

GIO CAR INSURANCE ADDITIONAL INFORMATION GUIDE



GIO CAR INSURANCE ADDITIONAL INFORMATION GUIDE

The guide is designed to provide you with additional information about excesses, how we pay claims, calculate premiums and the discounts available under the policy. You should read this Additional Information Guide (**Guide**) together with our GIO Car Insurance Product Disclosure Statement (**PDS**) dated 21 March 2018.

This Guide is relevant to you if your policy has a commencement or a renewal effective date on or after 19 June 2018.

Your excess

What is an excess?

An excess is the amount you must pay for each incident when you make a claim. You might have to pay more than one type of excess when you claim.

The total excess you are required to pay is determined by the circumstances of your claim. The amount and types of excesses that apply to your policy are shown on your certificate of insurance.

The different types of excesses are:

Standard excess

Your standard excess depends on the state or territory where your car is kept, the type of cover you have chosen, and whether we have imposed an additional amount in your standard excess. We take into account a number of factors when determining whether we will include an additional amount in your standard excess, such as:

- the type of car you are insuring; and
- our assessment of your (or a listed driver's) driving and/or overall accident and claim history in the last 3 years.

Note: The standard excess cannot be reduced. For our GIO Platinum and Comprehensive levels of cover, you can increase your excess level by choosing a voluntary excess. Increasing the excess reduces the premium.

Voluntary excess

The range of voluntary excesses we offer for our GIO Platinum and Comprehensive levels of cover is between \$200 and \$2,000. This excess is payable in addition to any other excess that applies. Choosing a voluntary excess reduces your premium.

Age excess

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

Note: Learner drivers are not required to be listed on the policy.

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

Inexperienced driver excess

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

Note: Learner drivers are not required to be listed on the policy.

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

Driver history excess

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

When does an excess apply?

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

| When you make a claim for: | What excess will apply | | |
|---|------------------------|------------------|--|
| | Standard excess | Voluntary excess | Other excesses (if applicable) |
| Theft or attempted theft of your car | Yes | Yes | • none |
| Storm, hail, flood or fire damage | Yes | Yes | • none |
| Malicious act or vandalism | Yes | Yes | • none |
| Damage to your car whilst parked caused by an unidentified person or driver | Yes | Yes | • none |
| Collision with or by an animal | Yes | Yes | • age excess • inexperienced driver excess • driver history excess |
| Windscreen or window glass damage only* | Yes* | Yes* | • none* |
| An incident where we decided the driver of your car caused or contributed to the damage | Yes | Yes | • age excess • inexperienced driver excess • driver history excess |
| An incident where we agree the driver of your car was not at fault, and you can give us the name and address of the at fault driver and the registration number of the at fault vehicle | No | No | • none |
| An incident where we agree the driver of your car was not at fault, but you cannot give us the name and address of the at fault driver and the registration number of the at fault vehicle | Yes | Yes | • age excess • inexperienced driver excess • driver history excess |

* If you have chosen and paid for the 'Windscreen and window glass cover' option (see page 24 of the PDS) or you have the 'GIO Platinum windscreen and window glass cover' additional feature (see page 13 of the PDS), then you will not have to pay an excess for one claim in the period of insurance.

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; and
- home or vehicle fires which may have been 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.

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 people, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

You can find more information about the FCS from APRA at www.fcs.gov.au

Claim payments

The following examples are designed to illustrate how a claim payment might typically be calculated. The examples do not cover all scenarios or all benefits and do not form part of your policy terms and conditions. They are a guide only.

GIO always determines real claim payments on an individual basis after we have assessed each claim. You should read the PDS and your certificate of insurance for full details of what we cover as well as what policy limits, conditions and exclusions apply.

Notes about the claim payment examples:

- all amounts are shown in Australia dollars and are GST inclusive;
- all examples assume that you are not registered for GST; and
- the excess in the examples may not be the same as your excess. Refer to your certificate of insurance for your excesses.

