



UbiCar

Usage based insurance for cars

UBICAR INSURANCE

**Combined Product Disclosure Statement
and Financial Services Guide**

About this Product Disclosure Statement and your Policy

This document has been prepared to help you understand the UbiCar Insurance Policy and make an informed decision about your insurance requirements. In this document, the insurer, RAC Insurance Pty Limited (ABN 59 094 685 882) ("RAC Insurance") acting through its agent, UbiCar Insurance Pty Ltd (ABN 83 601 223 858) ("UbiCar Insurance") is referred to as "we", "us", and "our".

This Product Disclosure Statement (PDS) was prepared on 31 May 2019 and was current at that time. We may from time to time update some of the information in the PDS that is not materially adverse without needing to notify you. You can obtain a copy of any updated information by contacting us. We will give you a free paper copy of any updates if you request them. In some circumstances the terms and conditions of this PDS may be amended by a Supplementary PDS (SPDS). In that case we will provide you with a copy of the SPDS.

This PDS, your Premium and Excess Guide and your Certificate of Insurance should be read together as these documents detail the terms of your insurance. You should carefully read these documents and any other documentation we send you to determine if the cover is appropriate for you.

Your Insurer

The underwriter of this insurance is RAC Insurance, an authorised general insurance company specialising in general insurance products. RAC Insurance's Australian Financial Services Licence number is 231222. RAC Insurance is responsible for the content of the PDS commencing at page 5 and the cover provided under the UbiCar Insurance Policy. UbiCar Insurance is responsible for policy administration and the assessment and payment of claims. RAC Insurance acts through its agent, UbiCar Insurance as detailed in "About UbiCar Insurance".

About UbiCar Insurance

RAC Insurance has given UbiCar Insurance a binding authority to issue UbiCar Insurance policies and settle claims as well as administer this policy on behalf of RAC Insurance. Any enquiries you may have should be directed to UbiCar Insurance. Under the terms of this binding authority UbiCar Insurance acts as RAC Insurance's agent and not yours. Liability within the terms and conditions of the policy remains at all times with RAC Insurance. UbiCar Insurance's Australian Financial Services Licence 469073 ("AFSL") authorises it to provide these services and any general advice provided by UbiCar Insurance in relation to this insurance is authorised and provided under its AFSL on its own behalf.

UbiCar Insurance is a wholly owned subsidiary of UBI Group Technology Pty Ltd (ABN 31 632 125 967) and its related bodies corporate, the provider of technology for use with motor cars which includes mobile telematics, mobile sensing and machine learning devices. You need an UbiCar App and an UbiCar Tag which UbiCar Insurance will supply to take out this insurance.

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Welcome to **UbiCar Insurance**

Good drivers deserve to be rewarded. And there's no reward quite like fairer insurance.

We believe drivers should pay according to how they drive, not the mistakes of others. That's why we introduced usage-based insurance for cars. If you are a safe driver, you may get rewarded with a lower premium – and you don't have to wait until next renewal.

We might be doing things differently, but that doesn't make it more complicated. That's the beauty of technology. Simply activate the UbiCar Tag once you receive it and pair it with your UbiCar App. Then you're ready to go!

For more details about your Policy, or our simple claims process, look through this Product Disclosure Statement (PDS). Alternatively, visit us at ubicar.com.au

Product Disclosure Statement

About this Product Disclosure Statement

This UbiCar Insurance PDS, together with:

- the Certificate of Insurance we provide to you,
- our Premium and Excess guide, and
- any Supplementary PDS we issue,

explains the cover and benefits provided by the car insurance you have chosen and the limits, conditions and exclusions that apply to it.

We strongly recommend that you read these documents carefully, so you fully understand the cover we provide and the limitations that apply to it. We also recommend that you read the 'Definitions' on page 25 so you understand the words in the PDS that have special meanings.

Use of the UbiCar Tag and the UbiCar App

Premiums for your Policy are calculated by data we collect from the UbiCar Tag and the UbiCar App.

When we agree to insure you we will send you an UbiCar Tag.

The UbiCar Tag must be activated and installed in your car within 30 days of the commencement of your Policy and linked to the UbiCar App. This is a condition of your cover and if you don't install the UbiCar Tag we may cancel your Policy or an additional excess may apply. See the Premium and Excess Guide for more details.

The Main Driver and Nominated Drivers must download the UbiCar App to a mobile phone for use when in control of your car.

The Main Driver and each Nominated Driver must use the UbiCar App with location services activated when in control of your car.

