or a replacement car or a substitute car.

Sanctions and laws impacting cover

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy, to the extent that:

- to do so may expose *us* to any sanction, prohibition or restriction under United Nations resolutions or any applicable trade or economic sanctions, laws or regulations of any country;
- it is illegal for *us* to do so.



Claims

This section explains *our* claims process. For additional information about excesses and for examples of how *we* pay claims under this policy, read the Australia Post Comprehensive Car Insurance Additional Information Guide at auspost.com.au/carinsurance or call **13 70 11** for a copy at no charge by us.

In this claims section any reference to ‘*you*’ means the *insured*, any driver or any passenger of *your car*.

We handle many car insurance claims every day. We know that some of *our* customers face difficult circumstances when making a claim on their car insurance policy. In some cases, *your* circumstances might prevent *you* from strictly complying with policy terms and conditions. For example, if *you* are badly injured in an incident that also results in a claim under this policy, then *you* may not be able to provide the assistance *we* normally need to process *your* claim.

If relevant, please see *our* Financial Hardship and/or Family and Domestic Violence policies available at qbe.com/au

If this applies to *you*, then *you* or *your* family should speak to us about *your* situation. We will consider *your* situation and see how *we* can help *you*.

You can ask us if *your* policy covers a particular loss before *you* actually make a claim.

What you must do after an incident

As soon as reasonably possible after an incident *you* must:

- take reasonable steps to:
 - prevent further damage to *your car* and keep it secure;
 - get the full name and address of each person involved;
 - get the registration numbers of any vehicles involved; and
- report the *incident* to police if *your car* is stolen or deliberately damaged.

As soon as *you* can after the *incident*, call **13 70 11** to make *your* claim, or lodge it online at auspost.com.au/carinsurance

If the situation requires urgent attention, please call *us*. We’re available 24 hours, 7 days a week. If, as a result of an incident, *you* are in urgent financial need of the benefits *you’re* entitled to under *your* policy, please call *us* as soon as possible to see how *we* can assist *you*.

If *you* have an existing claim and need access to an interpreter, please contact *your* Claims Officer directly

What you must not do after an incident

We reserve the right to reduce *your* claim payment if *your* actions after an incident increase the loss or liability. If *your* actions prevent *us* from recovering a claim payment from another person who would be liable to *you* for a loss or liability that *you* suffer, then we may refuse to pay *your* claim.

To avoid *your* claim being delayed, reduced or refused *you* must not:

- ✗ admit fault or liability, except in a court or to police;
- ✗ offer or negotiate to settle a claim; or
- ✗ authorise repairs, other than as covered in the standard feature **Essential temporary repairs**. If you do, we may not cover them;
- ✗ unnecessarily delay notifying *us* of the incident.

Cooperating with us

You must provide reasonable assistance to *us*, including:

- being truthful and frank at all times;
- providing *us* with relevant information and documents we may ask for, such as proof of purchase or repair quotes, if needed;
- telling *us* promptly if *you*'ve been contacted by someone about an incident, such as another insurer or a third party's lawyer;
- attending one or more interviews about the claim if we ask *you* to;
- appearing in court and give evidence if needed;
- making *your car* available for *us* to inspect or examine;
- taking *your car*, or allowing *us* to take it, to a place we require;
- responding to *our* requests in a timely manner.

At all times *you* must refrain from behaving in a way that's improper, hostile or threatening towards *us*, *our* representatives, repairers or third parties involved in an incident.

If *you* don't cooperate with *us* it may delay *your* claim, or we may reduce or refuse to pay *your* claim.

How we settle claims

If *your* claim is accepted, we'll settle it in one of the following ways:

- repairing *your car*;
- paying the reasonable cost of repairing *your car*;
- where *your car* is a *total loss*, paying the *agreed value* or *market value*, as shown on *your Certificate of Insurance*; or
- replacing *your car* with a new one if the conditions in **Replacing your car with a new one** are met.

