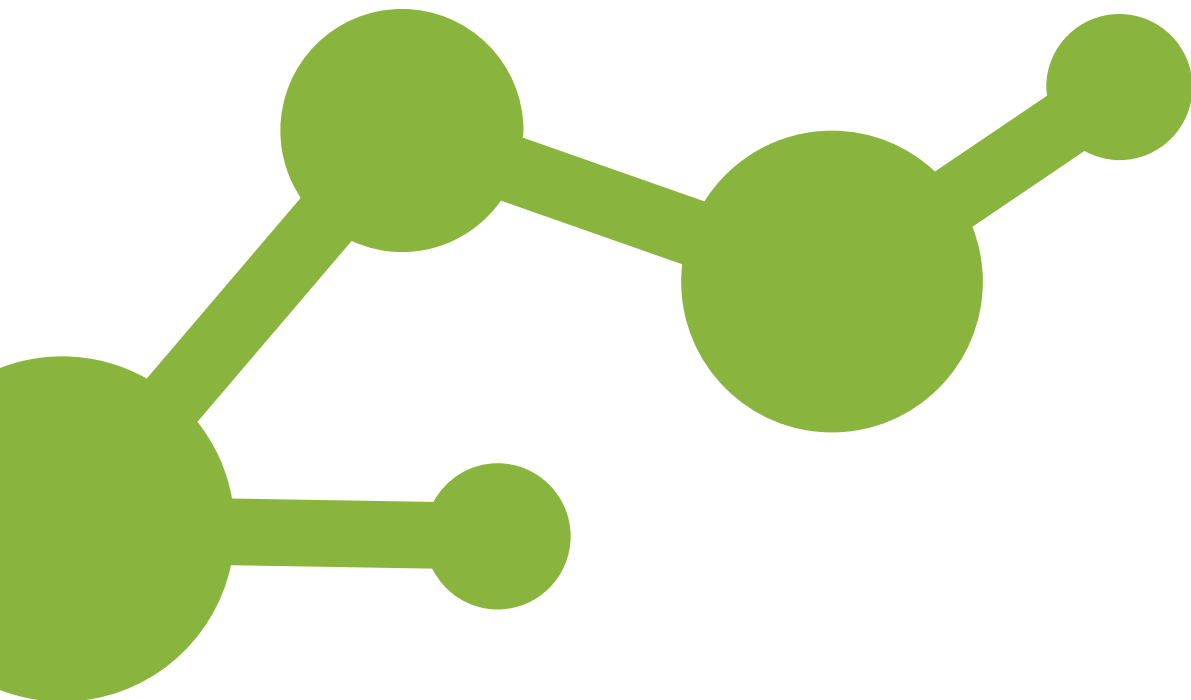




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PRODUCT DISCLOSURE STATEMENT

Motorcycle Insurance



Introduction

Please take the time to read through this document carefully and keep it in a safe place as it contains important information required under the Corporations Act 2001 including information about the extent of your insurance cover and any limitations.

If you have any questions about this document or your insurance cover, please contact us and we will be happy to explain any matter for you. We will contact you at least annually during the Period of Insurance.

Preparation date 1st January 2018. V010118

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Part B: Financial Services Guide

Part A:

Product Disclosure Statement

YOUR PRODUCT DISCLOSURE STATEMENT (PDS)?

This PDS sets out the terms and conditions of your insurance cover. Please read it so that you can make an informed choice about your insurance needs.

The information in this PDS was current at the time of its preparation. If there is a significant change to the information, we will make available to you a replacement or Supplementary PDS.

Some words or expressions have special meaning and may begin with capital letters. Their meanings are explained under the heading "What do we mean by that" in this PDS.

ERIC INSURANCE

Eric Insurance Limited ABN 18 009 129 793 Australian Financial Services Licence (AFSL) 238 279 (Eric), is the issuer and underwriter of this insurance product, and is authorised by the Australian Prudential Regulation Authority (APRA).

If you need to contact Eric you can do so through any of the options below:

Address: PO Box 9106, Scoresby VIC 3179
Telephone: 1800 999 977
Web: www.ericinsurance.com.au
Email: info@ericinsurance.com.au

us

We communicate with you in various forms including but not limited to letters, emails and SMS.

WHAT DO WE MEAN BY THAT?

Certain words used in this document have special meanings. These words and their meanings are listed below:

Amount Covered: The maximum amount we will pay for any claim on your Motorcycle including the amount nominated by you as the Modifications and Non-Standard Accessories Value. The Amount Covered cannot exceed the Purchase Price of the Motorcycle.

Endorsement: An additional term or condition applied by us or an alteration requested by you and agreed to by us. An Endorsement may be sent as a separate document or may be stated on the Policy Schedule.

Excess: The contribution to the claim cost which you may be required to pay in the event of a claim. Any Excess will be shown in this PDS and/or your Policy Schedule. The Excess you may pay is the total of the applicable Excesses added together.

Financier: The finance company or credit institution named in the Policy Schedule with whom you have entered into a Finance Contract.

