

Consumer Loan Insurance

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

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WELCOME TO THE SECURITY OF SWANN INSURANCE

THIS PDS IS IMPORTANT

This Product Disclosure Statement and Insurance Policy (PDS) contains important information required under the Corporations Act 2001, and it has been prepared to assist you in understanding this insurance and making an informed choice about your insurance requirements.

Please read this PDS before you apply for insurance.

This PDS sets out the terms, conditions and limits that apply to the insurance we offer to you. If you have paid the Premium and we accept your application for insurance, your Policy schedule will contain 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 PDS, the Policy schedules and any endorsements. Endorsements are notices to confirm any change to your insurance.

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

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.

INTRODUCTION

WHO IS THE INSURER

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

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 PDS that person is called 'you' or 'your'. If your Vehicle is subject to a Loan contract, it also includes your Financier, but only to the extent of their interest in your Vehicle.

THE PURPOSE OF THIS PDS

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

ABOUT THIS INSURANCE

This insurance has been designed to:

- ◆ enable you to Dispose of your Vehicle; and
- ◆ provide payment up to the Balance due to your Financier if one of the following events occurs during the Period of insurance:
 - you die accidentally, or
 - you suffer a Specified illness, or
 - you become disabled, or
 - you no longer can drive your Vehicle due to a medical condition, or
 - you are transferred internationally with your job, or
 - you become Involuntarily unemployed.

Please note that if you are Self-employed, there is no cover provided by this insurance for Involuntary unemployment.

The events shown above and the conditions that apply are fully described in this PDS under "What you are insured for".

For example, assume you become disabled or Involuntarily unemployed, and you are not Self-employed, and you wish to Dispose of your Vehicle. If your Vehicle is returned to the Selling dealer and the Assessed value of your Vehicle is \$20,000, and your Loan outstanding balance is \$25,000, we will pay the \$5,000 shortfall. This payment will be made directly to your Financier if we accept your claim.

As another example, assume you have selected the Premium Cover option and you receive an International job transfer and you wish to Dispose of your Vehicle. If your Vehicle is to be sold through our Auction house and the Assessed value of your Vehicle is \$35,000; the Fees payable are \$1,650 and your Loan outstanding balance is \$57,500, you will need to make a contribution. We will pay the Balance due up to the Maximum benefit of \$20,000 and you will need to pay to the Auction house your Obligations of \$4,150 before you can Dispose of your Vehicle.

Additionally, this insurance will pay your Financier a lump-sum payment equal to 3 monthly Loan obligation payments if one of the following events occurs during the Period of insurance:

- ◆ you become disabled, or
- ◆ you become Involuntarily unemployed, or
- ◆ you have an Employer approved leave of absence.

Depending on the Cover option you select we will make payments each equal to 3 monthly Loan obligation payments.

The events shown above and the conditions that apply are fully described in this PDS under "Additional benefit – payment relief".

For example, assume you became disabled, and your monthly Loan obligation was \$1,000 per month, we will pay your Financier \$3,000 for each 3 monthly period, if we accept your claim for payment relief.

This insurance also allows you to claim payment relief and to Dispose of your Vehicle.

For example, assume you have selected the Economy Cover option and you become Involuntarily unemployed, and you are not Self-employed, and your monthly Loan obligation was \$1,000 per month, we will pay your Financier \$3,000 if we accept your claim for payment relief. You can then Dispose of your Vehicle and claim up to the Maximum benefit of \$10,000 of financing shortfall less the \$3,000 paid for payment relief if the Assessed value of your Vehicle and any Fees that may be payable is less than the Loan outstanding balance.

CURRENT INSURANCE

We recommend that you have comprehensive motor insurance to ensure that all repairs for damage to your Vehicle can be completed before you Dispose of your Vehicle.

All repairs for any damage to your Vehicle must be completed before you can Dispose of your Vehicle.

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 Internet based system, we will provide you with a copy of the questions we have asked and the answers you have provided relating to the assessment of your particular risk.

