

# PREMIUMS, EXCESSES & CLAIMS GUIDE.

## COMPREHENSIVE CAR INSURANCE

The purpose of this Comprehensive Car Insurance Premiums, Excesses & Claims Guide (Guide) is to provide you with further information about the excesses that may apply to the policy, as well as explain how we determine premiums for, and pay claims under, the policy.

You should read this Guide together with our Comprehensive Car Insurance Product Disclosure Statement (PDS) dated 18 December 2020. This Guide applies to all policies with a start date or a renewal date on or after 16 March 2021.

## HOW DOES BINGLE DETERMINE YOUR PREMIUM?

When we determine your premium, there are a range of factors we take into account, including the driving and claims history of the listed drivers on your policy who'll drive your car, and information about your car itself. We may take into account some or all of the factors, and the importance we place on the factors we use can change. How these factors combine to affect your premium will differ from policy to policy.

The premium includes our cost of providing and administering your policy including the management of any claims on your policy. We'll also take into account our experience of the cost of the claims we pay under the insurance we provide and may also take into account current market conditions.

Once we have assessed your request for insurance against all of our premium factors, we can determine a premium for your policy.

Our policies are subject to minimum premiums.

The factors we may use include a combination of some or all of the following:

- Information about your car including its age, make and model
- Where your car's parked
- The driver(s) age, gender, and claims history
- The driver's insurance history
- Whether you pay by instalments or not
- Approximate distance your car is driven per year
- The standard excess you choose from the range we offer
- How the car is primarily used
- Whether the car is financed
- Whether you have chosen any optional extras.

## What about government taxes and charges?

The premium we charge you is subject to taxes and charges. When we add these taxes and charges to your premium, we'll first add any Emergency Services Levy/ Fire Services Levy (ESL/FSL) if it's applicable, then GST and then any stamp duty.

## What about discounts?

Bingle doesn't start with higher premiums just so we can lower them with discounts. The premium we offer you will be our best offer.

## At renewal

When we offer to renew your policy, the premium we offer is likely to be different to what you paid last time, even if your personal circumstances haven't changed. This is because the effects of some or all of the premium factors that we take into account may have changed. Changes to government taxes and charges can also impact your renewal premium.

# WHAT EXCESSES APPLY WHEN YOU MAKE A CLAIM?

The amount and types of excesses that apply to your policy are stated on your certificate of insurance. There are three types of excess, these are:

**Standard excess** – applies to all claims unless stated otherwise in the PDS..

**Age excess** – applies if a driver under 25 years of age is using your car at the time of the incident. This excess is in addition to the standard excess.

**Unlisted household member or unlisted regular driver excess** – applies if a driver who's a household member or regular driver, and who's not a listed driver on your policy, is using your car at the time of an incident for which you're claiming. This excess applies in addition to any other excess that may also be applicable. This excess doesn't apply to learner drivers as long as another driver listed on the policy is a passenger in your car.

Here's the range of excess amounts that apply, the standard excess depends on the amount you have chosen from the range we offer and this can vary based on the State or Territory where the car's kept:

### Standard excess

\$600 to \$2,200

### Age excess

\$600

### Unlisted excess

**Unlisted household member or unlisted regular driver excess**

\$1,950

See pages 14 and 15 of the Comprehensive Car Insurance PDS, as well as the actual excess amounts shown on your insurance schedule, for full information about the excesses that apply to your policy. The PDS explains when and how these excesses can be paid. If you're claiming for more than one incident, you'll need to pay the excess(es) applicable to each incident. But if you are only claiming under the 'Windscreen and Window Glass Only Cover' option, you don't have to worry about paying an excess at all – an excess doesn't apply to that option.

## WHEN DOES AN EXCESS APPLY?

The table below explains the excesses that apply to common claim types. For other types of claims, we will tell you what excesses apply when you make a claim.