International Licence: Any licence to operate a motorcycle not issued by a State or Territory of the Commonwealth of Australia.

Legal Liability: The legal responsibility to pay compensation for damage to property, other than your own, as a result of an accident involving your Motorcycle for which you or the rider of your Motorcycle is at fault.

Modifications and Non-Standard Accessories Value: The amount nominated by you for the total combined value of all legal Modifications and Non-Standard Accessories to your Motorcycle, and is the maximum amount we will pay for the repair or replacement of these items. This value will be shown on your Policy Schedule.

Modifications: Alterations to the Motorcycle's standard body, engine, suspension, wheels, tyres or paintwork which may alter the value, safety, performance or appearance of the Motorcycle.

Motorcycle: The Motorcycle or All Terrain Motorcycle (ATV) registered for road or recreational use, including any Modifications or Non-Standard Accessories described on the Policy Schedule.

Motorcycle Apparel: Clothing and protective safety items which are purposely made for motorcycle riding and are worn by you. This includes jackets, pants, riding boots, gloves and helmets.

Non-Standard Accessories: Any items fitted to the Motorcycle which were not part of the standard specification of the Motorcycle.

Period of Insurance: The period during which cover is provided under this insurance as shown on the Policy Schedule. The Period of Insurance begins on the commencement date and ends on the expiry date, as stated on the Policy Schedule, unless this insurance cover ends earlier in accordance with its terms.

Policy Schedule: The most recent document we provide to you describing the terms and conditions specific to your insurance cover which includes your details, the Motorcycle details, the policy number together with the details of cover, Premium and other policy details. This document also provides you with confirmation of your transaction.

Premium: The amount you pay for this insurance cover including amounts payable by us in relation to any compulsory Government charges such as Stamp Duty, GST and levies if applicable.

Purchase Price: The amount paid for the Motorcycle as shown on your contract of sale, including:

- Registration;
- Dealer delivery fees;
- Statutory insurance; and
- Government taxes and charges.

Total Amount Payable: Your Premium shown on your Policy Schedule.

Total Loss: If the damage sustained to your Motorcycle in our opinion renders the Motorcycle unsafe or uneconomical for us to repair when compared to the Amount Covered as shown on the Policy Schedule, or when your Motorcycle has been stolen and not recovered.

Unlisted Rider: Any person who has your express or implied consent to be in control of the Motorcycle and is not nominated on this insurance prior to the occurrence of an event leading to a claim.

We, us, and our: The issuer and insurer of the policy, Eric Insurance Limited (Eric) ABN 18 009 129 793 AFSL 238 279

You and your: The insured person(s) named in the Policy Schedule, who must also be the registered owner of the Motorcycle, or any person who has your express or implied consent to be in control of the Motorcycle. It also includes the Financier if the Motorcycle is subject to a finance contract only to the extent of their interest in the Motorcycle.

OUR AGREEMENT WITH YOU

Upon payment of the Premium, our agreement with you is made up of:

- This combined PDS and Financial Services Guide (FSG), together the document,
- The Policy Schedules which show the details relevant to your insurance cover; and
- Any Endorsement or Supplementary PDS which we may send to you.

OUR REPRESENTATIVES AND DISTRIBUTORS

Eric has relationships with authorised representatives, distributors and other licensees who may arrange insurance on our behalf, and if so, may receive remuneration. For more information, please refer to the FSG (Part B of this document).

WE RELY ON THE INFORMATION YOU PROVIDE US

When we agree to insure you, to renew or vary your insurance cover or decide on your claim, our decision relies on the accuracy of the information you give us. If that information is not accurate, we may reduce or deny a claim made by you or anyone else insured by this insurance, or cancel this insurance.

We never want to have to do that, so you must answer honestly, completely and correctly the questions we ask about you, your Finance Contract, the Motorcycle, your claim or any events that may result in a claim on your insurance.

WHAT YOU NEED TO TELL US

We require you to be truthful, honest and accurate whenever we interact with you in relation to this insurance. You must inform us immediately if any of the following circumstances apply to you:

- There is a change in your personal details;
- There are changes to the Motorcycle or Motorcycle use; or
- You are no longer the registered owner of the Motorcycle.

HOW WE PROTECT YOUR PERSONAL INFORMATION

From time to time we will need to collect your personal information, including sensitive information, either from you or from someone else you authorise. We use your personal information to allow us to offer our products and services to you. When you apply for, use or renew any of our products or services, you agree to your personal information being collected, used and disclosed as set out in our Privacy Policy, available on line at:

www.ericinsurance.com.au/privacy-policy/

Our Privacy Policy explains how you can access and seek correction of your information, or how to make a complaint about a possible breach of the applicable privacy law.

Your personal information will only be used for the purposes for which it was collected, and other related purposes, and as permitted or as required by law. If you choose not to give us your personal information, it may affect our ability to provide you with insurance cover, manage your claims or provide any other services we may offer.

