

your

product disclosure statement
and insurance policy

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In arranging this insurance Credit Union Australia Limited ABN 44 087 650 959 AFSL No. 238317 is acting pursuant to an agreement with the General Insurer¹.

¹General Insurer details - see inside back cover.

**auto equity
insurance**

product disclosure
statement and
insurance policy

auto equity

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Swann Insurance (Aust) Pty Ltd
ABN 80 000 886 680
AFS Licence No. 238292

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This booklet is important

This Product Disclosure Statement and Insurance Policy (PDS) contains important information required under the Corporations Act 2001.

Please read this booklet before you apply for insurance.

This insurance is only available at the commencement of your Finance contract.

This PDS sets out the terms, conditions and limits that apply for the insurance we offer to you. If you have paid the Premium and we accept your application for insurance, you will receive a Policy schedule that sets out details of the insurance you have taken out. It is your responsibility to make sure that all details contained on the Policy schedule are correct.

Our agreement with you is made up of your application, this booklet, the Policy schedules and endorsements we send to you. Endorsements are notices we send to confirm any change to your insurance.

Keep this booklet in a safe place. You may want to refer to it from time to time.

We recommend that you keep receipts for major items you purchase.

It is your choice as to whether or not you insure with us.

If you need more information about this insurance, please contact us.

The information in this booklet was current at the time of preparation. However, some information may change from time to time. If a change is significant, we will issue a supplementary PDS or replacement PDS. If a change is not significant, you can obtain a copy of the updated information free of charge by contacting us.

Introduction

Who is the insurer

Swann Insurance (Aust) Pty Ltd, is the insurer. Our Australian Business Number is 80 000 886 680. Our Australian Financial Services Licence Number is 238292. In this booklet the insurer is called 'we', 'us', or 'our'.

Who is insured

The person or persons named as the insured when you applied for this insurance and named on the Policy schedule. In this booklet that person or persons are called 'you' or 'your'. It also includes the Financier only to the extent of their interest in your vehicle.

How to contact us

You may contact us by:

- ◆ telephone on 1300 307 926, or
- ◆ writing to us,
PO Box 14459 Melbourne VIC 8001.

The purpose of this PDS

This booklet has been prepared to assist you in understanding this insurance and making an informed choice about your insurance requirements.

How to apply for insurance

Complete our application. If we accept your application for insurance, you will receive a Policy schedule that confirms cover and sets out details of the insurance you have taken out.

If you apply for this insurance and your answers to our questions are entered into our Web based system, we will provide you with a copy of the questions we have asked and the answers you have provided.

Current insurance

Before a claim is accepted under the Maximum benefit amount and Out-of-pocket expenses cover of this insurance you must first have had a claim accepted by Your comprehensive motor insurer.

If you have no current comprehensive insurance at the time of Your vehicle becoming a Total loss, we will be unable to accept a claim under this insurance. We recommend that you keep Your comprehensive motor insurance policy current at all times this insurance is current.

Costs

The Premium payable by you will be shown on your Policy schedule.

The key factors that influence the Premium calculations are reflected in the questions asked, and information sought, at the time of your enquiry or application for insurance.

These include factors relating to:

- ◆ the frequency claims will occur and the average cost of each claim.
- ◆ the frequency of motor vehicle insurance claims that are for a total loss.
- ◆ the value of Your vehicle.
- ◆ the period of insurance.
- ◆ the average period of a Finance contract.
- ◆ the average amount borrowed.
- ◆ the changes in vehicle values.

Premiums are subject to Commonwealth and State taxes and/or charges. These include the Goods and Services Tax and stamp duty. The amount of these taxes and/or charges will be shown on your Policy schedule.

If we are unable to issue your insurance when we receive your application, we are required to hold your Premium in a trust account on your behalf until your insurance can be issued. We will retain any interest payable by our bank to meet, among other things, bank fees and other bank costs we incur in operating the account.

General Insurance Code of Practice

We have adopted the General Insurance Code of Practice. The purpose of the code is to raise the standards of practice and service in the general insurance industry.

The objectives of the code are:

- ◆ to promote better, more informed relations between insurers and their customers,
- ◆ to improve consumer confidence in the general insurance industry,
- ◆ to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers, and
- ◆ to commit insurers and the professionals they rely upon to higher standards of customer service.

If you would like more information about the code, please contact us.

Your duty of disclosure

What you need to tell us

You must tell us anything that you know, or should know, which could affect our decision to insure you and/or the terms on which to insure you. You must do this when you apply for insurance, renew your insurance or when you change or reinstate your insurance. When we ask you specific questions, you must answer these questions truthfully and in a way that a reasonable person in the circumstances would answer them. It is important that every person who will be insured by this insurance answers all questions in this way. These are requirements of the Insurance Contracts Act 1984.

What you do not need to tell us

You do not need to tell us anything that:

- ◆ reduces our risk.
- ◆ is of common knowledge.
- ◆ we know, or as an insurer should know.
- ◆ we indicate that we do not want to know.

