

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 3 December 2025.

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 government taxes and charges.

The main discounts we offer are:

- Family discount
- Multi-policy discount.

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 buying a new policy online through our website. The amount and type of discounts that may be offered can change or be withdrawn.

We determine eligibility for a discount on your renewing policy when we calculate your renewal offer.

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.

Family discount

You may be eligible to receive a family discount on GIO Platinum or GIO Comprehensive Car insurance if you're 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 (MPD) 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 a policyholder with the exact same name on each eligible policy. If you take out a new policy and qualify for the MPD, you're eligible for the MPD on that new policy from its start date (if the discount isn't applied at purchase, we endeavour to process the discount within 90 days from policy start date). You're eligible to receive the MPD on your other existing eligible policies from their next renewal date, provided you're eligible for the MPD, and we still offer the MPD when we calculate your renewal offer.

Eligible personal insurance policies are home, contents, landlord, car, motorcycle, caravan, and boat insurance. A GIO NSW CTP Green Slip and a GIO ACT MAI insurance policy count as eligible policies, but the premium for these policies can't be discounted. If you quote for a new policy via our website, we rely on your answers to our questions to establish eligibility.

The discount doesn't apply to the GIO Roadside Assist optional cover.

To find out more about the multi-policy discount or if you believe you're eligible for the multi-policy discount but it isn't shown on your certificate of insurance, please contact us on **13 10 10** or via our webchat.

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'll reward you with a percentage of the premium that you paid for your current policy, 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'll 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'll take into account your claims history when we calculate your premium. Your GIO Claims Free Savings credit will increase (up to the maximum) on renewal if you haven't made a claim that impacts your GIO Claims Free Savings before we calculate your renewal offer.

The GIO Claims Free Savings credit starts at 5% after 1 year of continuous GIO Comprehensive or Platinum Car Insurance with no claims that affect your GIO Claims Free Savings. It increases to a maximum of 20% after 15 plus years of continuous GIO Comprehensive or Platinum Car Insurance with no claims that affect your GIO Claims Free Savings.

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 aren't redeemable or payable as cash and can't be used as a credit towards other policies you hold with us. If your policy is cancelled, we'll 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 64 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 on your policy affect your GIO Claims Free Savings?*

No claim made during the period of insurance	Claim made where no excess is payable	Claim made where an excess is payable
You'll receive a credit on your next GIO Platinum or Comprehensive renewal	You'll receive a credit on your next GIO Platinum or Comprehensive renewal	You won't receive a credit on your next GIO Platinum or Comprehensive renewal

*Your GIO Claims Free Savings credit is determined using the status of claim(s) on your policy when we calculate your renewal premium.

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

After we've calculated the amount to cover your car, GST, stamp duty, and other government charges and levies are then applied (as applicable).

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.

