



# Car

Product Disclosure Statement

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**you.insured**  
car home contents

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## Product Disclosure Statement

This Product Disclosure Statement (PDS) has been designed to assist you in making an informed decision about our insurance products. It explains the product's features, benefits, conditions and exclusions, to enable you to compare it to similar insurance products.

Please read all the information contained in this PDS carefully, and contact us if you have any questions. If you purchase a policy from us, the cover you have chosen will be shown on your policy schedule.

Your contract of insurance with us is made up of the PDS together with your most recent policy schedule and your application for insurance or renewal.

Please also read our Financial Services Guide (FSG) located on our website at [www.youi.com.au](http://www.youi.com.au)

## Our promise of cover

If you pay your premium by the agreed date and fulfil the conditions of your contract of insurance, we will provide you with insurance cover for the term of your policy as shown on your most recent policy schedule, in accordance with the terms and conditions of this Product Disclosure Statement.

## Quality guarantee

If we choose and instruct a repairer to repair any of your property insured under your policy, we guarantee the quality of those repairs for as long as you are the owner of the insured property.

## Cooling off period

You may cancel your policy at any time during the first twenty (20) calendar days from the purchase date, and we will refund your payment in full, provided a claim has not been made under your policy.

## Cancelling your policy

You may cancel your policy at any time after the cooling-off period and we will refund to you the unused pro-rata portion of your premium, unless you have made a claim for a total loss.

We may cancel your policy by giving you three (3) business day's written notice if you do not meet your responsibilities or as permitted by law. If we cancel your policy we will refund to you the unused pro-rata portion of your premium, unless you made a claim for a total loss.

The cancellation fee stated in our Financial Services Guide, which forms part of this document, will apply to all cancellations except those during the cooling off period where there has been no claim.

## Goods and services tax

All insured amounts shown in your policy are in Australian Dollars and include Goods and Services Tax (GST). When you claim under your policy with us, all amounts we pay will be inclusive of GST, up to the maximum claim amount shown in your policy. If you are registered for GST purposes, we will reduce any claimed amounts paid to you by the appropriate input tax credit percentage that you have told us you are entitled to claim from the Australian Taxation Office.

## Your duty of disclosure

- If you do not answer our questions honestly and completely, we may reduce or refuse your claim and/or cancel your policy as permitted by law.
- If the information you provide to us or withhold from us is fraudulent in any way, we may avoid your policy from its start date, as though it never existed.
- You must tell us everything you know, or could be reasonably expected to know, that is relevant to the insurance cover you have chosen, including about the property you want to insure, yourself and all the people you want to cover under your policy.
- We need correct, truthful and complete information from you to decide whether or not to insure you, how much premium to charge you for our products and whether we need to apply any special conditions to your policy.
- We will ask you a number of questions before we offer, extend, vary or reinstate any insurance cover. This includes when you make use of our website to extend, vary or reinstate insurance cover. You must answer all our questions honestly, completely and to the best of your knowledge. We will not ask you to tell us anything that the law allows you to keep private.

- You must also tell us immediately about any changes to the information you have provided to us when you took out or last changed your policy, including but not limited to changes to the insured property, the address where the insured property is kept, the people covered by your policy and anything else that may affect your policy or our decision to accept the risk.
- Before your policy expires we will send you a renewal invitation or an expiry notice. If you receive a renewal invitation from us you must check all the details recorded and tell us immediately about any changes to the information you have provided us when you took out your policy and any changes that have occurred during the term of your policy, including but not limited to changes to the insured property, the address where the insured property is kept, the people covered by your policy and anything else that may affect your policy or our decision to accept the risk. Any changes to your information may cause us to change our decision to offer renewal of your policy, or the terms on which we offer such renewal.

### **You do not have to tell us of any matter which:**

- reduces our risk of providing you the cover requested;
- is common knowledge;
- we know already or should know in the ordinary course of our business;
- we have waived your duty of disclosure for.

### Authorised Persons or Agents

If you authorise a person or agent to act on your behalf in relation to this policy, they are also bound by Your Duty of Disclosure. By providing information to us, they are confirming they have both the appropriate authority and knowledge of the answers they provide to us on your behalf and to anyone else to whom our questions may apply.

### Your responsibilities

Your responsibilities are important requirements that you must fulfil in order to be covered under your policy. If you do not fulfil any or all of your responsibilities, we may reduce or refuse your claim and/or cancel your policy as permitted by law.

You must:

- **Factually provide information about other people covered on your policy**

Where you are providing information about other people in the course of obtaining a quote or purchasing or amending a policy, you must ensure that those details are factually correct. This also includes you receiving confirmation from those persons listed on the policy about the information provided that specifically relates to them. Failure to do so may result in a claim being refused and/or your policy being cancelled.