The Main Driver must connect their UbiCar App to the UbiCar Tag at least once each month.

The UbiCar App and UbiCar Tag collect data which will be transmitted by mobile networks to us and stored in accordance with our Privacy Policy which can be found at <https://ubicar.com.au/privacypolicy>.

Information about installing the UbiCar Tag and connecting the UbiCar App can be found at <http://help.ubicar.com.au/ubicar-insurance/installing-the-tag>.

When we agree to insure you

Your duty of disclosure

Before you enter into an insurance contract, you have a duty under the Insurance Contracts Act 1984 to tell us anything that you know, or could reasonably be expected to know, that may affect our decision to insure you and on what terms.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive your duty to tell us about.

New policy – your duty of disclosure

If we ask you questions that are relevant to our decision to insure you and on what terms, you must tell us anything that you know and that a reasonable person in the circumstances would include in answering the questions.

You have this duty until we agree to insure you.

Renewing your Policy - your duty of disclosure

If we ask you questions that are relevant to our decision to insure you and on what terms, you must tell us anything that you know and that a reasonable person in the circumstances would include in answering the questions.

Also, we may give you a copy of anything you have previously told us and ask you to tell us if it has changed. If we do this, you must tell us about any change or tell us that there is no change.

If you do not tell us about a change to something you have previously told us, you will be taken to have told us that there is no change.

You have this duty until we agree to renew the contract.

If you do not tell us something

If you do not tell us anything you are required to tell us, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

Changes to the details you have given us

You must tell us about any changes to the information you have given us about you, your car, the purpose you use it for, and anyone who drives it as shown in your Certificate of Insurance.

If you do not tell us about any changes, your insurance may no longer be valid, and we may refuse to pay part or all of any claim you make or require you to repay any money paid to you for your claim.

If you are not sure, but think that something might be relevant, it is better to tell us.

If any changes need to be made and we agree with them, we will send you an updated Certificate of Insurance. We will also advise you if a different premium applies.

Our agreement with you

The cover your Policy provides will be available to you for the period of insurance in return for your premium.

This contract is between you and us. When more than one person is named as the policyholder in your Certificate of Insurance, we will treat them all as joint policyholders and:

- A statement, act, omission or claim by any one policyholder is treated as a statement, act, omission or claim by all joint policyholders.
- We can deal with or make payment to one joint policyholder with no need to also pay or deal with the other policyholders.
- Each policyholder has authority to change or cancel the policy, and we do not need to contact the other policyholders.

Make a claim | Quick guide

Call us on 1300 824 227 or go to the UbiCar App to make a claim.

Make sure you have all of the information that we will need to help you.

We need to know:

- What happened.
- Where and when it happened.
- Who was involved, including their vehicle registration number and contact details.
- The contact details for any witnesses

We will guide you through what happens next.

The cover our car insurance policy provides

This PDS explains the cover and benefits we provide under UbiCar Insurance.

For your convenience, the cover and benefits are summarised below. For full details of cover including exclusions, please read the pages that follow.

Summary of cover	
Own car damage	✓
Open driver cover	✓
Lifetime guarantee on authorised repairs	✓
Temporary cover for your new car	✓
Agreed value	✓
Automatic cover for accessories	✓
Hire car after fire, theft or attempted theft	✓
Travel / accommodation costs	✓
Lost or damaged personal belongings	✓
New car replacement	✓
Lost or stolen keys	✓
Accidental death benefit	✓
Windscreen and window glass excess removal	optional
Hire car after accident	optional

Your UbiCar

Comprehensive Car Insurance

Your UbiCar Insurance covers you anywhere in Australia for:

Loss or damage to your car

- Accidental loss and damage including malicious damage caused to your car.
- Loss or damage to your car caused by fire, theft or attempted theft.

We also cover:

- Accidental loss or damage to your car caused when it was being driven by anyone with your permission and who meets and complies with the terms and conditions of your Policy, unless that person has other insurance covering the same loss or damage.

Your legal liability

We will cover your liability for accidental damage caused to another person's property arising from an incident which involves your car, or a trailer or a caravan attached to it.

We also cover:

- Anyone driving your car with your permission and who meets and complies with the terms and conditions of your Policy, unless that person has other insurance covering the same liability.
- You while driving a substitute car (excluding hire cars) because your car is being repaired, serviced or has broken down.
- Any legal costs incurred in connection with any such alleged liability if we have given our written consent to those costs.

