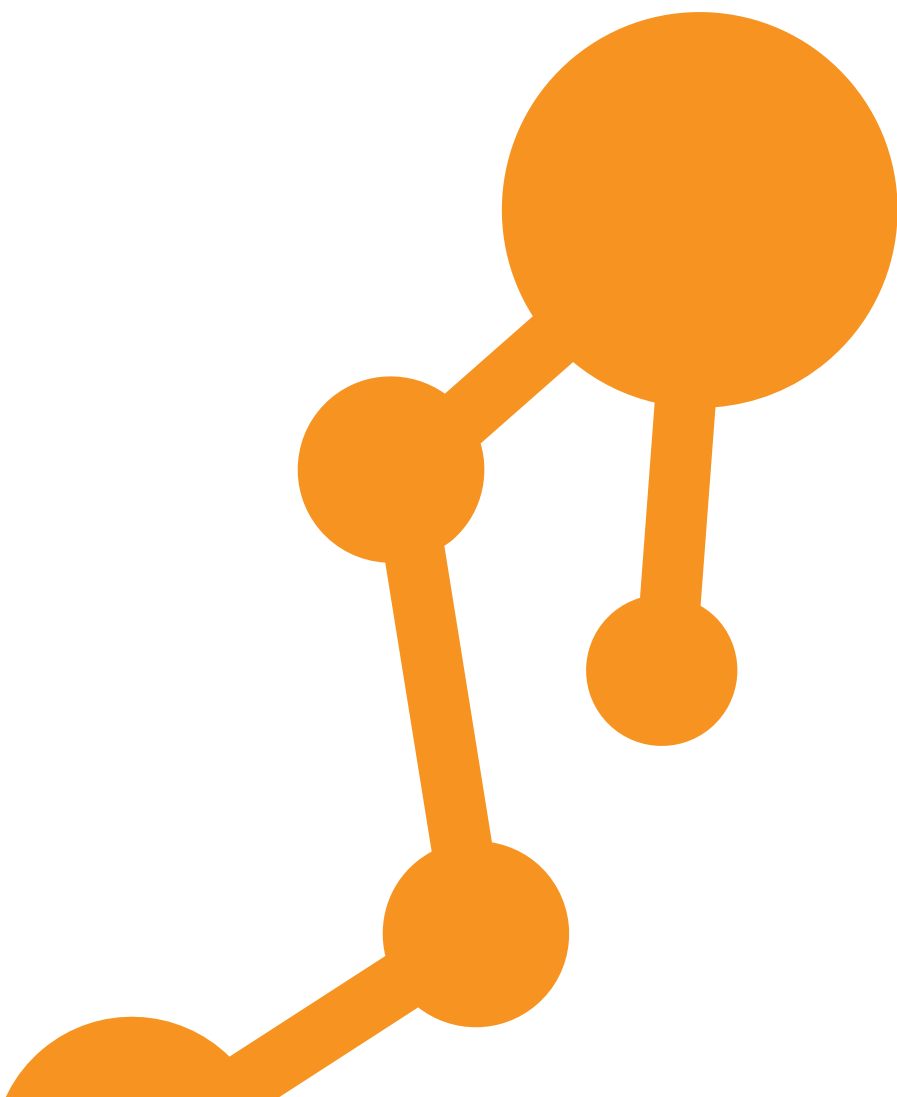




COMBINED PRODUCT DISCLOSURE STATEMENT  
AND FINANCIAL SERVICES GUIDE

# Warranty Insurance - Direct



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## Part B Financial Services Guide



## Part A:

# Product Disclosure Statement

## 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.

Under the Australian Consumer Law (ACL), Your Vehicle comes with guarantees that cannot be excluded. This insurance provides benefits which may overlap with guarantees set out in the ACL, however this insurance also provides You with benefits that are in addition to Your rights and remedies under the ACL. In summary, these additional benefits include:

