AAMI: Peace of mind

Peace of mind – comprehensive car insurance from AAMI
AAMI comprehensive car insurance provides you with the peace of mind that comes from knowing that not only are you properly covered but also that you will have our great experience working for you in resolving what needs to be done should your car be damaged in an accident, stolen, or its use causes damage to someone else’s property.

Peace of mind – we choose the repairer
It’s enough to have had your car damaged without having to worry about arranging its repair. We do all that for you. You can sit back and relax while we put our repair expertise — gained over a lifetime of arranging the proper repair of hundreds of thousands of cars — to work for you.

Peace of mind – genuine parts
We use genuine parts in the repair of your car. See pages 24–25.

Peace of mind – Lifetime Repair Guarantee
Because we take total responsibility for the repair of your car, we guarantee its repair for life. Even if you sell it. See page 25.

AAMI Safe Driver Rewards™
We reward your safe driving with additional benefits. See pages 40–41.

Hire car if your car is stolen
We provide you with a hire car for up to 21 days if your car is stolen. See pages 15–17.

Refund of emergency costs
If your trip is interrupted by an accident, mechanical breakdown or theft involving your car and you are more than 100 km from your home, we can help with the refund of emergency costs. See pages 12–13.

Discount on AAMI home and contents insurance
You may qualify for discounts off your AAMI home and contents insurance. Call 13 22 44 or visit aami.com.au

AAMI Skilled Drivers Course
Your children and grandchildren under 25 are eligible for a free one-day AAMI Skilled Drivers course designed to improve their driving awareness and competence. See page 14.
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Important Information

Your AAMI Product Disclosure Statement
The AAMI Comprehensive Car Insurance Policy

This Product Disclosure Statement (PDS) provides information about the product we offer: the AAMI Comprehensive Car Insurance Policy. When we agree to insure your car, your policy comprises this PDS, any supplementary PDS we send you and your policy schedule which shows the detail of the policy particular to you. See page 48.

This PDS was completed on 1 September 2011.

Our commitment to you

When you are an AAMI policyholder and you need to claim on your policy, our claims service will take away the stress and hassle. We are here to help you 24 hours a day, every day of the year.

If your car has been damaged or stolen or someone is claiming against you, please phone us immediately on 13 22 44.

Please read this policy carefully and retain it so you can refer to it if required.

We also require you to:

- observe the conditions contained in your AAMI policy, and
- pay or agree to pay us the premium we charge and any excesses that apply.

Evidence of ownership

When you make a claim, we may ask you to provide evidence of ownership and value of property. This evidence includes receipts, credit card and bank statements, photographs or contracts of sale.

If you are unable to provide us with the evidence we require, we may reduce or refuse to pay your claim.

Some words in this policy have definite meanings

This policy uses words that have definite meanings. To make sure you are aware of these words and their meanings, please read ‘What do we mean by that?’ on pages 48–49.
This policy does not cover some events, circumstances and situations

As you read through this policy, you will see there are some events, circumstances and situations it does not cover. To make sure you are aware of these exclusions, please read the whole policy carefully including the sections ‘Are you covered?’ beginning on page 18 and ‘We will not pay for’ beginning on page 20.

See also ‘Important general information’ on pages 42–47.

Earned and purchased benefits

This policy provides benefits you are able to earn depending on your safe driving record as an AAMI policyholder under this policy and other benefits you may be able to purchase. Benefits you earn and benefits you purchase are shown on the most recent of your insurance schedule, renewal notice and any receipt we may send you.

The protection we provide

We will pay for any accidental loss, damage (including malicious damage) and liability for property damage covered by your AAMI policy occurring during the period of cover.

When your car has been damaged, we will decide to repair it, pay the cost of repairing it, declare it a write-off and pay the agreed value, or replace it. See pages 22–29 for details.

When your car has not been found after being stolen, we will declare it a write-off and pay the agreed value or replace it. See pages 22–29 for details.

When the use of your car causes damage to someone else’s property, we will pay for your legal liability. See page 23–24 for details.

We cover your car for its agreed value

Your car’s agreed value is based on the value given for its make and model in the motor trade’s most commonly accepted price handbook. It includes modifications and manufacturer’s options and accessories that we have agreed in writing to insure.

The agreed value is established at the commencement of your AAMI policy and adjusted at the beginning of each subsequent period of cover. It is shown on the most recent of your insurance schedule and renewal notice and it does not change during the period of cover.

It includes GST and is the most we will pay for your car, less any excess and any other deductions this policy explains, for any accidental loss and damage covered by this policy occurring during the period of cover.

A new car when your car is less than 2 years old and we declare it a write-off

If we declare your car a write-off because of damage or theft within the first 2 years of its original registration, we will replace it with a new car and pay the initial on-road costs.
The replacement car:

will be of the same make and model as your car,
will be fitted with the same insured options and accessories as those fitted to your car, and
has to be locally available. If it is not locally available, we will pay the agreed value.

If your car is under finance, you have to obtain the approval of the financier before it can be replaced.

What happens when your car is 2 or more years old and we declare it a write-off?

If we declare your car a write-off and 2 or more years have passed since it was originally registered, we will pay the agreed value.

Value for money

The benefits we provide

Hassle free claims
Our claims service will take away the hassle and stress of having an accident. From quotes to repairs to keeping you informed of your car’s progress. See pages 22–29 for details.

Genuine parts
We use genuine parts in the repair of your car. See pages 24–25 for details.

Lifetime Repair Guarantee
When we authorise repairs to your car, we take total responsibility for them. We guarantee them for the life of your car. Even if you sell it. See page 25.

