

# AAMI COMPREHENSIVE CAR INSURANCE ADDITIONAL INFORMATION GUIDE

The Additional Information Guide (AIG) provides additional information about how we calculate premiums and about our excesses and discounts. You should read this AIG together with our Comprehensive Car Insurance Product Disclosure Statement (PDS) dated 18/09/20.

**This AIG is relevant to you if your policy has a commencement or renewal date on or after 17/04/2024.**

## Your excesses

The amount and types of excesses that apply to your policy are stated on your certificate of insurance. The different types of excesses are:

### Standard excess

Your standard excess depends on the type of car you are insuring, the location where your car is kept, and on whether we have imposed an additional amount in your standard excess.

We take into account a number of factors when determining whether we will include an additional amount in your standard excess, such as:

- the type or condition of your car you are insuring;
- our assessment of your (or a listed driver's) driving and/or overall claim history.

**Note:** A standard excess cannot be reduced. You can increase your excess level by choosing an AAMI Flexi-Premiums excess.

### AAMI Flexi-Premiums Excess

The range of AAMI Flexi-Premiums excesses we offer is between \$95 and \$1,550. If chosen this excess applies in addition to any other excess that applies. Choosing a higher AAMI Flexi-Premiums excess reduces your premium.

### Age excess

If the driver is under 25 years of age and is listed on your certificate of insurance, the age excess is \$400. If the driver is under 25 years of age and is not listed on your certificate of insurance, the age excess is \$1,400. If the driver is a learner driver, the age excess that applies is as if the learner driver was listed on the certificate of insurance. This excess is in addition to any other excess that applies.

#### Note:

- The age excess will not apply if, at the time of the incident, the person in control of the car was being paid for a service (not ride-sharing), e.g. where the car was being serviced or test driven, or driven by a car park attendant or a valet.

### Inexperienced driver excess

If the driver is 25 years of age or over and has held their driver licence for less than two years and they are listed on your certificate of insurance, the inexperienced driver excess is \$400. If the driver is 25 years of age or over and has held their driver licence for less than two years and they are not listed on the certificate of insurance, the inexperienced driver excess is \$1,400. If the driver is a learner driver, the inexperienced driver excess that applies is as if the learner driver was listed on the certificate of insurance. This excess is in addition to any other excess that applies.

#### Note:

- The inexperienced driver excess will not apply if, at the time of the incident, the person in control was being paid for a service (not ride-sharing), e.g. where the car is being serviced or test driven or driven by a car park attendant or a valet.
- An inexperienced driver is someone who is 25 years or over and has not held a driver licence specific to the car type for at least the past 2 consecutive years prior to the incident.

### Driver history excess

The driver history excess is \$800. This excess applies if we have agreed to insure a driver who has had their driver licence cancelled, suspended, disqualified or restricted in the 3 years prior to the start of the period of insurance and they were driving, using or in charge of your car at the time of the incident. This excess is in addition to any other excess that applies.



## When does an excess apply?

The table below explains the excesses that apply to common claim types. For other types of claims, we will tell you what excesses apply when you make a claim.

When you make a claim for:	What excess will apply			Does this impact my Safe Driver Rewards status?
	Standard Excess	AAMI Flexi-Premiums® Excess	Other Excesses (if applicable)	
Theft or attempted theft of your car	Yes	Yes	None	No
Storm, hail, flood or fire damage	Yes	Yes	None	No
Malicious act or vandalism	Yes	Yes	None	No
Damage to your car whilst parked caused by an unidentified person or driver	Yes	Yes	None	No
Collision with or by an animal	Yes	Yes	Age excess Inexperienced driver excess Driver history excess	No
Windscreen or window glass damage only*	Yes*	Yes*	None*	No
An incident where you or the driver of your car caused or contributed to the incident.	Yes	Yes	Age excess Inexperienced driver excess Driver history excess	Yes
An incident where you can prove another driver was entirely at-fault and give us the at fault driver's name, address and registration number.	No	No	None	No
An incident where you can prove another driver was entirely at-fault but cannot give us the at-fault driver's name, address and registration number.	Yes	Yes	Age excess Inexperienced driver excess Driver history excess	Yes

\*If you have chosen and paid for the 'Windscreen and window glass cover' option (see page 42 of the PDS) then you will not have to pay any excess for one claim under this cover in the period of insurance.