GENERAL INSURANCE CODE OF PRACTICE

Swann Insurance has 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 commit us to high standards of service,
- ◆ to promote better, more informed relations between us and you,
- ◆ to maintain and promote trust and confidence in the general insurance industry,
- ◆ to provide fair and effective mechanisms for the resolution of Complaints and disputes between us and you, and
- ◆ to promote continuous improvement of the general insurance industry through education and training.

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

WE RELY ON THE INFORMATION YOU PROVIDE US

When we agree to insure you or vary your policy or decide on your claim, our decision relies on the accuracy of information you give us.

If that information is not accurate we may reduce a claim, or cancel the policy, or refuse to pay a claim made by you or anyone else insured by this insurance. We therefore ask you to answer honestly, correctly and completely any questions we ask about you, a claim or any other person insured or to be insured by this insurance.

We do not require you to comply with the general duty of disclosure. We do require you to be truthful, honest and accurate whenever you interact with us in relation to this insurance.

IMPORTANT INFORMATION

BEFORE WE INSURE YOU

You are not obliged to purchase this insurance and insurance can be arranged through a different insurer.

This insurance provides Consumer Credit Insurance which has been developed to assist you should an insured event occur. The amount paid on a claim is measured by reference to the Balance due and is subject to the benefit limits set out in this PDS.

We issue your insurance relying on:

- ◆ the information you provide in answer to our questions when you apply for insurance, and
- ◆ you meeting the entry age conditions when we accept your application for insurance, and
- ◆ you being engaged in Permanent and gainful employment and you are not under notice of dismissal when we accept your application for insurance.

HOW WE PROTECT YOUR PRIVACY

We use information provided by our customers to allow us to offer our products and services. This means that, from time to time, we will need to collect your personal information, and sometimes your sensitive information, (such as health information and criminal records). We will collect this information directly from you where possible, but there may be occasions when we do collect this information from someone else.

We will only use your information for the purposes for which it was collected, other related purposes and as permitted or as required by law. You may choose not to give us your information, but this may affect our ability to provide you with insurance cover.

We may share this information with companies within our group, government and law enforcement bodies if required by law and others who provide services to us or on our behalf, some of which may be located outside of Australia.

For more details on how we collect, store, use and disclose your information, please read our Privacy Policy located at www.swanninsurance.com.au/privacy. Alternatively, contact us at swann.compliance@swanninsurance.com.au and we will send you a copy of our Privacy Policy.

By applying for, using or renewing any of our products or services, or providing us with your information, you agree to this information being collected, held, used and disclosed as set out in our Privacy Policy.

Our Privacy Policy also contains information about how you can access and seek correction of your information, complain about a breach of the privacy law, and how we will deal with your complaint.

WHAT YOU ARE REQUIRED TO DO FOR US

- ◆ You must pay us the Premium for this insurance.
- ◆ You must tell us as soon as possible of any changes to your address.
- ◆ You must comply with the conditions of this insurance.
- ◆ You must notify us immediately if your loan ends earlier than the term in the Period of insurance shown on your Policy schedule.

AUTHORITY TO ACT

Swann Insurance has relationships with authorised representatives and other licensees who sell Swann Insurance policies.

Swann Insurance may pay remuneration to authorised representatives and other licensees of up to 20% of your Premium, excluding government charges, to the seller of the product.

YOUR COOLING-OFF PERIOD

If you decide that you do not wish to continue with this insurance, you have 21 days after the commencement date of this insurance to request cancellation. To do this, you must advise us by mail, by email or by calling us. We will provide you with a full refund of Premium paid, providing you have not made a claim under this insurance.

COST OF THIS INSURANCE

The Premium payable by you will be shown on your Policy schedule. You need to be aware that there may be Fees if your Vehicle is sold through our Auction house.

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 with which claims occur,
- ◆ for Disablement and Involuntary unemployment covers, the period of Disablement and Involuntary unemployment claims,
- ◆ the term of your loan,
- ◆ the amount of your loan and its repayments,
- ◆ the changing values of vehicles.
- ◆ the Cover option you select.