We cover your replacement car
If you replace your car with another car, we will insure the replacement car from the time of its purchase, provided:

- the replacement car is one that we would normally insure,
- you tell us within 14 days of the purchase of the replacement car, and
- you pay any additional premium we require. If an additional premium is payable, we will tell you how much it is and how it is to be paid.

The cover ends for the replaced car and begins for the replacement car at the time you take delivery of the replacement car.

If we agree to insure your replacement car and you pay us any additional premium we require, we will send you a new insurance schedule.
We help replace your car keys if they are lost
We reimburse up to $1,000 of the cost of replacing and re-coding your car keys if they are lost.

We help replace baby seats/capsules
We pay up to $500 to replace baby seats/capsules that are fitted to your car if they are stolen or damaged in an accident.

We help pay for damage to commercial signage on your car
We pay up to $500 for the repair of damage caused by an event covered under this policy to commercial signage on your car.

We help pay for damage to your trailer
We pay up to $750 for accidental damage to your trailer that occurs while it is attached to your car (excludes camper trailers and caravans).

We help pay for damage to your clothing
We pay up to $500 for replacement of personal clothing damaged in an event which causes damage to your car.

We help with the cost of keeping your car safe after an accident
We pay the reasonable cost of transporting your car to the nearest repairer or place of safety if it is damaged and cannot be safely driven. The amount we will pay under this benefit will depend on where the accident takes place and what transport options are available.

Emergency costs – mechanical breakdown, accident or theft
If your journey in your car is interrupted by an accident, mechanical breakdown or theft more than 100 km from home, call AAMI on 13 22 64. We can help with emergency costs. No excess is payable on these benefits.

We help you by reimbursing these emergency costs you incur:
  - up to $500 of the overall cost for you and members of your family travelling with you for essential accommodation and travelling expenses.
  - up to $500 per item, up to $1,000 in total for personal items such as luggage or clothing damaged or lost in the accident or theft. Personal items exclude cash, mobile phones, portable computers and any tools used for business.
  - up to $500 of the cost of towing your car to the nearest repairer after a mechanical breakdown.

We provide an accidental death benefit
We will pay your legal personal representative $5,000 if you die within 12 months as the result of an accident while driving your car. Your death must be the direct result of bodily injury caused in the accident (but not by suicide).

Switching to AAMI?
At AAMI, we believe that establishing a safe driving record and becoming a Rating One driver should always be something to be proud of, that also earns you meaningful rewards. So when you switch to AAMI, we review your car insurance and driving record and welcome you with the rating you would have earned had you always been comprehensively insured with AAMI.
Further rewards

We offer a range of premium and claim related benefits that you may qualify for from the moment you become an AAMI policyholder. Please note that some of these benefits require the payment of an extra amount on your premium.

AAMI Lifetime Rating One

We recognise your good driving record. Once you've held an AAMI Rating One for 12 months, we'll give it to you for life, at no extra cost. No matter how many accidents you have in the future. See page 35 for details.

AAMI Safe Driver Rewards™

We reward your safe driving with additional benefits. These benefits are earned progressively based on the number of consecutive years you remain in the AAMI Safe Driver Rewards Program and are retained for as long as you continue to drive without making an at fault claim. See pages 40–41.

AAMI Skilled Drivers Course

Your children and grandchildren under 25 are eligible for a free one-day AAMI Skilled Drivers course designed to improve their driving awareness and competence. On completion they receive discounts on AAMI comprehensive insurance until they're 25 (available in Adelaide, Brisbane, Canberra, Hobart, Melbourne and Sydney). Call 13 22 44 for details.

AAMI Home and Contents insurance discounts

You may qualify for a discount on your AAMI home and contents insurance. Call 13 22 44 for details.

AAMI hire car benefits

Our standard conditions for hire cars apply to all hire car benefits in this policy. See page 17.

A hire car if your car is stolen – we pay the daily hire rate

If your car is stolen, we can arrange a hire car for you for up to 21 days. We will pay the daily hire rate for the period the hire car is provided to you.

The hire car we arrange will be a four-cylinder, air-conditioned, automatic four-door sedan or hatchback.

If, within 14 days from when you told us your car had been stolen, your car is:

- not recovered, you can keep the hire car for the full 21 days;
- recovered undamaged, the hire car must be returned to us;
- recovered damaged and we decide that the damage:
  - can be properly repaired, the hire car must be returned to us;
  - is such that we declare your car a write-off, you can keep the hire car for a further 7 days from our write-off declaration.

If your car is found undamaged within the 21 day period and the hire car cost is:

- less than any excess you have paid, we will refund the balance,
- more than any excess you have paid, we will pay the balance.

If your car is damaged…

…Discount Hire Car Benefit – an extra premium is payable (see Sapphire Safe Driver exception below)

This benefit provides you with a hire car at a discounted daily hire rate for up to ten days while accident damage to your car is being repaired under the terms of this AAMI policy. You are responsible for paying the discounted daily hire rate for the period the hire car is provided to you.
If we authorise the repair of your car and subsequently decide within the ten
day benefit period that your car cannot be properly repaired, we will declare
your car a write-off and the hire car must be returned to us.
The hire car we arrange will be a four-cylinder, air-conditioned, automatic
four-door sedan or hatchback.
You can add this benefit to this policy by paying an extra premium when you
commence or renew your policy.
When you have reached Sapphire Safe Driver status on this policy, we will
add this benefit to this policy, for no additional premium. See pages 40–41.
This benefit is not available to some policyholders. Call 13 22 44.