- Cover for costs relating to towing, car rental, Total Loss Expenses and accommodation.
- Ease of claims lodgement – simply take the Vehicle to a Repairer, provide them with Your insurance cover details and the claim lodgement will be taken care of for You.
- Speed of claim approval – the majority of reported claims are assessed on the same day the claim is reported, so approved repairs are acted on quickly and You get Your Vehicle back on the road as soon as possible.
- Transfer of policy – we may approve transfer of this insurance to the new owner upon private sale of Your Vehicle.
- Complaints and dispute handling process – if You are not satisfied in any way with this insurance cover, the quality of repairs or our service, we have an easy to follow process to help with Your complaint, please contact us on 1800 999 977.

Our staff, representatives, distributors and other licensees are fully trained, and can assist You in relation to this product.

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.

Preparation date 1st April 2020 VW4S010420

## 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. If You wish to obtain confirmation of the current terms and conditions of Your insurance, please contact us and we will provide them free of charge.

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.

If You need to contact us You can do so through any of the options below:

Post: PO Box 9106, Scoresby VIC 3179  
Phone: 1800 999 977  
Web: [www.ericinsurance.com.au](http://www.ericinsurance.com.au)  
Email: [info@ericinsurance.com.au](mailto:info@ericinsurance.com.au)

## 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);
- The Policy Schedule which shows 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).

## HOW TO APPLY

To apply for this insurance, You will need to complete our online application.

Your answers to the questions we ask are used to evaluate Your application. Refer to section under the heading "We rely on the information You provide us".

Once Your application has been assessed in accordance with our underwriting acceptance criteria and if insurance cover is accepted, we will provide You with a Policy Schedule confirming the terms and conditions specific to Your cover.



The age and Kilometre limitations at the time of purchase of this Policy are as follows:

Cover Level	Age of Vehicle (from date of 1st Registration)	Kilometre Limitation at the time of purchase
4 Star	Up to 8 Years	200,000Kms

## THE PERIOD OF YOUR INSURANCE COVER

### THE COMMENCEMENT DATE OF YOUR COVER

Your insurance cover will commence on the later of:

- The date that any Manufacturer Warranty or Dealer Warranty expires; or
- The expiry of 90 days after the Policy Schedule is first issued to You.

If no Manufacturer Warranty or Dealer Warranty exists, Your cover will commence on the earlier of:

- The expiry of 90 days after the Schedule is first issued to You; or
- When the Vehicle has travelled 5,000 kilometres from the date of purchase of this insurance.

### YOUR WARRANTY COVER

If a Covered Component suffers a Mechanical Breakdown during the Period of Insurance, we will at our option:

- Repair;
- Replace; or
- Pay for the reasonable cost to repair or replace,

the Covered Component up to the Maximum Benefit.

If Covered Components require replacement, we will at our election utilise components that will be consistent with the age or condition of Your Vehicle, including parts not manufactured by the original Manufacturer. All replaced components come with our Quality Guarantee.

### MAXIMUM BENEFIT

The maximum amount payable by us under this insurance cover for:

- Any one claim is \$5,000.
- The total of all claims during the Period of Insurance shall not exceed the Market Value of the Vehicle.

Cover Level	Maximum Claim Benefit	Maximum Policy Benefit
4 Star	\$5,000	Market Value

## SERVICE REQUIREMENTS

It is a condition of this insurance cover that the Vehicle is maintained in a roadworthy, mechanically sound condition and serviced regularly in accordance with the Manufacturer's recommendations. If You are uncertain about the recommendations, please contact the Manufacturer to ascertain the recommended servicing schedule for Your Vehicle.

A Repairer must carry out any service or repairs and the service records must be made available upon request.

As soon as You or the Repairer become aware of any defect or fault with the Vehicle, whether or not identified at the point of service, You must take all immediate and necessary steps to avoid additional damage to the Vehicle.

