

Secure™ Motorhome Insurance

Supplementary Product Disclosure Statement

This is a Supplementary Product Disclosure Statement (SPDS) issued by AAI Limited ABN 48 005 297 807 AFSL No. 230859 (AAI Limited). This SPDS was prepared on 19 January 2024.

This SPDS supplements the CIL Secure™ Motorhome Insurance Product Disclosure Statement prepared on 3 December 2020, and must be read together with the relevant PDS that you hold and any other SPDS we have given you or may give you for your PDS.

The purpose of this SPDS is to:

- update information about how we will pay claims under the Additional covers 'Travelling expenses', 'Your liability under maritime law', 'Lost/stolen credit or financial transaction card cover', 'After claim expenses', 'Veterinary expenses', 'Lock replacement', 'Fire equipment cover', 'Emergency medical treatment travel costs', 'Included contents cover' and the optional cover 'Increased contents cover';
- update information about how we will settle claims under 'How your contents claim is settled' and 'For additional covers and optional covers';
- update 'Example 1 - Total loss' and 'Example 6 - Contents' in 'How we settle claims - some examples';
- update the definition of 'Assessed quote'; and
- update the exclusion 'Incorrect fuel usage' in 'Things we don't cover';
- explain how we will communicate with you electronically, when we offer that communication method.

CHANGES TO THE PDS

1. On page 25 delete the exclusion 'Incorrect fuel usage', and replace it with:

Incorrect fuel usage and other fluid usage

loss or damage to your motorhome (including damage to your motorhome's engine or fuel system) caused by a fuel or other fluid being used other than the fuel or fluid recommended by the motorhome's manufacturer. (For example, putting exhaust fluid into the fuel tank, putting petrol into a diesel fuel tank or vice versa).

2. Under the heading 'After claim expenses' on page 43, the heading 'Included contents cover' on page 52 and the heading 'Increased contents cover' on page 55, add under the 'We cover' section:

See 'How your contents claim is settled' on page 59 for how we settle claims under this cover.

3. On pages 59 and 60 delete the 'How your contents claim is settled' section and the 'For additional covers and optional covers' section and replace it with:

How your contents claim is settled

If your claim for loss, theft or damage to your contents is covered under your policy we will only settle the claim by paying you. This means that we will not repair or replace or arrange for a service.

When we settle contents claims, this is subject to any applicable deductions and we will not pay you more than the relevant amount insured or policy limit.

We will pay you by direct deposit into your bank account, or if available, you can choose to be paid with a voucher, store credit or stored value card.

To work out this amount we will review the quote(s) you have provided, to repair or replace the damaged contents, and assess those quote(s) to make sure that each quote is appropriate and reasonable for the scope of services or goods. This includes a consideration of the appropriateness of materials, repair method, labour and material costs and overall cost assessed to repair the contents to the same condition, standard and specification they were in immediately before the incident took place, or to replace the contents to the same or similar standard and specification.

For additional covers and optional covers

If we pay a claim under an additional cover or optional cover, we will settle your claim in accordance with that additional cover or optional cover. For the additional covers 'Travelling expenses' (see page 40), 'Your liability under maritime law' (see page 40), 'Lost/stolen credit or financial transaction card cover' (see page 42), 'After claim expenses' (see page 43), 'Veterinary expenses' (see page 44), 'Lock replacement' (see page 45), 'Fire equipment cover' (see page 45) and 'Emergency medical treatment travel costs' (see page 49), 'Included contents cover' (see page 52) and for the optional cover 'Increased contents cover' (see page 55) we will only settle the claim by paying you. This means that we will not repair or replace or arrange for a service.

If we settle your claim by paying you, we will pay you by direct deposit into your bank account, or if available, you can choose to be paid with a voucher, store credit or stored value card.

4. On page 63 under the heading 'If your contents are damaged':
 - remove the wording, including the heading, under 'When we repair or replace your contents we will:' in its entirety;
 - under the heading 'Items that form part of a set or collection' remove the first sentence and replace with: 'We will only pay to repair or replace contents that are lost or damaged by an incident covered by your policy'.

5. On page 68 under the main heading 'How we settle claims – some examples', under the heading 'Example 1 – Total loss', delete the content under the heading 'Further information' for the row 'Transport home' and replace it with:

Because you are more than 100 kilometres from your usual home we will pay the costs associated with getting you and your travelling companions who are travelling with you, to your usual home under additional cover 'Travelling expenses' (see page 40). We will pay up to \$3,000 for this cover. In this example it costs \$1,000 to get you and your travelling companions to your usual home. We pay you these costs.

6. On page 74 under the main heading 'How we settle claims – some examples', under the heading 'Example 6 – Contents':
 - delete the content under the heading 'What you are claiming for' in the row 'Replacement cost of personal computer' and replace it with:

Personal computer

- delete the content under the heading 'Further information' for the row 'Replacement of personal computer' and replace it with:

You obtain a quote to replace the computer with an equivalent one. After review of the quote we pay you the replacement cost of \$2,500 for your computer.

- delete the content under the heading 'What you are claiming for' in the row 'Replacement cost of television' and replace it with:

Television

- delete the content under the heading 'Further information' for the row 'Replacement of television' and replace it with:

You obtain a quote to replace the television with an equivalent one. After review of the quote we pay you the replacement cost of \$1,000 for your television.

7. On page 83 under the heading 'Words with special meanings' delete the following words from the definition of 'Assessed quote':

 'or for contents, from our preferred repairer (unless they cannot repair or replace the contents),'
8. On page 8 of the PDS, immediately below the section titled 'Our agreement with you' insert the following wording:

Communicating with you electronically

When we introduce functionality to communicate with you electronically, we may send your policy documents and policy related communications electronically. This will be by email and/or other types of electronic communication (e.g. SMS). We will obtain your express or inferred consent to do so. Each electronic communication will be deemed to be received by you at the time it leaves our information system.