

# 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 25 May 2015. This Guide applies to all policies with a start date on or after 27th August 2016. It also applies to policies that renew on or after 27th August 2016.

## 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 will 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've 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:

- Your car's estimated value
- Information about your car including its age, make and model
- Where your car is parked
- The driver(s) age, gender, driving and claims history
- Whether you pay by instalments or not
- Approximate distance your car 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>Fire Services Levy</b>	This levy only applies in New South Wales.
<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 will always add any fire services levy first, 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.

If you have any questions about how we determined your Comprehensive Car Insurance premium, please email us at [bingle@bingle.com.au](mailto:bingle@bingle.com.au)

## 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 is a household member or regular driver, and who is not a listed driver on your policy, is using your car at the time of an incident for which you are claiming. This excess applies in addition to any other excess that may also be applicable. This excess does not apply to learner drivers as long as another driver listed on the policy is a passenger in your car.

Here is the range of excesses that apply, depending on the State or Territory where the car is kept:

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

See pages 6 and 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 will ask you questions about what you are claiming for. We may also ask you to provide us with documents to support your claim or ask you to explain what has happened.

Once we have all of the information we need to assess your claim, we will 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 are 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 is not 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 is insured for an estimated value of \$10,000. You have paid your premium in one annual payment. Your car is 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 are 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 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 would 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 either the lower of the estimated value that's shown on your insurance schedule, or our determination of its market value. In this example the estimated value is \$10,000 and our determination of market value was not relevant as the repair costs were lower than both market value and estimated value.
\$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.</b>	

In the above example our payment is 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 pages 6 and 7

How we settle your claim pages 7 and 8

Repairing your car - we use our repairers pages 8 and 9

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

Your car is 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 is insured for an estimated value of \$28,500 and there is 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 is not listed on your policy, but is one of your household members) was driving your car.

The car needed to be towed to a holding yard from the accident scene (tow cost \$230). 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). We determine the market value of your car to be \$27,205 which is less than the estimated value.

Under the PDS, should your car be determined a 'total loss', we will pay the lesser of either your car's estimated value or our determination of its market value. In this case the market value is less than the estimated value therefore your total loss payment will be \$27,205 (our determination of the market value of your car), less your \$3,345 total claim excesses, and less \$320 of unused Compulsory Third Party Insurance (CTP) and rego. This means we pay you \$23,540.

We would 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.	
\$23,540	Your car is a total loss and, in this example, we pay you our determination of its market value. In this example this is \$27,205. From that amount we deduct \$3,345 which is the total of the excesses payable by you, and then deduct the unused CTP and rego of \$320.	Once we assess your car as a total loss, we will pay the lesser of either the estimated value or the market value we determine for your car, less any applicable claim excesses if you had not already paid them.  If your car is registered in NSW we may also reduce the payment by the amount of the unexpired portion of your car's registration and CTP premium. This is because in NSW you are entitled to collect these unused amounts from Roads and Maritime Services, and your CTP insurer. If your car is under finance we will first pay the financier what you owe and then pay you any remaining balance.
<b>Total payments: \$23,845</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 is 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 pages 6 and 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 are a 24 year old and your four year old Mazda 3 is insured for an estimated value of \$17,000. You pay us your premium by monthly instalments and your car is not financed. You park your car outside your work and when you return it's missing. There is 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 is still not found, so we determine your car to be a total loss. We settle your claim by paying you the lower of either the estimated value or 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 which is higher than its estimated value of \$17,000. As Bingle pays the lesser of the two values, we pay \$17,000, less the outstanding premium of \$50 (the value of monthly instalments remaining for your period of cover), and less \$413 of unused CTP and rego. This means we pay you \$16,537.

Since Bingle has 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 would calculate our claim payments on the following basis:

How much we pay	Additional information	What policy limits apply?
\$16,537	Your car is a total loss, and in this example we pay you its estimated value of \$17,000, less the outstanding premium of \$50 and less the unused CTP and rego of \$413.	Once we assess your car as a total loss, we will pay the lesser of either the estimated value or our determination of its market value.  This amount may be reduced by:  i) the amount of any unpaid premiums for the full period of cover at the time we make our payment; and  ii) if your car is registered in NSW we may also reduce the payment by the amount of the unexpired portion of your car's registration and CTP premium. This is because in NSW you are entitled to collect these unused amounts from Roads and Maritime Services, and your CTP insurer. If your car is under finance we will first pay the financier what you owe and then pay you any remaining balance.
<b>Payment: \$16,537</b>	<b>This is the total amount we pay to you to settle this claim.</b>	

In the above example our payment is 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 pages 6 and 7

How we settle your claim pages 7 and 8

**d) A claim under 'Keep Mobile'**

You are 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 did not 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 \$2000. 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 is based on the following sections of the Comprehensive Car Insurance PDS – Part 2:

'Keep Mobile' page 5

Excesses pages 6 and 7

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

**How to contact Bingle Insurance:**

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

On our website: [bingle.com.au](http://bingle.com.au)