We may refuse or reduce a claim where we determine that the Mechanical Breakdown was caused either directly or indirectly as a consequence of You not meeting these service requirements. If we become aware that You have not maintained regular servicing of Your Vehicle, we will inform You that You can elect to:

- Continue with Your insurance, however claims for Covered Components that result from Your failure to maintain regular servicing will not be covered, or
- Cancel this insurance (refer to "Cancellation of Your insurance" section).

## INCLUDED BENEFITS

Upon acceptance of Your claim, the following benefits may be claimed by You, upon the submission of receipts or invoices.

### ACCOMMODATION

Up to a maximum of \$500 during the Period of Insurance, if Your Vehicle is immobilised beyond 100kms from Your home address and repairs are not completed on the day of authorisation.

### CAR RENTAL

Up to a maximum of \$500 during the Period of Insurance, if Your Vehicle is immobilised for more than 2 consecutive business days after repairs are authorised.

### TOWING

Up to \$100 for any one claim, subject to a limit of \$300 during the Period of Insurance.

### QUALITY GUARANTEE

We guarantee all parts which have been authorised by eric insurance related to Your mechanical breakdown claim. These parts are guaranteed for the life of the policy or manufacturers guarantee, whichever is the greater.

## ADDITIONAL BENEFIT

### TOTAL LOSS EXPENSES

In the event that Your Vehicle becomes a Total Loss during the Period of Insurance we will pay You up to \$5,000 towards the cost of Your incurred expenses. Incurred expenses are expenses which are directly incurred as a result of the Total Loss of the Vehicle. These expenses are limited to:

- Travelling expenses;
- Overnight accommodation;
- Car hire;
- Meals; and
- Phone calls.



The maximum amount we will pay for this benefit is dependent on the Market Value of Your Vehicle, as shown in the following table:

Market Value	Benefit Limit
Up to \$20,000	\$2,000
\$20,001 to \$35,000	\$3,000
\$35,001 to \$50,000	\$4,000
\$50,001 +	\$5,000

This benefit must be applied for within 6 months of the Vehicle becoming a Total Loss, and all expenses claimed must be supported by relevant receipts.

Benefit payments are not payments which in any way relate to any property mortgaged to the Financier.

### WHAT YOU ARE NOT INSURED FOR

The following are not covered:

- Damage to the Covered Components as a result of:
  - Overheating;
  - Impact or a road traffic accident;
  - Modifications to the Vehicle;
  - Non-Manufacturer fitted parts which have not been fitted to the Australian Design Rules;
  - Not being maintained in accordance with the service requirements of this insurance cover (see section titled 'Service Requirements');
  - Misuse, neglect, abuse or improper servicing or any repairs required as a result of continued operation of the Vehicle once a defect or fault has occurred;
  - Failure to maintain proper levels of fluids, fuels, lubricants or coolants or contamination of fluids;
  - Use of incorrect types and grades of fuel, oil or lubricants or any contaminated fuel, oil or lubricants;
  - Corrosion, rust, fire, illegal use (including damage as a result of the theft of the Vehicle), malicious damage, impact, accident, earthquake, Flood or other occurrence of nature, riot or civil commotion, war, terrorism, invasion, strikes or resulting from nuclear fission, fusion or radioactivity;
  - The Vehicle being fitted with an LPG unit other than a unit supplied, fitted and endorsed by the Manufacturer; or
  - Normal Wear and Tear or the gradual reduction in operating performance of the Vehicle or Covered Component.
- Any faults that existed prior to the commencement of cover. These include faults during the Manufacturer's Warranty and /or Dealer Warranty period;
- Any repairs where we have not been provided the opportunity to assess the damage/fault for the purpose of determining that the repair/replacement was required to remedy to fault;
- Tyres or wheels (unless covered elsewhere in the insurance), batteries, mechanical adjustments, exhaust system components, replacement or other servicing (including items scheduled as routine servicing by the Manufacturer) which in the judgement of the Manufacturer are made or should be made as maintenance;
- Parts subject to recall by the Manufacturer, component parts or design elements which are found to have been an inherent design fault, including parts subject to:
  - An Australian Competition and Consumer Commission (ACCC) recall;
  - A Manufacturer recall; or
  - Any notice of faults issued by the Manufacturer;
- Noisy parts or components, in the absence of their failure;
- Any tappings, threads, fixings and/or fastening devices or repairs as a result of these components not being fitted correctly;