**…Comprehensive Hire Car Benefit – an extra premium is payable**
This benefit provides you with the convenience of a hire car for the entire period
while accident damage to your car is being repaired under the terms of this
policy – we pay the daily hire rate.
If we authorise the repair of your car and subsequently decide that your car
cannot be properly repaired, we will declare your car a write-off and the hire
car must be returned to us.
The hire car we arrange for you will depend on your car –

<table>
<thead>
<tr>
<th>If your car has:</th>
<th>We will arrange a:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to a five-cylinder engine, a rotary, hybrid or</td>
<td>Four-cylinder, air-conditioned, automatic</td>
</tr>
<tr>
<td>an electric engine.</td>
<td>four-door sedan or hatchback.</td>
</tr>
<tr>
<td>A six-cylinder or larger engine.</td>
<td>Six-cylinder, air-conditioned, automatic sedan.</td>
</tr>
</tbody>
</table>

You can add this benefit to this policy by paying an extra premium when you
commence or renew your policy.
This benefit is not available to some policyholders. Call 13 22 44.

**Our standard conditions for hire cars**
These conditions apply to all hire car benefits in this policy.
The hire car we arrange will only be made available to you after you have
claimed on your policy and paid any excesses that apply.
The hire car will remain in your possession based on the terms of the benefit
that applies to your claim. It will be covered by your AAMI policy during the
authorised hire period. If the hire car is damaged or stolen during the hire
period, you will need to lodge a new claim under your AAMI policy and you
must pay us any excesses that apply.
The cost of fuel will be your responsibility. Other conditions apply and they
are available by phoning us on 13 22 44. They include a daily kilometre
allowance, limitations on authorised drivers, return to pick up location and the
lodgement of a security bond.
### Are you covered?

<table>
<thead>
<tr>
<th>You are not covered:</th>
<th>You are covered:</th>
</tr>
</thead>
<tbody>
<tr>
<td>If your car was being used in connection with it being serviced or repaired.</td>
<td>If your car was being used or tested in or for a race, trial, test or contest or on a competition circuit, course or arena.</td>
</tr>
<tr>
<td>If your car was being used for driving tuition.</td>
<td>If your car was being driven by you on a safe driving course commercially conducted by trained instructors.</td>
</tr>
<tr>
<td>If your car was being demonstrated for sale.</td>
<td>If your car was stolen.</td>
</tr>
<tr>
<td>If the driver of your car was not licensed or authorised to drive it.</td>
<td>If your car was stolen.</td>
</tr>
<tr>
<td>If the driver of your car was under the influence of intoxicating liquor and/or a drug or whose blood alcohol level was in excess of the legal limit in force where your car was being driven or who refused or failed to submit a specimen for testing as required by law where your car was being driven.</td>
<td>If your car was stolen.</td>
</tr>
</tbody>
</table>

### You are not covered:

<table>
<thead>
<tr>
<th>You are not covered:</th>
<th>You are covered:</th>
</tr>
</thead>
<tbody>
<tr>
<td>If your car was converted, altered or modified from its maker’s specifications.</td>
<td>If you have told us and we have agreed in writing to cover the modification.</td>
</tr>
<tr>
<td>For the non-standard accessories you have fitted to your car.</td>
<td>If you have told us and we have agreed in writing to cover these accessories.</td>
</tr>
<tr>
<td>If your car (including any attached trailer) was:</td>
<td></td>
</tr>
<tr>
<td>in an unroadworthy or unsafe condition that contributed to the accident being a condition that was known to and disregarded by you.</td>
<td></td>
</tr>
<tr>
<td>carrying more passengers or loaded above the legal limit or loaded in an illegal way.</td>
<td></td>
</tr>
<tr>
<td>being used for hire or reward.</td>
<td></td>
</tr>
<tr>
<td>being used during your fulltime, part-time or casual working period as an integral means of earning an income, unless you have told us about this use and we have agreed in writing to cover it – see ‘Use’ page 49.</td>
<td></td>
</tr>
<tr>
<td>outside Australia.</td>
<td></td>
</tr>
</tbody>
</table>
We will not pay for

any reduced value of your car after it has been damaged and repaired and the repairs have been properly performed.

repairs or car inspections carried out without our written consent.

personal items stolen from your car, other than as provided for under ‘Emergency costs’ on pages 12–13.

repair or replacement of a whole set, for example, of wheels, where the loss or damage is to part of a set.

loss because you cannot use your car, for example, of wages or commission.

depreciation, wear, tear, rust or corrosion.

mechanical, structural, electrical, electronic or other failure or breakdown.

any additional loss or damage to your car as a result of it being driven after an accident.

loss or damage caused by failure to take reasonable steps to secure your car after it has broken down, been damaged in an accident or you have been notified of its recovery after it was stolen.

damage to your tyres caused by application of brakes or by road cuts, punctures or bursting.

loss or damage caused intentionally by you or a person acting with your express or implied consent.

loss or damage caused when someone drives your car after they have received medical advice that their ability to drive it is impaired by their condition or medical treatment.

loss or damage caused by the lawful repossession or seizure of your car.

loss or damage directly or indirectly caused by, arising from, or connected with:

asbestos, asbestos fibres, or derivatives of asbestos in any form; any war, warlike activities or revolution including any looting or pillaging;

the use, misuse or existence of nuclear weapons; or the use, misuse, escape or existence of nuclear fuel, waste or nuclear materials or ionising radiation or contamination from such fuels, waste or materials; or combustion, detonation, fission and/or fusion of nuclear fuel or nuclear materials;

actual or threatened chemical or biological pollution or contamination; or action taken by a public authority or any body authorised by a public authority to prevent, limit or remedy such actual or threatened release, pollution or contamination.
What to do and what happens when

Your car has been damaged

Phone AAMI (as soon as possible) on 13 22 44.

AAMI chooses the repairer and arranges the repair
For your peace of mind, our claims service looks after all the arrangements for the proper repair of your car.

