

Supplementary Product Disclosure Statement

This is a Supplementary Product Disclosure Statement (**SPDS**) issued by:

- GIO General Limited ABN 22 002 861 583 AFSL 229873 before the Effective Date (defined below); and
- AAI Limited ABN 48 005 297 807 AFSL 230859 trading as GIO, on or after the Effective Date,

as applicable.

This SPDS supplements the following Product Disclosure Statements (each a **PDS**):

- Business Insurance Product Disclosure Statement date prepared 25 May 2012;
- Business Insurance for Professionals Product Disclosure Statement date prepared 25 May 2012; and
- Trade Insurance Product Disclosure Statement date prepared 25 May 2012,

and must be read together with the PDS that you hold and any other SPDS we have given you or give you for your PDS.

1. Change of company name

General Insurance Transfer

GIO General Limited will transfer its general insurance business to a related company, AAI Limited ABN 48 005 297 807 (**AAI**) by way of a scheme under the Insurance Act 1973 (Cth), which has been confirmed by the Federal Court of Australia.

In the months before the Court confirmed the scheme, GIO General Limited undertook steps (including but not limited to newspaper and internet advertising, information included in regular operational correspondence and email communications) to bring the then proposed transfer to the attention of policyholders.

The scheme will take effect on and from 1 July 2013, or such other date agreed by AAI and GIO General Limited and approved by the Court (the **Effective Date**) and is one of four schemes which are occurring simultaneously as part of an internal reorganisation.

On and from the Effective Date:

- AAI will become the underwriter of all general insurance policies issued by GIO General Limited and will settle all claims under those policies;
- AAI will issue GIO branded general insurance policies (and PDSs for those policies) and will trade under the business name 'GIO'; and
- all references to GIO General Limited ABN 22 002 861 583, AFSL 229873 (however that company may be referred to) in the PDS and any other SPDS that you have been given for your PDS and in your policy documents (including your policy schedule or certificate) will be a reference to AAI Limited ABN 48 005 297 807 AFSL 230859 trading as GIO.

All policies issued / contracts of insurance entered into:

- **before the Effective Date** will be issued by and entered into with GIO General Limited and will be transferred to AAI on the Effective Date; and
- **on or after the Effective Date** will be issued by and entered into with AAI.

Each PDS is unchanged except as indicated above.

GIO's contact details will not change as a result of the transfer.

2. Privacy Statement

Replace the current Privacy statement with the following:

Privacy Statement

AAI Limited trading as GIO is the insurer and issuer of your commercial insurance product, and is a member of the Suncorp Group, which we'll refer to simply as "the Group".

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- identify you and conduct appropriate checks;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products and services and systems, including the management and administration of underwriting and claims;
- assess and investigate any claims you make under one or more of our products;
- manage, train and develop our employees and representatives;



- › manage complaints and disputes, and report to dispute resolution bodies; and
- › get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers, but they'll never disclose your personal information to another customer without your consent.

Under various laws we will be (or may be) authorised or required to collect your personal information. These laws include the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Personal Property Securities Act 2009, Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999 and the Australian Securities and Investments Commission Act 2001, as those laws are amended and includes any associated regulations.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- › other companies within the Group and other trading divisions or departments within the same company (please see our Group Privacy Policy for a list of brands/companies);
- › any of our Group joint ventures where authorised or required;
- › customer, product, business or strategic research and development organisations;
- › data warehouse, strategic learning organisations, data partners, analytic consultants;
- › social media and other virtual communities and networks where people create, share or exchange information;
- › publicly available sources of information;
- › clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- › a third party that we've contracted to provide financial services, financial products or administrative services – for example:
 - › information technology providers,
 - › administration or business management services, consultancy firms, auditors and business management consultants,
 - › marketing agencies and other marketing service providers,
 - › claims management service providers
 - › print/mail/digital service providers, and
 - › imaging and document management services;
- › any intermediaries, including your agent, adviser, a broker, representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers and our agents;
- › a third party claimant or witnesses in a claim;
- › accounting or finance professionals and advisers;
- › government, statutory or regulatory bodies and enforcement bodies;
- › policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an insured person but not the policy or product holder;
- › in the case of a relationship with a corporate partner such as a bank or a credit union, the corporate partner and any new incoming insurer;
- › the Financial Ombudsman Service or any other external dispute resolution body;
- › credit reporting agencies;
- › other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;
- › legal and any other professional advisers or consultants;
- › hospitals and, medical, health or wellbeing professionals;
- › debt collection agencies;
- › any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, eg your mother.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons or organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas Disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons or organisations located overseas, for the same purposes as in 'Why do we collect personal information?'