If *your* claim is for a replacement car covered under the standard feature **Change of car**, we'll follow the same process as explained above, except that a reference to market value will mean its fair market value just prior to the incident.

Repairing your car

We'll arrange for *your car* to be repaired by a QBE Accredited Smash Repairer or another licensed repairer of *our* choice. We'll manage the repair process, including choosing the suitable repair method. If needed, *our* repairer will sub-contract some of the repairs.

If *your car* is safe to drive, *you'll* need to take it to *our* chosen repairer. If it's not safe to drive, we'll arrange for it to be taken there. If we repair *your car*, we're entitled to keep any parts or materials salvaged from it.

Following payment of a claim, other than for a *total loss* claim, *your* agreed value will remain unchanged unless *you* request otherwise.

How Choice of Repairer works

If *you've* added the Choice of Repairer option, and *you* choose to use it, *you'll* need to:

- get a quote from an appropriately licensed and equipped repairer of *your* choice;
- allow *us* to assess the quote and *your car* before we authorise repairs; and
- allow *us* to get a quote from another repairer if we need one.

You can still use a QBE Accredited Smash Repairer we recommend even if *you've* chosen this option.

When *you* choose *your* repairer and we authorise the repairs, **Our repair guarantee** will apply as long as we manage those repairs to completion.

If *your car* is safe to drive, *you'll* need to take it to *your* chosen repairer. If it's not safe to drive, we'll pay the reasonable cost for it to be towed to the repairer we would have otherwise arranged to repair *your car*.

Replacing damaged parts

If *your car* was first registered:

- less than 3 years ago, we'll use genuine new parts when they are reasonably available.
- more than 3 years ago:
 - for mechanical parts we'll only use genuine new or genuine reconditioned parts;
 - for other parts we'll use genuine new parts, unless they are not reasonably available. If they're not available, we'll use genuine used parts.

Regardless of *your car's* age, we may use quality non-genuine parts for windscreen, sunroof, window glass, radiator or air conditioning repairs or replacements. When we use non-genuine parts they will:

- be consistent with the age and condition of *your car*;
- not affect the safety or structural integrity of *your car*; and
- comply with applicable Australian Design Rules.

If a certain part isn't readily available, we'll pay *you* the last known price of that part.

Our repair guarantee

We'll guarantee the quality of workmanship and materials used in repairs authorised and managed by *us*, for as long as the owner of *your car* does not change. If *you* have concerns about the repairs to *your car* you must:

- call 13 70 11; and
- allow *us* to inspect *your car* and arrange any additional repairs that we agree with you are needed.

We will not pay for any additional repairs we don't authorise.

If it is determined that additional repairs are needed and it's not economical to carry them out, *your car* will be assessed as a *total loss*. If this happens:

- while *your car* is still insured with *us*, we'll process *your* claim as set out in **Paying the agreed value or market value**; or
- after *your car* is no longer insured with *us*, we'll pay its *market value*, calculated at the time *your car* is assessed as a *total loss*.

Damaged car identification

We'll do *our* best to obtain replacements of damaged build, VIN or compliance plates or labels, from *your car's* manufacturer. If they're not available, we'll request a letter from the manufacturer confirming the identity of *your car* and the fact that the identifier was damaged.

We'll otherwise repair *your car* without replacing the damaged identification, unless the law says we must.

Paying the reasonable cost of repairs

In the following circumstances, we'll pay the reasonable cost of repairing *your car*:

- if *you* disagree with *our* assessment of required repairs or their cost;
- if parts needed for repairs are not readily available;
- if we're concerned about the pre-incident condition of *your car*;
- if we're concerned about the timing or conduct of repairs; or
- if you've added the Choice of Repairer option and we cannot agree with *you* or *your* chosen repairer, about the quote or the repair method for example.