If your car can be safely driven
We arrange a time with you to bring your car to the AAMI Customer Service Centre most convenient to you. All you do is leave it there. We pay for your taxi home or back to work.

If your car cannot be safely driven
We transport your car to either the AAMI Customer Service Centre most convenient to you or an AAMI approved holding yard.

The repair
We choose the repairer and arrange the repair for you. To do this, we ordinarily obtain two independent, competitive quotations from repairers we recommend. If you want, you can choose a repairer to provide one of the quotes.

Once our assessor has reviewed the quotations and what is necessary to properly repair your car, we select the repairer:
- who submitted the more competitive and complete quote, and
- this is the repairer who then repairs your car.

We keep you informed of the progress of the repair and advise you when your car is ready for collection.

In areas not covered by an AAMI Customer Service Centre, we arrange the repair of your car in consultation with you.

The repair is covered by AAMI’s Lifetime Repair Guarantee – see page 25.

Your car has been stolen

Report the theft immediately to the Police and to AAMI.
We allow 14 days for your car to be found from when you reported its theft to us.

So you are inconvenienced as little as possible, we can provide you with a hire car for up to 21 days. See page 15.

If your car is found damaged within the 14 days from when you reported its theft to us and it:
- can be repaired, we will arrange the repair. See ‘The repair’ page 22.
- cannot be repaired, see ‘If your car cannot be repaired’ page 26.

If it is not found within the 14 days, and we are satisfied your claim is in order, we declare your car a write-off and pay the agreed value or replace your car. See ‘What happens when we make a write-off payment or replace your car’ pages 26–27.

The use of your car has caused damage to someone else’s property (legal liability)

Phone AAMI (as soon as possible) on 13 22 44.
We cover your legal liability for any loss or damage to other people’s property and loss or damage consequent upon damage to other people’s property resulting from the use of your car. The use of a trailer attached to your car is also covered.

We will pay up to a total of $20,000,000 for all claims arising from the one event.
Any person who uses your car with your permission and who complies with the terms and conditions of this policy is covered.

Your employer or principal is covered if you are driving your car in the course of your employment or agency, and the use of your car is private use or you are covered under this policy for business use.

We do not pay for any loss or damage caused to property owned by you or any person ordinarily living with you.

Further information about repairing or replacing your car

Inspecting and repairing your car
You must make your car available to us if we decide to inspect or repair it. If requested by us, you must take your car or allow it to be taken to a place nominated by us.

You must not authorise the repair of your car without our written authority.

Your contribution to repair work
If the repair of your car leaves it in a better condition than before it was damaged, we may ask you to contribute to the repair cost. If we ask you to contribute we will always explain why, tell you how much it will be and how to pay it.

Where replacement parts are required for the repair of your car and:

- your car is outside its manufacturer’s standard new car warranty period
  New and/or recycled genuine parts will be used except for the replacement of windscreens and window glass for which Australian manufactured, Australian Design Rule compliant parts may be used.

- parts for your car are no longer available
  Where replacement parts are required for the repair of your car and they are no longer available, we may pay you what it would have cost us to repair your car with those parts had they been available.

The AAMI Lifetime Repair Guarantee
The quality of the workmanship and the materials authorised by AAMI in the repair of your car will be guaranteed for its life. The parts used in the repair of your car will be of the same type as those explained on these pages.

If you are concerned about the quality of the repair of your car, you must call us on 13 22 44 and you must make your car available to us. You must not authorise rectification work without our written authority.

We will inspect the repair and arrange any necessary rectification work. If in our opinion, it would not be safe or economical to carry out the rectification work required, we will declare your car a write-off.

If our write-off declaration is made:

- within the current period of cover, we will pay the agreed value shown on your policy schedule for that period.
- after the current period of cover, we will pay the market value of your car applying at the time of our declaration.
If your car cannot be repaired

Sometimes cars are so badly damaged that they would not be either safe or economical to repair.

If in our opinion, the damage to your car is so great that it would not be safe or economical to repair, we will declare your car a write-off and pay the agreed value or replace it.

See ‘The protection we provide’ pages 9–10.

What happens when we make a ‘write-off’ payment or replace your car

<table>
<thead>
<tr>
<th>When we make a ‘write-off’ payment</th>
<th>When we replace your car</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will post you a cheque for the agreed value or deposit it directly into your nominated bank account.</td>
<td>We replace your car and your policy comes to an end. You will need to organise new insurance cover for your replacement car.</td>
</tr>
<tr>
<td>We pay the agreed value and your policy comes to an end.</td>
<td>We replace your car and your policy comes to an end. You will need to organise new insurance cover for your replacement car.</td>
</tr>
<tr>
<td>You will need to pay us any unpaid or additional premium owing from our payment.</td>
<td>You will need to pay us any unpaid or additional premium owing first.</td>
</tr>
</tbody>
</table>

When we make a ‘write-off’ payment

Because our ‘write-off’ payment meets all our obligations to you in full, there is no refund of any unused portion of the premium.

When we replace your car

There is no refund of any portion of the premium because our replacement of your car meets all our obligations to you in full.

We retain your damaged car unless you wish to keep it. If you wish to retain your damaged car:

- Its salvage value will be deducted from our payment.
- You will need to pay us its salvage value first.

In this table ‘your car’ and ‘your damaged car’ each include all insured options, accessories and modifications, and unless the law where you live provides otherwise, the value of any unexpired portion of your car’s registration and Compulsory Third Party (CTP) insurance.
Your responsibilities when you claim on your policy include:

Obtaining our written consent
You must not make any admissions or settle any claims without our prior written consent.

