

auto  general

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# Cashback Standard Car Insurance Policy

Prepared on 1 March 2021

**Product Disclosure Statement - Part B**

## What is a Product Disclosure Statement?

This Product Disclosure Statement (PDS) will assist you to make an informed decision about our insurance product. It consists of two parts, which you should read before making a final decision to purchase:

- 1) PART A contains the general terms and conditions of all our policies.
- 2) **PART B** contains specific details about the product option that you selected.

## If You Have Already Purchased Our Policy

This PDS becomes your INSURANCE CONTRACT together with the most recent:

- INSURANCE CERTIFICATE
- YOUR DECLARATIONS
- COVER LETTER

After reading the documents carefully, you should keep them in a safe place for future reference.

## Limits Referred to in Part A

Personal Effects	\$250 (including child seats or capsules while in the car)
Hire Car Following Theft	\$1,000
Replacement Keys	\$1,000
Trailer	\$500
Emergency Transport and Accommodation	\$150 per day, up to \$600 in total.
New Car Replacement	The earlier of 1 year or 20,000 kilometres from original registration.

## Excess on Claims

The following excesses may apply to your claim and will be shown on your Insurance Certificate:

- **Basic Excess** applies to all claims.
- **Additional Excesses** apply when the car is driven by a person who is not an excluded driver, but who:
  - is not listed as a driver on the Insurance Certificate, and/or
  - is under 25 years of age, and/or
  - has not held a full Australian licence for 2 or more years.

More than one additional excess may apply. The total excess you may have to pay is the sum of the Basic Excess and all of the Additional Excesses which apply to the driver of the car at the time of the incident.

For more information about excesses that apply to your policy, please refer to our Premium, Excess and Discount Guide which is available on our website or by calling us.

**The product option you have selected features the following special refund offer to reward loyal customers who are claim-free.**

### Cashback standard - terms of offer

If no claim has been lodged\* for any incident occurring during four years of continuous insurance with us on this car\*\*, we will give you a refund. This refund will be the lesser of (a) the Vehicle Premium you paid during the first year, or (b) 25% of the total Vehicle Premium paid during the four-year period. The refund will exclude any fees and unrecoverable government charges.

However, if a claim is lodged for an incident occurring during the period, then a new 'cashback' period of 4 years will commence from the next policy renewal date, following the incident.

\* A claim is 'lodged' for an incident if we have incurred, or expect to incur any cost, regardless of who is at fault.

\*\* The car shown on this policy, or any subsequent car replacing it.

**Product Issuer:** Auto & General Insurance Company Limited  
ABN 42 111 586 353  
AFS Licence No 285571

**Registered Office:** Level 13, 9 Sherwood Road, Toowong QLD 4066

## No Claims Discount Protection (optional)

*This optional benefit applies only if shown as included on your Insurance Certificate.*

You are entitled to make 1 claim during the current period of insurance, or 2 claims in a 3-year period without affecting your NCD. For additional claims, your NCD will be reduced on renewal.

However, if "Rating 1 for Life" is shown on your Insurance Certificate, you will keep your maximum NCD (Rating 1) for life, as long as you continue your policy with this NCD Protection.

If "Rating 1 for Life" is not shown on your Insurance Certificate, you will qualify for this extra benefit after holding this policy for 2 years continuously with NCD Protection and without making any claim.

For more information about NCD, please refer to our Premium, Excess and Discount (PED) Guide which is available on our website or by calling us.

IMPORTANT: No Claim Discount Protection is not available from the 28th September 2020. If 'NCD Protection' is shown as included on your Insurance Certificate, it will continue to form part of your policy until it is removed.

## Reduced Window Glass Excess (optional)

*This optional benefit applies only if noted on your Insurance Certificate, and only to front, rear or side windows.*

## Accident Hire Car (optional)

*This optional benefit is only available with "Comprehensive" cover and applies only if shown as included on your Insurance Certificate.*

If we accept your at fault claim, we will arrange and pay the daily cost for a hire car that meets your needs. You must not arrange your own hire car without our approval.

If we are unable to arrange a hire car for you, we will reimburse you what it would reasonably cost you to fulfil your usual day to day mobility requirements, up to a maximum of \$75 per day.

We will pay for this benefit until the first of the following occur:

- the car is repaired,
- your claim is paid, or
- 14 days of hire have been used.

Where the car is safe to drive, the hire car will only be available from the date:

- the authorised repairs are due to start, or
- we assess the car to be a total loss.

We will not pay any additional costs of hiring, including but not limited to fuel, insurance or damage to the hire car. You need to agree to the hire car company hiring conditions (including paying a rental bond, insurance and any excess if you damage the hire car) and collect and return the hire car.

Note: Hire Car Following a No Fault Accident and Hire Car Following Theft are standard policy benefits (refer to PDS Part A).

## Choice of Repairer (optional)

*This optional benefit is only available with "Comprehensive" cover and applies only if shown as included on your Insurance Certificate.*

If you have purchased this option, you may choose to nominate your preferred repairer, which may be a repairer from our repair network.


See 'If you have the Choice of Repairer optional cover' in PDS Part A for how this affects your claim.

## Fees That May Be Charged

Once you have taken out a policy, our agent, as shown on your Insurance Certificate, may charge any of the fees below (if applicable):

Early Cancellation	\$40.00
Monthly Instalment Processing	12 payments of 66 cents per \$100 of premium or part thereof.
Fortnightly Instalment Processing	26 payments of 31 cents per \$100 of premium or part thereof.



 **Call our customer service team** on the phone numbers listed on your insurance documents, for claims or anything else

 **[autogeneral.com.au](https://autogeneral.com.au)**