In these circumstances, we will pay *your car's* owner the reasonable cost of repairs or parts. This may require *your car* to be moved. To help determine the reasonable cost of repairs we may organise a quote and scope of repairs from an alternative licensed repairer we both agree on. Should a part not be readily available, we'll pay *you* the last known price of that part from a reputable commercial retailer at the time we settle the claim. When we pay the reasonable cost of repairing *your car* or reasonable cost of replacing parts for *your car*, you'll need to pay the applicable excess and arrange the repairs to *your car*.

Determining if your car is a total loss

An *MVIRI Code-approved* assessor will assess *your car* to be a *total loss* if it is:

- damaged and uneconomical to repair; or
- stolen and not found within 14 days of its theft being reported to police, and *your* claim is in order.

In any assessment of whether *your car* is a total loss, we will also have regard to the applicable State or Territory laws or regulations as to when a vehicle is considered a write off.

Continued next page...

Determining if your car is a total loss (continued...)

When *your car* has been assessed as a *total loss*:

- we are entitled to keep it;
- *your policy* comes to an end; and
- there is no premium refund as *you* have received the benefits under the policy and we've fulfilled *our* contract with *you*.

When the cover ends, *we'll* still pay for the following standard features if they apply to *your* cover, they are directly connected to the total loss and they continue to be relevant:

- Emergency accommodation and transport costs;
- Travel expenses.

Paying the agreed value or market value

If *your car* has been assessed as a *total loss*, and if the conditions in **Replacing your car with a new one** are not met, or *you* choose not to accept a new car, *we'll* pay the *agreed value* or *market value*, as shown on *your Certificate of Insurance*.

We'll deduct the following from our payment:

- any excesses that apply to *your* claim;
- any remaining premium instalments for the *period of insurance* in which the *incident* occurred; and
- the value of *your* damaged car only if we have agreed with *you* that *you* can keep it.

When *your car* is a *total loss*, and no one else has a financial interest in it, *we'll* pay its owner the settlement amount. If someone else has a financial interest in *your car*, *we'll* pay them what they're entitled to receive and pay the owner any balance up to the value of the claim. *We* will not pay any financier's late fees, interest or other administration fees. The owner will need to remove any registered security interest in *your car* after we settle *your* claim as a *total loss*.

Replacing your car with a new one

If *your car* has been assessed as a *total loss*, we'll replace it with a new car of the same make, model or series, when readily and locally available if *your car* meets these conditions:

- it was first registered less than 3 years before the *incident*;
- its owner acquired it new or as a demonstrator model;
- it has been driven less than 60,000km; and
- if it is financed, the financier agrees with *your car* being replaced.

If a new replacement car is not available, we'll replace *your car* with a new car that is of a similar make and model. The new car will have the same or equivalent factory-fitted and legal aftermarket accessories and modifications that *your car* had.

If we cannot agree on a replacement car or *you* choose not to accept it, we'll pay the *agreed value* or *market value*, as shown on your Certificate of Insurance.

When we replace *your car*, we'll also pay for its initial stamp duty and registration fees, but not compulsory third party insurance if this is sold separately where *your car* was last registered. We won't pay to purchase or transfer any extended warranty for the new car.

Before we replace *your car*, *you* must pay us:

- any excesses that apply to *your* claim;
- any remaining premium instalments for the *period of insurance* in which the *incident* occurred; and
- the value of *your car* in its damaged state only if we have agreed with *you* that *you* can keep it.

Claim payments and GST

We pay claims inclusive of GST unless the owner of the car is a business which is, or needs to be, registered for GST. In that case, we'll reduce the amount we pay to settle the claim by the Input Tax Credit amount to which they are, or would be, entitled. If they fail to disclose or understate their entitlement, they may be liable for GST on a claim we pay.

Excesses

In most cases, *you'll* need to contribute an amount towards the cost of any claims *you* make. *Your* contribution may be made up of one or more of the following excess types. The excess types and amounts that apply to *your policy* will be shown on *your Certificate of Insurance*. For additional information about excesses and how they apply to *your policy*, read the Australia Post Comprehensive Car Insurance Additional Information Guide at auspost.com.au/carinsurance or call 13 70 11 for a copy at no charge by us.