We may share your information with companies and entities with whom we are associated, including but not limited to related bodies corporate, Authorised Representatives, Third Party Introducers, some of whom may be located outside of Australia and government and law enforcement bodies (if required by law).

CODE OF PRACTICE

The Insurance Council of Australia (ICA) has developed a voluntary General Insurance Code of Practice (the Code) to which we are a signatory. This Code aims to raise the standards of practice and service within the general insurance industry.

The objectives of this 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.

To obtain a copy of the Code visit www.codeofpractice.com.au or contact us.

COOLING OFF PERIOD

You have the right to cancel your cover within 21 days of the date that it was issued or sold to you. Please contact us by phone, email or by mail if you wish to cancel your cover within the cooling off period.

If you cancel your cover during the cooling off period, we will refund the Premium unless you have made a claim.

After the cooling off period, you are still entitled to cancel your cover (refer to "Cancellation" section for full details).

THE COST OF YOUR INSURANCE COVER

The Premium for your insurance cover will be shown on the Policy Schedule. Some of the key factors that may influence your Premium include, where applicable:

- The type of Motorcycle;
- The age and licence experience of people who will ride the Motorcycle;
- The driving/riding experience of anyone likely to ride your Motorcycle including accidents or claims;
- The location where the Motorcycle is garaged;
- The usage of the Motorcycle;
- Government taxes and/or charges; or
- Payment of the Premium by periodic payments.

PAY YOUR PREMIUM BY INSTALMENTS

You can pay the Premium by instalment payments to help spread your payment over time. If you pay the Premium by instalment payments:

- An interest charge will apply, and
- The Premium will be more than if you pay by a single payment.

If you make a claim which results in the termination of your insurance cover, we shall deduct the instalment payments for the remaining Period of Insurance from any claim amount we pay you.

OVERDUE INSTALMENTS

If you are paying the Premium by instalment payments and an instalment payment is overdue, we can do one or both of the following:

- Refuse to pay a claim if the instalment payment is 14 days (or more) overdue;
- Cancel your insurance cover if the instalment payment is 1 month (or more) overdue.

If we cancel your insurance cover because an instalment payment is unpaid, your insurance cover will end on the due date of the unpaid instalment payment.

If you are paying the Premium by instalment payments, please refer to the Direct Debit Request Service Agreement which sets out the terms and conditions applicable to your instalment payment arrangement.

SUMMARY OF YOUR COVER

There are two cover options available under this insurance. The cover option you choose will be shown on the Policy Schedule.

The benefits provided by this insurance during the Period of Insurance are shown in the following tables and are subject to the terms, conditions and exclusions set out in this PDS. Please refer to the relevant sections of this PDS for more information.

Insurance cover is not available to all Motorcycles or in all circumstances. You should carefully read the section titled "What you are not insured for" for further information.

| Benefits | Cover Limit | COMP | FT & TPPD |
|-----------------------------------|--|------|-----------|
| Emergency Travel or Accommodation | \$300 - 100km from your stated residential address. | ✓ | ✗ |
| Essential Repairs | \$300 | ✓ | ✗ |
| Funeral Expenses | \$2,000 | ✓ | ✗ |
| Hire vehicle following Theft | \$500 | ✓ | ✓ |
| Keys and Locks | \$750 | ✓ | ✗ |
| Motorcycle Apparel | \$4,000/\$1,000 | ✓ | ✗ |
| Replacement Motorcycle | Up to 15,000km in first year, or up to 25,000km in second year | ✓ | ✗ |
| Towing | Reasonable costs | ✓ | ✓ |
| Trailer | \$1,000 | ✓ | ✗ |
| Transfer Motorcycle Cover | Limited to the Purchase Price of the new Motorcycle | ✓ | ✗ |
| Transit Cover | Unlimited | ✓ | ✗ |

FIRE, THEFT, & THIRD PARTY PROPERTY DAMAGE COVER

If you have Fire, Theft, & Third Party Property Damage Cover and your Motorcycle is damaged by fire or is stolen, then subject to the terms and conditions of our agreement with you, at our option we will pay up to \$5,000 to:

- Repair, reinstate or replace your Motorcycle;
- Pay you the cost of repairing your Motorcycle; or
- Indemnify you up to the Amount Covered as shown on the Policy Schedule. This amount cannot exceed the Purchase Price of the Motorcycle, and includes Modifications and Non-Standard Accessories.

The following benefits are available for Third Party Property Damage Cover, subject to the terms and conditions of our agreement with you:

LEGAL LIABILITY

We will cover you for accidental damage to someone else's property as a consequence of the use of your Motorcycle, for which you would otherwise have Legal Liability, up to a maximum of \$20 million in total for all claims arising out of any one event.

LEGAL COSTS

We will pay the costs of defending any legal proceedings commenced against you as a consequence of events covered by Third Party Property Damage Cover, provided the costs have been incurred with our prior written consent.

TRAILER COVER

We will cover you for accidental damage to someone else's property occurring in connection with a trailer while attached to your Motorcycle, or as a consequence of any item falling from your trailer.