What will happen if you do not tell us

If you withhold relevant information or you do not answer our questions in the way we have described, we can reduce the amount we pay you for your claim, or we can cancel your insurance. If your failure to tell us is fraudulent, or your answers are untruthful, we can treat your insurance as if it never existed.

If you do not understand

If you do not understand your duty, please contact us.

Important information

The way we handle your personal information

We collect personal information from you for the purpose of providing you with insurance products, services, and processing and assessing claims.

You can choose not to provide this information, however, we may not be able to process your requests.

We may disclose information we hold about you to:

- ◆ other insurers,
- ◆ an insurance reference service,
- ◆ our service providers and/or advisers,
- ◆ any third party with whom you have been dealing in respect of this insurance and who referred you to us, and
- ◆ any other third party as permitted or required by law.

In the event of a claim, we may disclose information to and/or collect additional information about you from investigators or legal advisers.

If you wish to update or access the information we hold about you, please contact us.

Authority to act

We have relationships with authorised representatives and other licensees who sell our policies. We may pay remuneration to authorised representatives and other licensees when they sell our policies.

Your cooling-off period

If you decide that you do not wish to continue with this insurance, you have 28 days after the Commencement date of this insurance to request cancellation. To do this, you must advise us in writing. We will provide you with a full refund of Premium paid, providing you have not made a claim under this insurance.

Words that have a special meaning

Some of the words in this PDS have special meanings. These words and their meanings are listed below.

Agreed value

The amount that you and Your comprehensive motor insurer agreed to insure Your vehicle for.

Commencement date

The later of the date funds are advanced by the Financier for the acquisition of Your vehicle or the date we accepted your application for this insurance.

Financier

The financial institution named when you applied for this insurance.

Finance contract

The Finance contract arranged between you and the Financier as specified when you applied for this insurance.

Market value

The current market value of Your vehicle as it was immediately prior to the incident resulting in the Total loss. This value is determined by Your comprehensive motor insurer.

Out-of-pocket expenses

A payment of the amount of out-of-pocket expenses cover to enable you to restructure your financial affairs, but is not a payment which in any way relates to any property mortgaged to the Financier.

Policy schedule

The most recent schedule we give you describing the terms and conditions that are specific to your insurance. This also includes any amendments we send you in writing.

Premium

The amount you pay for this insurance.

Remaining balance due

The amount owing to your Financier under your Finance contract as at the date of the incident resulting in the Total loss, less the amount of the Total loss payout.

Terrorism

Any act which may, or may not, involve the use of, or threat of, force or violence where the purpose of the act is to further a political, religious, ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public.

Total loss

The situation where Your vehicle is stolen and not recovered or is damaged beyond economical repair.

Total loss payout

A payout of the full Market value (on a Market value insurance policy) or the full Agreed value (on an Agreed value insurance policy) by Your comprehensive motor insurer in respect of the Total loss of Your vehicle.

Your comprehensive motor insurance policy

The policy of insurance which provides cover for loss of or damage to Your vehicle being in force as at the date of the incident resulting in the Total loss.

Your comprehensive motor insurer

The insurance company that has insured Your vehicle for loss or damage under Your comprehensive motor insurance policy.

Your vehicle

The vehicle described when you applied for this insurance and shown on the Policy schedule, including its standard equipment, tools and accessories (factory fitted or supplied by the vehicle manufacturer) which were in or on the vehicle at the time of purchase.

What you are insured for

Provided you have paid the Premium and we have accepted your application, we agree to insure you from the Commencement date and during the period of insurance stated on the Policy schedule, subject to the terms, conditions and limits of this PDS.

In the event of a Total loss payout under Your comprehensive motor insurance policy, and payment of the amount of the Total loss payout being made to the Financier, we will pay to the Financier the Remaining balance due under your Finance contract, up to \$10,000.

However, in calculating the amount we pay to the Financier, the following amounts will not be included:

- ◆ any arrears or deferred payments under the Finance contract.
- ◆ penalty payments for early discharge or additional interest payments under the Finance contract.

- ◆ any monies rebateable under contracts financed under the Finance contract.
- ◆ the amount of any increased liability where there has been a variation to your Finance contract which has not been notified to us and confirmed by us as being covered by this insurance.

Out-of-pocket

In the event of a Total loss and provided Your comprehensive motor insurer has accepted your claim we will pay you Out-of-pocket expenses up to \$1,000.

Out-of-pocket expenses will be paid by us direct to you upon our receipt from you of any of the following which we may require:

- ◆ the relevant receipts and / or invoices relating to the Out-of-pocket expenses; and/or
- ◆ your confirmation or declaration that Out-of-pocket expenses will not be used in any way which relates to any property mortgaged to the Financier.

Excess

If you make a claim, no excess will apply to your claim.

What you are not insured for

We will make no payment if Your comprehensive motor insurer does not pay out the full Market value (on a Market value insurance policy) or the full Agreed value (on an Agreed value insurance policy) following a Total loss for any reason whatsoever.