Giving assistance – information, notices, negotiating, defending and settling claims
In this section ‘you’ means you and, if you were not driving your car, the driver of your car.
You must give us the information and assistance we reasonably request in evaluating the cause, extent and value of any claim. This may include:

- providing us with full details of the claim in writing, including the name(s) and address(es) of the driver(s) of and registration number(s) of any vehicle(s) involved in the accident or event,
- providing contracts of sale, receipts or other evidence of ownership,
- providing written statements,
- providing other relevant documents,
- undergoing an interview or interviews about the circumstances of the claim, and
- appearing in court and giving evidence.

The information you give must be honest, correct and complete.
You must assist us to recover any part of the claim from the person responsible for the accident or event which results in a claim.
You must promptly deliver to us any relevant letters and notices that come into your possession. This includes promptly telling us if you become aware of any demands, court proceedings or offers of settlement.

We shall be entitled, but not obliged, to defend or represent you in any legal proceedings relating to an accident or event which may give rise to a claim against us and to control, settle and deal with those proceedings as we see fit.
We will pay the legal and other reasonable related costs of defending any claim made against you, provided we appoint the solicitors who will defend the claim and we have told you in writing that we will pay their costs.
You must assist us in all our endeavours to negotiate, defend or settle any claim made under this policy and to exercise for our benefit your legal right of recovery against any other party.
If you fail to assist us, or do not abide by any of these terms, we may reduce or refuse to pay your claim or be entitled to recover from you any monies paid under the claim.

Would you like more information about how we pay claims?
For more information about how we pay car claims under this policy, including examples of different claim types and payments, you can read our AAMI Comprehensive Car Insurance – Premium, Excesses & Claims Guide. It is available on our website at aami.com.au (under the Car Insurance section) or call us on 13 22 44 if you would like us to post you a free copy.
About excesses, ratings and benefits

Excesses

An excess on your policy is the amount you have to pay towards each claim. If your claim is for more than one occurrence, the excess(es) applicable to each occurrence will be payable.

The excesses that apply to your policy are shown on your insurance schedule and updated on your renewal notice. They are also described in our AAMI Comprehensive Car Insurance – Premium, Excesses & Claims Guide. See page 29 for how to access the Guide. When you make a claim we may require you to pay your excess(es) before we make any payment or provide you with any policy benefits, or we may deduct the excess(es) from any payment we make. We will tell you when and how your excess(es) are to be paid or deducted.

The types of excesses are:

- **Standard**
  This is the basic excess you must contribute towards each claim.

- **Flexi-Premium®**
  By choosing a Flexi-Premium excess you pay a lower premium by increasing your policy’s excess. A Flexi-Premium excess is additional to your standard excess. Please visit aami.com.au or call us on 13 22 44 if you would like to take up or change a Flexi-Premium excess.

- **Age**
  This excess is additional to any other excesses if your car was being driven by a person in the age ranges specified on the most recent of your insurance schedule and renewal notice.

- **Additional**
  This excess may be imposed in special circumstances, for example on high performance cars. It is payable in addition to any other excesses.

- **Inexperienced driver**
  This excess is additional to any other excesses if your car was being driven by a person to whom an age excess does not apply, but who has held a driver’s licence for less than two years.
**Will you have to pay any excess?**

<table>
<thead>
<tr>
<th>What happened?</th>
<th>Will you have to pay any excess?</th>
</tr>
</thead>
<tbody>
<tr>
<td>An accident or event that was your fault</td>
<td>Yes</td>
</tr>
<tr>
<td>An accident or event that wasn’t your fault and you can give us the name and address of the person who was at fault or the registration number of their vehicle.</td>
<td>No</td>
</tr>
<tr>
<td>Your car was stolen.</td>
<td>Yes, because we won’t have the opportunity to recover the cost of the damage to your car.</td>
</tr>
<tr>
<td>Your car was damaged:</td>
<td></td>
</tr>
<tr>
<td>while it was parked.</td>
<td></td>
</tr>
<tr>
<td>by an animal or a weather event such as storm, wind or hail.</td>
<td></td>
</tr>
<tr>
<td>by fire.</td>
<td></td>
</tr>
<tr>
<td>maliciously.</td>
<td></td>
</tr>
</tbody>
</table>

**Ratings – the better your safe driving record, the lower your rating, the higher the discount on your car insurance premium**

Ratings are a measure of your safe driving status and are used to provide you with a discount on your car insurance premium. The better your safe driving record, the lower your rating. For example, a rating three indicates a better safe driving record than a rating six. The lower your rating, the higher the discount on your car insurance premium. Providing no claim that negatively affects your rating is made on your policy, your rating goes down one level each year until it reaches rating one.

**Will your rating be affected by your claim?**

<table>
<thead>
<tr>
<th>What happened?</th>
<th>Will your rating be reduced?</th>
</tr>
</thead>
<tbody>
<tr>
<td>An accident or event that was your fault.</td>
<td>Yes</td>
</tr>
<tr>
<td>Yes, because we won’t have the opportunity to recover the cost of the damage to your car.</td>
<td></td>
</tr>
</tbody>
</table>

**Will you have to pay any excess?**

<table>
<thead>
<tr>
<th>What happened?</th>
<th>Will you have to pay any excess?</th>
</tr>
</thead>
<tbody>
<tr>
<td>An accident or event that was your fault.</td>
<td>Yes</td>
</tr>
<tr>
<td>An accident or event that wasn’t your fault and you can give us the name and address of the person who was at fault or the registration number of their vehicle.</td>
<td>No</td>
</tr>
<tr>
<td>Yes, because we won’t have the opportunity to recover the cost of the damage to your car.</td>
<td></td>
</tr>
</tbody>
</table>
What happened?

An accident or event that:

- wasn’t your fault, and is not listed below

and you can give us the name and address of the person who was at fault or the registration number of their vehicle.

but you can’t give us the name and address of the person who was at fault or the registration number of their vehicle.