Example 1 – Total loss

Your car is 5 years old and is comprehensively insured for an amount covered of \$14,000. Your standard excess is \$650 and you have not chosen a voluntary excess. Your car is damaged by hail and we assess the cost of repairs to your car will be \$11,300. The estimated salvage value of the car is \$4,200. Based on the amount covered, what it would cost us to repair your car and its salvage value, we decide it is uneconomical to repair your car and determine your car to be a 'total loss'. As your car is more than 2 years old the 'New for old car replacement' additional feature does not apply to you.

| How much we pay | | Additional information |
|---|-----------------|---|
| Amount covered | \$14,000 | When your car is damaged accidentally, we decide that this is a total loss when it is uneconomical, impractical or unsafe to repair. |
| Less excess payable | -\$650 | As your car has been damaged by hail the standard excess applies. You normally pay this amount to us. |
| Less unexpired registration and compulsory third party (CTP) insurance | -\$150 | You can collect a refund from your state or territory roads authority. If instead we decide to collect the refund from the relevant authority or insurer ourselves, this amount will not be deducted from your claim. |
| If your insurance was paid through monthly instalments of \$60 per month and there are four remaining monthly payments in the period of insurance when your car is damaged: | | |
| Less outstanding premium | -\$240 | The 4 x \$60 monthly repayments become due when we decide your car is a total loss. We normally deduct this from the amount we pay to you. |
| Total claim | \$12,960 | We would normally pay this directly to you. If a credit provider has a financial interest in the car then we would normally pay your credit provider what they are owed first (up to your amount covered) and pay any balance remaining to you. |

Once we settle the claim, all cover on the car stops and your policy is cancelled. The salvage becomes our property and we keep the proceeds of its sale. This does not affect the amount we pay you.

Example 2 – New car after a total loss for cars less than 2 years old

Your car is comprehensively insured for an amount covered of \$29,800. Your standard excess is \$650 and you have not chosen a voluntary excess. Your car is damaged by fire and we decide your car is a total loss. Your car is less than 2 years old and you qualify for the 'New car after a total loss for cars less than 2 years old' additional feature (see page 16 of the PDS for full details). The cost to replace your car with a new one of the same make, model and series, including all on road costs, is \$31,300.

| How much we pay | | Additional information |
|--|-----------------|---|
| Cost to replace your car including on road costs | \$31,300 | We pay \$31,300 because your car is less than 2 years and you qualify for the 'New car after a total loss for cars less than 2 years old' additional feature (see page 16 of the PDS for full details) and you decide you would like to use this feature. We pay the car dealership directly for the new car. |
| Less excess payable | -\$650 | As your car has been damaged by fire the standard excess applies. You pay your excess directly to us. |
| Less unexpired registration and compulsory third party (CTP) insurance | -\$400 | You can collect a refund from your state or territory roads authority. If instead we decide to collect the refund from the relevant authority or insurer ourselves, this amount will not be deducted from your claim. |
| Plus Towing costs | +\$500 | We arranged for your car to be towed to our closest preferred repairer or another facility of our choice as the car was not able to be driven (see page 20 of the PDS for details on towing costs). The towing company has invoiced us. We will pay the towing company. |
| Total claim | \$30,750 | |

Your policy will continue to its expiry date if we agree to continue to insure you. The salvage becomes our property and we keep the proceeds of its sale. This does not affect how much we pay. If instead you elect not to receive a new car or we cannot agree on the replacement car, we will pay you the amount covered, less deductions (for example, excesses and unexpired registration and CTP insurance).

Example 3 – Lifetime new car replacement – GIO Platinum

(For policies that have GIO Platinum cover selected prior to 19 June 2018)

Your car is insured with the GIO Platinum cover and you have held that cover continuously from when you bought your car new. Your car is insured for an amount covered of \$29,000. Your standard excess is \$650 and you have not chosen a voluntary excess. You are involved in an accident that causes extensive damage to your car and we decide your car is a total loss. Your car is 5 years old and you are the first registered owner of the car. You qualify for the 'Lifetime new car replacement' additional feature (see page 14 of the PDS for full details). You obtain the name and address of the at fault driver and the registration number of the at fault vehicle involved in the incident. We decide the other driver was at fault. The cost to replace your car with a new one of a similar make and model, including all on road costs, is \$45,000.

| How much we pay | | Additional information |
|--|-----------------|--|
| New Car including on road costs | \$45,000 | We pay \$45,000 because you have GIO Platinum cover and you qualify for the 'Lifetime new car replacement' additional feature (see page 14 of the PDS for full details). We are unable to replace your car with the same make and model, however we provide you with a new car that in our opinion is a similar make and model to your car and you agree to accept this replacement car. We pay the car dealership directly for the new car. |
| Less excess payable | -\$0 | Your excess is waived because you have provided us with the name and address of the at fault driver and the registration number of the at fault vehicle and we agree the other driver was at fault. |
| Less unexpired registration and compulsory third party (CTP) insurance | -\$400 | You can collect a refund from your state or territory roads authority. If instead we decide to collect the refund from the relevant authority or insurer ourselves, this amount will not be deducted from your claim. |
| Plus Hire car costs | +\$1,360 | You are entitled to a hire car and we arrange for a hire car while you await your new car at a cost of \$85 per day for 16 days. We pay the provider directly. |
| Plus Towing costs | +\$800 | We arranged for your car to be towed to our closest preferred repairer or another facility of our choice as the car was not able to be driven (see page 20 of the PDS for details on towing costs). The towing company has invoiced us. We will pay the towing company. |
| Total claim | \$46,760 | |

