

Changes to Real Car Insurance Product Disclosure Statement

We have made some changes to the wording of our Car Insurance product. The new wording is in the new Real Car Insurance Product Disclosure Statement (PDS) dated 1 September 2021, which replaces any previous Real Car Insurance PDS.

The following pages provide a brief overview of the changes to our product. Please note that this notice is not part of your insurance contract with us and does not take your personal circumstances into account. To see if the insurance is right for you, please read the new PDS, your Certificate of Insurance, and any other documents relevant to your policy that we tell you form part of the contract with us. These documents will set out the terms and conditions, limits, and exclusions of your insurance contract with us. You can view our Target Market Determination (TMD) by visiting [realinsurance.com.au](https://www.realinsurance.com.au)

The new PDS will apply to:

- new Car Insurance policies issued on or after 1 September 2021; and
- existing Car Insurance policies renewed with an effective date on or after 1 October 2021.

If you have any questions regarding the changes, or if you would like a copy of the PDS, please call our customer service team on **13 19 48**.

Changes made in the Real Car Insurance PDS

Introduction of a new section in to the PDS 'Who is this product for?'

We have introduced a new section in to the PDS which outlines who our products are designed for (our target market). You can view full details of our TMD by visiting realinsurance.com.au

Changes to Third Party Property, Fire & Theft cover

Malicious damage is no longer covered as an insured event under Third Party Property, Fire & Theft cover.

Changes to Pay As You Drive cover

We have introduced a cap on the increase in your end odometer reading. This means that your end odometer reading can increase by no more than 15,000km per period of insurance.

You cannot change your end odometer reading if an insured event has already occurred.

Changes to the 'Hire car after theft' additional benefit

The maximum daily hire amount for the 'Hire car after theft' additional benefit has been reduced. The new daily hire amount will be \$50.

Changes to legal liability cover

We have clarified that we cover legal liability when using a substitute car only in the circumstances described in the additional benefit called 'Substitute car – legal liability cover'.

Changes to the 'Hire car cover' optional extra

The limits for the 'Hire car cover' optional extra have been reduced. The payment will be limited to a daily hire rate of up to \$50 per day.

We are also changing the maximum period of time for which you can hire a car:

- If you previously had 10 days, this will be increased to 14 days.
- If you previously had 20 days, this will be reduced to 14 days.

Your Certificate of Insurance will show the optional extras applicable to your cover.

Changes to the 'New for old car replacement – 24 months' additional benefit

We have updated the wording in this section of the PDS to clarify that we are not responsible for any delays in the delivery of replacement vehicles. For example, this means that we are not responsible for paying for a hire car after the applicable maximum hire car benefits have been reached.

Roadside Assistance is now an optional service

In the PDS, Roadside Assistance was previously referred to as an optional extra and will now be referred to as an optional service.

Your Certificate of Insurance will show if Roadside Assistance is applicable to your cover.

Changes to the Duty of Disclosure

We have replaced the Duty of Disclosure with 'Your duty to answer honestly'. Refer to page 23 of the PDS for further information.

If you sell your car

Your insurance cover ceases if you sell or dispose of your car.

Paperless correspondence

We have updated the ways in which we can communicate to you and send you documents. For example, we can send you a document by sending you a link to it. You agree to save or print the communication for future reference.

Changes to general exclusions

We have clarified that we do not cover your vehicle while it is being used to earn a fee or reward for giving driving lessons.

We have introduced a general exclusion for infectious diseases and asbestos-related claims. Refer to page 31 of the PDS for further information.

Changes to renewing your policy

We have clarified that when we offer renewal, we may offer a different level of cover.

You can also opt-out of automatic renewal by contacting us.

Changes to our complaints process

We have updated our complaints process as detailed on page 43 of the PDS.

It is important to understand this process should you have a complaint or dispute.

Who we are and what we do

We have included additional information about some of our authorised representatives, and links where you can find out more.

Changes to our definitions

The following definitions have been updated in the 'Definitions' section of the PDS:

- The term 'driver' is used throughout the PDS. We now define this to be 'the person driving or in control of your car with your permission'.
- We have introduced a new definition – 'insured event'. This is defined as 'an event that is insured under your policy subject to its terms and conditions'.

Other changes to our wording

We have also made other changes to clarify the policy meaning. These changes are not intended to affect the cover provided.

Real Car Insurance is issued by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473, AFSL 241436 and promoted and distributed by Greenstone Financial Services Pty Ltd ABN 53 128 692 884, AFSL 343079 trading as Real Insurance.