

# **IMPORTANT INFORMATION PRODUCT DISCLOSURE STATEMENT – PART 1**

**THIS DOCUMENT IS PART 1 OF A 2 PART  
PRODUCT DISCLOSURE STATEMENT (PDS).  
PART 1 IS IMPORTANT INFORMATION  
FOR BINGLE PRODUCTS.  
PART 2 IS THE INSURANCE COVER  
DOCUMENT FOR THE SPECIFIC PRODUCT.  
PARTS 1 AND 2 ARE PROVIDED TO YOU  
AND MUST BE READ BY YOU TOGETHER AS  
THEY FORM THE PDS.**

**bingle**  
part of the  
SUNCORP GROUP

PREPARATION DATE: 25 MAY 2015

**as simple as it sounds**

## Contents

<b>About this Product Disclosure Statement and your policy .....</b>	<b>1</b>
<b>How we communicate with you .....</b>	<b>1</b>
We're here for you online .....	1
<b>Understanding your duty of disclosure .....</b>	<b>1</b>
<b>Cooling off? .....</b>	<b>2</b>
<b>Special conditions.....</b>	<b>2</b>
<b>Let's talk about your premium.....</b>	<b>2</b>
Your premium.....	2
Paying your premium .....	2
Paying by instalments.....	2
<b>How do cancellations work? .....</b>	<b>2</b>
If you cancel.....	2
...or if we cancel .....	2
<b>How the Goods and Services Tax (GST) affects this insurance.....</b>	<b>3</b>
<b>Complaints? Let us know what you think .....</b>	<b>3</b>
<b>Other stuff you need to know .....</b>	<b>3</b>
General Insurance Code of Practice.....	3
Financial Claims Scheme.....	3
Fighting the good fight against fraud .....	3
<b>Words with special meanings .....</b>	<b>4</b>

## About this Product Disclosure Statement and your policy

This Product Disclosure Statement (or PDS for short) contains important information and some details about the cover for Bingle products to help you decide whether to buy a product from us.

If you purchase a product, your policy is made up of a few things. There's this Part 1 of the PDS, as well as Part 2 of the PDS which is the Insurance Cover document for the specific product, any Supplementary PDS (SPDS) we may give you, and also your most recent insurance schedule which shows the details particular to your policy. You should read all of these documents together as they tell you what your policy covers, what is excluded, how we settle your claim, and more. Also, some words used in this PDS have a special meaning so please read 'Words with special meanings' on page 4 (below) and in Part 2 of the PDS.

Information in the PDS may change from time to time. If the change is to correct a statement or omission that may materially affect you, we'll either send to you a SPDS or a new PDS. For any other minor changes that we don't need to notify you about, the updated information will be available at [bingle.com.au](http://bingle.com.au) or you can ask us for a copy.

Throughout this PDS you'll be referred to a guide with the statement 'Refer to the applicable Premiums, Excesses & Claims Guide for further information'. Each specific product has its own Guide which will provide you with further information and is available at [bingle.com.au](http://bingle.com.au)

## How we communicate with you

Here at Bingle, we're big fans of trees. That's why we keep in touch with you electronically. We'll only send your policy documents and policy related communications by email or other types of electronic communication (e.g. SMS). Policy documents and policy communications will be provided to you in this way unless we tell you it is no longer suitable. So to make sure we can always get in touch, you'll need to keep us up to date with your current email address and Australian mobile phone number.

When it comes time for you to make a claim, all of our communications with you will also be electronic. That's unless we allow or tell you otherwise.

And so we're clear, you'll be deemed to have received each electronic communication at the time it leaves our information system. If you think something's gone missing, make sure you login and check your policy at [bingle.com.au](http://bingle.com.au) or contact us to let us know.

## We're here for you online

You can contact us through email at [bingle@bingle.com.au](mailto:bingle@bingle.com.au) or you can also login to [bingle.com.au](http://bingle.com.au) at any time to check the details of your policy, or make changes you need to make to your policy.

## Understanding your duty of disclosure

*Disclosure - more than just a film from the 90s.*

You have a duty of disclosure to tell us everything you know as well as everything you could reasonably be expected to know, that's relevant to our decision whether to insure anyone under this policy, including you, and on what terms.