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.

WORDS THAT HAVE A SPECIAL MEANING

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

Accidental death

Death caused by an accident, but not by any illness.

Assessed value

If your Vehicle is disposed of by the return of your Vehicle to the Selling dealer the Assessed value is the value of your Vehicle established by us using values from automotive trade publications within Australia. The valuation will not include deductions for fair wear and tear of your Vehicle.

If your Vehicle is disposed of by our Auction house the Assessed value is the minimum value of your Vehicle established by our Auction house. This does not include any Fees the Auction house may charge.

Auction house

A facility which will manage the sale of your Vehicle through auction or fixed price sale. Swann Insurance is not responsible and shall not accept any liability for the services provided by the Auction house.

Balance due

The Loan outstanding balance,

- ◆ less the Assessed value of your Vehicle, and
- ◆ less your Obligations.

If your Vehicle is disposed of by the return of your Vehicle to the Selling dealer the Balance due is calculated as at the date you Voluntarily return your Vehicle.

If your Vehicle is disposed of by our Auction house the Balance due is calculated as at the date the Auction house establishes and pays to the Financier the Loan outstanding balance.

Cancer

The first unequivocal diagnosis of any internal malignant tumour requiring treatment by surgery, radiotherapy, hormone therapy or chemotherapy. Included will be any malignant tumour considered to be too advanced or too serious for specific treatment to be warranted.

Excluded are:

- ◆ tumours treated by endoscopic procedures alone and tumours classed as carcinoma in situ and urinary bladder tumours that have not invaded the muscle layer.
- ◆ tumours of the skin with the exception of malignant melanoma where there is evidence of spread to lymph nodes or distant tissues.
- ◆ Kaposi's sarcoma and other tumours caused by AIDS.

Commencement date

The date we accepted you for insurance.

Coronary artery surgery

Coronary artery bypass grafting surgery performed via a thoracotomy.

Cover option

The option you selected when you applied for this insurance.

Date of Specified illness

The date on which in our opinion the Specified illness has been proved to have occurred.

Disability

Your total and continuous inability due to injury or illness, including Mental illness to perform the usual duties of an occupation for which you are reasonably qualified by education, training or experience for a period of at least 60 days.

This must be certified by a legally qualified Medical practitioner and you must not, within the 60 day period, be engaged in work or an occupation for remuneration or profit.

Dispose of your Vehicle

There are 2 methods to Dispose of your Vehicle. These are:

- ◆ the sale of your Vehicle through our Auction house, including sale by auction and fixed price sale, or
- ◆ you willingly return your Vehicle to the Selling dealer.

We will decide which method will apply for the Disposal of your Vehicle.

Driving restrictive medical condition

A medical condition that disables you from driving your Vehicle for at least 6 months. This must be certified by a legally qualified Medical practitioner.

Employer approved leave of absence

Unpaid leave of absence you have taken from your occupation for 60 consecutive days, with your employer's approval, to care for an Immediate family member

- ◆ who suffers a Specified illness, or
- ◆ who has been medically diagnosed to be at risk of dying within 26 weeks.

Epidemic

A sudden development and rapid spreading of a contagious disease or virus in a region where it developed in a simply endemic state or within a previously unscathed community.

Fees

These include:

- ◆ commission charged by the Auction house to sell your Vehicle, and
- ◆ a detailing fee. The detailing fee will apply if your vehicle is delivered to the Auction house and it is not clean, tidy and in a saleable state.

The amount of these Fees, which are set by the Auction house and which may change over time, will be shown on the agreement you make with the Auction house to sell your Vehicle.

Financier

The finance provider named when you applied for this insurance.

Heart attack

A diagnosed acute myocardial infarction that has been documented by the occurrence of chest pain and electro cardiographic evidence and appropriate elevation in cardiac enzymes.

Immediate family member

Your domestic partner, your or your domestic partner's children, your or your domestic partner's parents.

