

# Business Insurance

## Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) is an update to the most recent Business Insurance Product Disclosure Statement and Policy Booklet (PDS). These documents together with your current Certificate of Insurance make up the terms and conditions of your insurance contract with us. Your current Certificate of Insurance outlines the cover you have chosen.

This SPDS was prepared on 1 November 2018 and applies to policies with a commencement date or a renewal effective date on or after 1 December 2018.

### General Insurance Code of Practice

#### HOW TO RESOLVE A COMPLAINT OR DISPUTE (Pages 101 and 102 of the PDS)

External complaints are now administered by the Australian Financial Complaints Authority (AFCA).

On page 101 of the PDS; the words that appear in Step (3) under the heading 'Seek an external review' have been deleted and replaced with the following:

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Telephone:** 1800 931 678 (free call)

**In writing to:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

#### FINANCIAL OMBUDSMAN SERVICE LIMITED (Page 102 of the PDS)

The heading "Financial Ombudsman Service Limited" and words that appear under it, are deleted and replaced with the following:

### AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY

AFCA is independent and administers the external segment of the general insurance industry's alternative dispute resolution scheme, approved by the Australian Securities and Investments Commission.

Time limits may apply to lodge a complaint with AFCA, as such you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

### Section 10 Motor Vehicles

#### SECTION 10.1 DEFINITIONS (Page 60 of the PDS)

The words that appear in the "Meaning" column for "Total Loss" have been deleted and replaced with the following:

- (a) the likely cost to repair the Vehicle plus the value of any salvage exceeds the Market Value; or
- (b) the Vehicle is stolen and not recovered within a reasonable period of time determined by us.