

# Additional Information Guide

Car Insurance



This Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and discounts. You should read this AIG together with our GIO Car Insurance Product Disclosure Statement (PDS) dated 25/11/2020.

You can ask us for a confirmation of a transaction relating to your policy or any claim by calling us on **13 10 10**.

**This AIG is relevant to you if your policy has a commencement or a renewal date on or after 1 August 2026.**

## Your excess(es)

The amount and types of excesses that apply to your policy are shown on your certificate of insurance. Depending on the circumstances, you might have to pay more than one type of excess when you claim.

**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've chosen, and whether we've 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're insuring
- Our assessment of your (or a listed driver's) driving history in the last 3 years.

**Note:** The standard excess can't be reduced. For our GIO Platinum and Comprehensive levels of cover, you can increase your excess level by choosing a voluntary excess.

### Voluntary excess

The range of voluntary excesses we offer for our GIO Platinum and Comprehensive levels of cover are between \$200 and \$2,000. Choosing a higher voluntary excess reduces your premium. The higher the voluntary excess, the greater the premium reduction.

### 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 isn't 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 in addition to any other excess that applies.

**Note:** Learner drivers aren't required to be listed on the policy.

The age excess won't apply if, at the time of the incident, the person in control of the car was being paid for a service (not ride-sharing), for example, 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 a driver's licence specific to the car type for less than 2 consecutive years prior to the incident, and they're listed on your certificate of insurance, the inexperienced driver excess is \$400. If the driver is 25 years of age or over, has held a driver's licence specific to the car type for less than 2 consecutive years prior to the incident, and they aren't listed on your certificate of insurance, the inexperienced driver excess is \$1,400.

**Note:** Learner drivers aren't required to be listed on the policy. The inexperienced driver excess that applies to learner drivers is \$400.

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

This excess is in addition to any other excess that applies.

### Driver history excess

The driver history excess is \$800. This excess applies if a listed driver who has had their licence cancelled, suspended, disqualified or restricted in the 3 years prior to the start of the period of insurance was driving, using, or in charge of your car at the time of the incident.

This excess is 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'll 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 you or the driver of your car caused or contributed to the incident	Yes	Yes	• age excess • inexperienced driver excess • driver history excess
An incident where another driver was entirely at-fault and you give us the at-fault driver's name, address, and registration number	No	No	• none
An incident where another driver was entirely at-fault but you can't give us the at-fault driver's name, address, and registration number	Yes	Yes	• age excess • inexperienced driver excess • driver history excess

\* If you've chosen and paid for the 'Windscreen and window glass cover' option (see page 44 of the PDS) or you have the 'GIO Platinum windscreen and window glass cover' additional feature (see page 30 of the PDS), then you won't have to pay an excess for one claim in the period of insurance.

## About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate of insurance.

We'll calculate your premium based on:

- Your risk
- Any discounts applied
- Whether you choose a voluntary excess
- GST, stamp duty, and other government charges and levies (as applicable).

Your risk – we work this out using significant factors we consider important, including but not limited to the type of car, how your car is financed, address where the car is kept, how you use your car, as well as information about the listed drivers and the level, type and amount of cover you've chosen. When you have GIO Platinum or Comprehensive cover we also take into account additional factors such as previous insurance and claims history of drivers (but not where Rating 1 for Life applies), and any optional covers you've chosen. Your premium costs less if you pay annually, rather than by instalments.

This isn't a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

The premium you pay is also affected by other things including:

- The cost of claims we've paid to other customers and claims we expect to pay in the future
- Our expenses of doing business
- Other commercial factors.

When determining your renewal premium, we also consider your previous premium. As such we may limit premium movements up or down.

## Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we've given you. Discounts are applied before we add GST, stamp duty, and other government charges and levies (as applicable). We determine eligibility for a discount on your renewing policy when we calculate your renewal offer.

From time to time we might offer a discount or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions may apply. We regularly offer a discount for quoting and buying a new policy online through our website.

The amount and type of discounts that may be offered can change or be withdrawn.

Discounts don't apply to GIO Roadside Assist optional cover.

If you receive more than one discount, we apply each further discount to the already discounted premium.

## Multi-policy discount

Our multi-policy discount (MPD) is being discontinued and will not be offered for new or renewing policies from 1 August 2026. There are some exceptions where the MPD will apply to existing policies for one renewal. If the MPD is applied, it'll be shown on your certificate of insurance. To find out more, visit [www.gio.com.au/whats-changing](http://www.gio.com.au/whats-changing).

## GIO Claims Free Savings

GIO Claims Free Savings is being discontinued and will not be offered for new GIO Platinum or GIO Comprehensive Car Insurance policies from 1 August 2026.

For existing policies with a commencement date prior to 1 August 2026, any credit you have qualified for will be applied one last time on your first renewal on or after 1 August 2026. If a GIO Claims Free Savings credit is applied, it'll be shown on your certificate of insurance. For details on GIO Claims Free Savings, refer to the Additional Information Guide that applied at the commencement date of your previous policy term at [www.gio.com.au/policy-documents/car-insurance](http://www.gio.com.au/policy-documents/car-insurance).

## Maximum No Claim Discount/Rating 1 for Life

GIO withdrew Rating 1 for Life for new policies many years ago. If Rating 1 for Life still applies to any car covered by your policy, it'll be shown on your certificate of insurance. If you have Rating 1 for Life we don't consider claims when calculating your premium.

If you remove Rating 1 for Life, you can't regain it. GIO has the right to discontinue Rating 1 for Life on renewal or to alter its terms. You can't receive both GIO Claims Free Savings and Rating 1 for Life on the same car. Please call us for more details.

## Government taxes and charges

Your premium includes GST, stamp duty, and other government charges and levies (as applicable) and these are added as the last step in the premium calculation.

## Financial Claims Scheme

In the unlikely event of an insurer becoming insolvent, a person entitled to claim under protected policies may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria.

You can find more information about the FCS from the APRA website at [www.fcs.gov.au](http://www.fcs.gov.au).