Your car was stolen.

Your car was damaged:

- while it was parked.
- by an animal or a weather event such as storm, wind or hail.
- by fire.
- maliciously.

Will your rating be reduced?

No

Yes, because we won’t have the opportunity to recover the cost of the damage to your car.

No, if you are an AAMI Lifetime Rating One policyholder or if you have purchased AAMI Rating Protection. See also page 38.

AAMI provides these premium related benefits

<table>
<thead>
<tr>
<th>How is this benefit obtained?</th>
<th>What/who does it cover?</th>
<th>What is the benefit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifetime Rating One</td>
<td>When you have been an AAMI Rating One policyholder for one year without making any at fault claims, we recognise your good driving record by awarding you AAMI Lifetime Rating One status.</td>
<td>Cars insured in your name under AAMI policies to which we have awarded AAMI Lifetime Rating One status.</td>
</tr>
<tr>
<td>Same Rating – spouse or partner</td>
<td>By insuring your spouse or partner’s car with AAMI.</td>
<td>Your spouse or partner living with you.</td>
</tr>
<tr>
<td>How is this benefit obtained?</td>
<td>What/who does it cover?</td>
<td>What is the benefit?</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Family Rating – your children</strong></td>
<td>By having your children insure their cars for comprehensive cover with AAMI.</td>
<td>Your children, provided your car is comprehensively insured with AAMI.</td>
</tr>
<tr>
<td><strong>Earned Rating – new policy-holder</strong></td>
<td>By switching your car insurance to AAMI.</td>
<td>You or your spouse or partner living with you.</td>
</tr>
<tr>
<td><strong>Earned Rating – third party to comprehensive</strong></td>
<td>By switching from third party property damage to AAMI comprehensive car insurance.</td>
<td>You.</td>
</tr>
<tr>
<td>Benefit</td>
<td>How is this benefit obtained?</td>
<td>What/who does it cover?</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td><strong>AAMI Rating Protection</strong></td>
<td>By paying an extra amount when you pay your premium.</td>
<td>You or your spouse or partner living with you.</td>
</tr>
<tr>
<td><strong>Windscreen</strong></td>
<td>By paying an extra amount when you pay your premium.</td>
<td>Your car’s front windscreen and your rating.</td>
</tr>
</tbody>
</table>
AAMI Safe Driver Rewards™ program

The AAMI Safe Driver Rewards program provides rewards and benefits to safe drivers. As you advance through the program, you will progressively earn more rewards and discounts on your premium on this policy.

<table>
<thead>
<tr>
<th>Safe Driver Status</th>
<th>How is this status earned?</th>
<th>What is the reward?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Silver</strong></td>
<td>By being under 25 years old and completing the AAMI Skilled Drivers course.</td>
<td>You will receive a Skilled Drivers Discount, and continue to do so until you turn 25. The Premium, Excesses &amp; Claims Guide provides details about this discount (see page 29).</td>
</tr>
<tr>
<td><strong>Gold</strong></td>
<td>By being on Rating One.</td>
<td>A Rating One discount on your policy premium. Once you have been on Rating One for one year without making an at fault claim you will achieve Lifetime Rating One (see page 35).</td>
</tr>
<tr>
<td><strong>Platinum</strong></td>
<td>By holding your Gold status for two consecutive years without making an at fault claim.</td>
<td>You will now receive a Safe Driver Discount.</td>
</tr>
<tr>
<td><strong>Ruby</strong></td>
<td>By holding your Platinum status for two consecutive years without making an at fault claim.</td>
<td>Your Safe Driver Discount will now increase. You will also receive a gift card the first time you reach Ruby status.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safe Driver Status</th>
<th>How is this status earned?</th>
<th>What is the reward?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sapphire</strong></td>
<td>By holding your Ruby status for two consecutive years without making an at fault claim.</td>
<td>Your Safe Driver Discount will now increase further, and you will receive the Discount Hire Car Benefit for no extra premium (see pages 15-17).</td>
</tr>
<tr>
<td><strong>Diamond</strong></td>
<td>By holding your Sapphire status for two consecutive years without making an at fault claim.</td>
<td>You will now receive a higher Safe Driver Discount, the Discount Hire Car Benefit for no extra premium and protection of your Diamond status and rewards for one at fault claim during a period of cover.</td>
</tr>
</tbody>
</table>

In the table above an ‘at fault claim’ means a claim for which your rating will be reduced, as explained on pages 33–34. If you don’t make an at fault claim in a period of cover, you will maintain your Safe Driver Status and continue to advance through the Safe Driver Rewards program.

If you are a **Platinum**, **Ruby** or **Sapphire** Safe Driver Status and you make an at fault claim, your Safe Driver Status will be reduced when you next renew your policy. You will need to re-earn it in future periods of cover. If you are a **Diamond** Safe Driver Status, your status and rewards are protected if you do not make more than one at fault claim in a period of cover.

Apart from the Skilled Drivers Discount (see page 40), the Safe Driver Rewards you earn during a period of cover will be awarded when you renew this policy and will be shown on your policy schedule. These rewards are retained for as long as you continue to drive without making at fault claims.

**Note:** If you have purchased a six month policy, your Safe Driver Rewards Status will be affected once per year. We reserve the right to change the Safe Driver Rewards program from time to time or withdraw it.
Important general information

You can contact us:
By phone: Call 13 22 44 (24 hours a day every day of the year).
Via the internet: www.aami.com.au
By mail: AAMI, PO Box 14180, Melbourne City Mail Centre, Victoria, 8001.