WHEN YOU MAKE A CLAIM FOR:		WHAT EXCESS WILL APPLY?	
	STANDARD EXCESS	OTHER EXCESSES (IF APPLICABLE)	
Theft or attempted theft of your car	Yes	none	
Storm, hail, flood or fire damage	Yes	none	
Malicious act or vandalism	Yes	none	
Damage to your car whilst parked caused by an unidentified person or driver	Yes	none	
Collision with or by an animal	Yes	Age excess Unlisted household member or unlisted regular driver excess	
Windscreen or window glass damage only*	No*	none*	
An incident where we decide the driver of your car caused or contributed to the damage	Yes	Age excess Unlisted household member or unlisted regular driver excess	
An incident where we agree the driver of your car was not at fault, and you can give us the name and address of the at fault driver and the registration number of the at fault vehicle	No	none	
An incident where we agree the driver of your car was not at fault, but you cannot give us the name and address of the at fault driver and the registration number of the at fault vehicle	Yes	Age excess Unlisted household member or unlisted regular driver excess	

\*if you have chosen and paid for the 'Windscreen and window glass cover' option (see page 12 of the PDS) then you will not have to pay an excess for these claim types when the only loss or damage to your car is to the windscreen or window glass, including the sun roof.

The next section of this guide shows examples of claim payments, which include excess payments.

# HOW DOES BINGLE PAY A COMPREHENSIVE CAR INSURANCE CLAIM?

When you make a claim on your policy we'll ask you questions about what you're claiming for. We may also ask you to provide us with documents to support your claim or ask you to explain what's happened.

Once we have all of the information we need to assess your claim, we'll consider what you have claimed for against the policy cover you have purchased. Many of the covers under the policy have a maximum payout limit. These limits are shown either in the PDS or on your insurance schedule.

## Claim payment examples

The following claim payment examples show how Bingle pays common types of Comprehensive Car Insurance claims. They're only examples. Bingle determines real claim payments on an individual basis, after we have assessed each claim.

Notes about the claim payment examples:

- All examples (including excesses) are based on a policyholder living in New South Wales.
- All amounts are shown in Australian dollars and are GST inclusive.
- All examples assume that the policyholder isn't registered for GST.

You should read the PDS and your insurance schedule for full details of what Bingle covers as well as what policy limits, excesses and exclusions apply.

### a) A claim for accidental damage to your car, that can be repaired, and a liability claim against you

Your car's insured for its market value and there's no finance on your car. You have paid your premium in one annual payment. Your car's damaged when you reverse into a parked car, whilst trying to squeeze into a car park spot. You exchange details with the other car's owner, who was nearby.

You chose a standard excess of \$795, and this is the only excess that applies since you're over 25 years old and listed on your policy.

You lodge your claim with Bingle and pay us your \$795 standard excess. We organise for your car to be assessed and during our assessment we determine your car's market value to be \$10,000. We determine the cost of your repairs to be \$2,498. We tell you where to take your car for repairs, and you drop your car off on a Monday morning. Your repairs take four days and you pick up your repaired car on Friday morning.

We contact the other car's owner and organise for their car to be assessed and repaired. It costs us \$1,890 to repair their car.

We'd calculate our claim payments on the following basis:

HOW MUCH WE PAY	ADDITIONAL INFORMATION	WHAT POLICY LIMITS APPLY?
\$2,498	We pay the repairer of your car for the full cost of the authorised repairs.	We cover your car for accidental damage up to its market value. The cost to repair your car is \$2,498 which is less than your car's market value so we proceed with repairs to your car.
\$1,890	We pay the repairer of the car you collided with for the cost of that car's repairs.	We cover the cost of accidental damage caused by the use of your car to other people's cars or property. We pay up to \$20 million for all claims arising from the one incident. If your car's under finance we'll first pay the financier what you owe and then pay you any remaining balance.
<b>Total Payments: \$4,388</b>	<b>This is the total amount we pay to the repairers of both cars to settle your claim.</b>	

In the above example our payment's based on the following sections of the Comprehensive Car Insurance PDS:

- Cover for accidental loss or damage to your car pages 6 and 7
- Liability cover page 8
- Excesses pages 14 and 15
- How we settle your claim pages 16 and 17
- Repairing your car - we use our repairers pages 18 and 19

**b) A claim for accidental damage to your car that results in it being determined a total loss**

Your car’s damaged when your sister veers off the road whilst driving your car, and crashes into a parked car. She exchanges details with the other car’s owner, who was nearby. Your car’s insured for its market value and there’s no finance on your car. You paid your premium in one annual payment. You have chosen a standard excess of \$895 and this applies to the claim. In addition to this the age excess of \$600 applies, plus the unlisted household member or unlisted regular driver excess of \$1,950, as your 23 year old sister (who’s not listed on your policy, but is one of your household members) was driving your car. You lodge your claim and pay your excess.