Basic excess

The basic excess applies to all claims unless:

- *your claim is for a not-at-fault vehicle accident; or*
- *the incident you are claiming for is malicious damage, theft or attempted theft and you can provide us with the full name and address of the person responsible for the incident; or*
- *your claim is only under the standard feature 'No excess' windscreen repair or the chosen option 'No Excess' Windscreen.*

'not-at-fault' has a special meaning. See Definitions.

If *you* are unable to provide *us* with the full name and address of the person responsible for the *incident*, *we* are unable to waive the excess. *We* need these details in order to be able to conduct a settlement or recovery.

Age excess

An age excess applies when the driver of *your car* is under the age of 25 at the time of the *incident* and they cause or contribute to that *incident*. It applies in addition to the basic excess and any other applicable excess for the claim. An age excess does not apply to a learner driver.

Additional policy excess

An additional policy excess may apply to *your policy* as a result of the insurance history of *your car* or its driver. It applies in addition to the basic excess and any other applicable excess for the claim. An additional policy excess does not apply to a learner driver.

Additional driver excess

An additional driver excess may apply to *your policy* as a result of the driver's details, including their insurance history. It applies in addition to the basic excess and any other applicable excess for the claim when that driver causes or contributes to the *incident*. An additional driver excess does not apply to a learner driver.

How we collect the excess

When an excess applies to *your claim*, we'll let you know when and how to pay the excess as this will depend on how *your claim* is settled. For example:

- if we repair *your car*, we'll normally ask *you* to pay the excess to the repairer before they start the work;
- in some instances, we'll ask *you* to pay *your excess* to *us* such as where a repairer or supplier is not able to accept an excess payment or *your car* is a total loss and we replace it with a new one;
- if we pay *you* the reasonable cost to repair *your car*, we will deduct the excess from the amount we pay *you*;
- if *your car* is a total loss and we pay *you* the *agreed or market value* for *your car*, we will deduct the excess from the amount we pay *you*.

We will not pay for any costs that result from a delay in paying an excess.

Claims administration, going to court and recovery action

When we pay a claim under *your policy*, we have the right to exercise *your* legal rights in *your* name against the person responsible for the loss or damage.

We'll take full control of the administration, conduct or settlement of the recovery, including any legal defence. When we do any of these things in *your* name, it will be at *our* expense, however *you'll* need to give *us* reasonable assistance. This may include following *our* directions in relation to the conduct of any legal proceedings even after a claim has been paid.

When we pay a claim and some of the loss isn't covered by *your policy*, we may offer to try to recover that loss for *you* when we take any steps to recover the covered loss. We can only do so if *you* agree to give *us* documents that support *your* loss and agree with *us* on how we'll handle that recovery.

Claims administration, going to court and recovery action

(continued...)

You may also need to contribute to the associated costs if, to recover the loss for you, we need to take additional steps that we wouldn't otherwise need to take. We will talk to you about these steps before we take them.

If you've received a benefit under your policy that you were not entitled to, we reserve the right to recover from you the amount we have paid. If we decline a claim for fraud, we reserve the right to recover our reasonable administration, investigation and legal costs.

Contribution and other insurance

When making a claim, you must notify us of any other insurance that you're aware will or may, whether in whole or in part, cover any loss insured under your policy.

If at the time of any loss, damage or liability there's any other insurance (whether issued to you or any other person) which covers the same loss, damage or liability you must provide us with any reasonable assistance we require to make a claim for contribution from any other insurer(s).

Preventing our right of recovery

If you've agreed with or told someone who caused you loss, damage or liability that you won't hold them responsible, then we won't cover you for that loss, damage or liability.