Your policy will continue to its expiry date if we agree to continue to insure you. The salvage becomes our property, and we keep the proceeds of its sale. This does not affect how much we pay.

Example 4 – Lifetime new car replacement – GIO Platinum (cash settlement)

(For policies that have GIO Platinum cover selected on or after the 19 June 2018)

Your car is insured with the GIO Platinum cover and you have held that cover continuously from when you bought your car new. Your car is insured for an amount covered of \$51,000. Your standard excess is \$650 and you have not chosen a voluntary excess. You are involved in an accident that causes extensive damage to your car and we decide your car is a total loss. Your car is 1 year old and you are the first registered owner of the car. You qualify for the 'Lifetime new car replacement' additional feature (see page 14 of the PDS for full details). You obtain the name and address of the at fault driver and the registration number of the at fault vehicle involved in the incident. We decide the other driver was at fault. The cost to replace your car with a new one of a similar make and model, including all on road costs, is \$55,000.

| How much we pay | | Additional information |
|--|-----------------|---|
| Cost to replace your car including on road costs | \$55,000 | You have GIO Platinum cover and you qualify for the 'Lifetime new car replacement' additional feature (see page 14 of the PDS for full details). We are unable to replace your car with the same make and model within the time stated in the PDS, and an agreement cannot be reached between us on a replacement car. We will provide a monetary settlement rather than a new car. |
| Less excess payable | -\$0 | Your excess is waived because you have provided us with the name and address of the at fault driver and the registration number of the at fault vehicle and we agree the other driver was at fault. |
| Less unexpired registration and compulsory third party (CTP) insurance | -\$400 | You can collect a refund from your state or territory roads authority. If instead we decide to collect the refund from the relevant authority or insurer ourselves, this amount will not be deducted from your claim. |
| Less outstanding instalment premium (3 months at \$100 per month) | -\$300 | Outstanding instalment premium repayments become due when we decide your car is a total loss. We deduct this from the amount we pay to you. |
| Claim so far | \$54,300 | We pay this amount directly to you. |
| Plus Hire car costs | +\$3,610 | You are entitled to a hire car and we arrange for a hire car while we try to source another car at \$95 per day for 38 days. We pay the provider directly. |
| Plus Towing costs | +\$800 | We arranged for your car to be towed to our closest assessment centre as the car was not able to be driven (see page 20 of the PDS for details on towing costs). The towing company has invoiced us. We will pay the towing company. |
| Total claim | \$58,710 | |

All cover under your policy stops and your policy is cancelled. The salvage becomes our property and we keep the proceeds of its sale.

Example 5 – Partial loss

Your car is insured for comprehensive cover for an amount covered of \$12,700 and you have the 'Hire car after an event up to 21 days' option (see page 25 of the PDS for full details). Your standard excess is \$650 and you have not chosen a voluntary excess. During a storm a tree branch has fallen and damaged your car. We assess the repairs to your car will cost \$6,000 and estimate it will take 8 days to repair the car.

| How much we pay | | Additional information |
|--|----------------|---|
| Damage to car | \$6,000 | We decide your car is repairable. |
| Less excess payable | -\$650 | Your standard excess applies. You pay your excess directly to us. |
| Claim so far | \$5,350 | We normally pay the repairer directly for repairs. |
| We have arranged for you to use a hire car that is in our opinion a similar make or model to your car whilst your car is being repaired. | | |
| Plus hire car costs | +\$400 | It has taken seven days for your car to be repaired and returned to you. The hire car provider has invoiced us. The cost is \$50 per day for eight days. We will pay the hire car provider. |
| Total claim | \$5,750 | |

Example 6 – Not at fault incident

Your car is insured for the amount covered of \$25,600. Your standard excess is \$650 and you have not chosen a voluntary excess. The car is hit in the rear whilst stopped at a red traffic light and you obtain the name and address of the at fault driver and the registration number of the at fault vehicle. We decide the other driver was at fault. You are eligible for 'Hire car after a not a fault incident' additional feature (see page 19 of the PDS).