The car needed to be towed to a holding yard from the accident scene (tow cost \$230). The market value of your car is \$27,205. Our assessor determined that your car wasn’t economical for Bingle to repair, as it was extensively damaged and determined it to be a total loss. We keep the salvage. Your car was then towed from the holding yard to our salvage provider (tow cost \$75).

Under the PDS, should your car be determined a total loss, we’ll pay your car’s market value. In this case, your car’s market value is \$27,205, less \$320 of unused compulsory third party (CTP) insurance and registration costs for your car. This means we pay you \$26,885.

We’d calculate our claim payments on the following basis:

HOW MUCH WE PAY	ADDITIONAL INFORMATION	WHAT POLICY LIMITS APPLY?
\$230	We pay for the towing fee from the scene of the accident to a holding yard.	We pay for the fair and reasonable costs of towing your car, if it can’t be safely driven, to a place we have nominated or agreed to. In this case, this is via the holding yard to our salvage provider.
\$75	We pay for the towing fee from the holding yard to our salvage provider.	
\$27,205	Your car’s a total loss and we pay you your car’s market value. In this example this is \$27,205.	Once we assess your car as a total loss, we’ll pay you your car’s market value.  If your car’s under finance we’ll first pay the financier what you owe and then pay you any remaining balance.
\$1,890	We pay the repairer of the car you collided with for the cost of that car’s repairs.	We cover the cost of accidental damage caused by the use of your car to other people’s cars or property. We pay up to \$20 million for all claims arising from the one incident.
-\$320	Less your car’s unused CTP and registration costs of \$320.	Depending on your state or territory, we may deduct the balance of your car’s unused CTP and registration costs. In this example, that amount is \$320. Where we have deducted the unused CTP and registration costs from your settlement, you can collect a refund from your state or territory roads authority. If instead we decide to collect the refund from the relevant authority or insurer ourselves, this amount will not be deducted from your claim.
<b>Total Payments: \$29,080</b>	<b>This is the total amount we pay to various parties, including you, to settle your claim.</b>	

In the above example our payment’s based on the following sections of the Comprehensive Car Insurance PDS:

- Cover for accidental loss or damage to your car pages 6 and 7
- Towing and storage costs page 11 Excesses pages 14 and 15
- How we settle your claim pages 16 and 17

### c) A claim for the theft of your car (when you have been paying your policy by monthly instalments)

You're a 24 year old and your four year old Mazda 3 is insured for its market value. You chose a standard excess of \$1,100 for your policy. You pay us your premium by monthly instalments and your car isn't financed. You park your car outside your work and when you return it's missing. There's only some broken glass nearby. You immediately call the police to report the theft and after obtaining a NSW police incident number, you then lodge your claim with Bingle.

As part of your claim we speak to you about the circumstances of the theft of your car and ask you to provide us with documents that show you own it. After 14 days of you reporting its theft to us your car's still not found, so we determine your car to be a total loss. We settle your claim by paying you for your car's market value, less your outstanding excess payment and the premium instalments for the remainder of the period of cover in which you made your claim. In this example your car's market value is \$17,350. We pay \$17,350, less the unpaid excess of \$1,100 and the outstanding premium of \$150 (the value of monthly instalments remaining for your period of cover). This means we pay you \$16,100.

Since Bingle's settled your total loss claim, your policy comes to an end. When you purchase a new car, we hope you choose Bingle again for your new insurance policy.