We will not pay more than one claim on this insurance.

We will not pay, other than Out-of-pocket expenses, if Your comprehensive motor insurer replaces Your vehicle with a replacement vehicle following a Total loss.

We will not pay any claim arising from contamination by chemical and/or biological agents which results from an act of Terrorism.

How to make a claim

Contact us on 1300 307 926 for a claim form as soon as you suffer a Total loss. You must fully complete the form, sign and return it to us as soon as possible. You must give us written statements and any other information we ask for to support your claim and provide assistance when required.

We may also request you to authorise:

- ◆ Your comprehensive motor insurer to release to us all documents relevant to any payout under Your comprehensive motor insurance policy.
- ◆ the Financier to release to us all documents relevant to verify the amount you owe the Financier under the Finance contract.

Cancelling this insurance

You may cancel this insurance at any time by telling us in writing. The cancellation is effective from the day we receive your written request.

We may cancel this insurance, by telling you in writing, only for reasons allowed under the law.

As the outstanding amount of your finance and the value of Your vehicle changes constantly, the amount of cover we provide varies during the period of insurance. It is generally higher during the early years of the insurance and significantly lower during the final years. As a result, we will calculate any refund due reflecting the period of cover we have provided and the general changing risk profile during the original period of insurance.

If we receive your cancellation request within 28 days of the Commencement date, and you have not made a claim on the insurance, we will refund your Premium in full.

If you have obtained finance for the Premium, payments of refunded Premium will be made to the Financier or whomever the Financier directs us to pay.

What you are required to do for us

You must inform us immediately if:

- ◆ you change your name or address.
- ◆ you intend to vary the Finance contract in any way.

When the insurance ends

The insurance ends as soon as one of the following occurs:

- ◆ the insurance is cancelled.
- ◆ the Finance contract is paid out, discharged, refinanced or terminated.
- ◆ the date for repayment under the Finance contract has expired – this applies even if you still owe money.
- ◆ Your vehicle is no longer covered by a comprehensive motor insurance policy.
- ◆ payment by us of a claim under this insurance.
- ◆ the earlier of:
 - seven years from the Commencement date, or
 - when the period of cover shown in your Policy schedule ends.

Complaint and dispute handling process

We have a well-deserved reputation for providing quality products, good customer service and settling claims promptly and equitably.

However, if you are not satisfied with:

- ◆ one of our products,
- ◆ our service,
- ◆ our sales and marketing,
- ◆ changes made to your Premium,
- ◆ declined insurance,
- ◆ the service of our representatives or service providers,
- ◆ your claim,
- ◆ our handling of your personal information, or
- ◆ any other matter,

we have a process to help if you wish to make a complaint.

The process

The first thing you should do is call us on 1300 307 926. If you let us know what the complaint is we may be able to resolve the complaint for you. If the staff member you speak to is unable to resolve the complaint for you, they will refer you to a manager.

The manager will review and respond to your complaint.

A response will usually be provided within 15 days from when you made your complaint.

If the manager cannot resolve your complaint you can request the complaint be referred to an internal Dispute Resolution Officer. The internal Dispute Resolution Officer will treat your complaint as a dispute. They will conduct a review of your dispute and provide you with a decision usually within 15 business days. Our Dispute Resolution Procedure is completely free of charge to all of our customers.

If you do not agree with the Dispute Resolution Officer's decision, you may wish to seek an external review of the decision. The Dispute Resolution Officer's letter outlining their decision will provide you with information on external review option(s), including, if appropriate, referring you to the dispute resolution scheme run by the Insurance Ombudsman Service (IOS).

The IOS is administered by the Insurance Ombudsman Service Limited ABN 23 062 284 888. The IOS is an external body that is independent of us. Your complaint should be put in writing and addressed to:

Insurance Ombudsman Service Limited
PO Box 561
Collins Street West
Melbourne VIC 8007
Telephone 1300 780 808

It will deal with all enquiries and disputes and make its decision at no cost to you.

If your dispute is about our collection, use, disclosure of, or access to your personal information, you may refer the matter to the Australian Privacy Commissioner who will investigate your concerns and make a decision at no cost to you.

Contact us if you need any help in understanding how our complaint and dispute handling procedure operates. We also have brochures available explaining the dispute resolution process in more detail.

Swann Insurance (Aust) Pty Ltd

ABN 80 000 886 680

Mailing address:

PO Box 14459 Melbourne VIC 8001

Phone numbers:

Claims: 1300 657 318

Customer Service: 1300 307 926

Fax numbers:

Claims: 1300 720 451

Customer Service: 1300 720 380

e-mail:

Claims: swann.motor.claims@swanninsurance.com.au



Insurer

Swann Insurance (Aust) Pty Ltd

ABN 80 000 886 680

AFS Licence No. 238292

contact details

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Intermediary

Credit Union Australia Limited

ABN 44 087 650 959 AFSL No. 238317

Insurer details – see inside back cover.