## About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate of insurance.

We'll calculate your premium based on:

- your risk.
- any discounts applied.
- whether you choose an AAMI Flexi-Premiums excess.
- government charges such as stamp duty and GST.

Your risk – we work this out using factors we consider important, including but not limited to the type of car, how your car is financed, address where the car is kept, how you use your car, as well as information about the listed drivers and the level, type and amount of cover you have chosen. When you have Comprehensive cover we also take into account additional factors such as previous insurance and claims history of drivers (but not where Rating 1 for Life applies), any optional covers you have chosen, and for our existing customers, whether you have previously paid by instalments. Your premium costs less if you pay annually, rather than by instalments.

This is not a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

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 government taxes and any state or territory duties or levies; our expenses of doing business; and other commercial factors.

When determining your renewal premium, we also consider your previous premium. As such we may limit premium movements up or down at renewal.

## Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we have given you. Any discounts are usually applied in a set order to the already discounted premium and before the application of government taxes and charges.

Any AAMI Safe Driver Rewards® credit we apply is inclusive of relevant government charges.

From time to time we might also offer discounts or some other special offers as part of a marketing campaign. If we do this, separate terms and conditions may apply. The amount and type of the discount offered can change or be withdrawn.

We regularly offer a discount for buying a new policy online through our website.

Optional AAMI Roadside Assist is not discounted but it is part of AAMI Safe Driver Rewards® (see below for details).

## AAMI Safe Driver Rewards®

The AAMI Safe Driver Rewards® program aims to provide rewards and benefits to safe drivers. AAMI Safe Driver Rewards® are only available while your car is continuously insured on the same AAMI Comprehensive Car Insurance policy. The status level you are eligible for is shown on your certificate of insurance. As you advance through the program, up to our highest status, you will progressively earn more rewards.

## What are the rewards for each status and how do I advance through the program?

Safe Driver Status	How is this status earned?	What is the reward?
<b>Gold</b>	You will automatically qualify for Gold Safe Driver Rewards status at a minimum.	While on <b>Gold</b> status, if you do not make a claim that impacts your Safe Driver Rewards status, we will reward you on renewal with a Safe Driver Rewards credit for your car. The credit is calculated as a percentage of last year's premium amount (prior to the application of any Safe Driver Rewards credit) for your car.
<b>Platinum</b>	By holding your Gold status for two consecutive years without making a claim that affects your Safe Driver Rewards status.	While on <b>Platinum</b> status, each year you do not make a claim that impacts your Safe Driver Rewards status we will reward you with a Safe Driver Rewards credit. In each Platinum status year we will also reward you with a discount off AAMI Roadside Assist.
<b>Ruby</b>	By holding your Platinum status for two consecutive years without making a claim that affects your Safe Driver Rewards status.	While on <b>Ruby</b> status, each year you do not make a claim that impacts your Safe Driver Rewards status we will reward you with a Safe Driver Rewards credit and a discount off AAMI Roadside Assist.
<b>Sapphire</b>	By holding your Ruby status for two consecutive years without making a claim that affects your Safe Driver Rewards status.	While on <b>Sapphire</b> status, each year you do not make a claim that impacts your Safe Driver Rewards status we will reward you with a Safe Driver Rewards credit and a discount off AAMI Roadside Assist.
<b>Diamond</b>	By holding your Sapphire status for two consecutive years without making a claim that affects your Safe Driver Rewards status.	While on <b>Diamond</b> status, each year you do not make a claim that impacts your Safe Driver Rewards status we will reward you with a Safe Driver Rewards credit. You will receive our maximum Safe Driver Rewards credit on successful renewal of your second year at <b>Diamond</b> status. In each Diamond status year we will reward you with our maximum discount off AAMI Roadside Assist.  You will also have earned Safe Driver Rewards protection of your <b>Diamond</b> status, for one claim during the period of insurance.

\*If a Safe Driver Rewards credit applies to any car covered by your policy, it will be shown on your certificate of insurance and any credit you qualify for will be applied on your renewal.

The Safe Driver Rewards credit and AAMI Roadside Assist discount increases as you progress through the AAMI Safe Driver Rewards® program, up to our maximum Safe Driver Rewards credit and AAMI Roadside Assist discount.

With AAMI Safe Driver Rewards® (unless your policy shows that an AAMI Lifetime Rating One applies to the same car) we will take into account your claims history when we calculate your premium. In taking into account your claims history, we may include claims that do not affect your Safe Driver Rewards status. Your Safe Driver Rewards credit will increase (up to the maximum) on renewal if you haven't made a claim that impacts your Safe Driver Rewards status before we calculate your renewal offer. Safe Driver Rewards is determined using your claims history (including open claims) when we calculate your renewal premium.

