

# 60-Day Complimentary Asset Protection Insurance

Sample Product Disclosure Statement and Policy Document

## WELCOME

This insurance is designed to pay the difference, up to the Sum Insured shown on Your Policy Schedule, between the Total Loss Valuation and the Purchase Price of Your Vehicle or if greater, the Early Settlement Amount that You owe Your Finance Company, following the Total Loss of Your Vehicle during the Policy Term.

The above is only a limited summary so please carefully read this PDS document for the full details of the terms, conditions, limits, and exclusions that apply before deciding to purchase the Policy.

This Complimentary Asset Protection Insurance is a complimentary product giving coverage for only a 60-day period.

## ABOUT THIS PRODUCT DISCLOSURE STATEMENT

This Product Disclosure Statement (PDS) contains information designed to help You make an informed decision about whether to purchase the Policy. This PDS was prepared on the 1st of June 2023. Certain words have special meanings which are explained in the Definitions section of the Policy Terms and Conditions.

## LANGUAGE

All Policy documents and all communications with You about the Policy will be in easy-to-understand English. If You have any disability that makes communication difficult, please tell Us and We will be pleased to help.

## CHECK IF THE POLICY IS SUITABLE FOR YOU

This Policy is more likely to be suitable for people who have a Finance Agreement that may not be paid out in full under their Comprehensive Vehicle Insurance in the event of a Total Loss Claim. It is less likely to be suitable for people with limited finance of an amount that is well below the amount payable under their Comprehensive Vehicle Insurance in the event of a Total Loss Claim.

## ADVICE WARNING

Any financial product advice given to You by Authorised Representative is general advice only, limited to this insurance Policy only.

Any product information given to You by the Referrer will be factual information and they are not authorised to provide any advice, limited to this insurance Policy only.

In all instances, the Authorised Representative or the Referrer does not take into account Your personal objectives, needs or financial circumstances. Please read the Product Disclosure Statement to consider whether this Policy is appropriate for Your personal objectives, needs or financial circumstances before entering into the Policy.

## ABOUT AWN AND THE INSURER

Australian Warranty Network Pty Ltd. (AWN) trading as AWN Insurance, (ABN 78 075 483 206) is an Australian Financial Services Licence No. 246469, authorised to provide general financial product advice and deal in general insurance products. This insurance is underwritten by Sovereign Insurance Australia Pty Ltd (Insurer) (ABN 85 138 079 286) who holds AFS Licence No 342516. Under a binding authority with the Insurer, AWN as a managing general agent is authorised by them to arrange, issue, vary, cancel and handle all Claim enquiries for these Products on their behalf.

## The Insurer can be contacted:

Sovereign Insurance Australia Pty Ltd

3801-3803 Pacific Highway, Tanah Merah, QLD 4128

If You need information about this insurance, in the first instance You should contact AWN Insurance at the details set out below.

**Post:** PO Box 4301, Loganholme QLD 4129

**Phone:** (07) 3802 5577

**Web:** [www.awninsurance.com.au](http://www.awninsurance.com.au)

## BENEFITS OF THE POLICY

Following a valid Claim, where Your Vehicle is declared a Total Loss by Your Comprehensive Vehicle Insurance provider, We will pay the difference, up to the Sum Insured shown on Your Policy Schedule, between the Total Loss Valuation of Your Vehicle and the Purchase Price of Your Vehicle or, if greater, the Early Settlement Amount that You owe Your Finance Company. We will pay up to the amount specified in the table below for the applicable cover option shown on Your Policy Schedule.

60 Days Complimentary Asset Protection Insurance Coverage	Coverage Amount Limit
API Cover Benefit Limit	\$5,000

Not everything is covered by the Policy. The above is a limited summary only and not a full description of the coverages. All cover is subject to terms, conditions, exclusions and limitations that are not listed in the summary. You need to read the Policy Terms and Conditions included in this document to properly understand the cover provided and its limitations.

## POLICY LIMIT

Limits do apply to coverage of this Policy. You should read Your Policy carefully so that You are aware of what limits are applicable to You in the event of a loss.

## COST OF THE POLICY

There is no premium payable by You for this product.

## THE PEOPLE WHO PROVIDE OUR SERVICES

We may use Authorised Representatives or Referrers approved by AWN.