- Interior trim components, including but not limited to seats, seat belts (excluding mechanical and electrical components), cup holders, ashtrays, components made of glass and/or decorative components;
- Paintwork, panel and bodywork and all related Vehicle components (including but not limited to) lamps and lamp units, weather-strips and seals, components made of glass, and/or any exterior trim or decorative components; or
- Unless expressly included by this insurance, all or any consequential financial or non-financial loss, damage or liability of any kind incurred as a result of the incident giving rise to a claim, except unavoidable mechanical damage caused by the failure of a Covered Component.
- Subsequent mechanical damage to components caused by the failure of the Covered Component where You continue to operate Your Vehicle, except where:
  - You could not have prevented the subsequent mechanical damage; or
  - You could have prevented the subsequent mechanical damage and took the steps which a reasonable person in the circumstances would have taken to prevent it.
- Costs associated with or related to:
  - Software upgrades/updates, unless required due to the replacement of a Covered Component;
  - Improving or reconditioning the Vehicle or parts to a condition superior to that at the time of purchase; or
  - Diagnosing, dismantling and reassembling the Vehicle, unless accepted as part of an authorised claim.

We will not pay a claim if Your Vehicle is:

- Used in competitions, rallies, racing, pace making, reliability trials, speed or hill climbing;
- Carrying and/or towing loads above the gross combination weight of the trailer and Your Vehicle, as specified by the Manufacturer;
- A rental vehicle;
- Carrying passengers for hire or reward;
- Used for the purposes of:
  - Deliveries or as a courier vehicle;
  - Police or emergency;
  - Driver instruction or tuition for reward; or
  - Mining and or excavation activities.
- Un-roadworthy or unregistered;
- Being used outside of Australia at the time of the event resulting in a claim under this insurance cover, or
- Operating with an odometer reading that cannot be accurately determined.

### HOW TO MAKE A CLAIM

If Your Vehicle suffers a Mechanical Breakdown:

- Take Your Vehicle to any Repairer;
- Have the Repairer diagnose the fault;
- The Repairer should then contact us on 1800 999 977 and provide their diagnosis of the problem, its cause and the estimated cost of parts and labour;
- We will consider the claim, and if required request relevant service records. Additionally, we may request the opportunity to inspect the faulty components.
- If Your claim is accepted, we will provide the Repairer with approval in the form of an authorisation number; and
- Upon completion of repairs, the Repairer must send their invoice to PO Box 9106, SCORESBY VIC 3179. The invoice must show the number of hours, hourly rate, cost of individual parts, copies of any sublet invoices and the authorisation number.



When making a claim and to assist us in processing it, 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. Any costs associated with obtaining further information regarding Your claim are payable by You.

If You experience any problems, please contact us on 1800 999 977 and we will contact the Repairer on Your behalf.

## CONTRIBUTION

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

- The repairs being performed will restore the Vehicle to a better condition than that immediately prior to the Mechanical Breakdown; or
- The total cost of repairs exceeds the Maximum Benefit, in which case You shall be liable for such additional costs.

## CLAIMS FOR TOTAL LOSS EXPENSES

You will be required to provide documentation satisfactory to us to confirm that the Vehicle has been deemed a Total Loss and that You have suffered a loss in the form of the expenses covered under this benefit, before any payment will be made.

If You nominated to pay Your Premium by instalments, any outstanding Premium will be deducted from the Total Loss Expenses benefit.

