



# SUZUKI OFF ROAD MOTORCYCLE INSURANCE

## Product Disclosure Statement

[www.suzukiinsurance.com.au](http://www.suzukiinsurance.com.au)

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# 1. INTRODUCTION

## ABOUT NM INSURANCE AND ITS SERVICES

Suzuki Motorcycle Insurance is a business name of NM Insurance Pty Ltd ABN 34 100 633 038 AFS Licence Number 227186 (in this document referred to as NM Insurance). NM Insurance is an underwriting agency and has been given a binding authority by the insurer, ZAIL and which allows it to arrange, administer and handle claims under this Policy (within the terms of the binding authority). In doing so NM Insurance acts for ZAIL and not You. NM Insurance provides general advice on, arranges, administers and handles claims under this Policy under its own AFS Licence. Any general advice is provided on behalf of NM Insurance and does not take into account Your objectives, financial situation or needs so consider whether this product is appropriate for You having regard to these things.

Our contact details are:

NM Insurance  
Level 7, 99 Walker Street, North Sydney NSW 2060  
Telephone: (02) 8287 3790  
Email: customerservice@nminsurance.com.au

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## ABOUT THE INSURER

The insurer of this product is Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFS Licence Number 232507. In this document, ZAIL may also be expressed as 'Zurich'.

ZAIL is part of the Zurich Insurance Group, a leading multi-line insurer that serves its customers in global and local markets. Zurich provides a wide range of general insurance and life insurance products and services in more than 210 countries and territories. Zurich's customers include individuals, small businesses, mid-sized and large companies, including multinational corporations.

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## ABOUT THE DISTRIBUTORS

This document may be provided to You by Suzuki Australia Pty Ltd (ABN 57 001 828 164) of 95-105 Cherry Lane Laverton North VIC 3026 ("Suzuki") or an authorised Suzuki dealer or finance broker. Suzuki and other authorised distributors have been authorised by NM Insurance to deal in this product. Suzuki dealers and finance brokers are not authorised to provide any advice on this insurance. If You have any questions, please contact NM Insurance. The NM Insurance Financial Services Guide contains information about how distributors are paid and other benefits they may receive.



## UNDERSTANDING

So that You understand exactly what Your insurance covers and does not cover, make sure You read the cover sections as well as the limits (including any Excess), conditions and exclusions that apply. Also read the exclusions and limitations which apply to certain cover and the General Exclusions which apply to all covers. Other limitations, conditions or exclusions may be listed in other documents which make up the Policy.

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## COOLING OFF PERIOD

If You decide that Your insurance cover doesn't meet Your needs, for whatever reason, and You have not made a claim, You can cancel the Policy within 21 days of the start of Your insurance. You will receive a full refund of any premiums paid (less any taxes or duties We cannot recover).

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## REPAIR QUALITY GUARANTEED

If We choose and instruct a repairer to repair any of Your insured property, We guarantee the quality of those repairs for as long as You are the owner of the insured property, subject to and in accordance with relevant law.

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## SERVICE

We are here to answer any questions You have about Your cover.

If You have any questions about this insurance or would like to update or change Your cover, please:

Call: 1300 279 565

Write to Suzuki Motorcycle Insurance: P.O. Box 6156, North Sydney NSW 2060

Visit: [www.suzukiinsurance.com.au](http://www.suzukiinsurance.com.au)

Call claims: 1300 279 464

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## ELECTRONIC COMMUNICATION

We will communicate with You and send correspondence (including Policy documents and notices, and financial services disclosure documents such as Product Disclosure Statements and Financial Services Guides) to You by email. You consent to Us communicating and sending documents and notices to You in this way unless You tell Us not to.

We will consider any Policy documents, notices and disclosure documents We send to You electronically to have been received by You on the day they are sent.

You are responsible for making sure You provide Us with Your correct email address and telling Us if it changes.

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## WHAT TYPES OF COVER CAN YOU APPLY FOR?

There are two types of cover to apply for:

- **Comprehensive Cover** – this provides You with cover for loss of or damage to Your Motorcycle as the result of an Accident, the Insured Events of Malicious Acts, Storm, Flood, Fire, Theft and Transit Damage (as defined) and Third Party Liability cover. This is the broadest cover We offer. (See page 18 for details.)
- **Fire and Theft Cover** – this provides You with cover for loss or damage to Your Motorcycle caused only by the Insured Events of Fire and Theft (as defined). (See page 18 for details.)