Authorised Representatives are third parties whom We have authorised to provide Your information, Your Vehicle information and Your Financiers information to Us to allow Us to be able to provide You with this 60 Days Complimentary Asset Protection Insurance Coverage.

Referrers are other third parties who We have authorised to provide Your information, Your Vehicle information and Your Financiers information to Us to allow Us to be able to provide You with this 60 Days Complimentary Asset Protection Insurance Cover. They will only provide factual information and are not authorised to provide any product or financial advice.

## ADDITIONAL INFORMATION AND CONFIRMATION OF TRANSACTIONS

If You require additional information about the Policy or wish to confirm a transaction, please contact AWN Insurance.

## UPDATING THE PDS

We may need to update this PDS from time to time if certain changes occur when required and permitted by law. We will issue You with a new PDS or a supplementary PDS or other compliant document to update the relevant information except in limited cases, such as, where the information is not something that would affect You negatively, where We may issue You with notice of this information in other forms or keep an internal record of such changes. You can get a paper copy free of charge by contacting Australian Warranty Network using Our details provided in this document.

# POLICY TERMS AND CONDITIONS

Please read these Policy Terms & Conditions and Product Disclosure Statement (PDS) for full details of what We cover, as well as what policy limits, conditions and exclusions apply.

## DEFINITIONS

There are a number of words in this document that have a specific meaning:

**API** means Asset Protection Insurance.

**Agreed Value** means the amount which You and Your Comprehensive Vehicle Insurer agree to insure Your Vehicle for.

**Authorised Representative** means an individual or company appointed by AWN as an approved representative who is limited to giving general advice only.

**Claim** means a valid Claim in accordance with these terms and approved by AWN.

**Comprehensive Vehicle Insurance** means the Comprehensive Vehicle Insurance policy that provides accidental loss or damage and third-party property damage cover for Your Vehicle to the minimum value of the market value of Your Vehicle (agreed value is acceptable but must be greater than market value at the time of the Comprehensive Vehicle Insurance being issued).

**Comprehensive Vehicle Insurer** means the insurer(s) of Your Comprehensive Vehicle Insurance.

**Contributory Negligence** means the failure by You to act carefully or thoughtfully and Your negligent act or omission which entitles the issuer of Your Comprehensive Vehicle Insurance to reduce a Total Loss Valuation because You contributed to the damage to Your Vehicle resulting in a Total Loss. Examples include driving carelessly or driving without using a seatbelt.

**Early Settlement Amount** means the amount required at the date of the Total Loss to settle the element of Your Finance Agreement that relates to the Purchase Price. (N.B. If You borrowed more than the Purchase Price on the Finance Agreement, You will still have an outstanding balance after We have settled Your Claim. For example, You may have borrowed to pay for insurance premiums, road fund licence, new motor vehicle registration fee, fuel, paintwork and/or upholstery protection kits and We would not pay any outstanding balance relating to such items).

**Finance Agreement** means the finance arrangement for Your Vehicle listed in Your Schedule.

**Loan Settlement Amount** means the amount owing under the Finance Agreement for Your Vehicle as at the date of the event that caused the Total Loss of Your Vehicle.

**Market Value** means the cost determined by Your Comprehensive Vehicle Insurer to replace Your Vehicle with a vehicle of the same make, model, age and condition as Your Vehicle immediately prior to the loss or damage.

**Negative Equity** means any finance carried over from a previous motor vehicle or finance agreement.

**Period of Insurance** means the contract period as stated on the Schedule in which the Policy operates unless ending earlier in accordance with the Policy terms or law.

**Policy** means Your insurance contract with Us. It includes this PDS, the Schedule and any other document We agree will form part of the terms and conditions of Your Policy, including any endorsements issued by Us. These are important documents and should all be carefully read together and kept in a safe place for future reference.

**Referrer** means an individual or company approved by AWN who is limited to give factual advice only.

**Schedule** means the document We issue You that specifies important information such as the Policy number, Your cover option, the details of the sums insured and any applicable endorsements.

**Total Loss** means when Your Vehicle is the subject of damage, fire or theft to the extent that a Claim is paid as a full and final settlement under the Comprehensive Vehicle Insurance and Your Vehicle becomes the property of the Comprehensive Vehicle Insurer.

**Total Loss Payment** means either the Market Value or Agreed Value paid by Your Comprehensive Vehicle Insurer in the event of a Total Loss Claim.

