



MOTORCYCLE INSURANCE

Product Disclosure Statement



LUCKY YOU'RE WITH
AAMI



AAMI: Peace of mind

Quality insurance for motorcycles from AAMI

AAMI Motorcycle Insurance gives you peace of mind by letting you choose your level of cover depending on your circumstances. There are 3 levels of cover available:

Comprehensive cover;

Fire, Theft & Third Party Property Damage cover;

Third Party Property Damage cover.

AAMI Flexi-Premiums®

With AAMI Flexi-Premiums®, the higher the excess you choose, the lower your premium will be.

AAMI Lifetime Repair Guarantee

For repairs we authorise, the quality of the materials and workmanship are guaranteed for the life of your motorcycle, even if you no longer own it. See page 32.

Riding apparel cover

We cover your riding apparel if it is stolen from a secured storage compartment on your motorcycle or damaged while you are riding your motorcycle. See page 17.

Hire car if your motorcycle is stolen

We provide you with a hire car for up to **21** days if your motorcycle is stolen. See page 16.

Emergency travel, accommodation and repairs

When your motorcycle has been stolen or damaged in an incident covered by your policy, we can help with the refund of emergency travel, accommodation and repair costs. See page 17.

We choose the repairer

It's enough to have had your motorcycle damaged without having to worry about arranging its repair. We do all that for you, from quotes to repairs and keeping you informed of your motorcycle's progress. You can sit back and relax while we put our repair expertise to work for you.

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Introduction

Welcome to AAMI Motorcycle Insurance

Why is this document important?

This Product Disclosure Statement (PDS) is an important legal document that contains details of your AAMI Motorcycle Insurance if you purchase this product from us. Before you decide to buy this product from us, please read this PDS carefully. If you purchase this product, your policy comprises of this PDS and your certificate of insurance which shows the details particular to you.

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. We will give you a free paper copy of any updates if you request them.

In some circumstances the terms and conditions of this PDS may be amended by a Supplementary PDS (SPDS).

PED Guide

Throughout this PDS you will be referred to a guide called: Premiums, Excesses, Discounts and Claim Payments Guide, indicated as 'Refer to the PED Guide for further information'. This guide will provide you with further information and is available at aami.com.au. You can also obtain a copy of this guide on request, at no charge, if you contact us.

Communicating with you

We may agree to send your policy documents and policy related communications electronically. This will be by email and/or other types of electronic communication methods. Policy documents and policy communications will be provided to you in this way until you tell us otherwise or we tell you it is no longer suitable. If we agree to communicate with you electronically, you will need to provide us with your current email address and your mobile phone number.

Each electronic communication will be deemed to be received by you at the time it leaves our information system.

Our commitment to you

When you are an AAMI policyholder and you need to claim on your policy, our claims service will be there to take your call.

Cooling off period

After this insurance begins or you renew your policy for another period of insurance, you have **21** days to consider the information in your PDS. This is called the 'cooling off period'. If you wish, and provided you have not made a claim, you can exercise your cooling off rights within **21** days from the day cover began or was renewed. When you exercise your cooling off rights, we will refund in full the money you have paid for that period of insurance but you will have no cover from when your policy would have otherwise begun or from your renewal date.

Alternatively, you can cancel your policy at any time during the period of insurance. When you do this and unless we tell you otherwise, you will have cover up until the date of cancellation. For more information see 'Cancellation by you' on page 36.

Who is this product designed for?

This insurance product is designed for owners of motorcycles who use their motorcycles for private use only (see page 38).

Your duty of disclosure

You have a duty of disclosure to tell us everything you know, or could reasonably be expected to know, is relevant to our decision to insure anyone under the policy, including you, and on what terms.

It includes matters we specifically ask about when you apply for a policy, or renew or alter your policy, and any other matters which might affect whether we insure you and on what terms.

The information you tell us can affect:

- the amount of your premium;
- if we will insure you;
- if special conditions will apply to your policy.

You do not need to tell us of anything which:

- reduces the chances of you making a claim; **or**
- we should know about because of the business we are in; **or**
- we tell you we do not want to know.

If you are unsure it is better to tell us. If you do not tell us something which you know or should know is relevant, we might reduce a claim, refuse to pay a claim, cancel your policy or, if fraud is involved we can treat the policy as if it never existed.

Joint policyholders

When you insure your motorcycle in the names of more than one person, each person is a joint policyholder and is able to make changes that we agree with to your policy. We will treat a statement, act, omission, claim, request or direction (including to alter or cancel your policy) made by one as a statement, act, omission, claim, request or direction by all those named as insured on your certificate of insurance.

Special conditions

We may impose special conditions on your policy that might exclude, restrict or extend cover for a person or particular matter. For example, we may not be able to cover certain riders because of the type or value of motorcycle that is insured. Any imposed conditions will be listed on your certificate of insurance. It is important that you read your certificate of insurance carefully.

Some words in your policy have special meanings

Some words when used in this PDS have special meanings. Most of the words with special meanings are defined in the 'What do we mean by that?' section on pages 37 to 38.

Summary of features and benefits

Below is a table identifying some of the policy features and benefits available depending on the type of cover you choose. It is a guide only. The type of cover you choose will be shown on your certificate of insurance. For full details of what is covered and not covered and for any limits that apply, please read your certificate of insurance and this PDS carefully, including the 'What we do not cover - general exclusions' on pages 22 to 25.

Summary of features and benefits	Comprehensive	Fire, Theft & Third Party Property Damage	Third Party Property Damage	Page
Liability cover for damage to other people's property (up to \$20 million)	✓	✓	✓	13
Accidental loss or damage to your motorcycle	✓	Fire & theft only (limits apply)	✗	11
Replacement motorcycle cover	✓	✓	✓	19
Damage by uninsured drivers	✓	✓ (up to \$5,000)	✓ (up to \$5,000)	20
Emergency travel, accommodation and repairs	✓	Fire & theft only	✗	17
Hire car after theft up to 21 days	✓	✓	✗	16
AAMI Lifetime Repair Guarantee	✓	✓	✓	32
Monthly instalments (additional costs apply)	✓	✓	✓	7
New motorcycle after a total loss for motorcycles less than 2 years old	✓	✗	✗	14
Personal property (up to \$500)	✓	Fire & theft only	✗	15
Riding apparel cover (up to \$1,000)	✓	Fire & theft only	✗	17
Locks and keys (up to \$1,000)	✓	Theft only	✗	19
Storm, Hail, Flood, Fire & Theft	✓	Fire & theft only	✗	11
Third Party Property Damage for trailers	✓	✓	✓	21
Towing and storage costs	✓	Limited cover	Limited cover	18
Two-wheel trailer cover	✓	✗	✗	18

About your premium

The premium is the amount you pay us for this insurance and it includes stamp duty, GST, other government charges and any fire services levy (FSL) that applies. The total amount payable will be shown on your certificate of insurance or, if you pay by instalments, the instalment premium will be shown on your certificate of insurance as 'instalment amount'.