International job transfer

As part of your occupation you are moved, but not at your own request, for a period of at least 24 consecutive months and your permanent residence is changed to a country other than Australia, and you did not have any knowledge of the transfer:

- ◆ prior to the Commencement date, or
- ◆ within 90 days after the Commencement date.

Involuntary unemployment

Your involuntary termination from Permanent and gainful employment and being certified as unemployed by the appropriate Australian government agency. This also means your termination was not due to voluntary unemployment, voluntary redundancy, wilful misconduct or reaching retirement.

Loan contract

The loan contract arranged between you and the Financier for the purchase or lease of your Vehicle, as specified when you applied for this insurance.

Loan obligation

The regular monthly payments required to be made to the Financier as set out in your Loan contract.

Loan outstanding balance

The amount of principal (including outstanding residual or balloon payment) owing under the Loan contract plus any amounts you would otherwise have had to pay upon early termination of your Loan contract, where applicable.

Maximum benefit

The most we will pay in total for all claims under this insurance. This includes any payments made under Additional benefit – payment relief. The amount of your Maximum benefit is shown on your Policy schedule.

Medical practitioner

A person qualified and registered to practise medicine in Australia, who is acceptable to us. This cannot be yourself, or a member of your immediate family.

Mental illness

Anxiety, depression or bipolar disorders diagnosed by a Medical practitioner or Psychiatrist.

Obligations

You must:

- ◆ have all repairs for any damage to your Vehicle completed before you Dispose of your Vehicle.
- ◆ have your Vehicle serviced in accordance with your Vehicle manufacturer's service requirements.
- ◆ pay to the Financier any amount that exceeds the Maximum benefit provided by this insurance before you Dispose of your Vehicle.
- ◆ if Vehicle is to be sold through our Auction house, pay the Auction house any Fees that are payable before you Dispose of your Vehicle.

If you do not do all of these when they apply to you, we will not be able to accept your claim.

Pandemic

A form of an Epidemic that extends throughout an entire continent, even the entire human race.

Period of insurance

The period of cover shown on the Policy schedule. This period will commence on the Commencement date and will remain current for the period shown on your Policy schedule.

Permanent and gainful employment

You are working on a

- ◆ permanent and continuous basis for wages or income
 - for a minimum of 20 hours every week, and
 - you are not in employment of a seasonal, casual, temporary or non-renewable contract nature and you are not Self-employed.
- ◆ casual or part-time basis for wages or income
 - for a minimum of 20 hours every week, and
 - have been with the same employer for at least the past 12 months, and
 - have no knowledge of any foreseeable reason why your employment will not continue for at least the next 6 months, and
 - you are not in employment of a seasonal, temporary or non-renewable contract nature and you are not Self-employed.
- ◆ ongoing or renewable contract basis
 - for a minimum of 20 hours every week, and
 - have been with the same employer for at least the past 12 months, and
 - have no knowledge of any foreseeable reason why your employment will not continue for at least the next 6 months, and
 - you are not in employment of a seasonal, temporary, project or non-renewable contract nature and you are not Self-employed, or
 - you do not have a fixed or pre-defined finishing date.

Psychiatrist

A person qualified and registered to practise psychiatry in Australia, who is acceptable to us. This cannot be yourself, or a member of your immediate family.

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 the insurance.

Self-employed

You are self-employed, or in a partnership, and

- ◆ working on a permanent and continuous basis for a minimum of 20 hours every week, and
- ◆ your income has been from no other source than that generated from being self-employed, or as a partner in a partnership, and
- ◆ you are not self-employed or in a partnership on a seasonal, casual, temporary or non-renewable contract nature.

Selling dealer

The motor vehicle dealership where you obtain your Vehicle.

Specified illness

A Heart attack, Coronary artery surgery, Stroke or Cancer which occurs during the Period of insurance beyond the first 90 days of the Commencement date.

Stroke

Any infarction of brain tissue due to a cerebro-vascular incident and which is associated with evidence of a neurological deficit that creates permanent functional impairment. It does not mean infarction of brain tissue as a result of bodily injury caused by violent, accidental, external and visible means.