**We, Our or Us** means Australian Warranty Network Pty Ltd trading as AWN Insurance, on behalf of Sovereign Insurance Australia Pty Ltd.

**Your Financier** means the financier listed in Your Schedule.

**Your Vehicle** means the car, light van, caravan, motorhome or minibus detailed on Your Schedule:

- Which is registered, or is capable of registration, for use on public roads;
- Including its standard tools, modifications and accessories as supplied by the manufacturer;
- Including its fitted or non-standard extras, modifications and accessories which You have listed as covered on Your Comprehensive Vehicle Insurance schedule; and
- Which is not a motorcycle, courier vehicle, taxi, or any other vehicle used for transporting persons or goods for reward.

**You, Your** means the insured named in the Schedule.

## ELIGIBILITY

You can apply for this insurance if at the Policy commencement date:

- Your Vehicle must be covered by a Comprehensive Vehicle Insurance Policy throughout the Policy Term. Please Note: Motor vehicle trade insurance policies are excluded.
- You are the registered owner or keeper of Your Vehicle.
- The Vehicle is NOT a motorcycle, motor scooter or moped.
- Your Vehicle has not been declared a Total Loss before the Cover Commencement Date.
- Your Vehicle is under 15 years old at the Policy Cover Commencement Date with a minimum purchased price of \$10,000 and a maximum purchase price of \$200,000.
- Your Vehicle is not a commercial vehicle with a gross vehicle weight exceeding 3.5 tonnes or used as a taxi or any other motor vehicle used for transporting goods for hire, fare or reward.
- Your Vehicle is registered in Australia.
- You are a resident in Australia or an Australian registered company.
- Another Guaranteed Asset Protection Insurance Policy is not already in place for Your Vehicle.

We may decide not to offer cover if Your Vehicle does not meet specified eligibility criteria that We set based on the age, value, make or model of the vehicle.

## COOLING-OFF PERIOD

You may cancel this Policy for any reason within 30 days from the Application Date by notifying Us in writing, or by calling Us on (07) 3802 5577 or emailing Us at [claims@theclaimshub.com.au](mailto:claims@theclaimshub.com.au). This is known as the 'Cooling-Off Period'. If the Policy has been issued to more than one person each person must authorise and sign the cancellation request. As this is a complimentary product there will be no applicable refund of any premium.

## WHAT DO WE PAY

This insurance is designed to pay the shortfall between the amount Your Comprehensive Vehicle Insurance provider pays as a result of a Total Loss Claim and the original Purchase Price of Your Vehicle or the outstanding balance owed on Your Finance Agreement, whichever is the greatest, up to the Sum Insured amount that appears on Your Policy Schedule. We will pay up to the amount specified in the table below for the applicable cover option shown on Your Policy Schedule.

The Purchase Price does NOT include the cost of new vehicle registration fees, number plates, fuel, paintwork protection applications, insurance premiums (including the premium for this Policy), warranty premiums/charges, any arrears or any finance carried over from a previous Finance Agreement.

60 Days Complimentary Asset Protection Insurance Coverage	Coverage Amount Limit
API Cover Benefit Limit	\$5,000

## PERIOD OF INSURANCE

The Policy will commence on the commencement date specified on the Schedule.

The Policy will end on the earlier of:

- The expiry date shown on Your Schedule; or
- 60 days from the commencement date; or
- The effective date of Your Policy being cancelled in accordance with the Cooling-Off Period; or
- The date upon which Your Finance Agreement is paid out in full, discharged, refinanced or terminated; or
- The date Your Comprehensive Vehicle Insurance lapses or is cancelled; or
- On payment of a Claim under Your Policy; or
- On the sale of Your Vehicle.