Other interests

You must tell us of the interest of all parties (e.g. financiers, lessors or owners) who'll be covered by your policy. We'll protect their interests only if you've told us about them and we've noted them on your *Certificate of Insurance*.

Any person whose interests you've told us about and we've noted on your *Certificate of Insurance* is bound by the terms of your policy in relation to any claim they make.



Paying, renewing and cancelling

Paying your premium

Your premium is the cost of your policy. It is the amount we set by taking into account things like the chance of you making a claim under your policy, the cover options you've chosen as well as other factors including our costs of doing business. Your premium also includes GST and other applicable government fees, duties and charges.

We'll let you know how much premium you need to pay us, how to pay it and when. You must pay us your premium on time to stay covered. For more information about how we set your premium, read the Australia Post Comprehensive Car Insurance Additional Information Guide at auspost.com.au/carinsurance or call us for a copy at no charge by us.

We offer you several ways to pay your premium, including by direct debit which is explained below.

Paying by direct debit

You can choose to pay your premium annually or in instalments by direct debit.

If you choose to pay by direct debit, you authorise us to debit your nominated account for the agreed premium. If the scheduled debit date shown on your Certificate of Insurance is a NSW public holiday or bank holiday, we'll debit your account on the next business day. We'll give you at least 14 days' notice if we change the way the direct debit of your policy works.

You need to make sure your nominated account details are correct and up to date. This includes advising us of the expiry date of a payment card or or a change to the payment method.

If your nominated account details change you must tell us at least 7 days before the next instalment is due to allow us to process the change in time.

You need to have enough funds in your nominated account to allow our scheduled debit. If you don't, you'll be responsible for any fee or interest charged by your financial institution. You can also choose to stop your direct debit by contacting your financial institution.

Check with your financial institution whether your account allows direct debits.

Important – what happens if your direct debit fails

If *you've* chosen to pay *your* premium **annually** by direct debit and we don't receive *your* payment on time, we may cancel *your policy* as permitted by law and refuse to pay a claim.

If *you've* chosen to pay *your* premium by direct debit **instalments** and an instalment remains unpaid for one month or more, we may cancel *your policy* and refuse to pay a claim.

Renewing your policy

If we offer to renew *your policy*, we'll send *you* a renewal *Certificate of Insurance*. If *you* make any changes to *your policy* after we send *you our* renewal offer, and we agree to continue to insure *you*, we'll send *you* an updated renewal offer and *you'll* need to pay *us* any additional premium to ensure *your* cover is not affected.

If you pay your premium by direct debit

If *you* pay *your* premium by direct debit and we offer to renew *your policy*, **we'll continue to debit your premium payments**, either annually or in instalments, whichever *you've* previously chosen.

If *you* don't want to renew, *you* must tell *us* at least 7 days before *your policy's* end date to allow *us* to process the change in time.

Cancelling your policy

You can cancel *your policy* at any time by telling *us*. We can cancel *your policy* as permitted by law, for example when *you* do not pay *us your* premium or if *you* told *us* something that *you* knew to be incorrect or untrue during *your* application for cover.

If *you've* paid *your* premium in advance and *your policy* is cancelled, we'll refund *you* the proportion of the premium for the remaining *period of insurance*, minus any non-refundable government fees, duties or charges.

If *you* make a fraudulent claim on *your policy*, we can cancel it and we won't provide any refund.