## CLAIM RECOVERY

We reserve the right to take action to recover costs incurred by us where we believe the incident is the responsibility of another party. When we do this, we may take action in Your name and You will be required to cooperate with us and provide any information we may require.

All displaced parts become our property.

## CLAIM EXAMPLE

Whilst on holiday interstate, the water pump in the Vehicle fails. You arrange to tow the Vehicle to a nearby Repairer who informs You that repairs will take 2 days and cost \$1,295.60.

You tell the Repairer that You have an Eric warranty, and they contact us. After we are provided with all the required information including diagnosis of fault, the labour and parts cost, and a copy of the receipt for the towing, we provide the Repairer with an authority number to complete the repairs.

After repairs are completed, You continue Your holiday. We pay the repairer \$1,370.60 which includes \$75 for towing. After Your holiday, You submit receipts in the amount of \$200 for accommodation costs incurred as a consequence of the Mechanical Failure of the water pump. As the Vehicle was immobilised more than 100kms from Your home and repairs were not completed on the day of authorisation, we pay You \$200 towards Your 2 nights' accommodation.

## 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 make and model of the Vehicle and kilometres travelled;
- Government taxes and/or charges; and
- The method of payment You choose by which to pay the Premium, including payment by instalments.

You are not obliged to finance the payment of the Premium.

## 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 which will be separately disclosed on Your Policy Schedule, and
- The Total Amount Payable will be more than if You pay the Premium in a single upfront 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.

## COOLING OFF PERIOD

You can cancel Your insurance within 21 days of the date Your insurance commences ("cooling off period") by contacting us by phone, email or mail, and unless You have made a claim, we will refund the Premium in full.

You are also entitled to cancel Your insurance cover after the cooling off period (refer to the "Cancellation of Your insurance" section for full details).

## WE RELY ON THE INFORMATION YOU PROVIDE US

When we agree to insure You, 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 Vehicle, Your claim or any events that may result in a claim on Your insurance.

We don't require You to comply with the general duty of disclosure. We do require You to be truthful, honest and accurate whenever we interact with You in relation to this insurance. You must also inform us immediately if any of the following circumstances apply to You:

- There is a change in Your personal details, including but not limited to contact details, garaged address and residential address;
- There are changes to the Vehicle or Vehicle use; or
- You are no longer the owner of the Vehicle.



## HOW WE PROTECT YOUR PERSONAL INFORMATION

Eric are committed to ensuring that Your personal information is protected. We collect, store and use Your personal information (including sensitive information) for the purpose of providing You with insurance, administering Your insurance policy including assessing and paying claims as required. Where it is possible for us to do so, we will collect personal information directly from You or through our distributors at point of sale of Your insurance.

We may also use Your personal information to inform You about other insurance products or services which may benefit You, perform administrative functions such as training and development of employees, manage complaints and disputes, and to comply with our legal obligations.

Further information on how we use Your personal information is set out in our Privacy Policy that is available on our web site [www.ericinsurance.com.au/privacy-policy](http://www.ericinsurance.com.au/privacy-policy).

## 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](http://www.codeofpractice.com.au) or contact us.

## CANCELLATION OF YOUR INSURANCE

### 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:

- Make 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 either by You or us (except in the case of fraud) outside Your cooling off period, we will refund any Premium You have paid for the period after the cancellation date, less:

- Any non-refundable taxes and charges; and
- Our cancellation fee of \$50.

If we have cancelled Your insurance cover due to fraud, we will not pay any refund.

If the refund amount is less than the cancellation fee and other charges, 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 a Premium refund may be payable (refer to the "Cancellation of Your insurance" section), if:

- The Vehicle is sold and no valid Transfer of Ownership Form is received and accepted by us within the time frame noted in the "Transfer of ownership" section.

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

- The Period of Insurance expires;
- We have paid the Maximum Benefit under this insurance; or
- The Vehicle is deemed a Total Loss and we have paid a claim under the Total Loss Expenses Benefit.