ADDITIONAL BENEFITS - FIRE, THEFT, & THIRD PARTY PROPERTY DAMAGE

Available if you have chosen Fire, Theft & Third Party Property Damage Cover

If we accept a claim under Fire, Theft, & Third Party Property Damage Cover, the following additional benefits are available:

HIRE VEHICLE FOLLOWING THEFT and TOWING COSTS

Please refer to the relevant sections under "Comprehensive Cover Benefits" for more information.

COMPREHENSIVE COVER

Includes cover provided by Fire, Theft, & Third Party Property Damage Cover

If you have Comprehensive Cover and your Motorcycle is damaged in an accident, fire, theft, storm, flood or malicious act, then subject to the terms and conditions of our agreement with you, at our option we will:

- Repair, reinstate or replace your Motorcycle;
- Pay you the cost of repairing your Motorcycle; or
- Indemnify you up to the Amount Covered as shown on the Policy Schedule. This amount cannot exceed the Purchase Price of the Motorcycle, and includes Modifications and Non-Standard Accessories;

up to the Amount Covered shown on your Policy Schedule.

COMPREHENSIVE COVER BENEFITS

Available if you have chosen Comprehensive Cover

In the event we accept your claim under Comprehensive Cover, the following additional benefits may be provided:

EMERGENCY TRAVEL/ ACCOMMODATION

We will pay up to \$300 for emergency travel and/or overnight accommodation in the event of the Motorcycle not being restored to a roadworthy and safe condition by Essential Repairs following an accident or theft occurring over 100km from your stated residential address.

ESSENTIAL REPAIRS

If your Motorcycle is damaged as a result of an accident or by theft, we will pay up to a maximum of \$300 for the cost of essential repairs to restore it to a roadworthy and safe condition in order that it may be ridden on to the intended destination or to your place of residence or employment.

FUNERAL EXPENSES

We will pay for funeral expenses incurred following the death of the rider (as certified by a licensed medical practitioner) of your Motorcycle as a direct result of injuries caused in an accident while riding the Motorcycle. The accident resulting in the injury needs to have occurred during the Period of Insurance. The maximum benefit is \$2,000 for any one event less any amount payable by any accident compensation authority. Invoices/receipts must be provided. We will not pay a claim under this benefit if the death of the rider was as a consequence of intentional self-harm or suicide.

HIRE VEHICLE FOLLOWING THEFT

If your Motorcycle is stolen we will reimburse you up to the benefit limit of \$500 for the reasonable cost of hiring a similar type of Motorcycle (excluding running costs, insurance or other costs that you may be liable for under the hire car or rental agreement).

We will pay this benefit until your Motorcycle has been found and repaired, or we have replaced or indemnified you under this insurance, whichever is the earlier.

KEYS AND LOCKS

If the Motorcycle keys are lost or stolen, we will pay for the replacement keys and recoding of locks up to a benefit limit of \$750. Your basic Excess will apply. If your keys have been stolen, you must report the theft to the Police.

MOTORCYCLE APPAREL

When loss or damage occurs to your Motorcycle and is covered by this insurance, if loss or damage occurs to your Motorcycle Apparel, at our option we will:

- Replace the item if it is less than 2 years old, or;
- Reimburse you the current market value for items that are more than 2 years old and less than 10 years old.

When your Motorcycle apparel is more than 2 years old we will apply straight line depreciation at the rate of 10% per annum.

For motorcycle helmets, we pay for a replacement helmet of the same make and model if available, otherwise we will reimburse you the reasonable cost for a replacement helmet.

Cover is limited to a total maximum benefit of \$4,000 in any one incident with an individual item limit of \$1,000. (Please refer to definitions for further details on covered items).

REPLACEMENT OF A NEW MOTORCYCLE

If your Motorcycle becomes a Total Loss within 24 months of the date of first registration, we will replace your Motorcycle with another motorcycle of the same make, model and series, subject to the following conditions:

- The replacement motorcycle must be locally available within 3 months of your Motorcycle being declared a Total Loss, and if a replacement motorcycle is not available, we will, at our option, pay the Amount Covered as stated in the Policy Schedule;
- Modifications and Non-Standard Accessories will be limited to the amount nominated by you and listed on the Policy Schedule as the Modifications and Non-Standard Accessories Value;
- If your Motorcycle is under finance, you must supply your Financier's written consent to have the Motorcycle replaced under the current contract;
- You must have comprehensively insured the Motorcycle with us from the date of first registration; and
- The Motorcycle should not have covered more than 15,000km in the first year following its original registration and no more than 25,000km in the second year following its original registration.

If we replace your Motorcycle we will pay the Stamp Duty on the replacement motorcycle.

TRAILER COVER (single axel trailers only)

We will pay up to \$1,000 if your single axel trailer is accidentally damaged and/or stolen while it is attached to your Motorcycle. The contents and fixtures of your trailer are not covered under this insurance.

