

Product Disclosure Statement - Part B

Car Insurance Policy
General Terms and Conditions

This document prepared on 5 November 2018
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



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 (including theft and forced entry)	\$500 (and also up to \$500 for child seats or capsules while in the car)
Hire Car Following Theft	\$1,000
Replacement Keys	\$1,000
Trailer / Caravan	\$1,000
Emergency Transport and Accommodation	\$100 per day, up to \$850 in total
New Car Replacement	The earlier of 2 years or 40,000 kilometres from original registration

Excess on Claims

This is the amount shown on your Insurance Certificate that you may have to pay towards each claim.

- **Basic Excess** applies to all claims. You may be able to choose a different basic excess to obtain a higher or lower premium.
- **Additional Excesses** apply as follows when the car is driven by a person who is not an excluded driver, but who:
 - is under 21 years of age
 - is aged 21 to 24 years inclusive
 - has not held a full Australian licence for at least 2 years
 - is not listed as a driver on the Insurance Certificate.

The total excess you have to contribute to a claim is the sum of the Basic Excess and all of the Additional Excesses which apply to the driver of the car. We will advise you of all excess amounts when you apply for the insurance.

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

The product option you have selected features the following additional benefits:

Accident Clean Up

We will pay up to \$500 for removal of your car debris from the scene of an accident.

Death Benefit

We will pay \$5,000 to your legal representative if your death results within 12 months from injury caused in an accident while driving the car. The maximum payable for any accident is \$5,000.

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.

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 agree to pay your at fault claim we will arrange for a compact hire car for you to use until the car is repaired, your claim paid, or for a maximum period of 14 days, whichever occurs first (“hire period”).

Where the car is safe to drive, the hire car will only become available from the date the authorised repairs are due to commence or the date we assess the car to be a total loss.

This benefit is subject to availability of a hire car and covers the daily cost of a compact hire car during the hire period. We will only pay costs for a hire car arranged and authorised by us. 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 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. In this case, we will:

- require you to provide us with a quotation for the repairs to the car from your preferred repairer,
- determine the most suitable method of repairs based on the damage to the car,
- review the quotation to ensure:
 - it is competitive, based on the reasonable cost to repair the car, as determined by us, and
 - that the repairs will be completed to what we consider a satisfactory standard, and
 - decide whether or not to authorise repairs.

However, if we consider a repairer’s quotation is not competitive, or that the repairs would not be completed to a satisfactory standard, we may decide not to authorise repairs and to:

- have the car repaired by an alternative repairer chosen by us, or
- pay you the reasonable cost to satisfactorily repair the car, as determined by us.

If we authorise repairs at the repairer you nominated, we are not responsible for ensuring that the repairer can undertake or complete the repairs when it suits you.

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.

For the curious: ING Car Insurance is issued by Auto & General Insurance Company Limited (AGIC) ABN 42 111 586 353 AFSL No 285571 as insurer. It is distributed by Auto & General Services Pty Ltd (AGS) ABN 61 003 617 909 AFSL 241411 and by ING Bank (Australia) Limited ABN 24 000 893 292 (ING) as an Authorised Representative AR 1247634 of AGS. ING is a business name of ING Bank (Australia) Limited. An ING Car Insurance policy does not represent a deposit with or liability of, and is not guaranteed or otherwise supported by, ING Bank (Australia) Limited or any of its related bodies corporate. ING INS0010 | 03/19