## TRANSFER OF OWNERSHIP

A request to transfer ownership must be received and accepted by us within 14 days of the Vehicle sale.

To request transfer, please complete the Transfer of Ownership Form contained in this document and send it to us together with:

- A copy of the Vehicle service records, and
- The transfer fee of \$99.

If we accept the transfer, we will send You a confirmation and a new Policy Schedule will be forwarded to the new owner.

Transfer is not available if the Vehicle is sold to or through a motor dealer or trader.

## 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](http://www.ericinsurance.com.au)  
Email: [info@ericinsurance.com.au](mailto:info@ericinsurance.com.au)



If we are unable to resolve Your concern, please ask to speak to our Customer Resolution Leader (CRL) who will register Your complaint and conduct an initial review of the matter and provide a recommendation to You.

If at this point the CRL recommendation has not resolved 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 Australian Financial Complaints Authority (AFCA). It provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms. Their contact details are:

Phone: 1800 931 768  
Post: GPO Box 3, Melbourne, Victoria 3001  
Web: [www.afca.org.au](http://www.afca.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](http://www.fcs.gov.au) or by calling 1300 55 88 49.

## GST

Any claim payments we make will be based on GST inclusive costs. If You are entitled to claim an input tax credit for any claim paid under this insurance, we will reduce the claim payment by the amount of such input tax credit.

If You are registered for GST, You must advise us of Your correct input tax credit percentage. You are liable for any GST liability we incur arising from Your incorrect advice or failure to advise us of Your GST situation.

## WHAT DO WE MEAN BY THAT?

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

**Covered Component(s):** A part of the Vehicle that was originally covered by the Manufacturer Warranty and is not a part otherwise specifically excluded by this insurance cover.

**Dealer Warranty:** The minimum statutory warranty obligations of motor Vehicle dealers as dictated by legislation in each state and any express warranty coverage provided by the dealer.

**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 described on the Policy Schedule.

**Family Member:** A spouse, de facto partner, parent, parent-in-law, daughter, son, daughter-in-law, son-in-law, brother, sister, brother-in-law, sister-in-law, grandchild, grandparent, stepparent, stepchildren, fiancé or fiancée or guardian.

**Financier:** The finance company or credit institution named in the Policy Schedule with whom You have entered into a finance contract.

**Flood:** The covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:

- A lake, river, creek or other natural watercourse, whether or not it has been altered or modified; or
- A reservoir, canal or dam.

This insurance does not cover loss or damage caused by or arising from Flood.

**Insurance Charge:** The amount You pay for this insurance cover prior to any compulsory Government charges such as Stamp Duty, GST and levies if applicable.

**Interest Charge:** The additional charge payable by You if You choose to pay the Premium by instalments. This amount is a separate charge and does not form part of the Premium You pay for this insurance cover.

**Manufacturer:** The manufacturer of the Vehicle.

**Manufacturer Warranty:** The original warranty coverage for the Vehicle provided by the Manufacturer as an express warranty from the date of registration of the Vehicle.

**Market Value:** The Vehicle value determined by us at the time of a claim in accordance with the retail value of the current edition of the Glass's AutoEdge, for a Vehicle which is the equivalent age, make, condition and model as Your Vehicle.

**Maximum Benefit:** The maximum amount payable in the event of any or all valid claims made under this insurance cover.

**Mechanical Breakdown:** The sudden and unforeseen failure of a Covered Component of the Vehicle as a result of a defect in workmanship or defective material(s). It does not include any failure otherwise excluded by the insurance cover, such as by Normal Wear and Tear, normal deterioration or negligence (refer to the section 'What You are not insured for').

**Modifications:** Any change or alteration to the Vehicle beyond the Manufacturers original specifications.

**Normal Wear and Tear:** The gradual reduction in operating performance of a Covered Component of the Vehicle, having regard to the age of the Vehicle and the distance it has travelled.