TRANSFER MOTORCYCLE COVER

We will transfer this insurance if you sell the Motorcycle and replace it with another motorcycle, provided;

- The new motorcycle meets our underwriting criteria;
- You advise us of the new Motorcycle details within 14 days of its acquisition; and
- You pay to us any additional Premium required.

The Amount Covered is limited to the Purchase Price of the new Motorcycle.

TRANSIT COVER

We will pay for loss of or damage to your Motorcycle while being transported during the Period of Insurance between any places in Australia, including when your Motorcycle is being loaded or unloaded. We will also pay your contribution for general average and shipping charges where maritime conditions apply.

TOWING

If your Motorcycle is damaged as a result of an accident or theft, we will pay the reasonable cost for:

- Removal of your Motorcycle (excluding storage costs) to the nearest repairer or place of safety; or
- Returning your Motorcycle to you after it has been recovered following a theft.

WHAT YOU ARE NOT INSURED FOR

We will not pay any claim under this insurance for any of the following:

BEING USED FOR HIRE

Motorcycles used for hire, rental or carrying passengers for reward, including rental Motorcycles and Motorcycles used for paid riding lessons.

BUSINESS POOL MOTORCYCLES

If the Motorcycle is owned or leased by an entity other than a natural person, that is being used for business purposes by multiple riders.

CONSEQUENTIAL FINANCIAL LOSS

Any financial loss incurred as a consequence of you being unable to use the Motorcycle.

COURIERS / SECURITY PATROLS

Motorcycles used for delivery or courier use, or security patrols, including but not limited to fast food delivery, towing advertising billboards or transportation of medical goods.

RIDING UNDER THE INFLUENCE OF DRUGS/ALCOHOL OR REFUSING A TEST

You or any rider of your Motorcycle incurs loss, damage or Legal Liability whilst:

- Riding under the influence of alcohol or drugs of any kind; or
- You are convicted of or issued with an infringement notice, as a consequence of an accident, for:
 - Riding under the influence of alcohol and/or drugs; or
 - Riding whilst the percentage of alcohol in your blood exceeds that permitted by the law of any State or Territory; or
 - Refusing to submit to or cooperate with testing or analysis required by the law of any State or Territory for the purpose of ascertaining the presence of alcohol and/or drugs in your body.

FAILURE TO SECURE THE MOTORCYCLE

Damage, loss or Legal Liability which occurs as a consequence of leaving your Motorcycle unattended and unlocked in a public place.

You must always act reasonably to ensure the Motorcycle is securely locked whenever it is unoccupied. This includes not leaving your keys in or on the Motorcycle whilst it is unattended.

We will not cover loss or further damage to the Motorcycle following a loss or accident, unless all reasonable steps were taken to protect the Motorcycle following the initial loss or accident.

FOR SALE

The Motorcycle is in the possession of a licensed motorcycle trader for the purpose of selling the Motorcycle at the time of the event giving rise to the claim. Where you fail to acquire the full details of anyone test riding the Motorcycle as part of you selling the Motorcycle privately

FUNERAL EXPENSES

Funeral expenses incurred if the death of the rider was a consequence of intentional self-harm or suicide.

ILLEGAL PURPOSE

The Motorcycle is used for illegal or unlawful purposes by you or by any person with your express or implied consent.

INCORRECT FUEL USAGE

Loss or damage to the Motorcycle (including damage to the engine and/or fuel system) caused by the incorrect type or grade of fuel being used.

INTENTIONAL LOSS OR DAMAGE

Intentional loss or damage caused by you, or someone you allow to use the Motorcycle, or someone otherwise acting with your expressed or implied consent.

LEAVING THE SCENE OF AN ACCIDENT

Where you fail to comply with any obligations at law following an event that results in a claim, including where required failing to report an accident to Police or to remain at the scene of an accident long enough to enable the exchange of details or the attendance of interested parties.

MODIFICATIONS AND ACCESSORIES

Loss or damage if the Motorcycle was fitted with any illegal Modifications or accessories.

MOTOR TRADE USE

Loss or damage caused whilst the Motorcycle is in the control or custody of any party for the purposes of commercial servicing or repairing the Motorcycle, unless the Motorcycle was being repaired as authorised by us following our acceptance of a claim.

NON-FINANCIAL LOSS

Any non-financial loss, including but not limited to distress, inconvenience, pain and suffering and/or damage to reputation.

NUCLEAR WASTE / MATERIAL

Loss or damage caused by the use, existence or escape of any nuclear fuel, nuclear material or waste.

OLD DAMAGE

The costs of repairs to pre-existing damage to your Motorcycle or repairing faulty workmanship or incomplete repairs to the Motorcycle which were carried out prior to a loss or accident resulting in a claim under this insurance.

OPERATING LEASE MOTORCYCLES

If the Motorcycle is subject to a contract wherein the owner (Lessor) allows the user (Lessee) to use the Motorcycle for a set period in exchange for financial compensation, and where the Lessor maintains ownership of the Motorcycle throughout the operating lease.

