MOTORCYCLE TYRE & RIM INSURANCE

Product Disclosure Statement and Insurance Policy

Preparation date: 21 January 2008

Important information

Please read this document before you apply for insurance. This document sets out the terms, conditions, and limits that apply for this insurance. It has been prepared to assist you in understanding this insurance policy and making an informed choice about your insurance requirements. Keep this document 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. You will receive a policy schedule that sets out details of the insurance you have taken out.

IMPORTANT This policy covers damage to tyres and wheel rims of your motorcycle, and includes cover for towing.

The information in this PDS 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.

Who is the insurer

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

Who is insured

The person named in the application. In this document that person is called 'you' or 'your'.

How to contact us

You may contact us by:

- telephone on 1800 806 601.
- writing to us at Swann Insurance, PO Box 14459, Melbourne VIC 8001.

General Insurance Code of Practice

Swann Insurance proudly supports the General Insurance Code of Practice. The purpose of the Code is to raise standards of practice in the general insurance industry.

The Code aims to improve:

- the quality, comprehension and accuracy of policy documents and other information provided to consumers.
- employee and representative training and supervision.
- claims handling and dispute resolution.

Cooling-off period

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

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 Swann Insurance, 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.

When you apply for insurance you can select to receive offers of products and services which may be of benefit to you. During the period of insurance we may, or any other organisation we authorise may, provide these offers. You may be contacted in writing, by phone or other electronic means. If you do not wish to receive these offers you can select not to receive them when you apply for this insurance, or you can contact us at any other time.

If you wish to update or access any information, please contact us.

Authority to act

The person selling you this insurance policy is doing so as our authorised representative and may receive remuneration from us for arranging this insurance policy.

Costs

The premium payable by you will be shown on your policy schedule. The key factors that influence the premium calculations are:

- the frequency claims occur and the average cost of each claim, and
- the level of cover you have selected.

We show all taxes and charges as separate items on all policy schedules. These include the Goods and Services Tax and stamp duty.

Pay your Premium by instalments

You can pay your premium by instalments to help spread your payment over the period of your insurance cover.

An administration charge will apply to use this facility. If you require to know the amount of this charge, please contact us and we will provide you with this information.

If you are paying by instalments and an instalment is 14 days or more overdue, we may refuse a claim. We may cancel this insurance if the instalment is one month or more overdue. If we cancel your insurance where an instalment is dishonoured, your insurance cover will end on the date the first dishonoured instalment was due.

Your cover

This is a contract between you and us. Cover will commence on the date you sign the application, provided the premium has been paid. Cover will cease 36 months from the date cover commences. During the period of cover we agree to repair or replace tyre and wheel rim damage subject to the terms and conditions of this contract.

The cover provided by this insurance may vary from the prescribed cover. It is therefore important that you read, retain and understand this PDS.

What is covered

For tyres, if any tyre is punctured, or damaged by a pothole, kerbs, nails, screws, metal, glass, road debris or blowouts we will:

- repair the tyre if it is repairable, or
- pay up to $350 to replace the tyre if it cannot be repaired. The maximum benefit we will pay is $350 per tyre.

We will only pay to replace 2 tyres in any 12 month period. We will only cover tyres that are roadworthy as allowed by law in the state or territory you reside or where the tread is not below any tread wear indicator.

For wheel rims, if any wheel rim is cracked, warped and or misshapen by potholes, kerbs, nails, screws, metal, glass, road debris or blowouts we will:

- pay up to $1,000 to repair the wheel rim if it is repairable, or
- pay up to $1,000 to replace the wheel rim if it cannot be repaired.

We will only cover wheel rims that become unroadworthy or fail to seal, and we will only pay to replace or repair 1 wheel rim in any 12 month period.

What is not covered

We will not cover damage to the tyre or the wheel rim as a result of:

- a motor vehicle or motorcycle collision, or
- any negligence, vandalism, malicious damage, abuse, or misuse in respect of the tyre or wheel rim, including failure to maintain the tyre pressure recommended by the manufacturer, or
- a manufacturer's defect, dry rot, or flat spots, or
- the motorcycle being ridden on a road that is not regularly maintained.

We will not cover tyres or wheel rims where the motorcycle:

- is unregistered, or
- has been modified from the manufacturer's original specifications and the modification causes or is associated with damage to the tyre or wheel rim, or
- is used for fast food delivery, or
- is used for driver instruction or tuition for reward, or
- is used for conveying passengers for hire or reward, including motorcycle rental, or
- is used for racing or motor sports, or
- is used for Police or other emergency vehicle purposes, or
- is used for courier use.

We will not provide cover for:

- racing tyres and/or wheel rims made for racing, or
- tyres and/or wheel rims that are unroadworthy, or
- tyres and/or wheel rims that have previously been repaired, other than punctures, or
- re-treaded tyres, or
- damage caused by scratching and bruising

Towing

If your tyre and/or wheel rim are damaged and you are entitled to claim under this insurance policy, we will also pay up to $120 for the reasonable cost of towing your motorcycle to the nearest retail tyre outlet, repairer or place of safety.

Making a claim

To make a claim on this insurance policy:

- if tyre or wheel rim repair or replacement becomes necessary, proceed to a retail tyre outlet as soon as you become aware of the problem.
- prior to commencing repair or replacement, please have the retail tyre outlet contact us on 1300 767 127 for instructions and/or authorisation.

We reserve the right to inspect any damaged tyre or wheel rim. If you do not take your motorcycle to a retail tyre outlet and obtain authorisation, your claim may not be paid.

Cancelling this insurance policy

Cancellation by you

You may cancel this insurance policy at any time by requesting us to do so in writing.

If you do request cancellation, we will retain an amount from the premium you have paid to cover the time that the insurance policy had been in force and our cancellation fees. We will deduct any amounts paid by us for all claims made during your period of cover. We will refund the balance to you. If your cancellation request is received by us within 28 days from the insurance policy commencement date and you have not made a claim on the insurance policy, we will refund your premium in full.

Cancellation by us

We may cancel this insurance policy where circumstances described in insurance legislation allow us to do so. If we cancel this insurance policy, we will retain an amount from the premium that you have paid to cover the time that the insurance policy had been in force and our cancellation fees. We will deduct any amounts paid by us for all claims made during your period of cover. We will refund the balance to you.

Complaint and dispute handling process

Swann Insurance has 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 or no claim bonus (if applicable),
- 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 1800 806 601. 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 Swann Insurance. 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. Swann Insurance also has brochures available explaining the dispute resolution process in more detail.