**Period of Insurance:** The period during which cover is provided under this insurance. 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 starts or 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 Vehicle details, the policy number together with the details of cover, Premium, additional Interest Charges (if applicable) 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. This amount does not include the additional Interest Charge payable by You if You choose to pay Your Premium by instalments.

**Repairer:** A registered mechanical automotive repair business employing at least one fully qualified automotive mechanic and who has the relevant equipment and skills to carry out all maintenance and repair work to the standard of the Manufacturer of the Vehicle. It does not include You or a Family Member.

**Total Amount Payable:** Your Premium and Interest Charges payable (if applicable) shown on Your Policy Schedule.





**Total Loss:** Following an accident, the Vehicle is considered damaged beyond economical repair by a licensed motor vehicle assessor engaged by an insurer or is stolen and not recovered.

**Vehicle:** The Vehicle described in the Policy Schedule.

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

**You and Your:** The insured person named in the Policy Schedule or any other party having a liability under the finance contract under which the Vehicle is secured.

## TRANSFER OF OWNERSHIP FORM

If you sell Your Vehicle privately within the Period of Insurance, subject to our approval, this insurance cover is transferable. Transfer is not available if the Vehicle is sold to or through a motor dealer or trader.

To request transfer, please complete this form within 14 days of the Vehicle sale and send it to:

**The Administrator**  
**PO Box 9106**  
**SCORESBY VIC 3179**

together with:

- a copy of the Vehicle service records, and
- the transfer fee of \$99.

Payment of the transfer fee can be made either via Cheque or Direct Credit. Please indicate Your payment method:

- By Cheque enclosed payable to:**      **Eric Insurance Limited**
- By Direct Credit to Account:**      **Name: Eric Insurance Limited      BSB : 013-006      ACC No: 835 466 087**

**Please provide Your policy number as the transaction reference.**

I confirm that I have sold my Vehicle and request that this insurance cover be transferred to the new owner shown below:

Policy Number: \_\_\_\_\_ Date of Transfer: \_\_\_\_\_

### Current Owner Details

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First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Postcode: \_\_\_\_\_ Phone: \_\_\_\_\_

### Vehicle Details

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Vin No: \_\_\_\_\_ Reg No: \_\_\_\_\_

Make and Model: \_\_\_\_\_ Kms at sale date: \_\_\_\_\_

### New Owner Details

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First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Postcode: \_\_\_\_\_ Phone: \_\_\_\_\_

Occupation: \_\_\_\_\_

- Use of Vehicle:**  Private       Racing, rallies, trials, etc.       Car rental       Carrying passenger for hire or reward
- Delivery or courier use       Driver instruction or tuition for reward       Mining or excavation activities
- Outside Australia       Carrying loads above the gross combination weight of trailer and Vehicle





[ericinsurance.com.au](http://ericinsurance.com.au)  
1800 999 977

PO Box 9106  
Scoresby Victoria 3179  
ABN 18 009 129 793 AFS Licence No: 238279

## Part B FINANCIAL SERVICES GUIDE

### About this Financial Services Guide

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the financial services we provide. It explains the kinds of financial services we offer. It also contains general information about who we are, how we and our staff may be remunerated, and how to make a complaint.

The Product Disclosure Statement (PDS) (Part A of this document) contains information on the benefits and significant characteristics of this Eric insurance product and of the rights, terms and conditions attaching to the policy. It is aimed at assisting you to compare insurance products so that you can make an informed choice about whether to acquire the product.

This FSG was prepared on 15 July 2019.

Distribution of this FSG has been authorised by Eric.