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 or ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public.

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.

Voluntarily returned

You willingly return your Vehicle to the Selling dealer.

War or warlike activities

War (including war service), an act of a foreign enemy, hostilities or war like operation (whether war is declared or not), civil commotion, civil war or rebellion.

YOUR INSURANCE COVER

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

THE INSURANCE COVER YOU SELECT

When you take out your insurance you have a choice of Cover options to select from.

You can choose the Maximum benefit and the number of 3 monthly Loan obligation payments combination that is appropriate to your requirements should a claim arise.

There are 3 Cover options available to select from.

COVER OPTION	MAXIMUM BENEFIT	NUMBER OF 3 MONTHLY LOAN OBLIGATION PAYMENTS
Economy	\$10,000	1
Premium	\$20,000	3
Platinum	\$30,000	4

LIMIT ON THE AMOUNT WE PAY

The maximum amount we will pay in relation to a claim made under this insurance is shown in the Cover option selected when you applied for this insurance.

WHAT YOU ARE INSURED FOR

Provided you have paid the Premium, and we have accepted your application, we agree to insure you during the Period of insurance for the type of cover stated on the Policy schedule, subject to the terms, conditions and limits of this PDS.

If one of the following events occurs and you elect to Dispose of your Vehicle once you have been notified by us to do so, we will pay the Balance due up to the Maximum benefit described in this PDS.

We will only make this payment when:

- ◆ we have not made a payment for the Additional benefit - payment relief, within the previous 90 days, and
- ◆ you have made at least 1 monthly Loan obligation payments after the Commencement date and your Loan obligation payments are not in arrears, and
- ◆ you have complied with all the requirements of your Obligations.

We will reduce our payment to you by the amount of any payment relief already paid.

EVENTS YOU ARE COVERED FOR	BENEFIT
Accidental death	In the event of your Accidental death, we will pay the lesser of: <ul style="list-style-type: none"> • your Balance due, or • your selected Maximum benefit.
Specified illness	In the event of you suffering a Specified illness, we will pay the lesser of: <ul style="list-style-type: none"> • your Balance due, or • your selected Maximum benefit. <p>No Specified illness benefit will be paid for a Specified illness that occurs within 90 days after the Commencement date.</p>

(cont.)

EVENTS YOU ARE COVERED FOR	BENEFIT
Disability	In the event of a Disability, we will pay the lesser of: <ul style="list-style-type: none"> • your Balance due, or • your selected Maximum benefit.
Driving restrictive medical condition	In the event of a Driving restrictive medical condition happening, we will pay the lesser of: <ul style="list-style-type: none"> • your Balance due, or • your selected Maximum benefit.
Involuntary unemployment	In the event of Involuntary unemployment, we will pay the lesser of: <ul style="list-style-type: none"> • your Balance due, or • your selected Maximum benefit.
International job transfer	In the event of International job transfer, we will pay the lesser of: <ul style="list-style-type: none"> • your Balance due, or • your selected Maximum benefit.

ADDITIONAL BENEFIT - PAYMENT RELIEF

We will make this additional benefit payment when you have made at least 1 monthly Loan obligation payment after the Commencement date and your Loan obligation payments are not in arrears.

You do not need to Dispose of your Vehicle to make a claim and be eligible for payment relief.

If one of the following events occur, we will make one payment equal to a 3 monthly Loan obligation payment that you are required to make to your Financier under your Loan contract.

If the event continues, or if a further event occurs, we will:

- ♦ make up to 2 additional payments equal to the 3 monthly Loan obligation payments that you are required to make to your Financier under your Loan contract if you have selected the Premium Cover option, or
- ♦ make up to 3 additional payments equal to the 3 monthly Loan obligation payments that you are required to make to your Financier under your Loan contract if you have selected the Platinum Cover option.