- **Take your car for an inspection**

In some circumstances we may ask you to submit a statutory declaration in respect of the condition of your car, or to take your car to a nominated inspection station for a condition report. We will advise you where to take your car for the free inspection. If we request that you submit a statutory declaration in respect of the condition of your car, or that you take your car for an inspection, and you fail to do so, as permitted by law we may:

- refuse or reduce your claim;
- reduce your cover and/or;
- cancel your policy;

- **Check your policy immediately**

Please read and check your policy carefully. If any information is incorrect or incomplete, please make all necessary changes immediately by logging in to Policy Manager on our website at [www.youicom.au](http://www.youicom.au) or calling **13 9684**. Please keep your policy documents in a safe place for your reference purposes.

- **Make your first premium payment**

You must ensure your first premium payment is paid by the agreed date in order to be covered. If you do not pay your premium by the date shown on your policy schedule, we may refuse your claim and/or cancel your policy as permitted by law.

- **Make your subsequent instalment premium payments**

You must ensure that your instalment payments are made by the agreed dates in order to be covered. If any instalment payment remains unpaid for a period of fourteen (14) calendar days or more, we may refuse to pay your claim. If any instalment payment remains unpaid for a period of one (1) calendar month or more, we may cancel your policy as permitted by law.

- **Provide proof of ownership**

In the event of a claim, you must provide to us adequate proof of value and ownership of any insured property you wish to claim for.

- **Maintain a valid email address**

You must provide us with a valid email address that you have regular access to. Electronic communication is our preferred method of customer contact and a valid e-mail address allows us to:

- meet the immediate service expectations of a growing online community;
- keep your premium low by reducing administrative costs associated with sending paper statements; and
- consider the environment

Failure to hold and inform us of a valid e-mail address during the policy period may result in you not receiving an offer of renewal.

- **Keep your car in a roadworthy condition**

You must maintain your car in a roadworthy condition throughout the duration of your policy for a valid claim to be paid.

Note that your car may no longer be roadworthy immediately after an incident. It is important that you do not drive your car after an incident if it is no longer roadworthy.

- **Check the following prior to giving any person permission to drive your car:**

- Is their driver's licence current? Is their driver's licence currently suspended or cancelled?
- Does the driver meet the Special Conditions section noted on your Policy Schedule?
- Does the driver have any special conditions, restrictions or terms applied to their driver's licence that may limit their ability to legally drive the car?

Examples of these special conditions, restrictions or terms may include but are not limited to: cars with automatic transmission only; certain hours of operation only e.g. daytime or nighttime; and certain cars deemed high- powered (performance) vehicles by a State Government Department or Road Transport Authority.

Failure to check this information may result in your claim being refused or reduced following an incident where the person was the driver of the insured car.

- **Notify us of all incidents within thirty (30) calendar days**

You must provide to us, either by phone or online through your policy manager, details of all incidents involving the insured property within thirty (30) calendar days of becoming aware. The details required include:

- location, date and time of the incident.
- the particulars (name, address, licence number, insurance company) of any third party that was involved in the incident.
- a description of the circumstances surrounding the incident.

This requirement applies whether you intend to claim or not. Failure to do so may prejudice you in lodging a claim or may prejudice us in defending a claim against you from a third party.

## Other responsibilities

You must:

1. take all reasonable precautions to prevent or reduce loss or damage to any insured property, even after an insured event;
2. allow us the opportunity to view the insured property unchanged directly following an insured event, inclusive of any damaged goods or property that you are claiming for. You must not repair, sell or otherwise dispose of any property prior to advising us of the damage and allowing us the opportunity to assess the damage. This includes providing us the opportunity to assess unsatisfactory repairs that need to be rectified, unless emergency repairs are required to prevent further loss or damage to the insured property;
3. make a report to the police within 24 hours of the incident and obtain an incident number from them if:
  - any insured property was lost or subject to theft, attempted theft or malicious or intentional damage;
  - you were involved in an incident for which the law requires you to do so;
4. not leave the scene of an accident until you are lawfully allowed to do so. This includes, but is not limited to any accident causing personal injury or where damage has been caused to either public or private property;
5. not admit liability or blame, nor offer to pay for any damages caused by any incident;
6. immediately send to us copies of any demand or claim you may receive arising out of any incident;
7. advise us if any person involved in an incident is charged by the police arising out of that event;