## EXCLUSIONS

- Any benefit if You do not meet the eligibility requirements for this Policy.
- Any percentage or monetary amount deducted from the Total Loss Valuation because of Contributory Negligence or due to the condition of Your Vehicle.
- Any amount in excess of the Purchase Price that You may have borrowed under the Finance Agreement. For example, You may have borrowed to pay for insurance premiums, new vehicle registration fee, fuel, paintwork and/or upholstery protection kits and We would not pay any outstanding balance relating to such items).
- Any amount that has become due and payable under the Finance Agreement and has not been paid by its due date of payment.
- Any recoverable GST where You are GST registered or part GST registered.
- Any incident resulting in a Total Loss that did not occur in Australia.
- Your Vehicle if it is used for hire or rental purposes (rideshare is acceptable).
- Any loss of use of Your Vehicle or any other direct or indirect losses (such as travel costs or loss of earnings).
- Any Negative Equity.
- Any Claim where Your Vehicle Insurer or a Third-Party Vehicle Insurer has offered to repair Your Vehicle, but You have requested the Claim to be dealt with on a Total Loss basis.
- Your Vehicle if it is used as an emergency vehicle, for track days, road racing, rallying, pacemaking, speed testing or any other competitive event.
- Your Vehicle if it is driven by any person not holding a valid current licence to drive Your Vehicle.
- Your Vehicle if the Total Loss occurred after it was taken or driven without Your consent by a family member, spouse or partner.
- Your Vehicle if the Total Loss occurred when being driven with Your consent by any person who is not authorised under Your Comprehensive Vehicle Insurance Policy.
- If the Total Loss was the result of a theft when Your Vehicle was left unoccupied (that is, nobody is inside it) and is left unlocked, with the windows or roof open or with the keys inside or on it.
- Any theft or malicious damage Claim that is not accompanied by a valid crime reference number.
- Your Vehicle if the Total Loss occurred while the person in charge of the vehicle is convicted of driving under the influence of drink or drugs at the time of an incident, or driving against medical advice.
- Any loss resulting from war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, terrorist activity of any kind.
- Any loss resulting from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
- We will not pay for any loss, damage, liability, cost or expense caused by malicious or non-malicious use of any application, process, software, code or programme, including computer virus (or any computer-related hoax).
- Any early discharge penalty payment or additional interest owed under the Finance Agreement.
- Any loss that is attributable to or arising from a variation of the Finance Agreement after the Policy has been entered into. Alterations to the Finance Agreement after the Policy has been accepted will result in the immediate expiry of the Policy.

## YOUR DUTY OF REASONABLE CARE

Before You enter into an insurance contract, You have a duty of disclosure under the Insurance Contracts Act 1984.

If We ask You questions that are relevant to Our decision to insure You and on what terms, You must tell Us anything that You know and that a reasonable person in the circumstances would include in answering the questions.

You have this duty until We agree to insure You.

For variations, extensions and reinstatements, You have a broader duty to tell Us anything that You know, or could reasonably be expected to know, which may affect Our decision to insure You and on what terms.

## VARIATIONS, EXTENSIONS AND REINSTATEMENTS

For variations, extensions and reinstatements, You have a broader duty to tell Us anything that You know, or could reasonably be expected to know, which may affect Our decision to insure You and on what terms.

## IF YOU DO NOT TELL US SOMETHING

If You do not tell Us anything You are required to tell Us, We may cancel Your contract or reduce the amount We will pay You if You make a Claim, or both. If Your failure to tell Us is fraudulent, We may refuse to pay a Claim and treat the contract as if it never existed.

## MORE THAN ONE INSURED

If more than one person is named as the Insured, We will treat a statement, act, omission or Claim of any one of those people as a statement, act, omission or Claim by all people named as the Insured on this Policy.

## PRIVACY NOTICE AND CONSENT

Personal information is essentially any information or an opinion about an identified individual, or an individual who is reasonably identifiable. See the Privacy Act for full details of what constitutes personal information.

We value the privacy of personal information and are bound by the Privacy Act 1988 when We collect, use, disclose or handle personal information. We collect personal information to offer, provide, manage and administer the many financial services and products We are involved in. By accepting this insurance product from Us and by providing Us with Your personal and/or sensitive personal information, You consent to Your information being used, processed, disclosed, transferred and retained for the purposes set out within this notice.

This privacy notice details how We collect, disclose and handle personal information.

## WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information (including sensitive information) so We can:

- Identify You and conduct necessary checks; and
- Determine what service or products We can provide to You e.g offer Our insurance products; and
- Notify You of any renewable offers to any previously issued Policies; and
- Issue, manage and administer services and products provided to You or others, including Claims investigation, handling and settlement; and
- Improve Our services and products, e.g training and development of Our representatives, product and service research and data analysis and business strategy development.

## WHAT HAPPENS IF YOU DON'T GIVE US YOUR PERSONAL INFORMATION

If You choose not to provide Us with the information We have requested, We may not be able to provide You with Our services or products or properly manage and administer services and products provided to You or others.

