

This Coles Car Insurance Premium, Excess and Discounts Guide should be read together with, and forms part of, the Coles Car Insurance Product Disclosure Statement (PDS) prepared on 1 February 2021.

It applies to all policies issued with a commencement date on or after 5 April 2021 or with a renewal effective date on or after 5 April 2021. This guide provides further information about the cost of your insurance and any excesses you may need to pay if you make a claim.

How we work out your premium

Your 'premium' is an insurance term for the cost of your insurance. We rely on you to give us complete and accurate information about you, your car and its drivers when we calculate your premium. Your insurance premium generally reflects the likelihood of a claim and the anticipated cost of a claim if there were one being made on your policy in the future.

There are several things we take into account when determining your premium. We calculate your premium by considering:

- > Pricing factors,
- > Policy Optional extras,
- > Any applicable discounts,
- > Minimum and maximum premiums,
- > Choice of excess, and
- > Government charges.

There are other commercial factors that also affect your premium, including costs associated with operating our business. Each time you renew your insurance your premium is likely to change, even if your personal circumstances haven't. This is because the premium you pay is calculated on a number of factors including our most recent modelling, based on your circumstances, wider insurance trends and other commercial considerations. When we determine your premium on renewal, we may also limit any increases or decreases in your premium by considering factors such as your previous year's premium amount.

Pricing factors

Our experience shows there are a number of factors that can indicate the possibility of a claim being made. We call these pricing factors.

The premium you pay for your insurance reflects our view on the likelihood of you making a claim and the potential value of the claim. So, if you have a lower chance of making a claim and the claim is likely of a lower cost, you will generally pay a lower premium.

In calculating your premium, we may consider*:

- > the make, model and series of your car and other vehicle related factors,
- > any modifications or additional accessories which may be included,
- > where you live,
- > any security device or anti-theft devices fitted to your car,
- > the age, gender and driving history of all drivers,
- > your insurance and claims history,
- > your years of insurance,
- > whether you will use your car for private or business purposes,
- > any finance arrangement affecting your car,
- > your previous year's premium if your policy is at renewal,
- > if you have chosen to pay your premium by monthly instalments, and
- > any other relevant factors.

* This is not an exhaustive list of factors.

The choices that you make in selecting your level of cover may also affect your premium. These may include:

- > the type of cover you have chosen (Comprehensive or Third Party Property, Fire and Theft cover or Third Party Property Damage),
- > your option to insure your car for an agreed value or market value,
- > any Optional extras that you have chosen,
- > whether you have chosen a Nominated excess,
- > whether you have included cover for drivers under the age of 25, and
- > whether you have chosen to pay your premium in monthly instalments.

If you choose to pay your premium by monthly instalments you may pay more than if you pay annually. Any additional premium when you pay monthly is due to this being a pricing factor and an administrative cost. Any additional premium you are required to pay will be shown on your current Certificate of Insurance.

At any time we may change the relative importance of any of the pricing factors or how they combine to affect your premium, and we may add to or remove pricing factors from the calculation as we see fit.

Optional extras

Depending on the type of cover you have chosen, you may add the following Optional extras to your policy by paying any additional premium that applies:

Comprehensive cover:

- > Cover for drivers under 25 years old (including Learner Drivers)†,
- > Damage to windscreen or window glass - one excess-free claim,
- > Hire car after an incident,
- > Roadside Assistance.

† The optional extra 'Cover for drivers under 25 years old' is not able to be added, or required for Third Party Property, Fire and Theft cover or Third Party Property Damage cover.

Third Party Property, Fire and Theft cover or Third Party Property Damage cover:

- > Roadside Assistance.

Discounts

You may be eligible for a discount on your premium if you take out your policy online. This discount will apply to your first period of insurance only. Occasionally, we may also offer discounts as part of a marketing campaign or other promotional arrangement. These have separate terms and conditions and may mean that you are not eligible for other discounts. The amount and type of these discounts may change or be withdrawn without further notice to you. If more than one discount applies to your policy, we will usually apply them in a predetermined order. Any discounts may be subject to rounding.

Minimum and maximum premiums

Your premium, including any discounts you may be eligible for, are subject to minimum and maximum premiums. We consider the minimum and maximum amounts we are prepared to sell the policy for, and we may adjust your premium to ensure it stays within this range. Any discounts will be applied to your policy, only to the extent any minimum premium is not reached. This means any discount you may be eligible for may be reduced.

Government charges

Premiums for car insurance policies are subject to Commonwealth and state taxes and/or charges which include stamp duty and Goods & Services Tax (GST). Any government charges that are part of your premium will be shown on your Certificate of Insurance. For NSW policies an amount of your premium is also used by us to pay NSW Fire Services and State Emergency Services (SES) levies. All the benefits listed in this policy include GST. Any claim settlements, up to the sum insured, will include GST. However, the amount we are liable to pay will be reduced by any input tax credit you are entitled to. (If you are entitled to an input tax credit, you must tell us the extent of your entitlement).