## CHOOSE YOUR COVER

The cover You choose will be set out in Your Certificate of Insurance. What You are covered for in the cover You choose is set out below:

What You are covered for	Comprehensive Cover	Fire and Theft Cover
Accidental Damage	Yes	No
Fire	Yes	Yes
Malicious Acts	Yes	No
Storm and Flood	Yes	No
Theft	Yes	Yes
Transit (whilst being transported on a Trailer)	Yes	No
Third Party Liability Cover	Yes	No
Automatic Additional Cover benefits		
Salvage Costs	Yes	No
Loan Balance Assistance	Yes	No
Riding Gear Cover	Yes	No
Keys and Locks	Yes	No
Replacement Motorcycle	Yes	No
Emergency Repairs	Yes	No

Please note that this is a limited summary of the available covers only and not a full description. Each cover noted is subject to terms, conditions, exclusions and limitations, so read the cover sections and the Policy to properly understand the cover provided. You are not automatically insured for every Insured Event.

You need to ensure that the cover You choose is suitable for Your needs and that the level of cover provided is adequate.

Additional Cover may also apply under Comprehensive Cover. See pages 20-21 for details.

Where We cover You for loss of or damage to Your Motorcycle We agree to cover Your Motorcycle up to a certain maximum amount. There are two options that may be available to You depending on Your circumstances:

- **Market Value** – this is where We pay You up to the amount the market would pay for Your Motorcycle immediately prior to the Incident, taking into consideration the motorcycle's make, model, age, general condition, any accessories or enhancements and kilometres travelled immediately prior to the Incident.
- **Agreed Value** – At the end of 1 calendar year from the date You purchased Your Motorcycle, the Policy will insure Your Motorcycle for it's Market Value.

Your Certificate of Insurance will show whether You are covered for Agreed Value or Market Value.

The maximum amount We will pay for any Motorcycle not listed with an Agreed Value on the Certificate of Insurance will be its current Market Value.

The maximum amount provided under the Market Value or Agreed Value does not include any Additional Cover benefits that are included in Your Policy. Additional Cover benefits provide additional sums insured, up to the amount specified for each particular benefit.

## SUM INSURED

Where We cover You for Loss of or Damage to Your Motorcycle We agree to cover Your Motorcycle up to a certain maximum amount. There are two options that may be available to You depending on Your circumstances:

### **AGREED VALUE: MOTORCYCLES UP TO 1 YEAR OF AGE**

When You have purchased a brand new Motorcycle through a professional dealership, and purchased Comprehensive Cover or Fire and Theft Cover. We will agree to insure Your Motorcycle for the Purchase Price paid. However we will only insure Your Motorcycle for its Purchase Price during the 1 year period from the date of purchase. After You have owned Your Motorcycle for 1 year the Policy will insure Your Motorcycle for its Market Value.

The Purchase Price and date of purchase of Your Motorcycle must be advised to Us at the time of entering into the Policy.

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## APPLYING FOR COVER

When You apply for this insurance, You will need to answer questions that We ask You. We will use and rely on the information supplied by You to decide the terms of cover We will provide. See page 8 for information about Your Duty To Take Reasonable Care Not to Make a Misrepresentation.

The Certificate of Insurance will contain important information relevant to Your insurance including the Period of Insurance, Your premium, details of Your Motorcycle, any Excess that will apply and whether any standard terms have been varied by way of endorsement.

Where We agree to enter into a Policy with You, Your Policy with Us is made up of:

- this PDS document;
- Your Certificate of Insurance; and
- any other document We tell You that forms part of the terms and conditions of Your cover, including any endorsement or supplementary product disclosure statements (PDS) issued by Us.

Please keep these documents in a safe place together with receipts; and other evidence of ownership and value of items You insure.

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## DETERMINING YOUR PREMIUM

When You buy Your insurance, We will tell You the premium You must pay and note it in Your Certificate of Insurance.

The factors that impact the premium costs include:

- Your Excess. The higher the applicable Excess, the lower the premium.
- The limits that apply. The higher the limits, the higher the premium.
- The make, model and value of Your Motorcycle.
- The type of Accessories or Modifications to the Motorcycle. The more Accessories or Modifications fitted to the Motorcycle, the higher the premium.
- Your insurance history and any previous claims You have made under similar policies.

Your total cost also includes an administration fee and amounts that take into consideration Our obligation to pay any relevant compulsory government charges, taxes or levies (e.g. Stamp Duty and GST) for Your insurance. We set these out in Your Certificate of Insurance.

A minimum premium applies for this insurance irrespective of any discount that applies. The amount of premium We charge will not be less than this amount.