In addition to the amount we agree to cover your motorcycle for, we use many factors about you and your motorcycle to work out your premium. These are called premium factors. The premium factors we use reflect the likelihood of you making a claim together with other factors related to our cost of doing business.

Each time you renew your insurance your premium is likely to change, even if your personal circumstances have not changed. This is because premiums are affected by other things such as our expenses of doing business and changes in our approach to how we calculate your premium.

Your premium includes any discounts we have given you.

Refer to the PED Guide for further information

Paying your premium

We will tell you how much you have to pay and how much time you have for payment on your certificate of insurance. You must pay this premium by the due date to get this insurance cover. You can pay in one annual payment or, if we agree, by instalments. If you pay your premium by instalments it costs you more than if you choose to pay your premium in one annual payment.

Unless we tell you, any payment reminder we send you does not change the expiry or due date. If you do not pay the full amount; we may reduce your period of insurance so it is in line with the amount you paid.

If you make changes to your policy details, it may affect the premium you need to pay for the remainder of your period of insurance.

Late annual payments

If you do not pay your premium by the due date, in the first year of insurance with us, we will give you a written notice of policy cancellation where we are required by law to do so.

If you do not pay the premium due on renewal by the due date, you will have no cover from the due date.

If we accept your late payment, we might recommence your cover from the date we receive your payment. If so, you will have no cover for the period from that due date until the date of payment.

Overdue instalments

If you pay your premium by instalments and your instalment is overdue we can do one or both of the following:

- refuse to pay a claim if an instalment is **14** days (or more) overdue;
- cancel your policy without notifying you in advance if an instalment is **1** month (or more) overdue.

Your responsibilities

You must:

- take all reasonable precautions to prevent damage or theft, for example:
 - move your motorcycle away from rising flood waters;
 - remove keys and lock the motorcycle when left unattended.
- keep your motorcycle well maintained and in good and roadworthy condition (e.g. replace worn out tyres, replace worn out brakes and defective lights, fix paint problems, repair major rust, and repair unclaimed major scratches or dents);
- service your motorcycle as required by the manufacturer and keep records of this in case you need to claim for mechanical damage resulting from an incident;
- follow all the terms, conditions and responsibilities set out in your policy;
- provide honest and complete information for any claim, statement or document supplied to us.

Not meeting your responsibilities

If you do not meet your responsibilities, it may lead us to do either or both of the following:

- reduce or refuse to pay your claim;
- cancel your insurance policy.

If fraud is involved, we can treat your policy as if it never existed.

When you need to contact us

Changes in your details and motorcycle

You need to tell us immediately if:

- any details on your certificate of insurance are no longer accurate;
- your address or other contact details change;
- you replace your motorcycle (see the 'Replacement motorcycle cover' feature on page 19);
- there are any changes to the physical condition of your motorcycle;

- you plan to, or have, added accessories or modifications to your motorcycle (see page 10);
- the place where you keep your motorcycle changes;
- the riders of your motorcycle change;
- you no longer plan to use your motorcycle for private use only.

Changes at renewal each year

You must tell us at each renewal if you or any listed riders of your motorcycle have had changes to their:

- insurance or driving history;
- criminal history related to fraud, theft, burglary, drugs, arson, criminal, malicious or wilful damage.

What we will do when you contact us

When you contact us and tell us about these changes, we may charge an extra premium or apply a special condition to your policy. In some cases it could mean we can no longer insure you and we will cancel your policy.

What is the No Claim Bonus?

A No Claim Bonus (NCB) is a discount off your comprehensive premium as a reward for your good driving and insurance history. On each renewal, your discount will increase providing you haven't made any claims that affect your NCB. If you are eligible your NCB will keep increasing until you reach the maximum discount level. Your NCB is shown on your certificate of insurance.

AAMI Lifetime Rating One

AAMI will no longer be offering the AAMI Lifetime Rating One policy feature to any new customers or to any existing customers for any new policy or additional motorcycle added to an existing policy effective from 11 February 2014.

If AAMI Lifetime Rating One applies to any motorcycle covered by your AAMI policy it will be shown on your certificate of insurance and you can continue to renew your policy with that feature included. AAMI 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 motorcycle with AAMI Comprehensive cover. We have the right to alter the terms of cover for AAMI Lifetime Rating One, including excess, premiums and acceptance of cover according to our underwriting rules. Please note that if you decide to remove AAMI Lifetime Rating One from your policy you cannot regain AAMI Lifetime Rating One for that motorcycle or any replacement of that motorcycle. Call us on **13 22 44** for details.

Refer to the PED Guide for further information

About your cover

About your motorcycle

What we cover as your motorcycle

Your motorcycle is described on your certificate of insurance. It includes the following that are fitted to your motorcycle:

- options, including standard manufacturer's options;
- accessories; **and**
- modifications;

but not fuel or lubricants.

Levels of cover

There are **3** levels of cover available:

- Comprehensive cover;
- Fire, Theft & Third Party Property Damage cover;
- Third Party Property Damage cover.

The cover you choose will be shown on your certificate of insurance.

Comprehensive cover

This is the highest type of cover available and includes:

- accidental loss or damage cover;
- third party property damage cover;
- additional features at no extra cost (see pages 14 to 21).

Accidental loss or damage cover

We cover

We will cover you for accidental loss or damage to your motorcycle caused by an insured incident in the period of insurance. Examples of insured incidents covered include:

- hail, storm and flood;
- fire;
- theft or attempted theft;
- malicious damage or vandalism;
- collision and impact.

Limit

The most we will pay for any one insured incident is the amount covered for your motorcycle as shown on your certificate of insurance, **unless** we say otherwise in your policy.

We do not cover

See 'What we do not cover - general exclusions' on pages 22 to 25 and 'We do not cover' in Additional features on pages 14 to 21.

Third Party Property Damage cover

Comprehensive cover includes Third Party Property Damage cover (see page 13).

Refer to the PED Guide for further information

Fire, Theft & Third Party Property Damage cover

This cover includes:

- fire and theft cover;
- third party property damage cover;
- additional features at no extra cost (see pages 14 to 21).

Fire and theft cover

We cover

We will cover you for loss or damage to your motorcycle caused by any of the following insured incidents in the period of insurance:

- fire;
- theft or attempted theft.