| How much we pay | | Additional information |
|---|----------------|---|
| Damage to your car | \$7,500 | We decide your car is repairable. |
| Less excess payable | -\$0 | Your excess is waived because you have provided the name and address of the at fault driver and the registration number of the at fault vehicle. We agree the driver of the other vehicle was at fault. |
| Claim so far | \$7,500 | We normally pay the repairer directly for the repairs. |
| As you provided the name and address of the at fault driver and the registration number of the at fault vehicle involved in the incident and we agree the other driver is at fault, you qualify for the additional feature 'Hire car after a not at fault incident' (see page 19 of the PDS). | | |
| Plus hire car costs | +\$600 | You are entitled to a hire car that meets your needs for the time it takes to repair your car and return it to you (\$75/day for eight days). The hire car provider has invoiced us. We will pay them directly. |
| Total claim | \$8,100 | |

Example 7 – Windscreen and window glass optional cover

You have chosen the 'Windscreen and window glass cover option. Your windscreen has been damaged by a stone from loose gravel whilst you were driving and needs to be replaced. This is your first 'GIO Windscreen and window glass cover' claim in the current period of insurance. It will cost \$350 to replace the windscreen.

| How much we pay | | Additional information |
|------------------------|--------------|--|
| Replacement windscreen | \$350 | The windscreen provider has invoiced us. We will pay the windscreen provider. |
| Less excess payable | -\$0 | As you qualify for the 'GIO Platinum windscreen and window glass cover' additional feature (see page 13 of the PDS for full details) no excess applies as this is your first 'windscreen and window glass cover' within the period of insurance. |
| Total claim | \$350 | |

Example 8 – Legal liability

Your car is insured for Third Party Property Damage cover. You are 23 years old and are a listed driver on the policy. Your standard excess is \$650 and your age excess as a listed driver is \$400. You are involved in an accident causing damage to another car. We determine that you are at fault and liable to pay the cost of repairs for the damage caused to the other car. The cost of repairs to the other car is \$35,000. As you have Third Party Property Damage cover, you are not insured for the damage to your own car.

| How much we pay | | Additional information |
|--------------------------|-----------------|--|
| Damage to the other car | \$35,000 | We normally pay the cost of repairs directly to the third party claimant or their insurer. |
| Plus towing and hire car | +\$3,900 | The driver of the car you hit has claimed for towing of their vehicle and use of a hire car for 30 days. |
| Less excess payable | -\$1,050 | As you are at fault the standard excess applies along with the age excess. You pay this amount directly to us before we pay the third party. |
| Total claim | \$37,850 | |

Example 9 – Stolen car

Your car is covered for Fire, Theft & Third Party Property Damage cover. It is insured for the amount covered shown on your certificate of insurance. The amount shown on your certificate of insurance is \$8,000. Your standard excess is \$650. The car is stolen and there were 2 child seats in the car valued at \$400 each. You report this to the police. Your car is not found within 14 days of your claim being made. We accept your claim and decide it is in order. We determine your car to be a total loss.

| How much we pay | | Additional information |
|---|----------------|--|
| Amount covered | \$8,000 | |
| Less excess payable | -\$650 | As your car was stolen, the standard excess applies. You pay your excess directly to us. |
| Less unexpired registration and compulsory third party (CTP) insurance | -\$150 | You can collect a refund your state or territory roads authority. If instead we decide to collect the refund from the relevant authority or insurer ourselves, this amount will not be deducted from your claim. |
| 2 Child seats | +\$800 | Your policy has an additional feature covering child seats up to \$750 each. You will be covered for the cost to replace these seats. |
| Claim so far | \$8,000 | We would normally pay this directly to you. If a credit provider has a financial interest in the car then we would normally pay your credit provider (up to the applicable limits of your policy) what they are owed first and pay any balance to you. |
| As your car was stolen and not recovered we have arranged for you to use a hire car that meets your needs for up to 21 days (see 'Hire car after theft' additional feature on page 18 of the PDS for full details). | | |
| Plus hire car costs | +\$850 | We settled your claim 17 days after you told us about your car being stolen. We pay the hire car company for 17 days car hire calculated at \$50 per day. The hire car company has invoiced us. We will pay the hire car company. |
| Total claim | \$8,850 | |

Once we settle the claim, all cover on the car stops, and your policy is cancelled. There is no refund of premium. If your car is recovered, we are entitled to the salvage and to keep the proceeds of sale.