The most we will pay is \$25,000,000 for any incident.

We do not cover:

- Your liability if the property damaged is your own or is in your custody or belongs to or is in the custody of your spouse, child or other person normally living with you.
- Damage to another person's property when your car is being transported rather than being driven, including while your car is being loaded or unloaded from the means of transport.
- Loss or damage to any substitute car.
- Liability when your car is being offered for sale on your behalf by another party.

Your additional benefits

We provide you with these additional benefits at no extra cost.

Your personal belongings cover

We will pay up to \$500 in total when your clothing or personal belongings are lost, damaged or stolen in an incident covered by your Policy. We will, at our option, either:

- Repair the damage.
- Replace what is damaged.
- Make a payment to settle your claim, based on the cost of repair or replacement of your personal belongings.

We do not cover money, cheques or financial transaction cards.

Your new car replacement cover

If we declare your car a total loss and:

- Less than two years have passed since it was first registered, and
- You are the first registered owner (other than the selling dealer if your car was a new demonstration model),

we will replace it with a new car and pay the initial on road and registration costs, provided anyone who has a financial interest in your car (of which we are aware) agrees.

The new car will be of the same make and model as your car.

If the new replacement car is not available in your state, or your car was not supplied as new in Australia, we may pay the agreed value of your car at the time it was first insured with us. The most we will pay under the Policy (including for this cover) is the agreed value of your car.

For additional information on how we settle total loss claims, please see page 19.

Your hire car after fire, theft or attempted theft

When your car is not available to you as a result of fire, theft or attempted theft, we will arrange for you to be provided with a hire car.

The most we will pay for a hire car is \$75 a day for a maximum hire period of 14 days.

If a hire car is not available we will pay you an equivalent cash settlement. You can also extend your cover to include a hire car after an accident (see page 13).

The hire car will be available to you from when you reported the incident to us, until the earlier of:

- Your car is recovered or repaired and available for collection by you.
- Your car is replaced by us.
- Three days after payment has been issued to settle your claim.
- The maximum hire period is reached.

You will be responsible for payment of the deposit required by the hire car company and observing the hire car company's terms and conditions.

We will reimburse you up to \$2,000 in total for any excess or security bond you have to pay under the hire car agreement because there is loss or damage to the hire car or it causes loss or damage.

We do not cover:

- Any hire car related costs other than the standard daily hire fee.

Essential temporary repairs for your car

When the damage is such that your car cannot be safely driven and you arrange for temporary repairs to make it safe, secure or roadworthy, we will pay for those repairs up to \$750.

Costs to complete your journey

When the loss or damage means you cannot use your car to get you and your passengers from the scene of the incident to your home, your original destination or to a safe place, we will reimburse the costs necessary to do so up to \$500.

Your emergency accommodation expenses

When the loss or damage means you cannot use your car, and you are more than 100km from your home, we will pay up to \$250 per night towards the cost of emergency accommodation for you and your passengers for up to four nights.

Towing your car

When the damage is such that you cannot use your car, we will pay for the reasonable cost of towing your car and any caravan or trailer attached to it, from the scene of the incident to the nearest approved repairer or to a safe location that we choose.

Repair or replacement of your trailer

We will pay up to \$2,000 for the repair or replacement of your box, garden or luggage trailer if it is stolen or damaged while in your possession or attached to your car.

Replacing your lost or stolen keys

We will pay up to \$2,000 to replace the keys and locks to your car when you have been permanently deprived of your keys because they have been lost or stolen.

Replacement of your child car seat

If you have a child car seat fitted to your car and your car is involved in a collision, we will cover the cost of replacing the child car seat with a new one of a similar standard, even if there is no apparent damage.

Accidental death benefit

When, within 12 months of its occurrence, an incident involving the use of your car directly results in the death of its driver, we will pay \$10,000 to the deceased's estate.

We do not cover:

- Death as a result of suicide or attempted suicide.
- Death if the deceased person was driving your car without your permission.

Temporary cover for your new car

When you replace your car, we will insure your new car provided:

- You tell us about your new car within 14 days of purchasing it.
- It is a car we would ordinarily insure.
- You pay us any additional premium we require.
- You install your UbiCar Tag in the new car within 14 days of purchasing it.

Cover will cease for your previous car when you take delivery of your new car.

The most we will pay for loss or damage that occurs within the first 14 days following the purchase of your new car, is the purchase price of your new car less any excesses that may apply.

Your optional benefits

For an additional premium you can add any of these optional benefits to your cover.