The complete list of countries is contained in our Group Privacy Policy, which can be accessed at www.gio.com.au/privacy, or you can call us for a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

Your personal information and our marketing practices

Every now and then, we and any related companies that use the GIO brand might let you know – including via mail, SMS, email, telephone or online – about news, special offers, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. You can contact us to update your marketing preferences at any time.

In order to carry out our direct marketing we collect your personal information from and disclose it to others that provide us with specialised data matching, trending or analytical services, as well as general marketing services (you can see the full list of persons and organisations under 'How we handle your personal information'). We may also collect your personal information for marketing through competitions and by purchasing contact lists.

We, and other people who provide us with services, may combine the personal information collected from you or others, with the information we, or companies in our Group, or our service providers already hold about you. We may also use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in [Contact Us](#).

Contact us

For more information about our privacy practices including accessing or correcting your personal information, making a complaint, obtaining a list of overseas countries, or giving us your marketing preferences you can:

- Visit www.gio.com.au/privacy.
- Speak to us directly by phoning us on 13 10 10
- Email: enquiries@gio.com.au

Changes to Section 1 Fire and Other Damages

Section 1 Fire and Other Damages - Extra Cover

The following additional Extra Cover is added to the Fire and Other Damage Section of your Policy:

Emergency Response Cover

We cover	<p>Under this Extra Cover we will pay the reasonable and necessary costs that are incurred by you and which relate only to the first 72 hour period after the insured event to secure your situation against further loss or damage and to enable prompt resumption of normal business operations, including, but not limited to:</p> <ol style="list-style-type: none">Emergency costs incurred to restore utilities, such as electrician and plumbers' fees;Any extra payments, required by law, to be paid to your staff who are required to work overtime, at night, or Sunday or holiday periods or for additional staff required to mitigate further loss or damage or enable prompt resumption of normal business operations;The costs of temporary repairs (including making safe) or security (including shuttering, hoarding or the hiring of security guards);Cleaning up and dry cleaning costs of property damage caused by an insured event but excluding any contamination or pollution clean up costs;Hiring of cleaning or water extraction equipment, or power generation equipment;Hiring of business contents required to resume trading, such as replacing a damaged cash register or replacing damaged tools of trade; or,Transport and storage costs to enable safe storage of stock, business contents or specified items.
We do not cover	<p>We will not pay more than \$30,000 for all claims under this Extra Cover during any one period of insurance.</p> <p>We will not pay for any costs under this Extra Cover that are otherwise payable under:</p> <ol style="list-style-type: none">Policy Section 2 – Business Interruption;Policy Section 3 – Burglary;Policy Section 4 – Money;Policy Section 5 – Glass; orAdditional Benefit: 1. Prevention of Loss or Damage or Extra Cover 2 – Removal of Debris and Temporary Repairs, of this policy section. <p>We will not pay for:</p> <ol style="list-style-type: none">Any costs or expenses that do not relate to the 72 hour period immediately after the insured event under this Extra Cover. For example, under this Extra Cover we will only pay those transport costs relating to items that are transported within 72 hours of the insured event and we will only pay the costs of any storage for the first 72 hours after the insured event and no storage costs relating to a period beyond the first 72 hours after the insured event.Any fines, penalties, or liability incurred by you;For any loss or damage to your property under this Extra Cover; or,Any event, loss or damage that would otherwise be excluded in this policy.