Limit

The most we will pay for any one insured incident is the amount covered for your motorcycle as shown on your certificate of insurance, **unless** we say otherwise in your policy.

We do not cover

See 'What we do not cover - general exclusions' on pages 22 to 25 and 'We do not cover' in Additional features on pages 14 to 21.

Third Party Property Damage cover

Fire, Theft & Third Party Property Damage cover includes Third Party Property Damage cover (see page 13).

Refer to the PED Guide for further information

Third Party Property Damage cover

This cover includes:

- legal liability for damage to other people's property;
- additional features at no extra cost (see pages 14 to 21).

Legal liability for damage to other people's property

We cover

We will cover you or anyone you authorise to ride your motorcycle for legal liability arising from loss or damage to another person's vehicle or property resulting from an insured incident caused by the use of your motorcycle in the period of insurance. Examples of insured incidents covered include:

- legal liability that is the responsibility of your employer, principal or partner because you were using your motorcycle in connection with your occupation;
- legal liability for the cost of cleaning up by emergency services after an incident involving your motorcycle;
- legal liability for claims for damage to another vehicle or property because a vehicle collided with or tried to avoid colliding with:
 - property falling from your motorcycle; or
 - property being loaded or unloaded from your motorcycle.

Limit

The most we pay for all claims from any one insured incident is **\$20 million**, including all associated legal costs we have agreed to pay for your claim.

We do not cover

See 'What we do not cover - general exclusions' on pages 22 to 25 and 'We do not cover' in Additional features on pages 14 to 21.



Third Party Property Damage (TPPD) insurance is often confused with Compulsory Third Party (CTP). Your CTP insurance only covers your liability to pay compensation for injuries to other people, whilst TPPD covers your liability to pay compensation for damage to the property of others.

Refer to the PED Guide for further information

Additional features

When you make a claim under your policy for an incident that happens in the period of insurance, you may be entitled to cover under the following additional features. You can make a claim under some additional features separately or independently to a claim for loss or damage to your motorcycle. Some features may or may not apply depending on the type of cover you have chosen and is shown in the additional feature detail.

In some circumstances, we may decide to make an additional feature available to you before we accept or agree to pay your claim. If we do this, it does not mean that your claim has or will be accepted or that we have otherwise agreed to pay your claim. If we later decide that we cannot accept or pay your claim then the cover available under an additional feature will not apply and we may decide to recover the costs from you.

There are some things we do not cover under these additional features and these are shown in the 'We do not cover' section of the following tables on pages 14 to 21 and in the 'What we do not cover - general exclusions' on pages 22 to 25. All of the conditions of this policy apply to these additional features unless the cover says otherwise.

1. New motorcycle after a total loss

Applies to Comprehensive cover.

We cover

When your motorcycle has been stolen or damaged in an insured incident and we have agreed to pay your claim as a total loss, we cover the cost to replace your motorcycle if:

- you are the first registered owner of your motorcycle (or you purchased your motorcycle as an 'ex demonstration' model from a licensed motorcycle dealer who was the first registered owner of the motorcycle); **and**
- the loss or damage to your motorcycle was caused by an insured incident that occurred less than **2** years from the date of original registration; **and**
- it is possible for us to supply or order a new motorcycle of the same make and model within **90** days of us deciding your motorcycle is a total loss or, if one is not available within that time, it is possible to provide you with a new motorcycle that is in our opinion a similar make or model to your motorcycle; **and**
- anyone who financed your motorcycle provides us with written consent.

We do not cover

The cost for replacing or purchasing an extended warranty.

1. New motorcycle after a total loss (cont'd)

Applies to Comprehensive cover.

We cover

We will:

- replace your motorcycle with a new motorcycle that we consider to be the same or similar make and model, including similar accessories, modifications, tools and spare parts;
- pay the on road costs such as stamp duty, CTP, registration and delivery charges applicable and your policy will continue until its expiry date.

Note: For full details of how we settle total loss claims see page 33.

We do not cover

2. Personal property

Applies to Comprehensive or Fire, Theft & Third Party Property Damage cover.

We cover

When your motorcycle has been stolen or damaged in an insured incident and we have agreed to accept your claim, your personal property stored in a secured storage compartment on your motorcycle (e.g. clothing, electronic and telecommunication devices) is also covered for accidental loss or damage that results from the same incident.

Limit

Up to a total of **\$500**.

Note: If you have Fire, Theft & Third Party Property Damage cover this feature only applies when the incident is fire or theft.

We do not cover

- cash, smartcards, phone cards, documents able to be cashed or traded, vouchers, tickets or money orders;
- jewellery;
- riding apparel;
- tools (other than those supplied as standard by the motorcycle manufacturer or similar replacements);
- items used for business, trade or profession.

3. Hire car after theft

Applies to Comprehensive or Fire, Theft & Third Party Property Damage cover.

We cover

After the theft of your motorcycle, we will arrange and pay the reasonable hire cost of a 'compact' category hire car using our provider (**but only** if our provider has a car available, and is within a reasonable distance of your location).

If there are no 'compact' category hire cars available from one of our providers within a reasonable distance of your location, then we will pay you the lesser of:

- the amount it would have cost us to provide you with a 'compact' category hire car using our provider, had one been available; **or**
- the actual cost you incur in making alternative travel arrangements.

Insurance for your hire car

After arranging a hire car for you with our provider, we will cover accidental loss or damage to the hire car under this policy during the covered hire period as if the definition of 'motorcycle' in the policy had been extended to include the hire car. However, cover for loss or damage to the hire car is limited to the market value of the hire car.

Limit

Up to **21** days. The benefit stops before the **21** day limit if:

- your motorcycle is returned undamaged;
- we repair your motorcycle and return it to you;
- we settle your claim.

Note: For further details of our hire car conditions, see 'If you are claiming under a hire car benefit' on page 34.

We do not cover

4. Riding apparel cover

Applies to Comprehensive or Fire, Theft & Third Party Property Damage cover.

We cover

We cover your riding apparel, or that of your pillion, if it is stolen from a secured storage compartment on your motorcycle or damaged in an insured incident covered by your policy.

Limit

Up to a total of **\$1,000**.

Note: If you have Fire, Theft & Third Party Property Damage cover this feature only applies when the incident is fire or theft.

We do not cover

- general clothing and any non-protective clothing;
- wear and tear, or damage associated with normal use;
- riding apparel when away from your motorcycle.

5. Emergency travel, accommodation and repairs

Applies to Comprehensive or Fire, Theft & Third Party Property Damage cover.