OVERLOADED MOTORCYCLE / HAZARDOUS GOODS

Carrying and/or towing loads above the gross combination weight of the trailer and your Motorcycle, as specified by the Manufacturer, or carrying hazardous or inflammable goods in contravention of the Australian Code for the Transport of Dangerous Goods by Road and Rail.

PENALTIES AND FINES

Penalties, fines, punitive, exemplary or aggravated damages.

PROPERTY IN TRUST

We will not provide Third Party Property Damage cover:

- If the damaged property belongs to you or is in your possession or control at the time of the accident.
- If the Motorcycle was being operated without your permission at the time of the accident.
- For any liability you agree to accept that would not apply if such an agreement did not exist.
- For property belonging to or in the possession or control of a person operating or using the Motorcycle with your permission at the time of the accident, but

we will provide this cover to your employer or any other rider using the Motorcycle with your permission, and any passengers in the Motorcycle if the Motorcycle is being used with your permission.

RECKLESS ACTS

Reckless acts by you, or a person acting recklessly with you expressed or implied consent (such as burnouts, wheelies, donuts or street racing).

SEIZURE OF MOTORCYCLE

Loss or damage caused to your Motorcycle as a consequence of legal seizure or repossession.

STORAGE COSTS

Any storage charges associated with the Motorcycle, unless approved by us.

TERRITORY LIMITS

Loss, damage or Legal Liability caused or incurred outside Australia except where your Motorcycle is in transit by sea, or air between places within Australia.

TERRORISM

Loss or damage caused by the threat or use of force by any person or group of people for political, religious, ideological or similar purposes to influence any government and/or put any section of the public in fear.

TESTS AND EVENTS USE

Motorcycles used for or tested in preparation for racing, pace making, reliability or similar trials, rally, speed, hill climbing or similar tests, experiments or demonstrations in connection with the motor trade.

THEFT

Where the Motorcycle is stolen and/or damaged:

- As a consequence of your keys being in or on the Motorcycle at the time of the theft or damage. This includes leaving the keys in or on your Motorcycle when parked on private property; or
- By a person known to you unless you report the matter to the Police, and fully co-operate with any resulting Police investigation and or legal action.

TRAILER CONTENTS

Loss or damage to any contents or fixtures in or on your trailer.

TYRES

Damage to tyres or wheel rims caused by braking, road puncture, cuts or bursting.

UNAUTHORISED REPAIRS

Repairs to the Motorcycle that have been made without our prior consent.

UNDISCLOSED RIDERS

Where the Motorcycle is being used by a rider who is not listed on this insurance, who would not have been accepted as a risk for any reason within our current underwriting criteria.

UNINTENDED USE

Using the Motorcycle in a manner or under conditions which are outside the manufacturer's specifications or recommendations.

UNLICENSED RIDERS

Where the Motorcycle is being ridden (with your consent) by any person who does not hold an appropriate licence or learners permit authorised to ride a specific type or class of motorcycle under any State or Territory laws.

UNREGISTERED MOTORCYCLES

If the Motorcycle was unregistered for road or recreational use at the time of an accident that results in a claim on this insurance.

UNROADWORTHY CONDITION

If, at the time of the event giving rise to the claim, the Motorcycle was being used in an un-roadworthy or unsafe condition and you knew or ought reasonably to have known of such condition.

WAR

Loss or damage caused by war, foreign hostilities, civil war, rebellion, revolution, insurrection, military or usurped power, riots, labour disturbances or looting, sacking and/or pillage.

WEAR, TEAR AND FAILURE

Loss or damage attributable to deterioration, wear and tear, rust or corrosion, structural, mechanical or electrical failure to any part of your Motorcycle, or for the cost of repairs to the components that failed.

MAKING 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.

We may need certificates or other documentation to verify your claim, including a completed claim form. Where this is required, we will ask for it. If we request that you provide further information to us regarding your claim, you will be required to cover the costs of obtaining this information.

Where you fail to provide all assistance required within a timely manner, we may place your claim on hold until such time as all assistance is given, this includes but is not limited to, attending interviews, assisting with recovering from other parties, and providing requested documentation.

IN THE EVENT OF AN ACCIDENT

As soon as possible after an accident:

- Take all reasonable steps to prevent or minimise further injury (if applicable) loss, damage or liability.
- Exchange details with all other parties involved in the accident, including names, addresses, vehicle details, and insurance details.
- Do not admit, deny or negotiate liability with any person.
- Obtain a Police Report within 18 hours if:
 - no other vehicles are involved; or
 - the rider of your Motorcycle leaves the scene of the accident before giving their details to the other driver involved in the accident.
- Make note of the accident details including time, date, location and road conditions.
- If possible, seek witness details to assist to confirm accident details.

FOLLOWING THEFT OR MALICIOUS DAMAGE

As soon as you discover the theft or malicious damage:

- Notify the Police immediately.
- Take all reasonable steps to prevent or minimise further loss or damage (where applicable).
- Make note of the incident details including time, date, and location.
- If possible, seek witness details to assist to confirm the incident.