Excesses

You may need to contribute one or more excesses. An excess is the amount you pay towards the cost of a claim. The excesses that apply to your policy will be shown on your Certificate of Insurance. The excesses apply to: Comprehensive cover; Third Party Property, Fire and Theft cover; and Third Party Property Damage cover. If we request you pay the excess, we will tell you who to pay and may require payment as part of the finalisation of your claim.

If you choose Comprehensive cover you can reduce the amount of your premium by selecting a Nominated excess.

There are four types of excesses that may apply to your policy which are outlined in the tables below.

Standard excess

The Standard excess may apply when we accept a claim from you.

Excess type	Standard excess
NSW, ACT, VIC	\$600
QLD, NT	\$550
SA, WA	\$450
TAS	\$400

Age excess

If applicable, the Age excess is in addition to the other excesses (except the Inexperienced driver excess) when we accept your claim. You need to have the Under 25 driver option added to your policy to cover a young driver.

The Age excess may apply when the driver of your car is:

- > under 21 years of age, or
 - > 21 to 24 years of age,
- at the time of the collision.

Excess type	Age excess
Under 21 years of age	\$800
21 to 24 years of age	\$450

Nominated excess

If you have Comprehensive cover you may choose to vary your excess. Your Nominated excess will be listed on your Certificate of Insurance.

You may reduce your premium if you choose a higher Nominated excess. This means you may choose to pay a lesser amount for the period of insurance overall, but you may contribute a higher excess as part of the finalisation of your claim.

Or

You may increase your premium if you choose a lower Nominated excess. This means you may choose to pay a higher amount for the period of insurance overall, but you may pay a lower excess as part of the finalisation of your claim.

Minimum and maximum premiums apply. The Nominated excess is always inclusive of the Standard excess and not available for Third Party Property, Fire and Theft cover; and Third Party Property Damage cover.

Excess type	Nominated excess ranges
NSW, ACT, VIC	\$600 to \$2100
QLD, NT	\$550 to \$2050
SA, WA	\$450 to \$1950
TAS	\$400 to \$1900

Inexperienced driver excess

If applicable, the Inexperienced driver excess may apply when the driver of your car is 25 or older and has not held a full Australian drivers' licence for more than two years at the time of the collision. This excess may not apply if your current overseas licence is recognised by the Road Traffic Authority within your state.

If applicable, the Inexperienced driver excess is in addition to the other excesses (except the Age excess) when we accept your claim.

Excess type	Age excess
NSW, ACT, VIC, QLD, NT	\$400
WA, SA, TAS	\$300

When to pay your excess:

If you do need to pay an excess, we will tell you who to pay and may:

- > require you to pay it to the repairer when you collect your car,
- > deduct it from any amount we pay to you, or
- > request you to pay it as part of the finalisation of your claim.

When you do not have to pay one or more excess types:

There are a number of instances in which you won't be required to pay one or more excess types when we accept your claim.

Insurance Cover Type	If you make a claim for:	Then you won't have to pay an:
Comprehensive	Theft or attempted theft	Age or Inexperienced excess
Comprehensive	Storm, flood or fire damage	Age or Inexperienced excess
Comprehensive	Vandalism or a malicious act	Age or Inexperienced excess
Comprehensive	Damage to the vehicle while it is parked	Age or Inexperienced excess
Comprehensive	An incident that we are satisfied was not the fault of: <ul style="list-style-type: none"> > you, > the driver of, or > a passenger in your vehicle and you can provide: <ul style="list-style-type: none"> - the full name, - residential address, and - registration number of the vehicle of a person(s) that caused the collision. 	Any excess
Comprehensive	Windscreen, sunroof or window glass damage only	Any excess (only when you have chosen the Windscreen option and if this is the first Windscreen claim in one period of insurance)
Third Party Property, Fire & Theft	Fire (and we are satisfied that you are not at fault and you can give us the full name and residential address of the person who is)	Any excess
Third Party Property, Fire & Theft	Fire (and we are satisfied that you are at-fault and you can't give us the full name and residential address of the person who is)	Age or Inexperienced excess
Third Party Property, Fire & Theft	Theft (and we are satisfied that you are not at fault and you can give us the full name and residential address of the person who is)	Any excess
Third Party Property, Fire & Theft	Theft (and we are satisfied that you are at-fault and you can't give us the full name and residential address of the person who is)	Age or Inexperienced excess
Third Party Property, Fire & Theft and Third Party Property Damage	Collision with an uninsured at-fault driver An incident that we are satisfied was not the fault of: <ul style="list-style-type: none"> > you, > the driver of, or > a passenger in your vehicle and you can provide: <ul style="list-style-type: none"> - the full name, - residential address, and - registration number of the vehicle of a person(s) that caused the collision. <p>We are able to confirm the driver and the vehicle that caused the collision are uninsured.</p>	Any excess