We cover

When your motorcycle has been stolen or damaged in an insured incident covered by your policy and we have agreed to accept your claim, you will be covered for the following:

- reasonable costs for emergency repairs to make your motorcycle roadworthy or safe in order to get your motorcycle to your destination (e.g. to a repairer or to your home);
- reasonable emergency travel and accommodation costs if your motorcycle is not roadworthy or safe to ride and you are more than **100km** from your home.

Limit

You can authorise reasonable costs on our behalf subject to the following limits:

- up to a total of **\$500** for emergency repairs; **and**
- up to a total of **\$500** for emergency travel and accommodation costs.

You need to provide us with all invoices and receipts.

Note: If you have Fire, Theft & Third Party Property Damage cover this feature only applies when the incident is fire or theft.

We do not cover

6. Two-wheel trailer cover

Applies to Comprehensive cover.

We cover

We cover your two-wheel trailer for accidental loss or damage when it is attached to your motorcycle and is damaged or stolen in an insured incident that is covered by your policy.

Limit

Up to a total of **\$1,000**.

We do not cover

7. Towing and storage costs

Applies to Comprehensive or Fire, Theft & Third Party Property Damage, & Third Party Property Damage cover (**but** only for uninsured driver claims)

We cover

When your motorcycle is damaged in an insured incident covered by your policy and it is not roadworthy or safe to ride or needs to be held in storage, we cover the reasonable costs of:

- towing your motorcycle to:
 - our nearest assessment centre or repair facility; or
 - another location nominated or agreed by us.
- storing your motorcycle.

Limit

You can authorise reasonable costs on our behalf.

You need to provide us with all invoices and receipts.

Note: If you have:

- Fire, Theft & Third Party Property Damage cover this additional feature only applies when the incident is fire, theft, attempted theft or the claim is made under 'Damage by uninsured drivers'. No towing or storage costs are payable if the relevant amount covered for the incident is exceeded.
 - Third Party Property Damage cover this additional feature only applies for a claim made under 'Damage by uninsured drivers'. No towing or storage costs are payable if the uninsured driver policy limit is exceeded.
-

We do not cover

Storage costs for any period before your claim is lodged or after your claim is settled.

8. Locks and keys

Applies to Comprehensive or Fire, Theft & Third Party Property Damage cover.

We cover

When your motorcycle keys are stolen we cover the cost of replacing the keys and recoding your motorcycle's locks.

Limit

Up to a total of **\$1,000**.

Note: Your standard excess (or your AAMI Flexi-Premiums® excess if you have chosen one) is payable for a claim made under this feature.

We do not cover

9. Replacement motorcycle cover

Applies to Comprehensive or Fire, Theft & Third Party Property Damage or Third Party Property Damage cover.

We cover

If you replace your motorcycle with another motorcycle, we will insure the replacement motorcycle on the same terms and for the same type of cover for the rest of the period of insurance provided:

- you tell us within **14** days of you taking delivery of the replacement motorcycle; **and**
- we agree in writing to insure the replacement motorcycle; **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.

Otherwise, we will only cover your replacement motorcycle for the same type of cover as your motorcycle for up to **14** days from when you take delivery of the replacement motorcycle or until you arrange insurance for your replacement motorcycle, whichever occurs first.

We do not cover

9. Replacement motorcycle cover (cont'd)

Applies to Comprehensive or Fire, Theft & Third Party Property Damage cover.

We cover

We do not cover

Limit

Your replacement motorcycle is covered up to the price you paid for it or its market value, whichever is less. This limit applies until you tell us about the change and we have agreed in writing to cover you.

Note: The cover ends for your motorcycle and begins for the replacement motorcycle at the time you take delivery of the replacement motorcycle. If we agree to insure your replacement motorcycle and you pay us any additional premium we require, we will send you a new certificate of insurance. If we do not agree to insure your replacement motorcycle we will cancel your policy.

10. Damage by uninsured drivers

Applies to Fire, Theft & Third Party Property Damage or Third Party Property Damage cover.

We cover

We do not cover

When your motorcycle is damaged in a collision with another vehicle driven by an uninsured driver, we cover damage to your motorcycle **but only** if:

- we agree you are not at fault; **and**
- you give us the name and address of the uninsured driver; **and**
- you give us the registration details of the other vehicle;

and we have otherwise agreed to pay your claim.

Limit

Cost of repairs, including any covered towing and storage of your motorcycle, up to a total of **\$5,000** or the market value of your motorcycle, whichever is less.

11. Third party property damage for trailers

Applies to Comprehensive or Fire, Theft & Third Party Property Damage or Third Party Property Damage cover.

We cover

When your motorcycle is towing a trailer and loss or damage is caused to another person's vehicle or property as a result of:

- the actions of your trailer;
- your trailer running out of control after separating from your motorcycle while your motorcycle is moving;
- another vehicle colliding with or trying to avoid colliding with:
 - property falling from your trailer while it is being towed by your motorcycle;
 - property being loaded or unloaded from your trailer attached to your motorcycle;

then we cover the amount you are legally liable to pay another person to compensate them arising from loss or damage to their property.

Limit

Up to a total of **\$20 million** including associated legal costs we have agreed to pay.

We do not cover

- damage to the trailer being towed;
- damage to the actual property that falls or is being loaded or unloaded from your trailer.

Refer to the PED Guide for further information

What we do not cover - general exclusions

You are not covered under any section of this policy for damage, loss, cost or legal liability that is caused by or arises from or involves:

Agreements you enter into

any agreement or contract you, or someone you authorised to ride or be in charge of your motorcycle, enter into accepting liability, **but we will** provide cover if the legal liability would have existed without that agreement.

Alcohol and/or drugs

an incident occurring when your motorcycle is being ridden by, or is in the charge of, anyone who:

- was under the influence of, or had their judgement affected by, alcohol and/or drugs and/or medication;
- had more than the legal limit for alcohol and/or drugs in their breath, blood, saliva or urine as shown by analysis;
- refused to take a test for alcohol and/or drugs and/or medication.

But we will pay a claim for you (but not the rider or person in charge of your motorcycle) if you:

- were not the rider or person in charge of the motorcycle at the time of the incident; **and**
- can satisfy us that you did not know and could not have reasonably known of any of the above circumstances.

Asbestos

asbestos, asbestos fibres or derivatives of asbestos of any kind.

Biological, chemical, other pollutant or contaminant

- any actual or threatened biological, bacterial, viral, germ, chemical or poisonous substance, pollutant or contaminant; **or**
- any looting or rioting following the actual or threatened release of any biological, bacterial, viral, germ, chemical or poisonous substance, pollutant or contaminant; **or**
- any action taken by a public authority to prevent, limit or remedy the actual or threatened release of any biological, bacterial, viral, germ, chemical or poisonous substance, pollutant or contaminant.