EVENTS YOU ARE COVERED FOR	ADDITIONAL BENEFIT
Disability	In the event of a Disability, we will pay the lesser of: <ul style="list-style-type: none"> • 3 monthly Loan obligation payments, or • your selected Maximum benefit.
Involuntary unemployment	In the event of Involuntary unemployment, we will pay the lesser of: <ul style="list-style-type: none"> • 3 monthly Loan obligation payments, or • your selected Maximum benefit.
Employer approved leave of absence	In the event of Employer approved leave of absence, we will pay the lesser of: <ul style="list-style-type: none"> • 3 monthly Loan obligation payments, or • your selected Maximum benefit.

WHO WE PAY

All benefits under this insurance are paid to the Financier shown on your Policy schedule or as directed by the Financier.

WHAT YOU ARE NOT INSURED FOR

This insurance does not cover:

- ◆ more than one benefit payment at the same time or more than one Accidental death benefit.
- ◆ for each person named as the insured on the Policy schedule more than one Specified illness benefit under the policy.
- ◆ if the Assessed value of your Vehicle is greater than the Balance due.
- ◆ any benefit as a result of an event or a circumstance indicated by a '•' in the following table:

EVENT OR CIRCUMSTANCE	BENEFIT			
	Accidental death	Disability & Driving restrictive medical condition	Involuntary unemployment, International job transfer, & Employer approved leave of absence	Specified illness
War or warlike activities.	•	•	•	•
Terrorism.		•	•	
An illness, injury or condition present in the 12 months preceding the Commencement date.	•	•		•
Any illness sustained or manifested within 30 days of the Commencement date.		•	•	
A Pandemic, Epidemic or any other outbreak of infectious disease or virus, or any derivative or mutation of such disease.		•	•	
Childbirth, abortion or pregnancy (including conditions accelerated or induced thereby).		•	•	
Alcoholism, drug addiction or the influence of intoxicating liquor or drugs.		•	•	
An intentionally self-inflicted illness or injury or engaging in a criminal act.		•	•	•
Lockouts, taking part in riots, strikes.		•	•	
Engaging in professional motor racing.		•	•	
Cessation of your employment within 30 days of the Commencement date or failure to provide proof of at least 60 days continuous employment prior to any period of Involuntary unemployment.			•	

HOW TO MAKE A CLAIM

Contact us on 1300 657 382 for a claim form as soon as something happens that you believe you can claim for.

You must complete a claim form and return it to us immediately following an incident occurring that may result in a claim on this insurance. If we do not receive your completed claim form within 14 days of such an incident, we may refuse a claim or reduce the amount we pay for a claim.

We ask that you provide all reasonable assistance when requested in relation to your claim. You must:

- ◆ give us the information and assistance we reasonably request and any information you give us must be honest, correct and complete, and
- ◆ if requested, authorise the Financier to release to us all documents relevant to verification of the Loan outstanding balance and other information in connection with your Loan contract.

We may also require other documentation or statutory declarations from you depending on the circumstances of your claim. Where this is required, we will ask for it.

Any communication from other parties involved must be referred to us.

CERTAIN ADDITIONAL INFORMATION MUST BE SUPPLIED**◆ Accidental death claim**

Proof of death, age, identity and amount to be claimed.

◆ Disability, Driving restrictive medical condition and Specified illness claims

Evidence from a Medical practitioner of the Disability, Driving restrictive medical condition, or Specified illness, and evidence that you have obtained and are following the advice of the Medical practitioner.

◆ Involuntary unemployment claim

Certification of registration as unemployed by the appropriate Australian government agency.

◆ International job transfer claim

A statement from your employer confirming:

- your international transfer, and
- your international transfer was not at your request, and
- your international transfer is for a period of at least 24 consecutive months, and
- your permanent residence is changed.

◆ Employer approved leave of absence claim

- Evidence from a Medical practitioner, and
- A statement from your employer confirming your approved leave of absence.

CLAIM RECOVERY

If for any reason we pay benefits to which you are not entitled, we shall have a right to recover those benefits from you or the creditor.