Any Safe Driver Rewards credit you are entitled to under AAMI Safe Driver Rewards® is not redeemable or payable as cash and cannot be used as a credit towards another policy or in relation to any other car you insure with us.

## What happens if I make a claim that affects my AAMI Safe Driver Rewards® status?

If you make a claim that affects your Safe Driver Rewards status and you are on:

- **Gold** Safe Driver Rewards status, your status will remain on **Gold** when you next renew your policy, but you will not be entitled to a Safe Driver Rewards credit;
- **Platinum, Ruby or Sapphire** Safe Driver Rewards status, your status will be reduced for each claim affecting your Safe Driver Rewards status when you next renew your policy and you will not be entitled to a Safe Driver Rewards credit. Your reduced status level will reflect what (if any) AAMI Roadside Assist discount is available;

- **Diamond** Safe Driver Rewards status, your Diamond status is protected when you next renew your policy if you do not make more than one claim that would otherwise affect your Safe Driver Rewards status in the following period of insurance; however, you will not be entitled to a Safe Driver Rewards credit (though you will still be entitled to our maximum Safe Driver Rewards discount off AAMI Roadside Assist).

Your Safe Driver Rewards status cannot reduce further than **Gold** status regardless of the number of claims you make in the period of insurance. When you drop one or more Safe Driver Rewards statuses you must re-earn the status you have lost, in order to advance back up through the program. We reserve the right to change the AAMI Safe Driver Rewards® program from time to time or withdraw it.

Please refer to the below table for an explanation of the AAMI Safe Driver Rewards status structure, and the impact of your Safe Driver Rewards status. If you have purchased AAMI Roadside Assist, and you have reached at least Platinum status, you will be entitled to a discount off AAMI Roadside Assist.

The Safe Driver Rewards credit starts at 0% in Year 1 and increases up to a maximum of 15% at Diamond status Year 10+ level. The discount off Optional AAMI Roadside Assist is 0% at Gold Status and then increases up to a maximum of 25% at Diamond status.

AAMI Safe Driver Rewards®	Consecutive years of safe driving under your AAMI policy	AAMI Safe Drivers Rewards® Protection
Gold	Year 1	x
Gold	Year 2	x
Platinum	Year 3	x
Platinum	Year 4	x
Ruby	Year 5	x
Ruby	Year 6	x
Sapphire	Year 7	x
Sapphire	Year 8	x
Diamond	Year 9	√
Diamond	Year 10 +	√

## Government taxes and charges

After we have calculated the amount to cover your car, any applicable stamp duty, other government charges or levies and GST are then applied to the premium.

## AAMI Lifetime Rating One

Lifetime Rating One is no longer offered, however if Lifetime Rating One applies to any car covered by your policy it will be shown on your certificate of insurance and you can continue to renew your policy with that feature included. Lifetime Rating One recognises your good driving and insurance history by guaranteeing that we will not take into account how many claims you make to calculate your premium while you insure that car with AAMI Comprehensive Car Insurance. We have the right to alter the terms of Lifetime Rating One, including excess, premiums and acceptance of cover according to our underwriting rules. Please note that if you decide to remove Lifetime Rating One from your policy you cannot regain Lifetime Rating One for that car or any replacement of that car. Call us for details.

## AAMI approved driving program

You will be eligible for a discount upon the completion of a one-day safe driver course delivered by an AAMI approved provider, if:

- you are under 25 years of age, are a listed driver on an AAMI Comprehensive Car Insurance policy and you complete the course with an AAMI approved provider; or
- your child or grandchild is under 25, is a listed driver on your AAMI Comprehensive Car Insurance policy and they complete the course with an AAMI approved provider.

On completion you are eligible to receive a discount on your AAMI Comprehensive Car Insurance premium, until the first renewal on or after the participant turns 25 as long as the participant remains a listed driver. The discount does not apply to the portion of the premium relating to AAMI Roadside Assist, if you have purchased that option. Ask us for details of approved providers. AAMI does not pay for the course.

## Financial Claims Scheme

This policy 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](http://apra.gov.au), [www.fcs.gov.au](http://www.fcs.gov.au) or by calling **1300 55 88 49**.