## HOW WE COLLECT YOUR PERSONAL INFORMATION

Collection can take place through websites (from data input directly or through cookies and other web analytic tools), email, by telephone or in writing.

We collect it directly from You unless You have consented to collection from someone other than You, it is unreasonable or impracticable for Us to do so or the law permits Us to.

If You provide Us with personal information about another person You must only do so with their consent and agree to make them aware of this privacy notice.

## WHO WE DISCLOSE YOUR PERSONAL INFORMATION TO

We share Your personal information with third parties for the collection purposes noted above.

The third parties include: Our related companies and Our representatives who provide services for Us, other insurers and reinsurers, Our claim management partner(s), Your agents, Our legal, accounting and other professional advisers, data warehouses and consultants, investigators, loss assessors and adjusters, other parties We may be able to claim or recover against, and anyone either of Us appoint to review and handle complaints or disputes and any other parties where permitted or required by law.

We may need to disclose information to persons located overseas who will most likely be located in the United Kingdom, Asia-Pacific and South Africa. Who they are may change from time to time. You can contact Us for details or refer to Our Privacy Policy available on Our website. In some cases, We may not be able to take reasonable steps to ensure they do not breach the Privacy Act and they may not be subject to the same level of protection or obligations that are offered by the Act. By proceeding to acquire Our services and products You agree that You cannot seek redress under the Act or against Us (to the extent permitted by law) and may not be able to seek redress overseas.

## MORE INFORMATION, ACCESS, CORRECTION OR COMPLAINTS

For more information about Our privacy practices including how We collect, use or disclose information, how to access or seek correction to Your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled, please refer to Our Privacy Policy. It is available at [www.awninsurance.com.au](http://www.awninsurance.com.au) or by contacting Us at (07) 3802 5577 AEST 9 am - 5 pm, Monday-Friday.

## YOUR CHOICES

By providing Us with personal information, You and any person You provide personal information for, consent to these uses and disclosures unless You tell Us otherwise. If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with please contact Us. You can opt out of this by emailing [administration@awninsurance.com.au](mailto:administration@awninsurance.com.au) or by calling Us on (07) 3802 5577.

## TAXATION INFORMATION

Premiums are subject to Goods and Services Tax (GST) and Stamp Duty imposed by Commonwealth and State Governments. GST will also affect any Claim You make under the Policy. Please refer to the "Goods and Services Tax" section of the Policy below.

Generally, Your premiums are not tax deductible and Claims payments are not assessable income for tax purposes unless You purchase Your Policy for business purposes. This taxation information is a general statement only. You should seek professional taxation advice for information about Your personal circumstances.

## GOODS AND SERVICES TAX (GST)

Any Claim payments made under the Policy will be based on GST-inclusive costs, up to the relevant maximum amount that We pay. However, if You are or would be entitled to Claim any input tax credit for any of the things covered, We will reduce any Claim under the Policy by the amount of such input tax credit. You must advise Us of Your correct input tax credit percentage where You are registered for GST.

You are liable to Us for any GST liability We incur arising from Your incorrect advice or inaction.

## MAKING A CLAIM

### Who to Contact?

Read the full terms of this Policy carefully to ensure Your Claim is covered.

Telephone, write or lodge online. Contact details are:

#### AWN Insurance

PO Box 4301, Loganholme, Qld 4129

**Web:** lodge online 24/7 at [www.awninsurance.com.au](http://www.awninsurance.com.au)

**Phone:** 07 3802 5577

**Email:** [claims@theclaimshub.com.au](mailto:claims@theclaimshub.com.au)

**Office Hours:** Monday to Friday 8:15 am to 5:15 pm (AEST)

### Things You must do

You must comply with the following conditions. If You fail to do so, Your Claim amount could be reduced to the extent Your failure has prejudiced Us.

- Before You accept any Total Loss valuation from Your Comprehensive Vehicle Insurer, You must notify the AWN Claims Team on (07) 3802 5577.
- All Claims must be reported to the claims team as soon as possible after receiving the Total Loss offer to verify the Claim amount. You must complete a claim form (in full) and provide at Your own expense, any information and assistance which the claims team may require in establishing the amount of any payment under Your insurance.

You will need to provide supporting documents which may include:

- proof of the amount of payment of Your Total Loss Claim;
  - a copy of Your Comprehensive Vehicle Insurance Policy Schedule;
  - details of Your Finance Agreement/Early Settlement Amount (if applicable);
  - other relevant documents as requested by Us.