This includes things we specifically ask about when you apply for a policy, or renew, or alter your policy. It also includes details on your insurance schedule, and any other matters that might affect whether we insure you, and on what terms.

This information you tell us can affect:

- the amount of your premium;
- if we'll insure you; or
- if any special conditions will apply to your policy.

On the other hand, you don't need to tell us about anything that:

- reduces the chances of you making a claim;
- we should know about because of the business we're in; or
- we tell you we don't need to know.

If you're not sure if something's relevant, it's better to tell us. If you don't tell us something you know or should know is relevant, we might reduce a claim, refuse to pay a claim, or cancel your policy. And if fraud is involved, we can treat your policy as if it never existed at all.

If there is anything you need to tell us after you take out your policy, login to your policy at [bingle.com.au](http://bingle.com.au) and update your information.

## Cooling off?

*It's more than just a cold shower on a hot day.*

It means that if you want to cancel your policy after it begins, or after you renew your policy for another period of cover, you're free to do so within 21 days of when your policy starts. As long as you haven't made a claim, we'll refund in full the money you have paid. But this means you no longer have the cover you otherwise would have had for that period of cover. Take a look at 'How do cancellations work?' on this page 2 for details about cancellations after 21 days.

## Special conditions

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

## Let's talk about your premium

### Your premium

The amount you pay us for your insurance is your premium. This is the amount we determine that reflects the likelihood of you making a claim, together with other factors related to our cost of doing business. It includes stamp duty, GST, other government charges and any fire services levy (FSL) that applies. A change to your policy details could mean a change to your premium too.

Each time you renew your policy your premium is likely to change, even if your personal circumstances have not changed. This is because your premium is affected by other things such as our expenses of doing business and changes in our approach to how we determine your premium.

The premium will be shown as the 'total amount payable' on the renewal notice we send you with your insurance schedule or, if you pay by instalments, the instalment premium will be shown as 'instalment amount'.

Refer to the applicable Premiums, Excesses & Claims Guide for further information.

### Paying your premium

We'll always let you know when you need to pay us your premium, as well as how much it will be, and how you can pay. If you do not pay the premium due on renewal by the due date, you will have no cover from that due date.

A change to your policy details could mean a change to your premium. If we owe you a refund, you'll either receive it as a one-off payment, or we'll reduce your remaining instalments (depending on how you pay your

premium). If you end up having to pay extra premium, you'll need to do this immediately once you've made the change, or we'll add it to the instalments you have left.

It's important to pay the full premium we ask for. Otherwise we could reduce your period of cover so that it's in line with the amount you have already paid, if any.

### Paying by instalments

If you're eligible, you may want to pay your premium by instalments. But just so you know, the total premium will be higher than if you pay one lump sum for the whole year.

If you do pay your premium by instalments, you'll be responsible for any fees your financial institution or payment provider might apply (including dishonour fees).

When your policy's set to expire and we offer to renew your policy, we'll send you a renewal notice before your policy expiry date. Unless you cancel your arrangements for paying your premium by instalments, you'll continue to pay by instalments for the new period of cover. The amount of the instalment payments will be based on the terms that apply to your policy on renewal.

### What happens if your instalment is overdue?

If you're paying your premium by instalments and an instalment's overdue we can do one, or both, of these things:

- refuse to pay a claim if an instalment is 14 days (or more) overdue; and/or
- cancel your policy without notifying you in advance if the instalment is 1 month (or more) overdue.

## How do cancellations work?

To cancel your policy, just login to [bingle.com.au](http://bingle.com.au) You'll have no cover under your policy from the date and time of cancellation. Of course, we'll be sorry to see you go.

### If you cancel...

You can cancel this policy at any time. If you do, we'll give you the unexpired portion of the premium, less any non-refundable government charges, if the refund is more than \$1.

### ...or if we cancel

We can cancel your policy when legally allowed to do so. If we do, you'll be refunded the unexpired portion of the premium, less any non-refundable government charges, if the refund is more than \$1. But if we cancel your policy due to fraud, or due to us making a total loss payment, we won't refund any money to you.