LODGING YOUR CLAIM

- Contact us on 1800 999 977, or obtain a claim form by visiting www.ericinsurance.com.au.
- Claims should be lodged for consideration within 30 days of the event, with full details of the event including any party who may be responsible. If your claim is lodged after 30 days and doing so impacts our opportunity to accurately assess or investigate your claim, or results in us incurring additional costs, we may reduce your claim settlement by the additional costs.
- Provide us with an opportunity to inspect any loss or damage before repairs are commenced.

WHO REPAIRS THE MOTORCYCLE?

If we accept your claim and the Motorcycle can be repaired, we will arrange to have the Motorcycle repaired by a repairer acceptable to us from our network of recommended and preferred repairers. Where there is more than one repairer conveniently available to repair your Motorcycle, you can choose a repairer from our network. We will only pay for repairs to a licenced repairer authorised by us.

Where you decide to choose a repairer outside our network, we may not authorise repairs. Where repairs are not authorised by us, we will pay you the reasonable cost for the repairs as determined by us considering alternative repair quotations from repairers we choose.

WHAT YOU PAY IN THE EVENT OF A CLAIM

Before we make any payment in relation to a claim on this insurance, you must pay:

PREMIUM

In the event of a Total Loss we will deduct from the amount we pay you any unpaid periodic payments for the remaining Period of Insurance.

EXCESS

The applicable Excess/es. More information can be found under the heading 'Excess' below.

CONTRIBUTION

You may be asked to contribute toward the repair costs if:

- The repairs being performed will restore the Motorcycle to a better condition than that immediately prior to the incident which gives rise to a claim under this insurance; or
- The cost of repairing legal Modifications and/or Non-Standard Accessories that are essential to the operation of the Motorcycle but exceed the amount nominated by you in the Modifications and Non-Standard Accessories Value.

EXCESS

There are 7 types of Excesses:

1. Basic Excess;
2. Age Excess;
3. Inexperienced Rider Excess;
4. Imposed Excess;
5. International Licence Holder Excess;
6. Unlisted Rider Excess (not applicable to Learner Riders); and
7. Theft Excess

The Excess you pay is the total of the applicable Excesses added together. You will not be required to pay an Excess where we determine you are not at fault, and you can supply the requested details of the person at fault.

BASIC EXCESS

A Basic Excess will apply in the event of a claim and it will be shown on your Policy Schedule under the heading "Excess Details".

AGE EXCESS

An Age Excess will apply if the rider of the Motorcycle at the time of an accident is under 25 years of age. The Age Excesses are:

| | |
|--|-------|
| Riders under 21 years of age | \$500 |
| Riders aged 21 and over, but under 25 years of age | \$300 |

INEXPERIENCED RIDER EXCESS

An Inexperienced Rider Excess of \$500 will apply if the rider of the Motorcycle at the time of an accident has been licensed for less than two years.

(The duration of a learners Permit is not considered as a licence for the purpose of experience).

IMPOSED EXCESS

An Imposed Excess may be applied based on the type of Motorcycle and/or the riding record and accident or insurance history of a rider of the Motorcycle, and will be shown on your Policy Schedule under the heading "Excess Details".

INTERNATIONAL LICENCE HOLDER EXCESS

An International Licence Holder Excess of \$2,000 will apply if the rider of the Motorcycle at the time of an accident is only authorised to ride on an International Licence.

UNLISTED RIDER EXCESS

An Unlisted Rider Excess will apply if the rider of the Motorcycle at the time of an accident is not listed on your insurance, and is based on the age and driving/riding history of the Unlisted Rider of the Motorcycle.

If the Unlisted Rider of the Motorcycle is:

- Under 25 years of age, the Unlisted Rider Excess will be the greater of:
 - The sum of any additional Premium applicable and Imposed Excess; or
 - \$2,500,
 or
- Aged 25 years or over, the Unlisted Rider Excess will be the sum of any additional Premium applicable and Imposed Excess.

Additional Premium or Imposed Excess will be determined in accordance with our current underwriting criteria at the time of the accident.

THEFT EXCESS

The theft Excess must be paid in the event that Your Motorcycle is stolen. The theft Excess is \$1,000 for road Motorcycles or 10% of the Market Value for off road Motorcycles.

The Theft Excess will not apply if Your Motorcycle is stolen from a securely locked building or was securely fastened with a locking device to an immovable object.

PAYING YOUR EXCESS

How you pay your Excess, if applicable, will depend on the type of claim.

Accident repair claims:

Any applicable Excess will be deducted from the cost of repairs to the Motorcycle and you pay the Excess to the repairer.

A Total Loss claim:

Excess will be deducted from the assessed Total Loss value of the Motorcycle. If we replace the Motorcycle following a Total Loss, you pay the Excess to the dealer when collecting the replacement motorcycle.