## HOW WE DEAL WITH YOUR CLAIM

If Your Vehicle was purchased under a Finance Agreement, We will make any Claim payment directly to Your Finance Company.

## OTHER INSURANCE

If at the time of a valid Claim under this Policy, there is another insurance Policy in force that covers You for the same loss or expense, We may seek recovery of some or all of Our costs from the other Insurer. You must give Us any help or information We may need to assist Us with Our loss recoveries.

## COMPLAINTS RESOLUTION

### Complaints About Policy and Claim Administration Matters

This Insurance is subject to the provisions of the Insurance Council of Australia's General Insurance Code of Practice. For more information see [www.codeofpractice.com.au](http://www.codeofpractice.com.au)

If You have any concerns or wish to make a complaint in relation to this policy, Our services or Your insurance Claim, please let us know and We will attempt to resolve Your concerns in accordance with Our Internal Dispute Resolution procedure.

Please contact AWN Insurance in the first instance:

#### Internal Dispute Resolution Officer - AWN Insurance

**Email:** [idr@awninsurance.com.au](mailto:idr@awninsurance.com.au)

**Phone:** (07) 3802 5577

**Post:** PO Box 4301, Loganholme QLD 4129

We will acknowledge receipt of Your complaint and do Our utmost to resolve the complaint to Your satisfaction within 10 business days.

If We cannot resolve Your complaint to Your satisfaction, We will escalate Your matter to Sovereign Insurance Australia. Their contact details are:

#### Sovereign Insurance Australia

**Email:** [complaints@sovereigninsurance.com.au](mailto:complaints@sovereigninsurance.com.au)

**Phone:** 1800 240 125

**Post:** 3801-3803 Pacific Highway, Tanah Merah, QLD 4128

A final decision will be provided to You within 30 calendar days of the date on which You first made the complaint.

You may refer Your complaint to the Australian Financial Complaints Authority (AFCA) at any time, and if Your complaint is not resolved to Your satisfaction within 30 calendar days of the date on which You first made the complaint:

#### AFCA can be contacted as follows:

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678

**Post:** GPO Box 3 Melbourne VIC 3001

Your complaint must be referred to AFCA within 2 years of the final decision. If Your complaint is not eligible for consideration by AFCA, undertake Your own legal proceedings.

The Insurer accepting this Insurance agrees that:

1. if a dispute arises under this Insurance, this Insurance will be subject to Australian law and practice and the Insurer will submit to the jurisdiction of any competent Court in the Commonwealth of Australia;
2. any summons notice or process to be served upon the Insurer may be served upon:  
Sovereign Insurance Australia Pty Ltd  
3801-3803 Pacific Highway, Tanah Merah, QLD 4128

In the event of a Claim arising under this Policy IMMEDIATE NOTICE should be given to:

#### National Claims Manager - AWN Insurance

**Email:** [claims@theclaimshub.com.au](mailto:claims@theclaimshub.com.au)

**Phone:** (07) 3802 5577

**Post:** PO Box 4301, Loganholme QLD 4129



## GENERAL INSURANCE CODE OF PRACTICE

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice, which is a self-regulatory code for use by all insurers. The Code aims to raise the standards of practice and service in the insurance industry.

To obtain more information on the Code of Practice and what rights You have under it, please contact Us or You can access the Code at: [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

## SOME LEGAL AND REGULATORY INFORMATION

### Governing Law

The Policy is governed by the laws of Australia. Any dispute relating to the Policy shall be submitted to the exclusive jurisdiction of an Australian Court within the State or Territory in which the Policy was issued.

### Sanctions

We shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any Claim or the provision of any benefit where doing so would breach any sanction, prohibition, or restriction imposed by law or regulation.

# Financial Services Guide

## Date of Issue:

### Authorised Representative Details

"We", "Us", "Our":

ABN:

Address:

AR Number:

Phone:

### Third-Party Introducer (TPI) Details (if applicable)

TPI:

ABN:

Address:

Phone:

## WHAT IS THE PURPOSE OF THE FINANCIAL SERVICES GUIDE?

This Financial Services Guide (FSG) is designed to assist You in deciding whether You wish to use any of the services We provide. It contains information about how We are remunerated in relation to the services, and about how You may access AWN Insurance's internal and external dispute resolution procedures.