## How the Goods and Services Tax (GST) affects this insurance

Each time you make a claim, you must tell us about the Input Tax Credit (ITC) for Goods and Services Tax (GST) purposes you're entitled to for your premium and your claim. If you don't give us this information, or if you tell us an incorrect ITC, we will not pay any GST liability you incur. We'll reduce any payments made to you by an amount equal to your Input Tax Credit entitlement, if any.

## Complaints? Let us know what you think

If you are not satisfied with our products or services or a decision made in relation to your insurance, please let us know so that we can help. It is important to follow the complaint handling process in order to resolve your complaint effectively and efficiently.

### Step 1. Let us know

If you would like to make a complaint, please let us know by emailing [consumerfeedback@bingle.com.au](mailto:consumerfeedback@bingle.com.au) as they may be able to resolve the complaint for you. If not, the staff member will refer you to a Manager or their delegate and they will attempt to resolve the complaint. A response is usually provided to you within **5** business days.

### Step 2. Review by our Internal Dispute Resolution Team

If you are not satisfied with the outcome of the business review you can request the complaint be referred to the Internal Dispute Resolution (IDR) Team for review or you can contact them directly:

By phone: 1300 241 291

By email: [idr@bingle.com.au](mailto:idr@bingle.com.au)

In writing: Bingle Internal Dispute Resolution  
PO Box 14180, Melbourne City Mail Centre VIC 8001

If we require additional information we will contact you to discuss. IDR will usually contact you with a decision within **15** business days of receiving your complaint.

### Step 3. Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Financial Ombudsman Service (FOS). FOS is an independent external dispute scheme and their service is free to you. Any decision FOS makes is binding on us, provided you also accept the decision. You do not have to accept their decision and you have the option of seeking remedies elsewhere.

FOS is available to customers who fall within their terms of reference. FOS will advise if they can help you.

You can contact FOS:

By phone: 1300 780 808

By fax: (03) 9613 6399

By email: [info@fos.org.au](mailto:info@fos.org.au)

In writing: Financial Ombudsman Service GPO Box 3,  
Melbourne VIC 3001

By visiting: [www.fos.org.au](http://www.fos.org.au)

## Other stuff you need to know

### General Insurance Code of Practice

We support and adhere to the General Insurance Code of Practice. You can get a copy of the code from the Insurance Council of Australia website [insurancecouncil.com.au](http://insurancecouncil.com.au) or by calling (02) 9253 5100.

### Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS), which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent, and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles people who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

You can find more information about the FCS at [apra.gov.au](http://apra.gov.au) or by calling 1300 55 88 49.

### Fighting the good fight against fraud

Fraud affects everyone. From the additional costs honest policyholders are hit with, to the valuable community resources it chews up, we all feel the sting of fraudulent activity. We're committed to fighting fraudulent and inflated claims so we can keep your premium low. These claims will be investigated, and may be reported to the police.

You can help us fight insurance fraud by reporting incidents where you suspect or know that an insurance claim involved fraudulent behaviours like staged incidents, inflated damage claims, intentional behavior by, or allowed by, the policy holder, or anything else that just seems to be outright dodgy or suspicious.

To report suspected insurance fraud, call 1300 881 725 (local call cost from a landline).

## Words with special meanings

Sometimes even we have to use words with special meanings to properly explain the cover your policy provides. The words with special meanings used in this Part 1 of the PDS are listed here. Make sure you also read the words with special meanings listed in Part 2 of the PDS (Insurance Cover for the particular product). Otherwise any words we use are consistent with their ordinary meaning.

Your **insurance schedule** means your latest insurance schedule we have given you. It is an important document that sets out the information you've given us, on which we've based our decision to insure you, as well as the individual details of your policy. We'll send you an updated insurance schedule whenever you let us know these details have changed.

**Period of cover** means the time from when your policy starts to when it ends (as shown on your insurance schedule).

**Policy** means your insurance contract. It is made up of Part 1 and Part 2 of the PDS, and any Supplementary PDS, and your latest insurance schedule we have given you.

**We, us, our** and **Bingle** mean AAI Limited  
ABN 48 005 297 807 trading as Bingle Insurance.

**You, your** means the person named as the policyholder on your insurance schedule.