If you have added any optional benefits, they will be shown on your Certificate of Insurance.

Hire car after accident

You can enjoy the convenience of having a hire car available to you while your car is being repaired or after being written off following any incident covered by your Policy.

This is an extension to your hire car cover after fire, theft and attempted theft (see page 11) and is subject to the terms and conditions of that cover.

Windscreen and window glass cover

When your car's windscreen, sunroof or window glass is broken in an incident and this is the only damage in the incident, we will at our option, either replace or repair the broken glass (including tinted glass, window seals and mouldings) without you having to pay an excess.

This applies to one claim only in the period of insurance.

General exclusions

The following exclusions apply to all cover under your Policy.

Who uses your car

Unless you can demonstrate that you did not know, and reasonably could not have known, we will not cover any loss, damage or liability caused by or arising out of the use of your car by any person who:

- Was not authorised or licensed to drive your car, or who broke the conditions of their driver's licence or learner's permit.
- Has had in the five years before the incident any driver's licence cancelled, suspended, or any special conditions imposed on their licence (this does not include suspensions relating to parking tickets).
- Has received medical advice that their ability to drive a car is impaired by a medical condition or treatment.
- Was under the influence of alcohol or drugs.
- Has a blood alcohol content level exceeding that permitted by the laws of the relevant State or Territory.
- Refuses or fails to submit a specimen for testing when requested by police.
- Has been convicted in the five years before the incident of a criminal offence related to theft, drug, or fraud related offences, or criminal damage.
- In the five years before the incident, has had insurance refused, cancelled or a claim denied for fraud or dishonesty.

Cause of loss, damage or liability

We will not cover any loss, damage or liability caused directly or indirectly by:

- Failures, defects or breakdowns which are mechanical, structural, electronic or electrical or which are connected with computers or computer related technology including computer chip or control logic.
- Sparks, ashes or carbon from your car.
- Any person or organisation lawfully taking, keeping or destroying your car.
- Terrorism, war (whether declared or not), invasion, rebellion, revolution or a similar event.
- Anything nuclear or radioactive.
- Depreciation, wear, tear, rust or corrosion.
- Failure to take all reasonable care to protect your car, its contents and keys.
- Your car being left unattended with the keys in or on it.

Use of your car

We will not cover any loss, damage or liability which occurs during, or is caused by, the use of your car:

- On a permanent or temporary racetrack, raceway, course, circuit or arena (unless you are participating in a safe driving course commercially conducted by trained instructors).
- For racing, trials, speed or hill climbing tests, pace making, contests, rallies or for endurance or skills tests whether or not you are competing in an event.
- In an experiment or demonstration.
- While it is overloaded, not roadworthy, not registered or not meeting relevant government transport regulations.
- In a manner which involves deliberate exposure to exceptional danger or any wilful or reckless act.
- In a manner contrary to its manufacturer's recommendations.
- For unlawful purposes.
- For hire or reward.

Special conditions

We might impose special conditions on your Policy that exclude, restrict or extend cover for certain persons or in certain situations. These will be shown on your Certificate of Insurance, so it's important that you read your Certificate of Insurance carefully.

We also do not cover

- Loss of use, or any other financial loss arising from, or consequential to, an insured incident.
- Deliberate damage caused directly or indirectly by anyone using your car with your permission.
- Any diminished value of your car after it has been damaged and repaired and the repairs have been carried out correctly.
- The cost of any air freight charges, or the fabrication of any parts or any cost for parts which exceed the manufacturer's last issued catalogue or price list.
- Additional costs incurred through parts being unavailable, obsolete or delays in obtaining parts.
- Any extra costs associated with paint work that does not meet the manufacturer's standard paint specification.
- Goods, tools of trade or samples connected with your work or any other trade, or any container for these items.
- Any loss or damage to the extent that it is covered by other insurance that is compulsory or was not purchased in your name.

Claiming on your Policy

You must co-operate with us

When you claim on your Policy, you must give us any information and co-operation we reasonably require in dealing with your claim.

You must promptly notify us and provide us with full details of the incident which led to your claim. The details we may require include:

- Name, address and contact details of anyone involved, including witnesses. Registration numbers of any cars involved.
- Proof of ownership for any damaged or stolen property, such as receipts, owner manuals and warranties.
- Copies of any letters, notices, court or other legal documents you receive relating to the incident or a claim.
- Receipts for expenses you have incurred that are covered under your Policy.

