

Premium, Excess and Discount Guide (Car)



This guide provides information to help explain how we calculate your premium, the discounts that may apply to your policy and the type and amount of excess(es) that may apply should you need to make a claim.

The information contained in this guide is current as of 6 December 2019 and should be read with your relevant Real Car Insurance Product Disclosure Statement (PDS) and your Certificate of Insurance. This guide applies to Real Car Insurance policies.

For more detail, including the terms and conditions of your cover and cover exclusions, refer to the PDS available on our website, or contact our call centre on **13 19 48**.

Real Insurance offers the following insurance policy options:

- **Comprehensive Insurance**
 - Comprehensive (Unlimited)
 - Pay As You Drive
- **Third Party Property, Fire & Theft**
- **Third Party Property Damage**

Your Certificate of Insurance will confirm the policy type and the cover(s) you have selected. The Certificate of Insurance will be sent to you after you've purchased the policy, before you renew your policy and if you make changes to your policy. The Certificate of Insurance will list the premium for the period of insurance. Should you make a change to your policy during the period, a new Certificate of Insurance will be provided with the updated policy type, cover(s) and premium due.

Understanding your premium

The premium is the amount of money you agree to pay us for your insurance policy.

Your premium comprises of the base premium plus any applicable taxes, duties or government charges. Each of these items are listed separately on your Certificate of Insurance.

The premium may be paid annually or in 12 instalments spread over the annual term. If you pay the premium by monthly instalments and have a total loss claim, any outstanding monthly instalments will be deducted from your claim settlement.

Base Premium

The base premium reflects our view of the likelihood that there will be a claim on your policy in the future, the likely cost of that claim, other factors related to our cost of doing business, any discounts that are applied and any other factors we may choose. Many factors are taken into account when determining your base premium, including but not limited to:

- car make, model and age
- the address where your car is kept during the day and night
- the policy cover you select (Comprehensive, Pay As You Drive, Third Party Property Fire and Theft & Third Party Property Damage)
- any optional covers you have chosen
- your and any of the nominated drivers' claims history
- the excess you have selected
- the agreed value or market value of your car
- whether you pay your premium annually or in monthly instalments
- your age
- the kilometres driven per year in your car

Our view of these factors and how they impact the likelihood and cost of any potential claim on your policy can change from year to year, leading to increases or decreases in your base premium.

Discounts

You may be eligible for discounts, such as an online discount, that are applied when calculating your base premium. Some discounts apply only during the first year of your policy whereas other discounts may apply for the life of your policy.

We may remove or change a discount effective from the policy renewal date. Discounts cannot be backdated and the extent to which the full discount is applied may be reduced on occasion based on Hollard's business guidelines and acceptance criteria.

Government charges/levies & duties

Real Insurance Car Insurance policies are subject to government charges including Emergency Services Levy (ESL), Goods and Services Tax (GST) and Stamp Duty. These government charges are listed separately on your Certificate of Insurance.

Emergency Services Levy (ESL): A levy imposed by the NSW state government to fund emergency services in NSW. The levy is collected as part of your premium and then paid by us directly to the Revenue NSW Government Office as contribution to NSW state emergency services agencies. ESL is only applicable to policies in NSW.

Goods and Services Tax (GST): A Federal government tax applied at a rate of 10% on the base premium and ESL (where applicable).

Stamp Duty: A state government duty applied to contracts of insurance. Rates vary across the Australian states and territories. This charge is applied to the base premium, ESL (where applicable) and GST.

Changes in your insurance premium when you renew your insurance

Your insurance premium is likely to change each year when you renew your policy, even if your personal circumstances have not changed. This is because the premium you pay is also affected by other criteria. These include:

- any claims that are made by you or others on your policy
- the cost of claims we have paid to other customers or third parties
- our view of the total cost of claims we expect to pay in the next 12 months across all customers
- new and updated data (industry or internal) that influences our view of the likelihood and cost of any potential claim on your policy in the next 12 months
- changes in government taxes and any state or territory duties or levies
- our operational costs of doing business
- other commercial factors

When determining your renewal premium, we also consider how much you paid previously. As such we may limit premium movements up or down.

Understanding your excess(es)

An excess is the amount(s) you contribute towards the cost of a claim. All excess amounts applicable to your cover will be shown on your Certificate of Insurance.

There are different types of excess(es), depending on what your claim relates to and the type of cover you have chosen.

Basic excess: If you make any type of claim you must pay the basic excess that applies to your policy. You can choose a basic excess from the levels we offer and this will be shown on your Certificate of Insurance. The levels we offer are between \$500 and \$5,000.

Age excess: This excess is paid in addition to the basic excess and applies to any driver that is aged under 25. For drivers aged below 21, an age excess of \$1,200 will apply in addition to the basic excess and any other applicable excesses. For drivers aged between 21 and below 25 an age excess of \$800 will apply in addition to the basic excess and any other applicable excesses. This excess does not apply to a learner driver.

Undeclared young driver excess: This excess is a fixed excess of \$800 which is paid in addition to the basic excess plus any other excesses applicable to the claim. This excess applies if the driver is under 25 and has not been declared as a driver on the policy and noted on the Certificate of Insurance. This excess does not apply to a learner driver.

Learner driver excess: This excess is a fixed excess of \$800 which is paid in addition to the basic excess plus any other excesses applicable to the claim. This excess applies if the driver is a learner driver.

Inexperienced driver excess: This excess is a fixed excess of \$800 and is paid in addition to the basic excess plus any other excesses applicable to the claim. This applies if the driver is over the age of 25 and has not held a valid licence to drive in Australia for 2 years or longer (excluding learner's licences and permits).

Outside odometer excess: (for Pay As You Drive only) This excess is a fixed excess of \$1,000 which is paid in addition to the basic excess plus any other excesses applicable to the claim. This excess applies if our Pay As You Drive cover option is shown on your Certificate of Insurance and at the time of an incident or claim:

- your car's odometer reading is below the start odometer reading or above the end odometer reading as shown on your Certificate of Insurance; and/or
- your car's odometer is faulty or non-functional and you have not had it repaired; and/or
- your car's odometer has been replaced and your odometer reading has changed as a result, and you have not contacted us to update your policy details.

Special excess: This excess will only be applied if shown on your Certificate of Insurance and may be based on factors such as your car, its use, your driving record, and/or the insurance history of the drivers of your car.

Important note:

If there is a discrepancy between this Premium, Excess and Discount Guide and either your PDS or Certificate of Insurance, the PDS and/or Certificate of Insurance will prevail.