8. notify us if you have any other policy of insurance, warranty or guarantee which provides you with cover or indemnity for a claim you have made under your policy;
9. assist us in taking or defending legal action in your name, including providing statements to legal representatives and appearance at trial or any other court proceedings;
10. provide us with your full cooperation and comply with all our reasonable requests in validating and processing your claim, including but not limited to:
  - assistance needed to recover our costs from other parties;
  - attending an interview with our assessor or claims specialist;
  - assisting any agents appointed by us such as solicitors;
  - attending court to give evidence; and
  - providing any information, written statements, evidence and help we may need in investigating, defending and/or prosecuting the claim within fourteen (14) calendar days of our request. Such information may include, but is not limited to:
    - a copy of your driving history from the local transport bureau; and,
    - a copy of your insurance claims history from your previous insurers;



11. at our discretion, deliver to us any damaged or destroyed goods or items, including items left over from a set or pair of items for which we have paid your claim. These salvage items become our legal property;
12. pay for some of the costs, up to an amount we decide, if we repair your insured property and where the repair results in the insured property being in a better condition than it was before the loss;
13. tell us each and every time when you submit a claim under your policy if you are registered for GST at the Australian Taxation Office and the percentage of input tax credit that you are entitled to claim;
14. complete all repairs or replacements to the insured property within a reasonable period after receiving authorisation for your claim. All repairs or replacements must be fully completed within six (6) months from the date of authorisation.

## Renewing your policy

Before your policy expires we will send you a renewal invitation or an expiry notice.

If you receive a renewal invitation from us you must check all the details recorded and tell us immediately about any changes to the information you have provided us when you took out your policy and any changes that have occurred during the term of your policy, including but not limited to changes to the insured property, the address where the insured property is kept, the people covered by your policy and anything else that may affect your policy or our decision to accept the risk.

Any changes to your information may cause us to change our decision to offer renewal of your policy, or the terms on which we offer such renewal. If you do not tell us, we may refuse or reduce your claim and/or cancel your policy as permitted by law.

To make changes to any of your details, please log onto your policy manager on our website at [www.youi.com.au](http://www.youi.com.au) or call **13 9684** before the renewal date shown on your renewal invitation.

We will automatically renew your policy and continue to debit your premium from the payment account you gave us, unless you contact us and advise us not to renew your policy.

If you receive an expiry notice from us, we will advise you of the time and day on which your cover will expire.

## Fraudulent or dishonest claims

To keep our premiums competitive, we have a responsibility to all our customers to ensure that fraudulent or dishonest claims are not paid. If you or any person acting on your behalf submits to us a claim or any information or documentation relating to a claim, which is in any way fraudulent or dishonest, we may refuse to pay the entire claim and cancel your policy as permitted by law.

If we refuse your claim for fraud or dishonesty, you agree to reimburse us for all costs we have incurred in connection with your claim, including investigatory and legal costs.

## Code of practice

As a member of the Insurance Council of Australia, we are also signatories to the General Insurance Code of Practice introduced by the Insurance Council of Australia with support from the Federal government and consumer groups.

Should you require more information or a copy of the Code, please contact us or the Financial Ombudsman Service on telephone number **1300 780 808**, or you can view the Code at [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

## Insured Events

### 1. Accidental Damage

If you have chosen Comprehensive cover, we will pay for accidental damage to your car. This cover does not apply to Third Party, Fire and Theft; or Third Party Property Only cover.

### 2. Intentional Damage

If you have chosen Comprehensive cover, we will pay for damage to your car, caused intentionally by any person who is not:

- a household member;
- a driver listed on your policy schedule; or
- a person who has been given permission by you to drive the car.

This cover does not apply to Third Party Fire and Theft cover or Third Party Property Only cover.

### 3. Storm or Flood

If you have chosen Comprehensive cover, we will pay for accidental damage caused by a storm or flood. This cover does not apply to Third Party, Fire and Theft cover or Third Party Property Only cover.

### 4. Fire

If you have chosen Comprehensive cover or Third Party, Fire and Theft cover, we will pay for accidental fire damage to your car. This cover does not apply to Third Party Property Only cover.

## 5. Theft

If you have chosen Comprehensive cover; or Third Party Fire and Theft cover, we will pay for theft, or damage caused by attempted theft of your car. This cover does not apply to Third Party Property Only cover.

## Extra Cover

### 1. Emergency Accommodation, Transport & Repairs

If you have chosen Comprehensive Cover; or Third Party, Fire and Theft cover, we will pay for the reasonable cost of emergency accommodation or transport, or emergency repairs to your car, after an insured event which occurred more than 100 kilometres from your home, and where you could no longer safely drive your car. We will not arrange emergency accommodation, transport or repairs on your behalf but will reimburse you for costs incurred up to a maximum of \$300 per claim. This cover does not apply to Third Party Property Only cover.

### 2. Legal Liability

For all cover types, we will pay up to \$20,000,000 for your legal liability for all claims arising from one event for damage to third party property caused by:

- the use of your car; or
- a trailer or caravan while being towed by your car; or
- the use of a substitute car while it is being driven by a driver who is listed on your policy.