In addition, you must:

- Not admit liability for, or negotiate to settle, any claim without our written permission.
- Provide written statements if we require them.
- Attend court and give evidence if we require it.
- Make your car available to us.
- Assist us, even after we have settled your claim, in any proceedings we take to recover any money we have paid under your Policy.

We are entitled to represent you, or any other person covered under your Policy:

- In the negotiation, defence, settlement or any legal proceedings relating to a claim on your Policy.
- In any proceedings to recover any money we have paid under your Policy.

If you do not assist us as required we may:

- Reject your claim.
- Pay a reduced amount for your claim.
- Require you to repay any money paid for your claim.

Excesses

When you make a claim you may be asked to pay an excess. The specific excesses that apply to your Policy and amounts payable are shown in the Premium and Excess Guide and on your Certificate of Insurance. More than one excess may apply to your claim.

You may not have to contribute an excess towards your claim provided:

- You can satisfy us that the incident was solely the fault of the other person (not the person in charge of your car at the time of the incident).
- You provide us with the 'at fault' person's name, car registration number and contact details.

We will make a determination of fault after we are in possession of all the relevant facts and our determination is final and binding upon you.

Refer to the Premium and Excess Guide for more information.

What we do when your car has been damaged

When you claim for loss or damage to your car in an incident covered under your Policy and we accept your claim, we will at our option either:

- Repair the damage.
- Replace what is damaged.
- Make a payment to settle your claim, based on the cost of repair or replacement.

We will not pay more than the agreed value of your car less any excess that may apply.

When we repair your car

If we choose to settle your claim by repairing your car, then we decide the best way to repair the damage.

If you make a claim and we agree to repair your car, we will arrange for a nominated repairer to fix your car.

If we arrange for a nominated repairer to fix your car we will:

- Help find a nominated repairer most convenient to you.
- Choose the most suitable repair method for the type of damage to your car.
- Manage the whole repair process on your behalf.
- Arrange for part of the repair to be carried out by a specialist service provider, if required – for example windscreen repairs.
- Require you to contribute to the costs if the repairs to your car leave it in a better condition than before the incident.

If you choose your own repairer, we will pay you for the cost of repairs, as determined by one of our nominated repairers.

We are not responsible for making sure the repairer can complete the repairs when it suits you.

We do not cover:

- Any additional costs that may result if the repairer is delayed or has problems getting parts.
- Any repairs not authorised by us.

Lifetime guarantee on authorised repairs

When we arrange for a nominated repairer to fix your car we guarantee the quality of the workmanship and materials authorised by us for the life of your car whilst you own it, in addition to any other rights you may have. If you wish to make a claim on this guarantee, please contact us with details, including any costs you incur in making the claim.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

We pay for storage

If we have decided to repair your car and we require it to be held in storage until the repair can commence, we will pay the storage cost.

The parts we use

The parts we use in the repair of your car are covered under our repair guarantee.

To restore your car to its condition immediately before the incident, we will use parts consistent with your car's age, condition and warranty period and:

- If your car is 2 years old or under we will use genuine new parts to repair your car.
- If your car is 3 years or older we will use genuine new parts or quality recycled parts.
- Regardless of your car's age, we may use non-genuine parts for the replacement of windscreens, window glass, sunroofs, radiators and air conditioning components.

If replacement parts are not available, we will pay you what it would have cost us to repair your car had the parts been available.

When we declare your car a total loss

We will declare your car a total loss when either:

- We decide that the damage to your car is such that it would not be safe or economical to repair.
- It was stolen and not recovered.

If your car is a total loss, we will either:

- Pay you the agreed value of your car less any applicable excess.
- Replace your car, if you are entitled to this under our new car replacement cover (see page 10).

When we settle a total loss claim:

- We will deduct, or you must pay us:
 - Any excess that may apply.
 - Any unpaid premium (including any remaining instalment payments based on the full annual premium of your Policy).
 - The value of the unused portion of your car's registration. You can claim this from your state's Road Transport Authority.
- Anyone who has a financial interest in your car (of which we are aware) will be paid first and you will be paid the balance.
- Your car becomes our property, your Policy comes to an end and there is no refund of any portion of your premium.

About your car's agreed value

We determine your car's agreed value with you at the commencement of your cover and review it at the beginning of each subsequent period of insurance. The agreed value is shown on your Certificate of Insurance and while it may change at renewal, it does not change during the period of insurance.

Except where a different limit is shown in your Policy for the item of cover, the most we will pay is the agreed value shown in your Certificate of Insurance less any applicable excesses.