Business use

your motorcycle being used during your full-time, part-time or casual working period as an integral means of earning an income.

Confiscation or repossession

legal confiscation or repossession of your motorcycle or its contents.

Condition of motorcycle

- any structural, mechanical, electrical or electronic failure or breakdown;
- any mould, mildew, wear, tear, rust, corrosion or depreciation;
- your motorcycle or any trailer being towed by your motorcycle if it was damaged, unsafe or un-roadworthy at the time of the incident.

Consequential losses or extra costs following an incident covered by your policy

consequential losses (financial and non-financial loss) or extra costs following an incident covered by your policy such as:

- loss of income or wages;
- medical expenses;
- professional, expert, legal consulting or valuation costs **unless** you obtained our prior written authority to incur these costs;
- any costs related to stress or anxiety;
- your motorcycle's value (including its trade-in or resale value) is less after being repaired;
- loss or costs, including the cost of your time (e.g. inconvenience), to prove your loss or to help us with your claim (e.g. telephone calls, postage);
- travel costs, **but we will** cover travel costs covered under the 'Emergency travel, accommodation and repairs' additional feature (see page 17);
- cleaning costs, **but we will** cover cleaning costs covered under 'Legal liability for damage to other people's property' included in Third Party Property Damage cover (see page 13); **or**
- any costs not covered by your policy.

Dangerous goods

your motorcycle is being used to illegally store or transport:

- substances that pollute or contaminate;
- dangerous or hazardous goods.

Electrical charging equipment

theft of any electrical charging equipment used for your motorcycle.

Exceeding loading or passenger limits

your motorcycle when it is:

- carrying more passengers than the motorcycle was designed for, or than the rider is permitted to carry or tow by law;
- carrying or towing any load which is not secured according to law, over the legal limit or more than what your motorcycle was designed to carry or tow.

What we do not cover - general exclusions (cont'd)

You are not covered under any section of this policy for damage, loss, cost or legal liability that is caused by or arises from or involves:

Failure to take reasonable precautions

your failure to take reasonable precautions to prevent loss, damage or legal liability.

Hire, fare or reward

your motorcycle being used for hire, fare or monetary reward.

Incorrect fuel usage

loss or damage to your motorcycle (including damage to your motorcycle's engine or fuel system) caused by the incorrect type of fuel being used.

Intentional loss or damage

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

Loss or damage outside Australia

loss or damage that occurs outside Australia.

Modifications

a modification to your motorcycle which was not street legal, roadworthy or approved by the transport department in your state or territory.

Motor sports or similar activities

your motorcycle was being prepared for or engaged in racing, track days or any other competitive activity.

Personal property

any personal property that is not owned by you **but we will** cover your pillion's riding apparel under 'Riding apparel cover' (see page 17 for details).

Radioactivity/nuclear materials

- radioactivity or the use, existence or escape of nuclear fuel, nuclear material or waste; **or**
- action of nuclear fission including detonation of any nuclear device or nuclear weapon; **or**
- any action taken by a public authority to prevent, limit or remedy the actual or threatened release of any radioactive or nuclear materials; **or**
- any looting or rioting following these incidents.

Reckless acts

any intentional or reckless act by you, the rider of the motorcycle or by a person acting with your express or implied consent (such as wheelies, stoppies, street racing, burnouts or any other reckless use).

Replacement of non damaged parts

the replacement of non-damaged parts which includes items that are part of a whole set when the loss or damage occurred to only part of that set.

Revolution, war

- revolution, hostilities, war or other acts of foreign enemy, warlike activity (whether war is declared or not), military coup; **or**
- any looting or rioting following these incidents.

Riding a damaged motorcycle

riding your motorcycle after it has been damaged in an incident, **unless** we are satisfied you were not reasonably aware your motorcycle was unsafe or riding it could lead to further damage of your motorcycle.

Tyres

damage to your motorcycle's tyres caused by braking, punctures, road cuts or bursting.

Unlawful purposes

your motorcycle being used for unlawful purposes.

Unlicensed riding

your motorcycle being ridden by, or is in the charge of someone who is not licensed, not correctly licensed or not complying with the conditions of their licence, **but we will** pay a claim for you (but not the rider or person in charge of your motorcycle) if you:

- were not the rider or person in charge of your motorcycle at the time of the incident; **and**
- can satisfy us that you did not know and could not have reasonably known of any of the above circumstances.

Unregistered motorcycles

your motorcycle being used at the time of an incident if it was unregistered and such registration was required by law for that use.

Overdue instalments

if you pay your premium by instalments and your instalment is overdue we can do one or both of the following:

- refuse to pay a claim if an instalment is **14** days (or more) overdue;
- cancel your policy without notifying you in advance if an instalment is **1** month (or more) overdue.

Claims

Making a claim

When to make a claim

We understand being involved in an incident or having your motorcycle stolen can be a stressful experience. We are here to help.

What you must do

Step 1 Make sure everyone is safe. For emergencies call 000.

Step 2 Try to prevent further loss or damage.

You must do everything you reasonably can to limit and prevent further loss or damage (e.g. move your motorcycle off the road and put on your hazard lights).

We may provide cover for emergency repairs up to **\$500** (see page 17 for details).

Step 3 Report the incident to the authorities.

If someone is injured or has stolen, attempted to steal or maliciously damaged your motorcycle, call the police immediately and record the time, date, report number and the name of the recording officer.

Step 4 Collect details of all drivers, passengers and witnesses.

You will need these when you lodge your claim. Make sure you have their full names, addresses and contact numbers. If another vehicle is involved, record its registration number and the driver's insurance details. Do not admit fault to anyone.

Step 5 Contact us as soon as possible.

Make sure you have the details of the incident at hand to assist us with lodging your claim.

If towing is required, we will help arrange the towing of your motorcycle to one of our assessment centres or repair facilities, or another location nominated or agreed to by us (e.g. a repairer).

Please see page 18 for details on what we pay for towing costs.

If you have caused damage to other people's property

Tell us about any incident that has caused damage to other people's property. You also must immediately tell us about any demands made on you to pay compensation to others, any court actions or offers of settlement and send these to us. If you do not tell us about these and it results in further costs, you may have to pay those costs.

How the Goods and Services Tax (GST) affects this insurance

You must tell us about the input tax credit (ITC) you are entitled to for your premium and your claim, each time you make a claim. If you do not give us this information or if you tell us an incorrect ITC, we will not pay any GST liability you incur.