### 3. Legal Costs

For all cover types, we will pay for the reasonable legal costs incurred by us on your behalf, if you are legally liable for loss or damage to third party property and your liability arose from an insured event.

### 4. Towing Costs

If you have chosen Comprehensive cover; or Third Party Fire and Theft cover, we will pay for the reasonable cost of towing and storage of your car after an insured event. This cover does not apply to Third Party Property Only cover.

### 5. Uninsured Third Party

If you have chosen Third Party, Fire and Theft cover; or Third Party Property Only cover, we will pay up to \$3,000 or the market value of your car, whichever is the lesser, for accidental damage to your car, if there was an uninsured third party vehicle involved and if:

- the damage to your car is more than the total excess you have to pay; and
- we agree that the third party was completely to blame for the accident; and
- you provide us with the name, residential address, contact phone number and vehicle make and registration number of the other party; and
- you have reported the incident to the police and provide us with a police incident number.

## 6. Baby Seat Replacement

If you have chosen Comprehensive cover, we will replace Baby Seat(s) that are usually installed in the insured car where loss or damage to the Baby Seat(s) occurs as a result of an insured event.

The replacement Baby Seat will be of similar specification to the damaged item(s). The maximum amount of cover for each Baby Seat is \$400.

## 7. Contents Inside Your Car

If you have chosen Comprehensive or Third Party Fire and Theft cover, we will replace contents inside your car where loss or damage to the contents occurs as a result of an insured event.

The maximum amount of cover for each item is \$150 and the total amount of cover for all items inside your car together is \$750.

## 8. Personalised Registration Plates

If you have chosen Comprehensive or Third Party Fire and Theft cover, we will replace personalised registration plate(s) on the insured car where loss or damage to plate(s) occurs as a result of an insured event.

## 9. Window Tinting

If you have chosen Comprehensive cover and a tinted window is replaced in the course of repair following an insured event, we will arrange to have the replacement window tinted to the specification of the original tinting.

## 10. Hire Car Following a Theft

If you have chosen Comprehensive or Third Party Fire and Theft cover, we will pay for the reasonable cost of a hire car that we arrange for you after a theft event. The hire car benefit will cease from the time the first of the following occurs:

- after a total hire period of 14 days; or
- when we pay your claim for a total loss; or
- when your car is returned to you following repair; or
- when your car is returned to you when it is recovered undamaged.

A compact hire car will be provided under the benefit unless you have selected a higher class of hire car under the optional Hire Car cover.

You may be required to provide a deposit with the rental car company for the period you are using the hire car.

## 11. Immediate Replacement Car Cover

If you have chosen Comprehensive cover and the insured car is traded in during the course of purchasing a replacement car, cover under this policy is extended to the replacement car for up to 14 days after the purchase of that car. The benefit only applies to replacement cars where the purchase price is under \$100,000.

At the time you take possession of the replacement car, cover for the trade-in car noted on the policy schedule ceases immediately.

You must tell us about the replacement car within 14 days of purchase and your policy schedule must be updated with the details of the replacement car in order to continue cover for that car.

When you inform us of the replacement car, Youi's standard underwriting guidelines will apply and additional premium may be payable. In a limited number of circumstances we may not be able to provide continued cover for the replacement car.

## Optional Cover

### 1. Hire Car

If you have Comprehensive cover or Third Party, Fire and Theft cover, we may offer you the option to add to your policy hire car cover for incidents other than theft. If you have paid extra premium and it is shown on your policy schedule, we will pay for the reasonable cost of a hire car that we arrange for you after an insured event. The hire car benefit will cease from the time the first of the following occurs:

- after a total hire period of 14 days; or
- when we pay your claim for a total loss; or
- when your car is returned to you following repair.

You may be required to provide a deposit with the rental car company for the period you are using the hire car.

We may offer you the opportunity to select the class of hire car that will be provided under this cover. The hire car class you have selected will be shown on your policy schedule.



## 2. Unbraked Trailer

We may offer you the option to cover the market value, up to a maximum of \$2,500, of a registered Unbraked Trailer.

The Insured Events of Accidental Damage, Intentional Damage, Storm or Flood, Fire and Theft will apply when the trailer is:

- being towed by the car insured under this policy;
- parked at the overnight address noted on the policy schedule;
- being used by the policy holder at another location and is unattended by the policy holder or drivers listed on the policy schedule for a period not exceeding 24 hours.

The contents of the trailer are not covered.

The trailer must be registered in the name of the policy holder or the registered owner of the insured car.

## 3. Tools of Trade

We may offer you the option to add to your policy cover for your tools of trade whilst they are stored in the insured car. If you have paid extra premium and it is shown on your policy schedule, we will pay the replacement cost of up to \$200 per tool, to a maximum amount of \$1,000 per incident after excess.