Some items of cover have their own limits. Where that limit is less than the agreed value, the item limit is the most that we will pay for that item.

Other important information

About your premium

The amount you pay us for your insurance is your premium. This is the amount we determine that reflects the likelihood of you making a claim, together with other factors related to our cost of doing business. It includes GST and any other government charges that apply. A change to your Policy details could mean a change to your premium too.

Your UbiCar Insurance policy is different to other policies because we use data about driving and car performance to calculate your premium and this may change throughout the year. Each month we will tell you what your monthly instalment will be.

Refer to the Premium and Excess Guide, your Account and your Certificate of Insurance for more information.

Paying your premium

Your premium must be paid by monthly instalments. To establish a policy, we require the first two monthly instalments up front.

When you pay by instalments you must ensure that:

- The financial details you provide to us are correct.
- Sufficient funds are available in your account for each instalment payment.
- You advise us of any change to your financial details at least two business days before your next instalment payment is due.

You may contact your financial institution if you have an issue regarding your account or a direct debit.

We will provide you notice if we change any of your instalment payment arrangements.

We may automatically renew your Policy on the renewal date. If we plan to automatically renew, we will let you know we intend to do this before your cover ends and send you details of the renewal premium. If you do not want to renew your Policy, you should let us know before the renewal date.

If you do not pay the full amount of your premium or any additional amount we may charge, we may reduce the period of insurance to match the amount you have paid.

Variable payments

We will give advance notice of the amount of each monthly instalment before the instalment is due. This notice will be provided by electronic means (such as a message through your UbiCar App or email) or SMS.

If you don't pay on time

Where an instalment payment is overdue by more than 14 days:

- and you make a claim on your Policy, we may refuse to pay your claim.
- we may cancel your Policy and refuse to pay your claim.

Goods and Service Tax (GST) and Input Tax Credit Entitlement (ITCE)

Your Policy, the amounts insured and the premium that you pay are subject to GST.

You may be able to claim an ITCE for the GST that you pay on the premium for your Policy. Please advise us of your ITCE when you make a claim on your Policy. If you are eligible to claim an ITCE, we will deduct this amount from any payment we make to you.

We recommend that you seek advice from a financial advisor if you are unsure about the tax implications of your Policy.

Cooling off period

If you change your mind within 14 days of buying your Policy, you can cancel it and receive a full refund. However, this doesn't apply if you've made or are entitled to make a claim.

After the cooling off period ends, you still have the right to cancel your Policy. However, we may deduct some costs from any refund, as set out in the PDS under 'Cancelling your Policy'.

To cancel your Policy within the cooling-off period, you can contact us on 1300 824 227, or by email at insurance@ubicar.com.au.

Cancelling your Policy

Cancellation by you at any time

You can cancel your Policy at any time. To do so, please notify us and we will refund your premium less:

- Any non-refundable government charges.
- Our administration charge.
- Our premium for the period of insurance provided.

If you have claimed on your Policy during the period of insurance, a refund of premium may not apply. A refund will not apply when we have declared your car a total loss and paid your claim.

Refer to the Premium and Excess Guide for more information.

Cancellation by us

If we cancel your Policy, we will advise you in writing and refund you any remaining portion of your premium less:

- Any non-refundable government charges.
- Our premium for the period of insurance provided.

If you have claimed on your Policy during the period of insurance, a refund of premium may not apply. A refund will not apply when we have declared your car a total loss and paid your claim.

Refer to the Premium and Excess Guide for more information.

If you have a complaint

If you are not satisfied with our products or services or a decision made in relation to your insurance, please let us know so that we can help. These steps are part of our complaint and dispute resolution process:

- **Step 1. Let us know.** If you have a complaint, please let us know by emailing insurance@ubicar.com.au. A staff member may be able to resolve the complaint for you. If not, they will refer you to a Team Manager who will attempt to resolve the complaint as soon as possible. A response will be provided within 15 days.
- **Step 2. Seek a review.** If the Team Manager cannot resolve the complaint, you can ask for it to be referred to the Dispute Resolution Panel, or you can contact them directly at idr@ubicar.com.au. A response will be provided within 15 business days.
- **Step 3. Seek an external review.** If you are not satisfied with our response you may lodge a complaint with:

Australian Financial Complaints Authority
Telephone: 1300 931 678
Postal Address: GPO Box 3, Melbourne VIC 3001
Email: info@afca.org.au
Website: www.afca.org.au

AFCA is an independent external dispute resolution bodies approved by the Australia Securities and Investment Commission. AFCA resolve disputes at no charge to you and have the authority to deal with certain financial services disputes within their Terms of Reference.