When we quote you a premium
When we quote you a risk premium for insuring your car, some of the factors we take into account include:

- the insurance history, car driving history and age of the people who will be driving your car,
- what you use your car for and where it is usually kept,
- the value, age, make and model of your car and whether it has any accessories or modifications,
- the frequency of your payment instalments, and
- whether you have chosen to vary your policy excess.

Government taxes and charges are added to the risk premium we quote. The total of these amounts is the premium we charge you.

For more information about the factors we take into account, you can read our AAMI Comprehensive Car Insurance – Premium, Excesses & Claims Guide. It is available on our website at aami.com.au (under the Car Insurance section) or call us on 13 22 44 if you would like us to post you a free copy.

Excesses may be payable on any claim you make on this policy. See pages 30–32 for further details.

Paying your premium

The notices we issue at the commencement and each renewal of your policy show the various payment methods available to you.

A change to your policy details (for example change of address, change of car or modifications) may affect the premium you need to pay for the remainder of your period of cover. If a refund of $10 or more is payable, we will send you a cheque or credit your credit card account. Any extra premium needs to be paid by you within 14 days.

If you do not pay the premium in full or any additional premium required, we may reduce your period of cover to correspond with the amount you have already paid.

Paying by instalments
You may be eligible to pay in regular instalments by direct debit. The total premium we charge is higher when you pay in instalments than when you pay one sum annually.

Your responsibilities when paying by instalments
When paying by instalments:

- you must be an authorised signatory on the account nominated for your direct debit payments.
- you must ensure that your nominated account can accept direct debits and has sufficient funds to meet each payment at each due date.
- your financial institution may also apply its own fees (including dishonour fees). Those fees are your responsibility.

What happens if your instalment remains unpaid?
If our scheduled debit attempt is unsuccessful, we will send you one or more notices to inform you of the failure. We will also attempt to debit your account again during the four weeks immediately after our unsuccessful scheduled debit attempt.
Renewing your policy
When we offer to renew your policy:

- we will send you a notice before the policy expiry date;
- we will tell you in writing if there are any changes to the policy;
- we may require an additional premium if you make a claim in the short period between the time we calculated the renewal premium and the expiry of your policy, or if you tell us about changes to your policy details in that period and we tell you they will increase your renewal premium. If the additional premium is not paid, we may reduce the period of cover to match the reduced amount paid.

Changing your address details
If you change the insured address (the address where your car is normally left overnight), please call us and we will:

- update your details and tell you if there is any difference in the terms and conditions of your policy as it applies at your new address;
- refund or charge you any difference between the premium you paid and the premium we charge for the remainder of your period of cover for cars insured at your new address. If a refund of $10 or more is payable, we will send you a cheque or credit your credit card account.

If you do not tell us of a change of insured address and you make a claim, we will ask you to pay any increased premium or we will reduce the claim by that amount.

Important things to remember when paying by instalments
When you first commence your direct debit payments, or when you change your account details, it may take up to 14 days for us to first debit your account.

Where your debit day falls on a weekend or a nationally declared public holiday, we will debit your account on the next business day.

If you believe that we may have incorrectly debited your account, please call us on 13 22 44.

If we decide to make a write-off payment or replace your car under your policy, we will require you to first pay us the total unpaid balance of your premium as we have agreed to cover your car under the terms of the policy for the full period of cover. In the case of a write-off payment, we will deduct your unpaid premium from the payment we make.

Government taxes and charges
AAMI shows on receipts any government taxes and charges such as GST, Stamp Duty and Fire Services Levy that are payable in addition to your risk premium. See ’When we quote you a premium’ page 42.
**GST**

The agreed value for your car and the legal liability cover we provide both include GST. Any amounts we pay under ‘The benefits we provide’ include GST.

**Cooling off period and cancelling this policy**

After this insurance begins or you renew your policy for another period of cover, you have 21 days to consider the information in your PDS. This is called the ‘cooling off period’.

If you decide to cancel your policy, either during the cooling off period or at any other time, we will refund the unexpired portion of the premium, less any non refundable government charges, and less $30 of premium (plus government charges and fire services levy if applicable) which we keep to cover our reasonable administrative and transaction costs.

We can only cancel your policy by giving you written notice in accordance with the Insurance Contracts Act 1984.

**Joint policyholders**

If more than one person takes out this insurance, each is a joint policyholder.

Each joint policyholder gives authority to each other joint policyholder to make any changes to this policy including cancelling this policy or removing a joint policyholder.

AAMI may agree to any change without notice to any person other than the joint policyholder requesting the change.

**The privacy of your personal information**

We are committed to protecting the privacy of your personal information. That commitment is reflected in the AAMI Customer Charter and in our compliance with the Privacy Act 1988. For further information, please visit our website www.aami.com.au or call us on 13 22 44 for a copy of our ‘AAMI and Your Personal Information’ brochure.

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**AAMI’s Customer Charter**

We are committed to always provide you with the highest standard of service. The AAMI Customer Charter is a written document containing service and reporting promises which we are bound to deliver. In fact, we impose a penalty on ourselves if we fail to do so.

This unique Charter was drawn up through consultation with our staff, our customers and industry regulators, and is reviewed annually. Compliance with our promises is independently audited every year and the results are reported publicly.

The AAMI Customer Charter, introduced in 1996 was Australia’s first general insurance customer charter, and indeed, first retail customer charter. The Charter is your guarantee that we’re always striving to deliver the best in customer service.

**AAMI’s Dispute Resolution Process**

If you are unhappy with anything we have told you or done for you, we want you to tell us about it. If we cannot resolve the matter to your satisfaction, other appeal processes are available to you. See pages 50–51.

**The General Insurance Code of Practice**

AAMI is a signatory to the General Insurance Code of Practice which sets out a commitment by the general insurance industry to maintain service standards and to ensure good relations between customers and insurers.