Definitions

Term	Definition
Agreed value	The amount <i>you</i> and QBE agree to insure <i>your car</i> for during the <i>period of insurance</i> shown on <i>your Certificate of Insurance</i> .
Australia Post	Australian Postal Corporation (ABN 28 864 970 579, AR 338646) (APC) and Australia Post Services Pty Ltd (ABN 67 002 599 340, AFSL 457551) (APS). APC acts as an Authorised Representative of APS.
Business use	If shown on <i>your Certificate of Insurance</i> , it means <i>your car</i> is used for the stated occupation, profession or business. <i>Business use</i> also includes the use of <i>your car</i> for personal purposes. <i>Business use</i> does not mean using <i>your car</i> for paid <i>ridesharing</i> .
Certificate of Insurance	The most recent <i>Certificate of Insurance</i> we have sent <i>you</i> . It shows the information that forms the basis on which we've agreed to insure <i>you</i> , including information about <i>you</i> , <i>your car</i> and its drivers. <i>You'll</i> receive a new <i>Certificate of Insurance</i> when <i>you</i> buy, renew or make a relevant change to <i>your policy</i> .
Incident	An event or series of related events which cause loss or damage and results in a claim on <i>your policy</i> .
Insured	See definition of <i>You, your, insured</i> .
Market value	The value of <i>your car</i> in <i>your</i> local area immediately before the <i>incident</i> . To determine this value we may use recognised industry guides and consider things like the make, model, age, kilometres travelled, both factory-fitted and legal after-market modifications and accessories, and the general condition of <i>your car</i> .
MVIRI Code-approved assessor	<p>An assessor that complies with the voluntary national Motor Vehicle Insurance and Repair Industry Code as agreed by the Smash Repair and Insurance Industry Implementation Taskforce on 23 May 2006 and any changes as agreed from time to time by the Code Administration Committee.</p> <p>To assess whether <i>your car</i> is a <i>total loss</i>, we will only appoint a MVIRI Code-approved assessor.</p>

Definitions

Term	Definition
Not-at-fault	When the driver of <i>your car</i> did not cause or contribute to the <i>incident</i> claimed and <i>you</i> are able to provide <i>us</i> with the full name and address of each responsible person, or if they were using a vehicle, each vehicle's registration number.
Period of insurance	The time between the start date and end date shown on <i>your Certificate of Insurance</i> during which <i>we</i> have agreed to provide cover. If <i>your policy</i> is cancelled, or <i>your car</i> is a <i>total loss</i> and <i>we</i> make a <i>total loss</i> payment or replace <i>your car</i> under <i>your policy</i> , the <i>period of insurance</i> ends.
Policy	<i>Your</i> Australia Post Comprehensive Car Insurance policy, once <i>you</i> have paid or agreed to pay <i>us</i> <i>your</i> premium. It is made up of this PDS, any SPDS <i>we</i> send <i>you</i> and <i>your Certificate of Insurance</i> .
Private use	If shown on <i>your Certificate of Insurance</i> , it means <i>your car</i> is used for personal purposes, including driving to and from work. <i>Private use</i> does not include <i>business use</i> or <i>ridesharing</i> .
Ridesharing	If shown on <i>your Certificate of Insurance</i> , it means <i>your car</i> is used solely or partially to transport people for a fee, such as through a rideshare company's booking app. <i>Ridesharing</i> also includes the use of <i>your car</i> for personal purposes. <i>Ridesharing</i> does not mean using <i>your car</i> as a taxi or for car-pooling without payment.
Suitable hire car	A hire car that takes into account: <ul style="list-style-type: none">• the type and size of the damaged car• the ordinary daily uses of the damaged car• whether any additional safety devices were part of the damaged car, such as child seats or disability-related modifications.
Total loss	See Determining if your car is a total loss for what this means.
Trailer	A trailer owned by <i>you</i> or in the control of a driver of <i>your car</i> , for example a boat trailer.
We, our, us, QBE	QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFSL 239545, BECS authority no. 481326.

Term	Definition
You, your, insured	The persons or entities named as <i>Insured(s)</i> on your <i>Certificate of Insurance</i> , except in the sections of your <i>policy</i> where we say otherwise.
Your car	The car shown on your <i>Certificate of Insurance</i> . It includes both factory-fitted and legal after-market modifications and accessories.



Privacy, complaints and other important information

Privacy

Australia Post and your privacy

In this Privacy Statement, the use of 'we', 'our' or 'us' means Australia Post unless specified otherwise. Australia Post understand that privacy is important to *you* – it is to Australia Post too. That's why we respect *your* personal information and are committed to protecting it when providing products and services to *you*.