Your privacy

We collect, store and use your personal information when you deal with us, and other companies in the RAC Group and UbiCar Insurance Group. We use your personal information so we can do business with you, which includes issuing and administering our products and services and processing claims. We are bound by the Privacy Act 1988 (Cth.), when collecting and handling your personal information. Sometimes we might send your personal information overseas. The locations we send it to can vary but include Malaysia and the US.

Both RAC Group and UbiCar Insurance Group have Privacy Policies. The Privacy Policies describe in detail where and from whom we collect personal information, as well as where we store it and the way we may use it. To get a free copy of the Privacy Policy:

- for the RAC Group please visit <https://rac.com.au/about-rac/site-info/privacy> and
- for the UbiCar Insurance Group please visit <https://ubicar.com.au/privacypolicy>.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

We may use your personal information to consider your insurance application and any subsequent application for insurance, issue and administer your Policy and investigate and assess any insurance claim. For the purposes of doing so, your personal information may be passed on to our assessors, investigators, repairers, suppliers, contractors, other insurance companies, insurance reference bureaus, credit reference agencies, financiers, law enforcement agencies, legal and professional advisers, our agents our related companies.

We may also use your personal information to tell you about other UbiCar Insurance Group products and services. Your personal information may be passed to other entities for promotional purposes. These entities may be associated with the RAC Group or UbiCar Insurance Group, operate under RAC Group's brands or UbiCar Insurance Group's brands or be agents, contractors or allied organisations. You may tell us not to use your personal information for these promotional purposes at any time:

- for the RAC Group by contacting 13 17 03; and
- for the UbiCar Insurance Group by contacting 1300 824 227.

If the interest of a financier is noted on your Policy, you consent to us providing details of your Policy and its currency to the financier.

If you would like to review the personal information we have about you and correct any information if necessary you can contact:

- the RAC Group on 13 17 03; and
- UbiCar Insurance Group on 1300 824 227.

Financial Claims Scheme

Your Policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS). The purpose of the FCS is to protect certain policyholders and claimants in the event an insurer becomes insolvent. A person entitled to claim under insurance cover under a protected policy may be entitled to payment under the FCS, subject to certain eligibility criteria. Information about the FCS can be obtained from the Australian Prudential Regulation Authority (APRA) at apra.gov.au

The General Insurance Code of Practice

RAC Insurance is a signatory to the General Insurance Code of Practice and UbiCar Insurance adheres to that Code in respect of your Policy.

The Code aims to:

- Commit us to high standards of service.
- Promote better, more informed relations between us and you.
- Maintain and promote trust and confidence in the general insurance industry.
- Provide fair and effective mechanisms for the resolution of complaints and disputes between us and you.
- Promote continuous improvement of the general insurance industry through education and training.

Definitions

The following words when used in this PDS have defined meanings.

Agreed value – the amount we agree to insure your car for. The amount is listed on your Certificate of Insurance. It includes the value of GST, registration and on-road costs.

Car accessories – items specifically manufactured to only be used while fitted to a car. These items are not reasonably capable of being used separate from a car.

Certificate of Insurance – the document we give to you that shows the particular details regarding you and your car and the insurance cover we have agreed to provide.

Excess – the amount you may be required to pay towards any claim.

Incident – an event that was unintentional, unexpected or unforeseeable where loss or damage occurs and includes a series of events arising out of the one occurrence.

Keys – a device designed to access or start your car including any device designed to provide access by your car to your home's private garage.

Main driver – the person named as the main driver in your Certificate of Insurance.

Modifications – any structural or mechanical alteration made to your car's original specification which may affect its value or performance.

Nominated drivers – the persons listed as nominated drivers in your Certificate of Insurance. This includes the main driver.

Premium and Excess Guide – designed to provide you with additional information regarding excesses and calculation of premiums that apply under your Policy.

Period of insurance – the length of time your Policy provides cover for as shown in your Certificate of Insurance.

Policy – together this PDS, Premium and Excess guide, Certificate of Insurance and any Supplementary PDS we may issue.

Premium – the amount you pay for your insurance. This includes GST and government charges.

Related bodies corporate – has the same meaning ascribed to that term in the Corporations Act 2001.

RAC Group – RAC Insurance and its Related bodies corporate.