This benefit covers damage to or loss of trade tools that result from an insured event where a claim is also made for damage to the insured car.

Where the incident involves theft of the tools, they must have been stolen from a locked boot or lockable compartment where the tools were stored.

If you have selected the Unbraked Trailer option, cover under Tools of Trade option is also extended to tools stored in a lockable tool box permanently mounted on your trailer.

## General Exclusions

General exclusions describe circumstances where your policy will not provide cover.

### We will not pay for loss or damage:

1. to any illegal property or item, including but not limited to counterfeit or reproduced goods, unlicensed computer or other software, illegal or illegally stored firearms;
2. to any insured property as a result of theft or attempted theft by deception. When selling any insured property, you must ensure that you have confirmation from your bank that valid and legal payment for the sale has been made before handing over the property to any prospective buyer;
3. suffered by a co-owner or any other person with an interest in the insured property, unless you have told us about it and the co-owner is shown as a joint policyholder on your policy schedule;
4. or legal liability for death or personal injury to any person who is or should be insured under a statutory compensation fund or scheme.

**We will not pay for loss, damage or legal liability caused directly or indirectly:**

5. by the intentional or deliberate acts or omissions of you or any person covered under your policy, or by any person acting for you or acting for any person covered under your policy;
6. by wear and tear, rust, corrosion or deterioration;
7. by mould, rot, damp or the effects of the climate or weather;
8. by mechanical, electrical or electronic (including computer software) breakdown or failure;
9. by a process or system of cleaning, restoring, modifying or repairing any insured property;
10. by poor or faulty design specification, materials, plan or workmanship;
11. by you admitting liability or agreeing or contracting to any liability that would not have existed otherwise at law;
12. by fines, penalties or aggravated or exemplary damages;
13. by military power, rebellion, revolution, terrorism, war or war-like activities, whether war is declared or not;
14. by any radioactivity, nuclear fuel, waste or other nuclear material, nuclear weapon, detonation or explosion;
15. by the presence or possible presence of chemical or biological pollutants or materials;
16. by looting or rioting;
17. by asbestos;

18. by legal repossession or confiscation or lawful destruction of any insured item or property;
19. by any event that occurred outside Australia;
20. by a judgment or order of a court or tribunal outside Australia;
21. by any event that occurred before your cover started with us or after it ended;
22. by any illegal activity, or while your property is being used for any illegal activity, by you or any person acting on your behalf.

## Car Cover Exclusions

**We will not pay for:**

1. loss of value or depreciation of your car;
2. damage to road or other surfaces, caused by the normal use of your car;
3. loss of use or any other financial loss arising from or consequential to an insured event;
4. that part of any repair or replacement we perform which improves your car beyond its original condition before the loss;
5. repair or replacement of a windscreen or window glass that had pre-existing damage prior to the start date of the policy and is further damaged during the policy period;
6. repair of any damage that existed prior to the start date of the policy;
7. damage to tyres caused by braking, punctures, cuts, bursts or deflation for any reason;
8. any liability for death or personal injury to any person.

**We will not pay for any loss, damage or legal liability caused directly or indirectly:**

9. by flood, storm or bushfire during the first 72 hours of your policy commencing or where you have increased your existing insurance cover, unless:
  - you had another policy that expired immediately before the start of your policy with us and there was no break or change in the level or type of cover; or
  - you bought your car on the same day your policy with us started;
10. when your car is being driven by a person who did not have your permission to drive, unless your car was stolen and immediately reported stolen to the police, and you provide us with a police incident number;
11. by the insured car to property owned by or in the legal care of your household members, drivers listed on your policy schedule, or any person covered by your policy except where the property is a building that you are renting with a formal rental agreement in place and you are not responsible for insuring the building;
12. by riot or civil commotion;
13. when your car is being driven by any person who does not satisfy the terms and conditions of your policy;
14. when your car is being used for Business use, unless you have told us about it and it is shown on your policy schedule – Please refer to What do these words mean? in this PDS;

15. when your car is being used for Commercial use – Please refer to What do these words mean? in this PDS;
16. when your car is being used for transporting dangerous, hazardous or poisonous materials;
17. when your car is being used on a permanent or temporary racetrack, raceway or course, or in a four wheel drive or adventure park, or if it is used for racing, trials, speed tests, pacing, contests, rallies or for endurance or skills tests;
18. when your car or trailer is being used while it is overloaded, unsafe, not roadworthy, unregistered or not meeting relevant Government transport regulations regarding the correct use of a motor vehicle;
19. when your car is being driven by a person who does not have a valid driver's licence of the correct type and class to drive your car, or who did not observe the terms of their driver's licence;
20. when your car is being driven by a person whose driver's licence is suspended, cancelled or has special terms applied to it unless you have told us about it, we have accepted this and it is shown on your policy schedule;
21. when your car is being used in a manner or under conditions that are inappropriate for the type of car, or which are outside the manufacturer's specifications or recommendations;
22. when your car is being driven by a person who:
  - is under the influence of alcohol and/or a drug and/or any other intoxicating substance; or