WHEN THIS INSURANCE ENDS

The policy ends on the earliest of:

- ◆ the expiry date of the Period of insurance, or
- ◆ the date on which the Loan contract is cancelled, discharged, refinanced, foreclosed or terminated, or
- ◆ the date we receive your request to cancel this insurance, or
- ◆ the date we give you written notice cancelling this insurance in accordance with relevant legislation, or
- ◆ the date you attain your 70th birthday, or
- ◆ the 7th anniversary of the Commencement date, or
- ◆ the date a Accidental death benefit or the Maximum benefit is paid, or
- ◆ the date you Dispose of your Vehicle, or
- ◆ the date you are no longer a resident of Australia or you reside outside Australia for more than 6 months (unless otherwise agreed in writing by us).

If there are 2 people named as the insured on the Policy schedule, cover provided by this insurance will end in respect of a person when they attain their 70th birthday.

CANCELLING THIS INSURANCE**CANCELLATION BY YOU**

If you decide that you do not wish to continue with this insurance, you can request cancellation at any time by mail, by email or by calling us.

If you do request cancellation, we will retain an amount from the Premium in accordance with relevant legislation. If the Premium for your insurance was paid by your Financier, we will refund the balance to them. If you paid the Premium, we will refund the balance to you.

If we receive your cancellation request within 21 days from the Commencement date and you have not made a claim on this insurance, we will refund your Premium in full.

CANCELLATION BY US

We may cancel this insurance where circumstances described in insurance legislation allow us to do so.

If we cancel this insurance, we will retain an amount from the Premium in accordance with relevant legislation. If the Premium for your insurance was paid by your Financier, we will refund the balance to them. If you paid the Premium, we will refund the balance to you.

In the event of a Accidental death benefit payment, we will not refund any Premium for this benefit and this insurance will end.

In the event of a Specified illness benefit payment, we will not refund any Premium for this benefit.

YOU CANNOT GIVE YOUR RIGHTS AWAY

You cannot give anyone else an interest in this insurance without our written consent.

BASIS OF SETTLEMENT

Where we make a payment under this insurance for the acquisition of goods and services or other supply, we will reduce the amount of the payment by the amount of any input tax credit that you will be, or would have been, entitled to in relation to that acquisition, whether or not that acquisition is actually made.

Where we make a payment under this insurance as compensation instead of payment for the acquisition of goods, services or other supply, we will reduce the amount of the payment by the amount of any input tax credit that you would have been entitled to had the payment been applied to acquire such goods, services or other supply.

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 1300 307 926.

If the staff member you speak to cannot help, your complaint will be automatically referred to a manager who will review it and respond to you. The response will usually be provided within 15 business days from when you made your complaint to the manager.

If the manager cannot resolve your complaint you can request the complaint be referred to an internal Dispute Resolution Officer (DRO). The DRO 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 DRO's decision, you may wish to seek an external review of the decision. The DRO'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 Financial Ombudsman Service (FOS). The FOS is administered by the Financial Ombudsman Service Limited ABN 67 131 124 448. The FOS is an external body that is independent of Swann Insurance. Your complaint should be put in writing and addressed to:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Telephone: 1300 780 808
Email: info@fos.org.au

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.

FINANCIAL CLAIMS SCHEME

This Policy may be a 'protected policy' for the purposes of the Federal Government's Financial Claims Scheme (FCS), which is administered by the Australian Prudential Regulation Authority (APRA). The FCS entitles certain persons, who have valid claims in connection with protected policies, to be paid certain amounts by APRA in the event that an insurer becomes insolvent. Information about the FCS can be obtained from APRA at www.apra.gov.au or by calling APRA on 1300 55 88 49.

HOW TO CONTACT US

Swann Insurance (Aust) Pty Ltd

ABN 80 000 886 680

Mailing address:

PO Box 14459 Melbourne VIC 8001

Phone numbers:

Claims: 1300 657 382

Policy enquiries: 1300 307 926

Fax numbers:

Claims: 1300 657 370

Policy enquiries: 1300 720 380

Email:

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

Policy enquiries: info@swanninsurance.com.au

Internet: www.swanninsurance.com.au