## THIS FSG CONTAINS INFORMATION ABOUT:

- The services We are authorised to provide to You;
- How We are remunerated for providing these services;
- How complaints are dealt with; and
- Other important information.

## WHAT DOCUMENTS WILL YOU RECEIVE?

When providing You with a quote or issuing the insurance, We will give You:

- The FSG, which has been approved for distribution by AWN.
- A Product Disclosure Statement (PDS), contains sufficient information so that a retail client may make an informed decision about whether to purchase a financial product.

## HOW YOU CAN PROVIDE INSTRUCTION TO US

If You want to provide Us with instructions in relation to the financial services and products We can offer, contact Us using the details provided above.

## ABOUT US AND OUR SERVICES

We are an Authorised Representative of the following licensee:

Australian Warranty Network Pty Ltd trading as AWN Insurance (AWN)

**ABN:** 78 075 483 206 | AFSL No: 246469.

**Address:** 3801 - 3803 Pacific Highway, Tanah Merah QLD 4128

**Tel:** (07) 3802 5577

**Email:** [claims@theclaimshub.com.au](mailto:claims@theclaimshub.com.au)

AWN who is underwritten by Sovereign Insurance Australia, ABN: 85 138 079 286 and holder of AFS Licence No 342516, provides the listed products.

We are authorised to do the following on behalf of AWN in accordance with the terms of Our agreement with them:

- Issue and apply for the financial products listed below.
- Provide general financial product advice (but NOT personal financial product advice) in relation to the financial products listed below.

## HOW ARE WE REMUNERATED?

### Authorised representatives

We receive a commission from AWN when We arrange Your Products. The amount is calculated as a percentage of the Premium (excluding taxes and statutory charges) and is included in the Premium quoted to You.

The following commissions apply:

Products	Commission rates
Mechanical Breakdown Insurance	Depending on the retail price, this may vary between 0% and 30% of the Premium
Asset Protection Insurance	Depending on the retail price, this may vary between 0% and 30% of the Premium
Loan Protection Insurance	Depending on the retail price, this may vary between 0% and 20% of the Premium
Complimentary Policies: Excess/4 Week Introductory	If the Premium on the Policy Schedule is showing \$0 or Complimentary, the commission rate on that Policy is 0%.

AWN may also provide benefits in the form of advertising and promotional material, admission to sales seminars, business-related conferences and attendance at sporting or hospitality events. These are provided to Us at no additional cost to You.

### Third party introducer (if applicable and noted above)

The TPI receives from AWN in the form of an agreed fee, an amount to complete relevant duties as agreed by AWN and the TPI. These fees are included in the Premium quoted to You.

If you require more detailed information about the remuneration that is received please contact AWN within a reasonable time after the FSG is provided to you and before the financial service is provided to You.

### Authorising licensee

AWN is paid a commission by the Insurer when You are issued with a Product. The commission is included in the premium charged by the Authorised Representative. AWN's employees are paid an annual salary and may be paid a bonus based on performance criteria.

If you require more detailed information about the remuneration that is received please contact AWN within a reasonable time after the FSG is provided to you and before the financial service is provided to You.

## WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

If You wish to make a complaint about service matters such as general administration of Your policy, or about a claim, the first thing You should do is contact AWN, and Your complaint will be referred to their Internal Dispute Resolution Committee (IDRC) to review the dispute at no cost to You. If our review takes more than 10 business days, we will provide you with regular updates and, depending on the outcome, may engage Sovereign Insurance Australia to conduct a further review before you receive a final decision.

### Please address all complaints to:

**Mail:** Internal Dispute Resolution Committee, AWN, PO Box 4301, Loganholme, QLD, 4129.

**Phone:** (07) 3802 5577.

**Email:** [idr@awninsurance.com.au](mailto:idr@awninsurance.com.au)

Further details will be provided at the appropriate stage of the complaints process. This complaints procedure does not affect Your legal rights.

## PROFESSIONAL INDEMNITY INSURANCE OF LICENSEE

AWN holds Professional Indemnity (PI) insurance. The PI cover is maintained in accordance with the law; is subject to its terms and conditions; and provides indemnity up to the sum insured for the activities of the employees and Authorised Representatives in respect of the financial services authorised under the Australian Financial Services Licence of AWN.