- has a blood alcohol level higher than the legal limit; or
  - refuses to supply a blood, breath or saliva sample when required to do so by law; or
  - fails a drug test administered by the police service or Government agency;
23. if the driver of your car leaves the scene of an accident without lawful excuse;
24. by liquids escaping from your car, unless your car was involved in an accident immediately before the escape;
25. by the use or application of car parts or accessories which are not recommended or specified by the manufacturer;
26. by the use, or accidental addition by any person, of incorrect lubricants, fuel, oil or other fluids, which are not recommended or specified by the manufacturer;
27. by the failure to properly replace and/or secure fuel, oil and other caps or lids fitted to your car;
28. by theft or attempted theft if:
- the ignition keys were left in or near your car; or
  - you show or advertise your car for sale and do not take reasonable precautions to prevent its theft or damage; or
  - you give your car to any person to sell for you or on your behalf.
29. if your car is a Grey Import – Please refer to What do these words mean? in this PDS;

30. if your car is being towed illegally or your car is being used to tow a trailer or any other vehicle illegally.

## What if you need to claim?

**If you claim under your policy, we have the choice to settle your claim in any of the following ways:**

1. Settle your claim by:
  - paying for the reasonable cost of repairs; or
  - paying to you an amount equal to the reasonable cost of repairs; or
  - paying to you the market value or agreed value of your car, depending on the cover shown on your policy schedule; or
  - replacing your car;
  - any combination of the above
2. At our option, pay in full any sum owed to a financier or legal owner of your car, from any settlement.
3. If you have Agreed Value cover, non-standard or after factory fitted accessories are included in the agreed value.
 

Cover for loss or damage to non- standard or after factory fitted accessories on your car is restricted to the reasonable cost of repair or replacement.
4. If you have Market Value cover, non-standard or after factory fitted accessories will only be covered up to the amount specified and noted on your policy schedule.

- Cover for damage to non- standard or after factory fitted accessories on your car is restricted to the reasonable cost of repair or replacement up to the amount specified on your policy schedule.
  - Cover for loss of non-standard or after factory fitted accessories on your car is restricted to the reasonable cost of replacement up to the amount specified on your policy schedule.
  - Cover for non-standard or after factory fitted accessories on your car where the car is deemed a total loss is restricted to the market value at the time of loss or the amount specified on your policy schedule, whichever is the lesser.
5. At our option, authorise the use of any combination of original manufacturer, used or replacement parts, in the repair of your car. Where parts are not available in Australia and require importation, we will pay for the cost of surface freight only. Where parts are unavailable and the repair cannot be completed, we will pay you the listed price of the part or parts in question, as at the date of settlement.
  6. Commence or defend legal action in your name and recover our costs from a third party;
  7. Deduct any outstanding annual premium from your claim settlement if you had been paying your premium by periodic instalments, if you claim for the total insured value of your car;

8. Cancel your policy for reason of fulfilment and retain all premiums paid, if you claim for the total insured value of your car;
9. Keep your damaged car, inclusive of the unexpired portion of its registration fees and Compulsory Third Party insurance premium, if you claim for the total insured value of your car.

### **Choice of repairer**

If your claim is accepted and your damaged car can be repaired, at our option, we will arrange repairs with a repairer who is acceptable to us.

Wherever possible, we will offer you a choice of repairer from our network of recommended repairers. If we choose a repairer and authorise repairs we will guarantee the quality of those repairs.

You may choose another repairer, however we may not authorise repairs. If we do not authorise repairs we will pay you the fair and reasonable cost of repairs as determined by us, considering a number of factors, including comparison quotes from an alternate repairer we choose and our Quality guarantee will not apply.

If you decide to choose another repairer, they must be appropriately licensed and authorised by law to conduct the required repairs.

### **New car replacement**

If your car is assessed by us as a total loss within the first 24 months from when it was first registered, we may choose to either replace it with; or pay the replacement cost of; an identical car subject to availability, if:

- your car was bought new and registered in your name as the first owner; and
- at the date of loss your car has not travelled more than
  - 25,000 kilometres since it was first registered if it is less than 12 months old; or
  - 40,000 kilometres since it was first registered if it is between 12 and 24 months old.

