

# Caravan Insurance

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Additional Information Guide



This Additional Information Guide (AIG) is designed to provide you with additional information about excesses, how we calculate premiums and the discounts available under the policy. You should read this AIG together with our Suncorp Caravan Insurance Product Disclosure Statement (PDS) dated 25/11/2020.

**This AIG is relevant to you if your policy has a commencement or a renewal date on or after 17 April 2024.**

## Your excess

The excesses that apply to your policy are stated on your certificate of insurance.

### **The different types of excesses are:**

#### Standard excess

The standard excess is \$300.

#### Voluntary excess

You can increase your standard excess by choosing a voluntary excess. Increasing the excess reduces the premium. The range of voluntary excesses we offer for our Australia wide and onsite levels of cover are between \$600 and \$1,000. If you choose a voluntary excess, this will replace the standard excess.

#### Age excess

The age excess is \$400.

#### Inexperienced Driver excess

The inexperienced driver excess is \$400.

#### Off-road excess

The off-road excess is \$200.

## About your premium

The premium is the amount you pay us for this insurance. Your premium includes any applicable GST, stamp duty, other government charges and any levies that apply. Your certificate of insurance will show you how much you have to pay.

When we calculate your premium, there are a range of factors we take into account. The importance we place on the factors we use can change and how those factors combine to affect the premium will differ from person to person.

Each time you renew your insurance your premium is likely to change, even if your personal circumstances have not changed. This is because the premium you pay is also affected by other things including:

- the cost of claims we have paid to other customers and claims we expect to pay in the future;
- new and updated data we use to calculate your premium;
- changes in government taxes and any state or territory duties or levies;
- our expenses of doing business;
- other commercial factors.

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

Significant factors affecting your premium include a combination of some or all of the following:

Factor	Australia wide Cover	Onsite Cover	Trailer
Amount covered	✓	✓	✓
Address where caravan or trailer is normally kept or located	✓	✓	
Where you park your caravan overnight	✓		
Your Age	✓	✓	
Whether your caravan or trailer is financed	✓		✓
Make of your caravan	✓	✓	
Year of manufacture of your caravan	✓		
Any optional covers you have chosen	✓		
Whether you choose a voluntary excess	✓	✓	✓

Claims on your policy will only affect your premium through changes to your No Claim Bonus.

### Paying by instalments

Your premium will be higher if you choose to pay by instalments, rather than annually.

## Premium discounts

Discounts are also a significant factor that can affect your premium. The premium you pay for your insurance includes any discounts we have given you.

The main discounts we offer are:

- No Claim Bonus;
- Multi-policy discount.

From time to time we might also offer discounts or some other special offers as part of a marketing campaign. If we do this, separate terms and conditions may apply and you might not be eligible for our usual discounts. The amount and type of discount offered can change or be withdrawn.

If you are eligible for more than one discount, we usually apply any subsequent discount to the already discounted premium.

### No Claim Bonus

A No Claim Bonus (NCB) is a discount that rewards you for your good claims history and applies to Australia wide cover, onsite cover and trailer cover. If you have an NCB, it is shown on your certificate of insurance.

The NCB levels are between 0% and 40%.

Your NCB will increase or stay on the maximum on renewal if you do not make a claim. Your NCB will also increase or stay on the maximum on renewal if you make a claim and:

- another person was entirely responsible for the loss or damage; and
- you tell us the at-fault person's name and address, and the registration number of their vehicle.

This discount does not apply to Optional 'Annexe' or 'Contents' cover.

For all other claims your NCB level will be reduced. The following table has examples:

When you make a claim for	Does this impact a NCB?*
Theft or attempted theft of your caravan	Yes
Storm, hail, flood or fire damage	Yes
Malicious act or vandalism	Yes
Damage to your caravan whilst parked caused by an unidentified person or driver	Yes
Collision with or by an animal	Yes
An incident where you or the person towing your caravan caused or contributed to the incident	Yes
An incident where you prove another person was entirely at-fault and you can give us the at-fault driver's name, address and the registration number of their vehicle	No
An incident where you prove another person was entirely at-fault but you can't give us the at-fault driver's name, address and the registration number of their vehicle	Yes

If your NCB is	For one NCB impacting claim, we reduce your NCB on renewal to	For two NCB impacting claims, we reduce your NCB on renewal to
40%	30%	20%
30%	20%	0%
20%	0%	0%
0%	0%	0%

\*Your NCB will increase (up to the maximum) on renewal if you haven't made a claim that impacts your NCB before we calculate your renewal offer. On renewal, NCB is determined using the status of claim(s) on your policy when we calculate your renewal premium.

## Multi-policy discount

A multi-policy discount (MPD) rewards you with a discount off your premium for holding three or more eligible paid personal insurance policies with us. There must be a common mailing address and the person(s) seeking the discount must be nominated as an insured with the exact same name on each eligible policy. If you take out a new policy and qualify for the MPD, you are eligible to receive the discount on that new policy from its start date (if the discount is not applied at purchase, we endeavour to process the discount within 90 days from policy start date). You are eligible to receive the MPD on your other existing eligible policies from their next renewal date, provided you are eligible for the MPD when we calculate your renewal offer.

Eligible personal insurance policies are home, contents, landlord, car, motorhome, motorcycle, caravan and boat insurance. A Suncorp QLD Compulsory Third Party insurance policy counts as an eligible policy but the premium cannot be discounted.

To find out more about the multi-policy discount or if you believe you are eligible for the multi-policy discount but it is not shown on your certificate of insurance, please phone us.

## Government taxes & charges

After we have calculated the amount to cover your caravan any applicable stamp duty, GST, charge and levy are then applied. These charges are applied as the final step in the premium calculation.

## Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

You can find more information about the FCS from APRA at [www.fcs.gov.au](http://www.fcs.gov.au).