About your premium

The rated premium is the amount we calculate that reflects the likelihood of you making a claim together with other factors related to our cost of doing business.

We use many factors about you and your car to work out your rated premium including the level of cover you choose.

The importance we place on the factors we use can change and how those factors combine to affect the rated premium will differ from person to person. The rated premium you pay includes any discounts we give you, as well as GST and any applicable stamp duty, charge and levy. Your certificate of insurance will show you how much you have to pay.

Each time you renew your insurance your rated premium is likely to change, even if your personal circumstances have not changed. This is because your rated premium is affected by other things including:

- The cost of claims we have paid to other customers and claims we expect to pay in the future;
- Changes in government taxes and any state or territory duty or levies;
- New and updated data we use to calculate your rated premium;
- Our expenses of doing business; and
- Other commercial factors.

When determining your rated premium on renewal, we also consider how much your rated premium was previously. As such, we may limit movements up or down.

In addition to the type of cover you have chosen, significant factors affecting your rated premium include a combination of some or all of the following:

| Factor | GIO Platinum cover | Comprehensive cover | Fire, Theft and Third Party Property Damage cover | Third Party Property Damage cover |
|---|--|--|---|-----------------------------------|
| Amount covered | ✓ | ✓ | ✓ | ✗ |
| Address where car is kept | ✓ | ✓ | ✓ | ✓ |
| Car use | ✓ | ✓ | ✓ | ✓ |
| Age of listed driver(s) | ✓ | ✓ | ✓ | ✓ |
| Gender of listed driver(s) | ✓ | ✓ | ✓ | ✓ |
| Type of car | ✓ | ✓ | ✓ | ✓ |
| Whether the car is financed | ✓ | ✓ | ✓ | ✓ |
| Car age | ✓ | ✓ | ✓ | ✓ |
| Annual distance the car is driven | ✓ | ✓ | ✗ | ✗ |
| Claims that you have told us about that were made by listed driver(s) on other policies | ✓ (but not if the car shown on your certificate of insurance has Rating 1 for Life) | ✓ (but not if the car shown on your certificate of insurance has Rating 1 for Life) | ✗ | ✗ |
| Claims made on the policy previously | ✓ (but not if the car shown on your certificate of insurance has Rating 1 for Life) | ✓ (but not if the car shown on your certificate of insurance has Rating 1 for Life) | ✗ | ✗ |
| The policy options you have chosen | ✓ | ✓ | ✗ | ✗ |
| Whether you choose a voluntary excess | ✓ | ✓ | ✗ | ✗ |
| Whether you have previously paid your policy by instalments | ✓ | ✓ | ✗ | ✗ |

If you pay by instalments your rated premium will be higher than if you choose to pay in one annual payment.

The amount you pay for this insurance is your premium and it includes the rated premium less any GIO Claims Free Savings credit you are eligible for (see page 11 of this Guide for more details). Any GIO Claims Free Savings credit we apply is inclusive of relevant government charges.

Our discounts

Discounts are also a factor that can affect your rated premium. Any discounts are usually calculated and applied before the application of government taxes and charges.

The main discounts we offer are:

- Family discount;
- Multi-policy discount; and
- Combined NSW CTP Green Slip discount.

We might give you a discount for quoting for and buying a new policy online. From time to time we might also offer discounts or some other special offers as part of a marketing campaign. If we do this, separate terms and conditions may apply and you might not be eligible for our usual discounts. The amount and type of discount offered can change or be withdrawn.

If you are eligible for more than one discount, we usually apply any subsequent discount to the already discounted rated premium.

Discounts do not apply to the GIO Roadside Assist portion of the premium if you purchase that optional cover.

If you believe you are eligible for a discount but it is not shown on your certificate of insurance, please contact us.

Family discount

You may be eligible to receive a family discount on GIO Platinum or GIO Comprehensive Car insurance if you are under 25 years old and your parents have either GIO Platinum or GIO Comprehensive Car insurance. Please contact us to enquire about this discount.