## Premium

We decide how much premium to charge you based on commercial considerations and other reasons that we consider important, including but not limited to:

- the make, model and age of your car and what it is used for;
- the address and security of where you normally park your car;
- the age, driving experience and claims history of any proposed driver;
- the value of any extra benefits included in your policy;
- your choice of payment method;
- your claims history;
- administration costs, taxes and government charges.



## Excess

For each and every claim you make under your policy, you are required to pay an excess. Your excess may be the combined total of the basic excess amount and special excesses.

If you claim for a single event that involves insured property under more than one policy with Youi where you are the policyholder, you will be required to only pay the excess relating to one (1) of your policies involved in the event. The excess amount to be paid is the highest of the excesses on each of those policies.

## Basic Excess

The basic excess is the amount you must pay in relation to each and every claim made under your policy. We may offer you the option of selecting the amount of your basic excess. The basic excess will be shown on your policy schedule.

Where your claim arises from a collision that is completely the fault of a third party that you can identify, we can locate and whose liability can be established, we may waive payment of the basic excess.

## Reduced Basic Excess for Windscreen Claims

We may offer you the opportunity to choose to pay extra premium to reduce the basic excess that applies to claims that solely involve your windscreen or window glass. The excess that will apply to windscreen claims will be shown on your policy schedule.

Glass that forms part of a sunroof or accessory (such as a canopy) will not be subject to this reduced excess.

## Special Excess

We may require an additional excess to be paid in certain circumstances under your policy. The exact situations where this would apply and the amount of the special excess will be shown on your policy schedule.

In the event of a claim being made under circumstances as detailed on your schedule, this excess would apply in addition to any other excesses that would normally apply to the claim. This excess may still apply even though the basic excess has been waived.

## Unlisted Driver Excess

If we accept your claim for an insured event where your car was driven with your permission by any person who is not shown on your policy schedule as a listed or regular driver, an additional unlisted driver excess becomes payable. The amount of this excess will be shown on your policy schedule. This excess amount will be added to any other excess amount that may apply to the claim and may still apply even though the basic excess has been waived. This excess will not apply when your car is being driven by a service provider with the appropriate liability cover.

For some cars, we may restrict cover to the Listed and Regular drivers only. In such circumstances the Unlisted Driver Excess will not apply if the driver at the time of the incident is not shown on the policy schedule as a Listed or Regular driver. There would instead be no cover at all for such a driver. If cover is restricted in this way, it will be clearly shown in the Special Conditions section of your policy schedule.

### What do these words mean?

**Accessories** means extra items added to your car before it was delivered new to its first owner, as well as items added to your car by anyone at any time after it was delivered new to its first owner.

**Accident / accidental / accidentally** means an unforeseen, unintended, and unexpected event, which occurs suddenly and at a definite place.

**Agreed value** means the amount shown on your policy schedule, which we agree to insure your car for at the time of loss. We may change this amount at each renewal date of your policy and will advise you of the new agreed value before we renew your policy.

The agreed value includes any after factory or non-standard accessories that may be fitted to the car.

**Baby Seat** Means all child restraints that comply with the Australian/New Zealand Standard AS/NZS 1754:2004 Child Restraint Systems for Use in Motor Vehicles.

**Business use** means a car that is used for social, domestic and pleasure purposes, being driven between your home and place of work, and in the course of the listed driver's business. This includes trade's persons; civil works and mining; client visits and meetings; catering and events; delivery of your own goods; and farming delivery (of your own produce only).

If your car is used for Business use while it is covered by us for Private Use only, we may reduce or refuse your claim and cancel your policy as permitted by law.

**Car** means the motorised vehicle, including all fitted accessories and modifications, shown on your policy schedule.

Where the car shown on the policy schedule has been used as a trade-in for a replacement car, the replacement car will also be covered for up to 14 days following the date of the trade-in subject to the replacement car's purchase price being no more than \$100,000.

**Commercial use** means a car that is used for commercial purposes, including but not limited to driver training; letting, hire, rental or carrying fare-paying passengers; deliveries or transporting goods or cargo for reward; or any use in connection with the motor trade. We do not offer any cover for commercial use. If your car is used for Commercial use, we may reduce or refuse your claim and cancel your policy as permitted by law.

**Comprehensive cover** means the car on the policy schedule is covered for each of the events listed in the section titled Insured Events and where relevant also in section titled Extra Cover.

Comprehensive cover also includes Optional Cover if selected and stated on your policy schedule.

**Drive / driving / driven** means the use or operation of a car, including the use or operation of any part of a car.

**Driver** means the person using or operating a car, or the person legally responsible for the use or operation of a car.

**Excess** means the first amount you must pay in relation to each and every claim made under your policy.

**Flood** means usually dry land being covered by water escaping or overflowing from a natural or manmade waterway, stream, river, canal, reservoir, dam, lake, channel, storm water drain or water catchment system.