Legal Liability claims:

Irrespective of whether there is damage to your Motorcycle, if you have caused damage to another vehicle or property, you will need to pay us any applicable Excess before we make payment for the damage you have caused.

DETERMINING WHAT WE PAY AND OUR RIGHTS

MAXIMUM PAYMENT

We will not pay more than the Amount Covered as stated in the Policy Schedule.

GST

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; or
- 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 will be, or would have been entitled to, had the payment been applied to acquire such goods, services or other supply.

REFUND OF REGISTRATION

We may deduct from your claim settlement the amount of any refund you receive from the registration and Compulsory Third Party (CTP) Insurance.

SALVAGE

In the event of a Total Loss, then the salvage of your Motorcycle will become our property; and we will retain the proceeds of any salvage sale.

Following a claim where we replace your Motorcycle Apparel or reimburse you for replacement Motorcycle Apparel, any salvage apparel will become our property, and we will retain any proceeds of any salvage sale.

SUBROGATION RIGHTS

We will be entitled to take over and conduct in your name and the name of any other person, the defence or settlement of any claim. We will also be entitled to prosecute to the extent of the law for our own benefit and in your name, a claim for any indemnity or damages. We shall further have full discretion in the conduct of these proceedings or in the settlement of any claim.

CLAIM RECOVERY

If you make a claim for an incident that we consider was not your fault, we reserve the right to action recovery of any payments made by us, and any such recovery action will be taken in your name.

REPLACEMENT PARTS

If any part necessary for repair of the Motorcycle is not available in Australia, then we will attempt to obtain a part consistent with the age or condition of the Motorcycle. If we are unable to obtain such a part, then we will pay the lesser of:

- The manufacturer's most recent Australian list price for that part;
- The list price of the closest equivalent part available in Australia; or
- The actual cost of having a new part made in Australia.

We will pay for the repair or replacement of a particular damaged item irrespective of whether it forms part of a set. For example, if one wheel rim is damaged and cannot be replaced because it is no longer available, we will only pay for one wheel rim and not a full set of wheel rims.

CANCELLATION

CANCELLATION BY YOU

You may cancel your insurance cover at any time by contacting us by phone, email or mail. If you cancel your insurance cover, your insurance cover will end on the date we received your cancellation request, unless you inform us otherwise and we agree.

CANCELLATION BY US

We may cancel this insurance cover for any reason where circumstances described in Insurance legislation permit us to do so, and in the manner set out in that legislation. For example, we may cancel this insurance cover if you:

- Made a misrepresentation to us before entering into this insurance;
- Fail to comply with the duty of utmost good faith;
- Fail to comply with a provision of this insurance (including the obligation to pay the Premium on time); or
- Make a fraudulent claim under this insurance or any other insurance policy.

UPON CANCELLATION

If your insurance cover is cancelled outside your cooling off period, we will deduct an amount from the Premium you have paid to cover:

- The time your insurance cover has been in force;
- Any non-refundable taxes and charges;
- Our cancellation fee of \$50,

and the balance then remaining, if applicable, is the refund amount. If we have cancelled your insurance cover due to fraud, we will not pay any refund.

If the refund is less than the cancellation fee, a refund will not be issued and we will not charge you an additional amount to cover the difference.

Where the Premium has been financed, you authorise us to pay any refund direct to the Financier unless the Financier otherwise authorises the refund to be paid direct to you.

TERMINATION

This insurance cover will terminate and no Premium refund will be payable if:

- The Period of Insurance expires; or
- We have paid all amounts we are obliged to pay under this insurance including where the Motorcycle is assessed by us to be a Total Loss.

DISPUTE RESOLUTION

Eric is committed to providing a great range of products and services to our customers. Eric is a signatory to the General Insurance Code of Practice and follows the Complaints process outlined in the Code. Please talk to us using the details set out below if at any time we have not satisfied your expectations. Most times we will be able to resolve your concerns upon initial contact.

Post: PO Box 9106, Scoresby VIC 3179
Phone: 1800 999 977
Web: www.ericinsurance.com.au
Email: info@ericinsurance.com.au

If we are unable to resolve your concern, please ask to speak to our Disputes Resolution Officer who will register your complaint and ensure that your complaint is directed to the right person for review.

If at this point we are unable to resolve your complaint to your satisfaction, you may wish to request a final internal review by Eric's Internal Dispute Resolution (IDR) Committee. Our dispute resolution procedure is free of charge to you.

A dispute can be referred to the Financial Ombudsman Service (FOS). It provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms and its contact details are:

The Financial Ombudsman Service
Phone: 1800 367 287
Post: GPO Box 3, Melbourne, Victoria 3001
Web: www.fos.org.au

FINANCIAL CLAIMS SCHEME

This insurance cover may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS), administered by the Australian Prudential Regulation Authority (APRA). The FCS applies in the unlikely event of insurer insolvency if the Federal Treasurer declares that the FCS will apply to the insolvent insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA. Information about the FCS can be obtained from APRA at www.fcs.gov.au or by calling 1300 55 88 49.



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