Australia Post collects *your* personal information to provide *you* with cover. *Your* information will be shared with a third party assisting us with the administration of this service. *Your* information is handled in accordance with the Australia Post Group Privacy Statement, which outlines how to access and/or correct *your* information, or make a privacy related complaint. For more information please visit auspost.com.au/privacy.

QBE and your privacy

We take the security of *your* personal information seriously.

We'll collect personal information when *you* deal with *us*, *our* agents, other companies in the QBE group or suppliers acting on *our* behalf. We use *your* personal information so we can do business with *you*, which includes issuing and administering *our* products and services and processing claims. Sometimes we might send *your* personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in more detail where and from whom we collect personal information, as well as where we store it and the ways we could use it. To get a copy at no charge by *us*, please visit qbe.com/au/privacy or call *us* on 13 37 23. It's up to *you* to decide whether to give *us* *your* personal information, but without it we might not be able to do business with *you*, including not paying *your* claim.

Complaints

We're here to help. If *you're* unhappy with any of *our* products or services, please let us know and *we'll* do *our* best to put things right.

Step 1 – Talk to us

Your first step is to get in touch with the team looking after *your* policy or claim. *You'll* find their contact details on *your* policy documents, letters or emails from *us*.

Please provide *our* team with as much information as possible so they can try to fix the problem quickly and fairly.

If *you* have an existing complaint and need access to an interpreter, please contact *your* Dispute Resolution Officer directly.

Step 2 – Customer Care

If *your* complaint isn't resolved by the team looking after *your* policy or claim, *you* can ask them to refer *your* complaint on to *our* Customer Care team or *you* can contact Customer Care directly:

Phone: 1300 650 503
Fax: (02) 8227 8594
Email: complaints@qbe.com
Post: GPO Box 219, Parramatta NSW 2124

Step 3 – Internal Dispute Resolution

If *your* complaint isn't resolved by Customer Care, or indeed at any time, *you* can ask for *your* complaint to be escalated for review by *our* Internal Dispute Resolution (IDR) team. A Dispute Resolution Specialist will review *your* complaint independently and provide *you* with our final decision.

Step 4 – Still not resolved?

If *we're* unable to resolve *your* complaint to *your* satisfaction within a reasonable time, or *you're* not happy with *our* final IDR decision, *you* can refer *your* complaint for external dispute resolution by contacting the Australian Financial Complaints Authority (AFCA). *We* are a member of AFCA and their decisions are binding on *us*.

Phone: 1800 931 678
Email: info@afca.org.au
Post: GPO Box 3, Melbourne VIC 3001

AFCA will inform *you* if *your* complaint falls within its jurisdiction. Time limits apply to most complaints to AFCA. For more information, visit afca.org.au

More information

You can find more information about how we deal with complaints on our website at qbe.com/au or you can call us on 13 37 23 to speak with us or request a copy of our complaints brochure at no charge by us.

Complaints about your direct debits

If you pay for your policy by direct debit and have a concern about your deductions, please talk to the team looking after your policy, or contact your financial institution in the first instance. If your concern isn't resolved, you can follow our complaints process.

Complaints just about privacy

If you're not happy with how we've handled your personal information, call us on 1300 650 503 or email us at privacy.officer@qbe.com.