## 2. SOME THINGS YOU SHOULD DO WHEN PURCHASING INSURANCE

### YOUR DUTY TO TAKE REASONABLE CARE NOT TO MAKE A MISREPRESENTATION

This is a consumer insurance contract under the Insurance Contracts Act 1984 (Cth).

Under the Insurance Contracts Act 1984 (Cth) You have a duty to take reasonable care not to make a misrepresentation to Us. This duty applies when You enter into, renew, extend or vary this contract of insurance.

Before You enter into, renew, extend or vary this contract of insurance We will ask You questions that are relevant to Our decision to insure You and on what terms. When You answer the questions You must not give a false or misleading account of matters. Your response should tell Us everything that You know about the question. Your response is relevant to whether We offer You insurance and the terms that are offered.

It is important You understand You are answering Our questions in this way for yourself and anyone else that You want to be covered by the contract.

A misrepresentation made fraudulently is made in breach of the duty to take reasonable care not to make a misrepresentation.

#### CONSEQUENCES OF FAILURE TO TAKE REASONABLE CARE NOT TO MAKE A MISREPRESENTATION

If You do not take reasonable care not to make a misrepresentation to 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 take reasonable care not to make a misrepresentation to Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

#### CIRCUMSTANCES RELEVANT TO YOUR DUTY

Whether or not You have taken reasonable care not to make a misrepresentation is to be determined with regard to all the relevant circumstances.

If We know, or ought to know about Your particular characteristics or circumstances, these characteristics or circumstances are taken into account in determining whether You have taken reasonable care not to make a misrepresentation to Us.



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Under the Insurance Contracts Act 1984 (Cth) the following matters may be taken into account in determining whether You have taken reasonable care not to make a misrepresentation:

- (a) the type of consumer insurance contract in question, and its target market;
- (b) explanatory material or publicity produced or authorised by Us;
- (c) how clear, and how specific, the questions We asked were;
- (d) how clearly We communicated to You the importance of answering those questions and the possible consequences of failing to do so;
- (e) whether or not an agent/insurance broker was acting for You;
- (f) whether the contract was a new contract or was being renewed, extended, varied or reinstated.

You are not to be taken to have made a misrepresentation merely because You:

- (g) failed to answer a question; or
  - (h) gave an obviously incomplete or irrelevant answer to a question.
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## ALTERATION OF RISK

You must tell Us as soon as possible if circumstances, changes or alterations occur or are intended or made which may increase Our risk under the Policy, including (but not limited to) the risk of Loss or legal liability, and details of any:

- conversion or modification to Your Motorcycle made by someone other than the manufacturer; or
- change in the use of Your Motorcycle.

If We agree to the change, We will do so in writing and You must pay Us any additional Premium We may require.

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## UNDERSTAND THIS INSURANCE

Suzuki Motorcycle Insurances provides cover for the covered Insured Events (as applicable) (see pages 18-19). Comprehensive Cover also provides some Additional Cover benefits (see pages 20-21). There are limits to the cover provided and while some of these are fixed, others may be extended by simply notifying Us of the items You own and their value.

There are also exclusions and limitations which apply to certain cover as well as General Exclusions which apply to all cover under the Policy (see pages 21-24). Your Certificate of Insurance which we will give You also sets out limitations to your insurance cover as well as the insurance cover You have selected.

Certain words have defined meanings You need to understand (see pages 25-27).

You should read this PDS and all other documents that make up the Policy in full to ensure You understand the cover provided as well as the limits, any Excess and exclusions that apply. See pages 34-35 for claim payment examples.

This PDS and the information We send You about Your cover is designed to be simple and straightforward to make it easy for You to understand what is included in Your cover and what isn't. So that You understand exactly what this Insurance covers and does not cover, make sure You read this Product Disclosure Statement ("PDS") and the policy wording ("Policy") which is found at Section 7 of this document.

## 3. THINGS YOU MUST DO AFTER PURCHASING INSURANCE

### CHECK YOUR POLICY DETAILS

Check Your Policy and read and check Your Certificate of Insurance carefully. If any information is incorrect or incomplete, please make all necessary changes promptly by calling Us on 1300 279 565. We rely on You to do this.

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### MAINTAIN THE MOTORCYCLE

Throughout the duration of Your Policy, You must maintain Your Off Road Motorcycle in a safe operating condition.

The Motorcycle may no longer be in a safe operating condition immediately after an Incident. It is important that You do not Ride it after an Incident if it is no longer safe to Ride.