Terrorism – includes but is not limited to the use of force or violence and/or threat, by any person or group of persons done for or in connection with political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

UbiCar Insurance Group – UbiCar Insurance and its Related bodies corporate.

UbiCar App – the app of UbiCar used for recording data concerning the use of cars and driver performance.

UbiCar Tag – the tag supplied by UbiCar to you that must be installed in your car which records driver performance and car use data.

We, Us, Our – UbiCar Insurance Pty Ltd.

You, Your – the person(s) or entity named as the policyholder on the Certificate of Insurance.

Your car – the car described in your Certificate of Insurance, including its modifications and car accessories.

Financial Services Guide

Who provides the services described in this Financial Services Guide (FSG)?

UbiCar Insurance Pty Ltd (ABN 83 601 223 858; AFSL 469073) holds an Australian Financial Services Licence (AFSL) and provides financial services which include general product advice about the UbiCar Insurance policy. When UbiCar Insurance provides you with general product advice it is responsible under its own AFSL for that service.

RAC Insurance Pty Limited (ABN 59 094 685 882; AFSL 231222) (“insurer”) is an authorised general insurance company specialising in general insurance products and has given UbiCar Insurance a binding authority to issue UbiCar Insurance policies and settle claims as well as administer those policies on behalf of the insurer. Under the terms of this binding authority UbiCar Insurance act as the insurer’s agent and not yours. UbiCar Insurance does not act on your behalf when it issues, renews, cancel or varies any UbiCar Insurance Policy.

Liability within the terms and conditions of any UbiCar Insurance policy remains at all times with the insurer.

The purpose of this FSG

The purpose of this guide is to help you make an informed decision about whether you wish to use the financial services UbiCar Insurance and the insurer can provide for you.

This FSG together with the Product Disclosure Statement (PDS) provides important information about this UbiCar Insurance and the insurer, the financial services offered, fees charged and by who, the means by which UbiCar Insurance and the insurer are remunerated, potential conflicts of interest and how complaints are dealt with.

To assist you in making an informed decision about whether to choose a financial product you are provided with a Product Disclosure Statement (PDS) which will give you information about the particular financial product.

In some instances, UbiCar Insurance may make a general recommendation or give an opinion about the general insurance product. UbiCar Insurance does this without reference to your specific individual financial needs, circumstances or objectives. This is general advice only.

When providing general advice, UbiCar Insurance is not acting on your behalf. You must consider the appropriateness of any specific information given to you by UbiCar or the insurer’s Insurance. You should have regard to your specific individual financial needs, circumstances or objectives.

How we are paid

The insurer receives all premium paid by you.

UbiCar Insurance receives income from the following services:

When UbiCar Insurance issues you with a UbiCar Insurance policy you will be charged a premium, on behalf of the insurer, based on an assessment of your risk profile. The total cost of your insurance policy is made up of your premium, plus any applicable government taxes and charges such as applicable fire services levy, stamp duty depending upon location, GST and fees UbiCar Insurance charges which are identified in the policy Account for your insurance ("Fees").

UbiCar Insurance collects the premium from you and remits it to the insurers.

UbiCar Insurance receives a commission paid by the insurers of up to 22% of the premium for issuing business on behalf of the insurer. The commission is calculated as a percentage of the premium, excluding statutory and government charges.

UbiCar Insurance also receive all Fees.

UbiCar Insurance may also receive a share of profit earned by the insurer if the insurer makes an underwriting profit in accordance with the underwriting target it has set. This amount is calculated and paid retrospectively only when the insurer exceeds its underwriting targets in a given year.

UbiCar Insurance staff are paid a market salary and may also receive a bonus or other incentives based on their performance.

Addressing Complaints

Customer satisfaction is a priority for us. If you have a complaint about the financial services UbiCar Insurance or the insurer have provided, please follow the steps for resolution of complaints set out on page 22.

Compensation Arrangements

UbiCar Insurance holds professional indemnity policy insurance covering errors and mistakes relating to the provision of financial services by us and our employees (even after they have ceased to be employed). Its professional indemnity insurance meets the requirements of the Corporations Act 2001.

Contact

Contact UbiCar Insurance

You can contact us:

- By calling: 1300 824 227
- Visit our website: ubicar.com.au
- By emailing us at: insurance@ubicar.com.au

UbiCar Insurance Pty Ltd ABN 83 601 223 858 AFS Licence Number 469073

Contact RAC Insurance

You can contact RAC:

- By calling: 13 17 03
- Visit their website: rac.com.au

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