If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Post: GPO Box 5218, Sydney NSW 2001

General Insurance Code of Practice

QBE is a signatory to the General Insurance Code of Practice (Code) and is committed to providing high standards of service. The Code covers topics like buying insurance, how claims are handled, what happens if financial hardship occurs, and complaint handling. You can read the Code at codeofpractice.com.au

We recognise that family and domestic violence is a complex issue and we take it seriously. For more information about support our Family and Domestic Violence Policy is available at qbe.com/au

Financial Claims Scheme

This policy is protected under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the unlikely event QBE becomes insolvent. You may be entitled to access the FCS if you meet the eligibility criteria. For more information, contact the Australian Prudential Regulation Authority on 1300 558 849 or go to apra.gov.au/financial-claims-scheme-general-insurers

Part B: Financial Services Guide

Preparation Date: 16 December 2020

About this Financial Services Guide (FSG)

This FSG is issued by Australian Postal Corporation (ABN 28 864 970 579 Authorised Representative No. 338646) (Australia Post) and Australia Post Services Pty Ltd (ABN 67 002 599 340 AFS Licence No. 457551) (Australia Post Services) (together in this FSG 'we', 'our', 'us'). We are responsible for the content in this FSG and not QBE.

The purpose of this FSG is to assist you in deciding whether to use any of the financial services offered by us relating to insurance products issued by QBE Insurance (Australia) Ltd and how we provide financial services, including:

- How you can contact us;
- What financial services we are authorised to provide;
- How we and other relevant parties are paid in relation to the services offered; and
- What to do if you have a complaint.

What documents should you receive?

This FSG is combined with the Product Disclosure Statement (PDS), which you receive when we arrange for the issue of a financial product to you. The PDS sets out the significant features of the product(s) and is designed to assist you make informed choices about the financial product(s).

How you can contact us?

You can contact Australia Post and Australia Post Services by:

Phone: 13 13 18 from Australia, or +61 3 8847 9045 from overseas
Mail: Australia Post Customer Sales and Service
GPO Box 9911 Melbourne VIC 3001
Website: www.auspost.com.au

How is Australia Post authorised?

In providing the financial services referred to in this FSG, Australia Post is acting as an Authorised Representative of Australia Post Services who is the holder of an Australian Financial Services Licence.

What financial services are we authorised to provide?

Australia Post Services and Australia Post (on behalf of Australia Post Services) are authorised to provide financial services in relation to general insurance products.

We are authorised to arrange the issue of car insurance when you purchase a car insurance product online and we are also authorised to provide general advice in marketing materials about car insurance but we are not authorised to give personal advice. This means any commentary, statements of opinion and recommendations by us in relation to car insurance contain only general advice. That is, such statements of opinion and recommendations have been prepared without taking into account your personal objectives, financial situation or needs.

Responsibility and Compensation Arrangements

Australia Post will be acting on behalf of Australia Post Services. Australia Post Services is therefore responsible for the financial services performed by Australia Post as described in this FSG. Australia Post Services has professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to retail clients. These arrangements comply with the requirements of Section 912B of the Corporations Act 2001.

How are we remunerated for providing the financial services?

Australia Post offers car insurance products under a distribution agreement with QBE Insurance Australia Ltd (QBE). QBE is an Australian Financial Services Licensee (AFSL 239545), and is licensed to deal in, and provide advice on, general insurance products. Australia Post receives remuneration calculated as a percentage of the premium you pay (excluding taxes and charges for the insurance product). All remuneration is included in the cost of the insurance product. Australia Post receives remuneration from QBE of up to 16% of the premium for car insurance policies.

How we pay other parties

If you have been introduced to QBE or us by another person or entity with whom we have an arrangement, we may pay them a referral fee should you take out insurance issued by the Insurer. All referral fee costs are included in the insurance premium and are not an additional cost to you.

What should you do if you have a complaint?

If you have a complaint about the services provided by us, you should contact Australia Post by:

Phone: 13 13 18 from Australia, or +61 3 8847 9045 from overseas
Mail: Australia Post Customer Sales and Service
 GPO Box 9911 Melbourne VIC 3001
Website: www.auspost.com.au

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority,
 GPO Box 3, Melbourne VIC 3001

Authorisation

The distribution of this FSG by Australia Post has been authorised by Australia Post Services.

Need help or need to make a claim?



13 70 11



auspostenquiries@qbe.com



auspost.com.au/carinsurance



PO Box 454, Parramatta NSW 2124



Australia Post