The Code describes standards in areas such as buying insurance, claims handling, responding to catastrophes, education and dispute resolution. The Code is backed by consumer groups, the federal government, insurers and the Insurance Council of Australia.

More information on the Code, or a copy of the Code, can be obtained from the Financial Ombudsman Service (FOS). You can contact the FOS on 1300 780 808 (local call cost), or you can access the Code at www.codeofpractice.com.au
What do we mean by that?

AAMI, we, us, our mean Australian Associated Motor Insurers Limited (ABN 92 004 791 744).

Agreed value is the most we will pay for your car, less any excess and any other deductions this policy explains, for any accidental loss and damage covered by this policy occurring during the period of cover. The agreed value includes GST. The current agreed value is shown on the most recent of your insurance schedule and your renewal notice. See page 9 for how we set your car’s agreed value.

Cover and covers mean the protection provided by your policy.

Endorsement means a special condition that applies to your policy. For example, an endorsement may state that drivers under a nominated age are not covered under the policy. Any endorsements to your policy are shown on your policy schedule.

Excess. An excess on your policy is the first amount that you must contribute towards each claim. When one or more excesses apply to your policy, they will be shown on the most recent of your insurance schedule and your renewal notice. See also page 30.

Genuine parts means genuine (original equipment manufacturer) parts.

PDS means Product Disclosure Statement.

Period of cover means the current period for which we have agreed to provide you with insurance cover. The current period is shown on the most recent of your insurance schedule and renewal notice and any receipt we may send to you. When we make a write-off payment or replace your car, the period of cover comes to an end. See also page 26.

Policy means this PDS (including any supplementary PDS) and your policy schedule.

Your policy schedule comprises the notices we give you which show the particular details and the current status of your policy. These notices are the most recent of your insurance schedule and renewal notice, and any receipt we may send you.

Your insurance schedule sets out the information you have given us on which we have based our decision to insure you as well as the individual details of your policy. We will send you an updated insurance schedule whenever you advise us of a change in this information or these details.

Use. The types of use of your car that we insure are:

Private use: Use of your car for –

social, domestic and pleasure purposes, and

commuting to/from work and incidental business use where you are not using your car during your full-time, part-time or casual working period as an integral means of earning an income.

Business use: Use of your car –

during your full-time, part-time or casual working period as an integral means of earning an income that you have told us about and we have agreed in writing to cover, and

for social, domestic and pleasure purposes.

Private use and business use both cover the private use of your car in conjunction with repairing, servicing and demonstration for private sale provided you or a regular driver listed on your policy schedule are the driver or a passenger when the car is demonstrated.

Write-off. Your car is declared a write-off when in our opinion, it is so badly damaged that it would not be either safe or economical to repair or when it has not been found within 14 days of you reporting its theft to us.

You and your mean the person or persons named as the insured in your policy schedule.

Your car means the car described in your policy schedule and includes the manufacturer’s standard options and accessories fitted to it and other options, accessories (including commercial signage) and modifications that you have told us about and we have agreed in writing to cover.
AAMI’s Dispute Resolution Process

What to do if you are not satisfied with your dealings with AAMI

Here is how AAMI helps you if you are not satisfied with the results of your dealings with us.

1. Who do you talk to?

If you are not satisfied with anything we have told you or done for you in connection with any of our products or services, please tell us. You can write, email or phone us on 13 22 44. Most times we will be able to sort the matter out to your satisfaction.

2. Our Consumer Appeals Service

However, if you are not satisfied with our response, you can ring, write to or email our Consumer Appeals Service with the details. Our Consumer Appeals Service will respond in detail to you within five working days of you notifying us of your concerns.

3. Appealing to the independent dispute resolution scheme

If you remain dissatisfied, you can appeal to the Financial Ombudsman Service (FOS). We will tell you how you can do this.

The FOS is an independent industry dispute resolution scheme. You can contact the FOS on 1300 780 808 (local call cost) or by email to info@fos.org.au.

You can also visit the FOS’s website at www.fos.org.au.

There is no charge for appealing to the FOS.

4. Are any decisions binding on you?

You do not have to accept any decision AAMI or the FOS makes. You always have the option of seeking remedies elsewhere.

Any decision the Consumer Appeals Service makes or the FOS makes is binding on AAMI, provided you also accept the decision.

How to contact AAMI

Phone: Call 13 22 44 (24 hours a day, 7 days a week).

How to contact our Consumer Appeals Service

Phone: 1300 130 794 (local call cost)

9am to 5pm EST Monday to Friday.

Fax: (03) 9529 1214.

Write to: The Consumer Appeals Service, AAMI, PO Box 14180, Melbourne City Mail Centre, Victoria 8001.

Email: consumerappeals@aami.com.au

How to contact the Financial Ombudsman Service

Phone: 1300 780 808 (local call cost).

Email: info@fos.org.au

Financial Claims Scheme

This policy may be a ‘protected policy’ for the purposes of the Federal Government’s Financial Claims Scheme (FCS). For more information about the FCS, you can read our AAMI Comprehensive Car Insurance – Premium, Excesses & Claims Guide. See page 29 for how to access the Guide.

Updating this Product Disclosure Statement (PDS)

The information in this PDS was current at the date of preparation. We may update some of the information in the PDS that is not materially adverse from time to time without needing to notify you. You can obtain a copy of any updated information by contacting us on 13 22 44. We will give you a free paper copy of any updates if you request them. If it becomes necessary, we will issue a Supplementary PDS or replacement PDS.
We’re here to help you
24 hours a day
7 days a week

13 22 44

aami.com.au

Customer Comment Line: 1300 360 361
Australian Associated Motor Insurers Limited
AFS Licence Number 238173
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