**Grey import** means a car which was imported to Australia under low volume compliance legislation or which was previously registered in another country before being registered in Australia. This includes cars listed on the Register of Specialist and Enthusiast Vehicles or cars imported under the Registered Automotive Workshop Scheme (and built on or after 1 January 1989). We do not cover grey import cars.

**Household member** means any person who lives at the address where the insured property is normally kept.

**Insured event** means an event for which you can make a claim under your policy.

**Incident** means an unforeseen, unintended, and/or unexpected event, which occurs suddenly and at a definite place, and for which you expect to claim under your policy.

**Leaving the scene of an accident without lawful excuse** means not remaining at an accident scene, where the law requires you to remain, until your duties at that location are complete or there is a valid reason for leaving.

Laws vary between states around exactly what situations you must remain at the scene of an accident, however commonly this includes (but is not limited to):

- obtaining details of all parties involved, or;
- if any person is injured, or;
- damage has occurred to private or public property, or;
- it is necessary to contact police

You should check the relevant rules for your local jurisdiction if you are unsure. This can be done at either a State Government Department, motor registry, or through the police.

**Listed driver** means a person, other than the Regular Driver, who has been notified to us and is permitted by us to be insured whilst driving the car.

**Market value** means the reasonable and expected cost of replacing your car with a car of the same or a similar make, model and condition at the time of the loss. Market value does not include any warranty costs, future stamp duty transfer fees or allowance for dealer profit.

Market value includes after factory or non-standard accessories to the amount noted on your policy schedule for After Market Accessories.

**Modifications** mean all changes from the manufacturer's specifications, which were made to your car by you or by any other person at any time after your car left the factory where it was built, including changes made by the dealer.

**No-fault accident** means when your car is involved in an accident with another party and we agree that the other party was completely to blame, but only if you provide us with the name, residential address, contact phone number and registration number of the other party. If you and another party were both to blame, the accident will be recorded as your fault.

**Private use** means a car that is used for social, domestic and pleasure purposes and being driven between your home and place of work.

**Regular driver** means the person who drives your car most of the time, or more than anyone else.

**Roadworthy condition** means that the car complies with the roadworthy requirements for the state or territory where the car is registered. This includes, but is not limited to:

- Tyre tread depth;
- All exterior lights and reflectors are functioning as designed and clearly visible;
- Windscreen free of defects, cracks, chips or other damage that may limit or distort the driver's vision within the primary vision area (the area swept by windscreen wiper blades);

- Windscreen wipers are operational at all speeds and blade rubbers and wiper arms are not split, frayed or otherwise damaged so as to limit their wiping performance;
- Body fittings do not obscure the driver's vision and are securely mounted to the car;
- Mirrors are securely mounted and free from damage that may reduce the view to the rear of the car;
- Steering freeplay is within allowable limits and the steering wheel is correctly fixed to the steering column;
- Wear in suspension components does not exceed manufacturer's limits and all suspension components are securely fastened;
- Brakes (including hand brakes) operate effectively and appropriately illuminate brake lights in the course of their operation;
- Engine, driveline and associated components provide controlled transmission of power to the car.

**Storm** means a violent atmospheric event which includes a thunderstorm, cyclone, or strong wind with or without rainstorm, hailstorm or snowstorm, but not rain showers alone.

**Substitute car** means a loan car of similar type and used for similar purposes as your car, being used free of charge while your car is out of order due to it being serviced or repaired. A hired or rented car is not a substitute car.

**Third party** means any person involved in an accident with your car, excluding the driver or passengers of your car.

**Third Party Property Only Cover** means the car insured on the policy schedule is covered for damage to other vehicles and property as defined in the insured events titled Legal Liability and Legal Costs.

This cover does not include damage caused to the car insured under this policy other than what is described in the Uninsured Third Party event in the Extra Cover section.

**Third Party, Fire and Theft cover** means cover for Third Party Property Only plus the insured events of Fire and Theft. In addition, there is Extra Cover for Towing Costs and Emergency Accommodation, Transport & Repairs.

**Total loss** means when your insured property is damaged to the extent that we decide it is not economical or safe to repair, or it is stolen and not recovered.

**Unbraked Trailer** means a trailer up to and including 750kg Gross Trailer Mass.

Gross Trailer Mass is the mass transmitted to the ground by the axle or axles of the trailer when coupled to a drawing vehicle and carrying its maximum load approximately uniformly distributed over the load bearing area.

**Use** (Please refer to: Private use; Business use and Commercial use in this PDS)

**We / our / us** means Youi Pty Ltd.

**You / your / yours** means the policyholder/s and household member/s or any person acting for the policyholder or for a household member.

## Youi Pty Ltd

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