We'd calculate our claim payments on the following basis:

HOW MUCH WE PAY	ADDITIONAL INFORMATION	WHAT POLICY LIMITS APPLY?
\$17,350	Your car's a total loss, and in this your example your car's market value is \$17,350.	Once we assess your car as a total loss, we'll settle your claim with a total loss payment.  This amount may be reduced by the amount of any unpaid excesses or premiums still outstanding for the full period of cover at the time we make our payment.  If we don't recover your stolen vehicle, we can't retain its salvage value, so we won't deduct any unused registration costs or CTP insurance from our total loss payment in this instance.
-\$1,100	Less your excess payment.	For a theft claim, only your standard excess applies.
-\$150	Less the outstanding premium of \$150	
<b>Payment: \$16,100</b>	<b>This is the total amount we pay to you to settle your claim.</b>	

In the above example our payment's based on the following sections of the Comprehensive Car Insurance PDS:

- Cover for accidental loss or damage to your car pages 6 and 7
- Excesses pages 14 and 15
- How we settle your claim pages 16 and 17

**d) A claim under ‘Keep Mobile’**

You’re 19 years old and currently have a claim with Bingle on your policy for your Toyota Corolla. You have the ‘Keep Mobile’ option on your policy, but didn’t require a hire car during this claim as it was a small repair with a short turn around time. Your friend contacts you and asks to be picked up from the airport, so you borrow your mother’s car. Unfortunately on the way to the airport you have a bingle and run into the back of another car.

Your mother’s car is insured with another insurer who accepts the claim, charging her a standard excess and an unlisted driver age excess totalling \$2,000. You chose a standard excess of \$650 for your policy and pay us your standard excess of \$650 plus the age excess of \$600 totalling \$1250.

<b>HOW MUCH WE PAY</b>	<b>ADDITIONAL INFORMATION</b>	<b>WHAT POLICY LIMITS APPLY?</b>
We pay \$2,000 to your mother	This is the total amount we pay to settle your claim.	Loss or damage to the car being used under ‘Copycat Cover’ is limited to its market value.
<b>Payment: \$2,000</b>		

In the above example our payment’s based on the following sections of the Comprehensive Car Insurance PDS:

- ‘Keep Mobile’ page 12
- Excesses pages 14 and 15
- Keeping up with claims under the ‘Keep Mobile’ option page 17



### e) A claim under 'New for Old'

You're 30 years old and you have lodged a claim with Bingle on your policy for your Mitsubishi Lancer ES after another car crashed into it. You have chosen a standard excess of \$895, but because the other driver was entirely at fault and you have provided us with their details, we'll waive your excess. The damage to your car is so severe it's a total loss.

Because you purchased the 'New for Old' option on your policy, we'll replace your car with a new one. However we're unable to locate a Mitsubishi Lancer ES which is the same make as yours. So we purchase a brand new Honda Civic VTi Sedan for you as it's the nearest similar make and model to your current car. We also pay the on road costs like stamp duty, CTP and registration. Because Bingle has settled your claim under the terms of the 'New for Old' option, your policy continues until its expiry date.

We'd calculate our claim payment on the following basis:

HOW MUCH WE PAY	ADDITIONAL INFORMATION	WHAT POLICY LIMITS APPLY?
<p>We pay \$23,421 to Honda</p>	<p>Your Mitsubishi Lancer ES was a total loss. The same make and model wasn't available so we replaced it with a new Honda Civic VTi Sedan which in our opinion is the nearest similar available make and model. We pay this amount which includes CTP, registration, stamp duty and delivery charges to Honda Civic VTi Sedan.</p>	<p>We'll replace your car with a brand new car of the same make and model, if available. If it's not possible for us to supply you with the same make and model within 90 days of deciding your car's a total loss, we'll supply you with a new car that's the nearest similar available make and model to your car. In both cases, we'll pay on road costs such as CTP, registration, stamp duty and delivery charges.</p>
<p><b>Payment: \$23,421</b></p>	<p><b>This is the total amount we pay to settle your claim.</b></p>	

In the above example our payment's based on the following sections of the Comprehensive Car Insurance PDS:

- 'New for Old' pages 11 and 12
- Excesses pages 14 and 15

## HOW TO CONTACT BINGLE INSURANCE.

If you need any help, you'll find our Help Centre at [bingle.com.au](https://www.bingle.com.au)