Multi-policy discount

A multi-policy discount rewards you with a discount off your premium for holding three or more eligible paid personal insurance policies with us. There must be a common mailing address and the person(s) seeking the discount must be nominated as an insured with the same name on each eligible policy. If you take out a new policy and qualify for the multi-policy discount, you are eligible to receive the discount on that new policy immediately and on your other existing policies from their next renewal date, provided you still qualify. If you believe you are eligible for the multi-policy discount but it is not shown on your certificate of insurance, please contact us. Eligible personal insurance policies are home, contents, car, motorcycle, caravan and boat insurance. A GIO NSW CTP Green Slip and a GIO ACT CTP insurance policy count as eligible policies, but the premium for these policies cannot be discounted.

Combined NSW CTP Green Slip discount

If you have GIO Platinum or GIO Comprehensive Car insurance with us, when you combine it with a GIO NSW CTP Green Slip on the same car you may be eligible for a \$50 discount on your GIO Platinum or GIO Comprehensive Car insurance premium for that car. Any discount that applies will be applied on renewal, provided you still qualify. The discount cannot be applied to the GIO NSW CTP Green Slip premium. There must be a common NSW car registration number on the GIO CTP and GIO Platinum or GIO Comprehensive policy.

GIO Claims Free Savings

GIO Claims Free Savings recognises your years of good driving experience.

If you have GIO Claims Free Savings, each year you continuously insure your car with us on GIO Platinum or GIO Comprehensive Car insurance without making an excess payable claim, we will reward you with a percentage of the rated premium that you paid, up to a maximum of 20%, as a credit on the renewal of your policy for that car. If a GIO Claims Free Savings credit applies to a car covered by your policy it will be shown on your certificate of insurance and any credit you qualify for will be applied on your renewal.

With GIO Claims Free Savings we will take into account your claims history when we calculate your rated premium. Refer to page 5 of your PDS for more details.

| Years of continuous insurance for GIO Claims Free Savings | Credit |
|---|--------|
| 1-4 | 5% |
| 5-9 | 10% |
| 10-14 | 15% |
| 15+ | 20% |

From time to time we might have special offers which may mean that we acknowledge an extended car insurance history to determine your years of continuous insurance for GIO Claims Free Savings. Refer to the 'Your Rewards' section of your certificate of insurance for details of GIO's acknowledgement of your years of continuous insurance for the calculation of any applicable GIO Claims Free Savings credit.

GIO Claims Free Savings credits are not redeemable or payable as cash and cannot be used as a credit towards other policies you hold with us. If your policy is cancelled, we will refund the unexpired portion of the premium (which includes the unexpired portion of any credit that had applied). See 'What happens with cancellations' on page 43 of the PDS for more details. We have the right to alter the terms of or withdraw our GIO Claims Free Savings at any time.

How do claims affect your GIO Claims Free Savings?

| No claim made during the period of insurance | Claim made where no excess is payable by you during the period of insurance | Claim made where an excess is payable by you during the period of insurance |
|--|--|--|
| You will receive a credit on your next GIO Platinum or Comprehensive renewal | You will receive a credit on your next GIO Platinum or Comprehensive renewal | You will not receive a credit on your next GIO Platinum or Comprehensive renewal |

Maximum No Claim Discount/Rating 1 for Life

Maximum No Claim Discount/Rating 1 for Life is no longer offered, however if it applies to any car covered by your policy it will be shown on your certificate of insurance and you can continue to renew your policy with that feature included. Maximum No Claim Discount/Rating 1 for Life recognises your good driving and insurance history by guaranteeing that we will not take into account how many claims you make to calculate your rated premium while you insure your car with GIO Platinum or Comprehensive Insurance. We have the right to alter the terms of cover for Maximum No Claim Discount/Rating 1 for Life, including excess, premiums and acceptance of cover according to our underwriting rules. Please note that if you decide to remove Maximum No Claim Discount/Rating 1 for Life from your policy you cannot regain Maximum No Claim Discount/Rating 1 for Life for that car or any replacement of that car.

Changing your reward

If you have Maximum No Claim Discount/ Rating 1 for Life you can ask us to change your policy to receive GIO Claims Free Savings. Please note that you cannot receive both Maximum No Claim Discount/Rating 1 for Life and GIO Claims Free Savings on the same car. Any change from Maximum No Claim Discount/Rating 1 for Life to GIO Claims Free Savings will apply from your next renewal after the change is made and any reward credit you qualify for will not apply until the following renewal.

Please note that if you ask to change your policy to receive GIO Claims Free Savings for any car you cannot regain Maximum No Claim Discount/Rating 1 for Life for that car or any replacement of that car.

Government taxes and charges

After we have calculated the amount to cover your car insurance risk, any applicable stamp duty, charge and levy and GST are then applied.