If your motorcycle is a total loss we will reduce any payment we make by an amount equal to your input tax credit entitlement, if any.

In all other circumstances our liability to you will be calculated taking into account any ITC to which you are entitled for any acquisition which is relevant to your claim, or to which you would have been entitled had you made a relevant acquisition.

Any payment we make to settle your claim will be considered to be made in full even if the amount we pay has been reduced as described above.

To process the claim, you must:

- talk to or meet with any experts we choose, such as a claims assessor, investigator or repairer;
- assist us in handling your claim. This can include agreeing to be interviewed and/or providing relevant documents we ask for (e.g. proof of ownership);
- either ride (if it is safe to do so) or let us move your motorcycle to one of our assessment centres or repair facilities, or another location nominated or agreed to by us, so we can assess the damage and progress your claim;
- allow us, or a person nominated by us, to recover, salvage or take possession of your motorcycle;
- attend court to give evidence if we ask you to.

Note: In this section 'you' means you and, if you were not riding your motorcycle, the rider of your motorcycle.

What you must not do

- do not admit liability or responsibility to anyone to pay for any damage **unless** we agree;
- do not negotiate or promise payment;
- do not authorise any repairs, **except** for emergency repairs described on page 17;
- do not get rid of any damaged parts of your motorcycle or your property without our consent;
- do not accept payment from someone who admits fault for loss or damage to your motorcycle. Refer them to us.

If you do not comply

If you do not comply with 'What you must do' and 'What you must not do' we can reduce or refuse your claim and/or recover from you any costs and/or any monies we have paid and/or cancel your policy.

If we decline a claim

When you contact us to make a claim we will assess your claim. We will allow you to lodge your claim **but we may** need to undertake further investigation and assessment before making a decision. If we decide to decline your claim we will give you our reasons in writing. If you wish to dispute our decision, see page 39 for more information.

How to establish your loss

Establish an incident took place

When making a claim you must be able to prove that an incident insured by your policy actually took place. If you do not do this, we will not be able to pay your claim.

We may obtain the following from the police:

- confirmation that you reported the incident;
- details of any investigations they undertook.

You must give us authority to access these records, if we ask.

Describe your loss or damage

You must also give us accurate and full details of the loss or damage and give us proof of value and ownership, if we ask.

Proof includes things like registration papers, sales receipts, service records, valuations, warranties or log books for your motorcycle. If you are unable to reasonably substantiate your claim, we can reduce or refuse your claim.

Your excess

What is an excess?

An excess is the amount you have to pay for each incident. For example, if the rear and front of your motorcycle have been damaged in two separate incidents, then you have to make **2** claims and pay the excesses that apply for each claim.

The total excess you are required to pay is determined by the circumstances of your claim. You might have to pay more than one type of excess when you claim.

You will **not** have to pay an excess for an incident where we agree the rider of your motorcycle was not at fault **and** you can give us the name and address of the other driver **and** the registration number of the other vehicle.

The amount and types of excesses are shown on your certificate of insurance. The different types of excesses are:

Standard excess	A standard excess applies to all claims unless stated otherwise in the PDS.
AAMI Flexi-Premiums® excess	An AAMI Flexi-Premiums® excess lowers your premium by increasing your policy's excess. This excess replaces the standard excess and applies to all claims unless stated otherwise in the PDS.
Age excess	This applies if a rider under 25 years of age was riding, using or in charge of your motorcycle at the time of the incident. This excess is in addition to any other excess that applies.
Inexperienced rider excess	<p>This applies if an inexperienced rider was riding, using or in charge of your motorcycle at the time of the incident. This excess is in addition to any other excess that applies.</p> <p>Note: An inexperienced rider is someone who is 25 years and over and has had their motorcycle licence for less than 1 year or has been riding for less than 1 year.</p>

Refer to the PED Guide for further information

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?	
	Standard/ AAMI Flexi- Premiums® excess	Other excesses (if applicable)
Theft or attempted theft of your motorcycle	Yes	None
Storm, hail, flood or fire damage	Yes	None
Malicious act or vandalism	Yes	None
Damage to your motorcycle whilst parked caused by an unidentified person or driver	Yes	None
Collision with or by an animal	Yes	Age excess Inexperienced driver excess
An incident where we decide the rider of your motorcycle caused or contributed to the damage	Yes	Age excess Inexperienced driver excess
An incident where we agree the rider of your motorcycle was not at fault and you can give us the name and address of the other driver and the registration number of the other vehicle	No	None
An incident where we agree the rider of your motorcycle was not at fault but you cannot give us the name and address of the other driver and the registration number of the other vehicle	Yes	Age excess Inexperienced driver excess
Stolen motorcycle keys (see additional feature 'Locks and keys' on page 19)	Yes	None

How to pay your excess

We may:

- ask you to pay us the excess;
- ask you to pay your excess to the repairer when you pick up your motorcycle;
- deduct the excess from the amount we pay you; **or**
- deduct the excess from the amount we pay to another person for loss or damage to their property.

You must pay the excess in full (if we ask for it) before we pay any claim, or provide any benefits under this policy. We will usually ask for your excess when you first lodge your claim.

We may not cover any legal or other costs that arise because of any delay in paying the excess.

How we settle your claim

We choose how your claim is settled

If we agree to pay a claim for loss, theft or damage to your motorcycle we will decide if we will:

- repair the damage;
- replace the damaged parts of your motorcycle;
- pay you what it would cost us to repair or replace the damaged parts of your motorcycle;
- settle your claim as a total loss; **or**
- pay you up to the maximum you are entitled to under the applicable additional feature.

For additional features

If we agree to pay a claim under an additional feature, we will settle your claim in accordance with that additional feature.

For Third Party Property Damage claims

If you make a third party property damage claim that is covered under this policy we can decide to defend you, settle any claim against you or represent you at an inquest, official enquiry or court proceedings.

If we decide to defend you, settle any claim against you or represent you, then you must give us all the help we need, including help after your claim is settled.

Refer to the PED Guide for further information

If your motorcycle is damaged

If your motorcycle is not safe to ride

We will arrange to move your motorcycle to one of our assessment centres or repair facilities, or to another location nominated or agreed to by us.

If your motorcycle is safe to ride

We will arrange a time with you to bring your motorcycle into one of our assessment centres or repair facilities, or to another location nominated or agreed to by us.

