

Supplementary Product Disclosure Statement

SPDS Edition 1



This Supplementary Product Disclosure Statement (SPDS) was prepared on 15 April 2021 and will apply to all **RACV Insurance Farm Insurance Product Disclosure Statement and Policy Booklets** (Preparation date: 9 April 2021) version CID0147 REV3 04/21 (PDS) with a new business effective date on or after 8 July 2021 or with a renewal effective date on or after 8 July 2021.

The information in this SPDS updates and should be read with the PDS and any other applicable SPDS. These documents together with Your 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.

Changes to Your PDS

Change 1 – Update to No Claim Bonus information

1. Your PDS is amended by adding the following terms in the General Matters section, under ‘Are there any additional benefits?’ on page 4 after the word ‘include’:

- No Claim Bonus – a ‘No Claim Bonus’ is a discount that can be earned on eligible comprehensive policies in recognition of a claims-free record.

2. Your PDS is amended by inserting the following additional terms to the table in Section 9 – Motor Vehicles under clause 9.4 Additional Benefits on page 60:

(e) No Claims Bonus

A No Claim Bonus is a discount that can be earned on eligible comprehensive policies in recognition of a claims-free record.

No Claim Bonus is calculated on each eligible Vehicle insured under your motor vehicle policy unless your claims history does not entitle you to a No Claim Bonus.

We calculate Your No Claim Bonus based on the claims history of you and any other policyholders.

For each year there is no at-fault claims made on a Vehicle under your policy, we allow a discount from the basic premium for that Vehicle. The discount increases each claims-free year you have for a Vehicle until the maximum is reached.

The No Claims Bonus discount that applies to your basic premium is shown in your current Certificate of Insurance.

Each year at renewal, Your Vehicle’s No Claim Bonus is re-calculated.

In all other cases, at the next renewal you will lose part of your No Claim Bonus following each at-fault claim. The discount then increases again after each claims-free year up to the maximum.

The remaining terms in the table under clause 9.4 are renumbered as follows:

- (f) No Blame Bonus Concession
- (g) Personal Effects
- (h) Death Benefit
- (i) Front Windscreen
- (j) Transit
- (k) Hire Costs Following Theft
- (l) No Fault Excess



3. Your PDS is amended by deleting and replacing the terms in the table in Section 9 – Motor Vehicles under clause 9.6 Optional Cover on page 64 with the following:

(1) Maximum No Claim Bonus Protection

If your Vehicle is eligible for this No Claim Bonus Protection, your current Certificate of Insurance will show 'No Claim Bonus Protection' when this Optional Cover has been selected.

You will be protected for the first at fault claim for each of your Vehicle(s) insured under your policy during each Period of Insurance if you have paid the additional premium required.

You are entitled to make one at fault claim each Period of Insurance without losing the No Claim Bonus if the Vehicle –

- (i) has a carrying capacity of less than 2 tonnes; and
- (ii) is receiving our maximum No Claim Bonus discount.

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Change 2 – Revision and addition to Cost of the policy
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Your PDS is amended by inserting the following new paragraph in the General Matters section, under 'Cost of the policy' on page 6, before the heading 'What happens if you don't pay on time':

Your premium, including any discounts You may be eligible for, are subject to minimum premiums. We consider the minimum amounts we are prepared to sell the policy for and may adjust your premium to ensure it does not fall below the minimum premium. Any discounts will be applied to your policy, only to the extent any minimum premium is not reached. This means that any discount you may be eligible for may be reduced. When we determine your premium on renewal, we may also limit any increases or decreases in your premium by considering factors such as your previous year's premium amount.

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Change 3 – Replacement of the complaints handling process
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Your PDS is amended by deleting the 'Our Internal Dispute Resolution Panel' and 'Australian Financial Complaints Authority' sections on page 82 and replacing with the following:

HOW TO RESOLVE A COMPLAINT OR DISPUTE

We will always do our best to provide you the highest level of service but if you are not happy or have a complaint or dispute, here is what you can do.

If you experience a problem or are not satisfied with our products, our services or a decision we have made, let us know so we can help.

Contact your insurance adviser or call us on **137 228** or go to our website for more information: **racv.com.au**.

We will try to resolve complaints at first contact or shortly thereafter.

If we are not able to resolve your complaint when you contact us or you would prefer not to contact the people who provided your initial service, our Customer Relations team can assist:

Free Call: 1800 045 517

Free Fax: 1800 649 290

Email: Customer.Relations@iag.com.au

Mail: Customer Relations Reply Paid 62759 Sydney NSW 2000 Free post (no stamp required)

Customer Relations will contact you if they require additional information or have reached a decision. Customer Relations will advise you of the progress of your complaint and the timeframe for a decision in relation to your complaint.

We expect our procedures will deal fairly and promptly with your complaint. If you are unhappy with the decision made by Customer Relations you may wish to seek an external review, such as referring the issue to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA has authority to hear certain complaints. AFCA will confirm if they can assist you:

Free Call: 1800 931 678

Email: info@afca.org.au

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Visit: www.afca.org.au

Further information about our complaint and dispute resolution process is available by contacting us.