

## COMPREHENSIVE CAR INSURANCE PREMIUMS, EXCESSES & CLAIMS GUIDE

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 Parts 1 and 2 of our Comprehensive Car Insurance Product Disclosure Statement (PDS) dated 15 May 2017. This Guide applies to all policies with a start date on or after 25th July 2019. It also applies to policies that renew on or after 25th July 2019.

### 1. How does Bingle determine your policy 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, driving and claims history
- Whether you pay by instalments or not
- Approximate distance your car's is driven per year
- Whether you have chosen any optional extras.

### What about government taxes and charges?

The premium we charge you is subject to the following taxes and charges:

<b>GST</b>	The rate of GST is set by the Federal Government.
<b>Stamp Duty</b>	The rate of this duty is set by your State or Territory government.

When we add these taxes and charges to your premium, we'll add 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.

## 2. What excesses apply when you make a claim?

An excess is the amount you have to pay for each claim. We treat each incident as a separate claim. There are three types of excess. The three excesses 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 excesses that apply, depending on the State or Territory where the car's kept:

Standard excess	Age excess	Unlisted household member or unlisted regular driver excess
\$650 to \$795	\$600	\$1,950

See page 7 of the Comprehensive Car Insurance PDS - Part 2, as well as the actual excesses shown on your insurance schedule, for full information about the excesses that apply to your policy. The PDS explains when and how these excesses are to be paid. If you're claiming for more than one incident, you'll need to pay the excess(es) applicable to each incident.

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

### 3. 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. 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.

A standard excess of \$795 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 upfront. 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 our determination of your car's market value. The cost to repair your car is \$2,498 which is less than our determination of 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 full and fair 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.
<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 – Part 2:

Cover for accidental loss or damage to your car pages 2 and 3

Liability cover page 3

Excesses page 7

How we settle your claim pages 7 and 8

Repairing your car - we use our repairers page 9

**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. A standard excess of \$795 applies and in addition to this an age excess applies of \$600, 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 upfront.

The car needed to be towed to a holding yard from the accident scene (tow cost \$230). We determine the market value of your car to be \$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 our determination of your car's market value. In this case our determination of 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.	
\$26,885	Your car's a total loss and we pay you our determination of your car's market value. In this example this is \$27,205. From that amount we deduct your car's unused CTP and registration costs of \$320.	Once we assess your car as a total loss, we'll pay you our determination of your car's market value.  We'll reduce the payment by the amount of the unused portion of your car's registration and CTP premium. This is because in NSW you're entitled to collect these unused amounts from Roads and Maritime Services, and your CTP insurer. 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: \$27,190</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 - Part 2:

Cover for accidental loss or damage to your car pages 2 and 3

Towing and storage costs page 4

Excesses page 7

How we settle your claim pages 7 and 8

**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 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.

When you lodge your claim, you pay us your standard excess of \$795. 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 our determination of your car's market value, less your outstanding premium instalments for the remainder of the period of cover in which you made your claim. In this example we determined the market value of your car to be \$17,350. We pay \$17,350, less the outstanding premium of \$50 (the value of monthly instalments remaining for your period of cover). This means we pay you \$17,300.

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?
\$17,300	Your car's a total loss, and in this example we pay you our determination of its market value of \$17,350, less the outstanding premium of \$50.	Once we assess your car as a total loss, we'll pay our determination of its market value.  This amount may be reduced by the amount of any unpaid premiums 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.
<b>Payment: \$17,300</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 – Part 2:

Cover for accidental loss or damage to your car pages 2 and 3

Excesses page 7

How we settle your claim pages 7 and 8

**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 pay us your standard excess of \$795 plus the age excess of \$600 totalling \$1,395.

How much we pay	Additional information	What policy limits apply?
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 – Part 2:

'Keep Mobile' page 5

Excesses page 7

Keeping up with claims under the 'Keep Mobile' option page 8

**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 Ford Falcon sedan after another car crashed into it. You have paid your standard excess of \$795 up front. You have provided us with the third party's details and we have deemed you to be not at fault, however the damage to your car is so severe it's a total loss. Because we have been able to identify the at fault party, we refund your excess in full.

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 Ford Falcon sedan which is the same make as yours. So we purchase a brand new Holden Commodore for you as (in our opinion) 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?
We pay \$44,571 to Holden	Your Ford Falcon sedan was a total loss. The same make and model wasn't available so we replaced it with a new Holden Commodore 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 Holden.	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 60 days of deciding your car's a total loss, we'll supply you with a new car that's (in our opinion) 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.
<b>Payment: \$44,571</b>	<b>This is the total amount we pay to settle your claim.</b>	

In the above example our payment's based on the following sections of the Comprehensive Car Insurance PDS – Part 2:

'New for Old' page 5

Excesses page 7

**How to contact Bingle Insurance:**

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