We will choose the repairer

- we can obtain two independent, competitive quotes from repairers we recommend. If you want, you can choose a repairer to provide one of those quotes;
- if two or more quotes are obtained, we will authorise the repairs based on the most competitive and complete quote;
- if a single quote is obtained, and we are satisfied that it is competitive and complete, we will authorise the repairs based on that quote;
- we will manage the repair process for you, keeping you informed of the progress of the repairs **and** will advise you when your motorcycle is ready for collection.

If we don't authorise repairs

If we don't authorise repairs, we will pay you what it would have cost us to repair your motorcycle and the lifetime repair guarantee will not apply. The amount we pay is determined by obtaining a quote from a repairer we choose.

AAMI Lifetime Repair Guarantee

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

If you are concerned about the quality of the repair of your motorcycle, you must call us on **13 22 44** and you must make your motorcycle 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 motorcycle a total loss.

When we authorise repairs to your motorcycle we will:

- ensure the repair work is properly carried out;
- use new parts or parts that are consistent with the age or condition of your motorcycle, including non-original equipment parts. These parts will meet available manufacturer's technical specifications and/or applicable Australian Design Rules;
- only use new original equipment parts if your motorcycle is under the manufacturers' standard new motorcycle warranty period (**but not** under any extended dealer/manufacturer warranty period).

However, the following conditions also apply:

Radiators

Parts produced by genuine parts suppliers may be used in the repair of components such as radiators.

Unavailable parts

We are not responsible for costs which occur because of delays in delivery of parts. If a part is unavailable in Australia we will pay the cost of surface freight (not airfreight) from the nearest reasonable source of supply.

Obsolete items and parts

In all cases we will only pay the market value of damaged parts we consider to be obsolete.

Motorcycle identification

Where your motorcycle's identification, such as its compliance, build or VIN plate or label, has been damaged, we will try to source a replacement from its manufacturer. If we cannot source it for you, we will attempt to obtain a letter from the manufacturer to confirm your motorcycle's identity and that its original identification has been damaged. We will still repair your motorcycle without replacing any damaged identification, unless an alternative form of identification is required by law.

Sub-contracting repairs

We may sub-contract and any repairer we authorise to repair your motorcycle may sub-contract some of the repairs.

When we repair your motorcycle we will not:

- pay extra to repair your motorcycle to a better standard, specification or quality existing before the loss or damage;
- fix a fault or defect in your motorcycle that existed before the loss or damage occurred **unless** the fault or defect was from repairs we authorised;
- pay for repairing pre-existing damage. If we agree, you can pay the extra cost of repairing this damage.

Contribution to repairs

You might have to contribute to the cost of repairing tyres, engines, accessories, modifications, paintwork, fairings, bodywork, radiators, batteries or trims affected by neglect, wear and tear, weathering, rust, mould, mildew or corrosion. We will determine how much you pay depending on how worn these items were when the damage happened.

If you do not agree to pay these amounts, we will pay you the amount determined to be the cost of repairs less any contribution charges.

If your motorcycle has been stolen

If your motorcycle is found within **14** days of it being stolen and is damaged, follow the process of 'If your motorcycle is damaged' (see page 31). You may be entitled to a hire car for up to **21** days under the additional feature 'Hire car after theft' (see page 16), and where available we can arrange the hire car for you.

If your motorcycle is not found within **14** days after being stolen, and we agree to accept a claim for theft of your motorcycle, your motorcycle becomes a total loss (see below).

If your motorcycle is a total loss

Your motorcycle becomes a total loss if it is stolen and unrecovered after **14** days and we agree to accept your claim or when we decide it is uneconomical, impractical or unsafe to repair.

For motorcycles where the 'New motorcycle after a total loss' feature applies, see page 14.

For all other motorcycles we will pay you the amount covered shown on your certificate of insurance less any deductions that apply.

Deductions from your total loss claim

When we pay you for a total loss claim we will deduct:

- any excess or unpaid premium including any unpaid instalments in the period of insurance if you pay your premium by instalments;
- any unused registration and compulsory third party (CTP) insurance that you are entitled to if your motorcycle is registered in NSW. You can obtain these refunds from the NSW Roads and Maritime Services (RMS);
- any ITC (if applicable), see page 27.

Motorcycles under finance

When we pay for a total loss claim, if your current credit provider has a financial interest in your motorcycle then we will pay them what they are entitled to (up to your amount covered less deductions that apply) and pay you any balance.

We own the motorcycle salvage

When we replace your motorcycle or pay you for the total loss, your motorcycle salvage, including any unexpired registration and CTP insurance (except for NSW), becomes our property. If we ask, you must provide your written consent to help us collect any unexpired registration and CTP insurance.

If a credit provider is entitled to the salvage of your motorcycle, then we will deduct our estimate of the salvage value of your motorcycle from any amount that we pay.

If you are claiming under a hire car benefit

Where you are making a claim under the hire car benefit in your policy you:

- may be required to enter into a hire agreement with the hire car provider;
- are required to collect the hire car from and return it to the place nominated by us or the hire car provider;
- are responsible for all running costs and extras of the hire car, including paying the deposit, security bond, fuel and any upgrade costs;
- are responsible for arranging and paying all hire car costs for any period you continue to use the hire car beyond the authorised hire period; **and**
- may be required to refund to us any costs (including any insurance costs) we incur for the hire car, if you withdraw your claim or we refuse to accept it.

After we pay your claim

Does your claim affect your cover?

If we choose to repair your motorcycle or pay you the cost of repairs, your policy continues for the period of insurance.

If your motorcycle is a total loss and you are not entitled to a new replacement motorcycle (see page 14), all cover under your policy stops and your policy is cancelled. There is no refund of any unused premium.

If your motorcycle is damaged and we settle your claim by paying you the cost of repairs, we can reduce your amount covered to reflect the lower value of your motorcycle in its damaged condition.

Our right to recover claims we pay from those responsible

After we pay a claim under this policy, we can decide to take legal action in your name to recover money from the person or entity who caused the loss, damage or liability. You must give us all the help we need to do this. If we recover money that belongs to you and was not part of the claim we paid, we will give this to you.

Other Important Information

What happens with cancellations?

Cancellation by you

You may cancel this policy at any time. If you cancel this policy, you will be refunded the unexpired portion of the premium, less the cancellation fee and less any non-refundable government charges if the refund is more than **\$10**. See below for the cancellation fee.

Cancellation by us

We can cancel your policy where the law allows us to do so. If we cancel this policy, you will be refunded the unexpired portion of the premium, less the cancellation fee and less any non-refundable government charges if the refund is more than **\$10**. If we cancel your policy due to fraud, we will not refund any money to you.

Cancellation fee

Fee

Cancellation fee

We incur costs in establishing and administering your policy. If you cancel one or more motorcycles on your policy we will charge a cancellation fee on each motorcycle cancelled.