Your questions	Our Answers
<b>Who is providing the financial service?</b>	The services described in this Financial Services Guide are provided by Eric Insurance Limited ABN 18 009 129 793 AFS License No: 238279 (Eric).
<b>Who is Eric?</b>	<p>Eric Insurance Limited is the APRA and ASIC regulated licensee. Whilst Eric is exempt from the need to have ASIC approved professional indemnity insurance, Eric holds adequate professional indemnity insurance. Its contact details are:</p> <p style="text-align: center;">Address: PO Box 9106 Scoresby, VIC 3179 Phone: 1300 489 685</p> <p>Eric is an Australian Financial Services Licensee which is authorised to deal in and provide general advice in relation to general and life insurance (limited to life consumer credit insurance only) products.</p> <p>Eric underwrites motor trade related insurances for wholesale and retail clients. Depending on the scope of their authorisation, Eric's authorised representatives can assist you with a wide range of general insurance products.</p>
<b>What remuneration is payable in relation to the financial services we provide?</b>	<p>You will be charged an agreed premium for the Product that you select, which will include relevant fees, taxes, duties and charges. Any such fee we charge is detailed in this FSG. We will calculate and inform you of the premium prior to purchasing the selected Product.</p> <p>Our staff who provide the authorised financial services are paid a salary for their services and may also receive bonuses based on the volume of sales of all financial products over a period. Eric may provide other benefits, such as profit-sharing arrangements, business related conferences, study trips or other functions. We (including our directors, staff and subcontractors) may also be eligible to qualify for other benefits such as awards or hospitality events. These are provided to us at no additional cost to you.</p> <p>If you require further details about any of the above remuneration, please ask us within a reasonable time after receiving this FSG.</p>
<b>What products are we authorised to provide?</b>	<p>We are authorised to provide general advice about Eric Car Insurance - Direct, Motorcycle Insurance - Direct, Motor Vehicle Tyre &amp; Wheel Insurance - Direct, Motorcycle Tyre &amp; Wheel Insurance - Direct, Motorcycle Warranty Insurance - Direct, and Warranty Insurance - Direct.</p> <p>These products may only be purchased through our website, <a href="http://www.ericinsurance.com.au">www.ericinsurance.com.au</a>.</p> <p>Further information on our Products is available through the PDS available on our website.</p>

### General financial product advice

Any financial product advice we may provide to you will be of a general nature only and has not taken your personal needs, objectives or financial situation into account. We therefore recommend that you carefully read the Product Disclosure Statement and Policy documentation provided by Eric and any other information before making your decision.

## Authorised financial services

We are authorised to do the following: Arrange for the application for, acquisition, issue, variation or disposal of the financial products listed in this FSG. We are authorised to provide general financial product advice (but not personal financial product advice) in relation to the financial products listed in this FSG.

Emergency Services Levy explained for our customers in New South Wales. From 1 July 2017 you will no longer pay for the Emergency Services Levy as part of your insurance premium. This fee will be replaced by the Emergency Services Property Levy. Eric Insurance will continue to collect the ESL until this date to ensure we meet our obligations to the New South Wales government. Please see [www.ericinsurance.com.au/support](http://www.ericinsurance.com.au/support) for more information

### What happens if you have a complaint or dispute?

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](http://www.ericinsurance.com.au)

Email: [info@ericinsurance.com.au](mailto:info@ericinsurance.com.au)

If we are unable to resolve your concern, please ask to speak to our Customer Resolution Leader (CRL) who will register your complaint and conduct an initial review of the matter and provide a recommendation to you.

If at this point the CRL recommendation has not resolved 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 Australian Financial Complaints Authority (AFCA). It provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms. Their contact details are:

Phone: 1800 931 768 Post:

GPO Box 3, Melbourne, Victoria 3001

Web: [www.afca.org.au](http://www.afca.org.au)

### What compensation arrangements apply?

Please see the Compensation Arrangements and Financial Claims Scheme section of the PDS (Part A of this document) for information on Eric's compensation arrangements.

### How is my personal information dealt with?

We are committed to ensuring the privacy and security of your personal information. We adhere to the Privacy terms set out in the "Privacy" section of the PDS (Part A of this document).

### Where can you find further information?

If you require further information or would like to give us instructions, you can contact us on the number provided on the previous page of this document.