A cancellation fee will not apply in some circumstances, including:

- when you are transferring your motorcycle to another policy with us;
- if you exercise your cooling off rights (see page 4).

Details

The amount of the cancellation fee is **\$30** (plus (if applicable) FSL plus GST plus stamp duty) for each motorcycle insured on the policy.

This fee is deducted from any refund we send you. If the refund is less than the fee, a refund will not be issued and we will not charge you any additional amount to cover the difference.

What do we mean by that?

Accessories

are additions to your motorcycle that do not enhance the performance or change the structure of the motorcycle, e.g. saddle bags.

Amount covered

when used in relation to your motorcycle, it is the maximum amount we will pay for loss or damage to your motorcycle caused by an insured incident. The amount covered is shown on your certificate of insurance or otherwise in this policy and includes GST.

Authorised repairs

where we have an arrangement with a repairer to conduct the repairs to your motorcycle.

Certificate of insurance

means the latest certificate of insurance, including the insurance account, we have given you. It is an important document as it shows the covers you have chosen and other policy details.

Excess

see page 29.

Incident or event

is a single occurrence which you did not intend or expect to happen.

Inexperienced rider

see page 29.

Insured incident

means an incident not excluded by your policy. It is always a single event, accident or occurrence which you did not intend or expect to happen.

Limit

the most you can claim for any one incident. It includes GST.

Listed rider

the person or people shown on your certificate of insurance as listed riders.

Market Value

the amount that the market would pay for the motorcycle (or hire car) or damaged parts we consider to be obsolete. The market value of the motorcycle (or hire car) includes many factors such as age, make, model, kilometres travelled and general condition of the motorcycle (or hire car). We may use recognised industry publications to assist us in calculating the amount.

Modifications

are alterations to the manufacturer's standard body, fairings, engine, suspension, wheels or paintwork of your motorcycle which may affect its performance, value, safety or appearance e.g. performance exhaust systems.

Motorcycle

see page 10.

NCB

see page 9.

Original equipment parts

means parts that are manufactured anywhere in the world by, on behalf of, under licence from or with the consent (whether direct or indirect) of:

- (a) the manufacturer or supplier of your motorcycle;
- (b) the manufacturer or supplier of the part originally supplied with your motorcycle at the time of the motorcycle's purchase;
- (c) any member of the domestic or international corporate group of which the manufacturer or supplier of your motorcycle or the manufacturer or supplier of the part is a member or affiliated with (including affiliation by common use of trade marks); **or**
- (d) any affiliate, licensee, sub-licensee, related body corporate or affiliate of any entity in (a) or (b) or (c) of this definition;

whether or not the parts or the packaging of the parts bears the trade mark or trade marks of any of the entities contemplated by (a), (b), (c) or (d) of this definition.

PED Guide

see page 4.

Period of insurance

means when your policy starts to when it ends. It is shown on your certificate of insurance.

Policy

means your insurance contract. It consists of this PDS and any SPDS we have given you and your latest certificate of insurance.

Private use

means if not used in connection with earning any income, or if the only such use is riding to and from work and/or occasional use in connection with work.

Riding apparel

means any items of riding apparel or protective clothing worn specifically for motorcycle riding. Includes helmets, gloves, riding jackets, pants and boots, and any other motorcycle specific gear such as body armour and knee guards.

Total loss

your motorcycle is a total loss if it is stolen and unrecovered after **14** days or when we decide it is uneconomical, impractical or unsafe to repair.

Uninsured driver

a driver is an uninsured driver if neither the driver nor the vehicle owner has motor insurance or they have insurance **but it does not** cover damage to your vehicle at the time of the incident.

We, us, our and AAMI

means AAI Limited ABN 48 005 297 807 trading as AAMI.

You, your

the person or people shown as the insured on your certificate of insurance.

How we will deal with a complaint

If you are not satisfied with our products or services or a decision made in relation to your insurance, please let us know so that we can help. It is important to follow the complaint handling process in order to resolve your complaint effectively and efficiently.

Step 1. Let us know

If you would like to make a complaint, please let us know by contacting the relevant department as they may be able to resolve the complaint for you. If not, the staff member will refer you to a Manager or their delegate and they will attempt to resolve the complaint. A response is usually provided to you within **5** business days. You can contact us:

By phone: 13 22 44

By email: aami@aami.com.au

Step 2. Review by our Internal Dispute Resolution Team

If you are not satisfied with the outcome of the business review you can request the complaint be referred to the Internal Dispute Resolution (IDR) Team for review or you can contact them directly:

By phone: 1300 240 437

By email: idr@aami.com.au

In writing: AAMI Internal Dispute Resolution, PO Box 14180, Melbourne City Mail Centre VIC 8001

If we require additional information we will contact you to discuss. IDR will usually contact you with a decision within **15** business days of receiving your complaint.

Step 3. Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Financial Ombudsman Service (FOS). FOS is an independent external dispute scheme and their service is free to you. Any decision FOS makes is binding on us, provided you also accept the decision. You do not have to accept their decision and you have the option of seeking remedies elsewhere.

FOS is available to customers who fall within their terms of reference. FOS will advise if they can help you.

You can contact FOS:

By phone: 1300 780 808

By fax: (03) 9613 6399

By email: info@fos.org.au

In writing: Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001

By visiting: www.fos.org.au

Report insurance fraud

Insurance fraud is not a victimless crime. It imposes additional costs on honest policy holders and wastes the valuable resources of our community. This means it affects everyone.

We actively pursue fraudulent and inflated claims in order to keep your premiums as low as possible. Fraudulent claims will be investigated and may be reported to the police.

Help us fight insurance fraud by reporting:

- inflated vehicle or home repair bills;
- staged vehicle or home incidents;
- false or inflated home or vehicle claims;
- home and vehicle fires which may be intentionally started, including by someone known to you.

To report suspected insurance fraud call: **1300 881 725**. Let's work together to reduce the impact of insurance fraud on the community.

General Insurance Code of Practice

We support and adhere to the General Insurance Code of Practice.

You can get a copy of the code from the Insurance Council of Australia website (insurancecouncil.com.au) or by phoning **(02) 9253 5100**.

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 or by calling **1300 55 88 49**.

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**We're here for you
24 hours a day
7 days a week**

How to contact us

by phone: **13 22 44**

via the internet: **aami.com.au**

in writing: PO Box 14180,
Melbourne City Mail Centre
Victoria 8001

This insurance is issued by:

AAI Limited

ABN 48 005 297 807

AFSL No. 230859 trading as AAMI