You must also make reasonable efforts to protect Your Motorcycle from any loss or damage. If You make a claim and knew about something that could cause loss or damage to Your Motorcycle and You did not make reasonable efforts to avoid it before the loss or damage occurred, then Your claim may not be paid. If You do suffer loss or damage to Your Motorcycle You must also make reasonable efforts to prevent any further loss or damage.

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### CHANGES TO YOUR POLICY

You must promptly tell Us about any changes to the information You gave Us when You took out or last changed Your Policy, including but not limited to:

- changes to the Motorcycle;
- the address where the Motorcycle is kept;
- the use of Your Motorcycle;
- regular Riders who will Ride Your Motorcycle or the people covered by Your Policy; and
- anything else that may affect Your Policy or Our decision to accept the risk.

You must tell Us as soon as possible of any:

- Modifications that are made to Your Motorcycle;
- Accessories that are added to Your Motorcycle; and
- driving or criminal offences that have been committed by anyone who regularly Rides Your Motorcycle. You do not need to tell Us about parking offences that a regular Rider may receive.

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## ENSURE YOUR PREMIUMS ARE ALWAYS PAID

You are responsible for ensuring that Your premiums are paid or Your cover could be put at risk. Please call Us if You are ever unsure about Your premiums.

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## MEETING YOUR OTHER OBLIGATIONS

You will need to meet other conditions of the Policy, such as claims conditions or We may reduce or refuse to pay a claim and/or cancel the Policy to the extent permitted by law.

# 4. INSURING YOUR MOTORCYCLE

## WHAT IS YOUR MOTORCYCLE?

For the purpose of the Policy Your Motorcycle means the Motorcycle shown on Your Certificate of Insurance, including all fitted Accessories and Modifications.

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## WHAT IS AN EXCESS?

Excess means the first amount or amounts You must bear when a claim is accepted under the Policy as shown on Your Certificate of Insurance or noted within the Policy. More than one Excess can apply. Any Excess applicable to Your cover will be shown on Your Certificate of Insurance. Any Excess applicable to Your cover will be shown on Your Certificate of Insurance. There is a Basic Excess which applies to all claims under the Policy, The factors that We take into account in assessing Your Basic Excess are the same as those that We consider when We assess Your premium (see pages 7-8). There is an Additional Age Excess and if it applies it must be borne in addition to the Basic Excess.

### **BASIC EXCESS**

The Basic Excess is the standard Excess applicable to all Riders claims and is specified in the Certificate of Insurance. The factors that We take into account in assessing Your Basic Excess are the same as those We consider when We assess Your premium.

### **THEFT EXCESS**

Excess means the first amount or amounts You must bear when a claim is accepted

The Theft Excess is an amount You must pay in the event of Your Motorcycle being stolen.

If a Theft Excess applies, the amount will be shown on the Certificate of Insurance.

The Theft Excess must be paid in addition to the Basic Excess that applies in the event of the Motorcycle being stolen.

## GOODS AND SERVICES TAX (GST)

### INFORMATION YOU MUST GIVE TO US

If You are registered, or required to be registered, for Goods and Services Tax (“GST”) purposes You must provide Us in writing with Your Australian Business Number (“ABN”) when requested. You must also advise Us in writing what Your Input Tax Credit (“ITC”) entitlement is for the insurance premium either:

1. on or before entry into, renewal or variation of this Policy; or
2. if permitted under the GST Law, at any other time at or before You first notify as soon as is practicable Us of a claim under this Policy.
3. If You have told Us Your ITC entitlement under (1) above and Your ITC entitlement later alters, You must tell Us as soon as is practicable in writing about that alteration.
4. If You are registered and You cease to be registered for GST purposes You must tell Us as soon as is practicable in writing.

Any claim payments made under this insurance will be based on GST inclusive costs, up to the relevant Sum Insured, Market Value or Agreed Value or maximum amount that We pay as these amounts specified are GST inclusive amounts. However, if You are or would be entitled to claim any input tax credit for the repair or replacement of the insured property or for other things covered, We will reduce any payment for a 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 any incorrect advice concerning or omission to tell Us about, your GST registration or entitlement to input tax credits.

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## GST AND CLAIMS

Any claim payments made under this insurance will be based on GST inclusive costs, up to the relevant Sum Insured, Market Value or Agreed Value or maximum amount that We pay.

However, if You are or would be entitled to claim any input tax credit for the repair or replacement of the insured property or for other 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.

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## OTHER PARTY’S INTEREST

We only cover Your interest in the insured property, unless We specifically include cover for the interest of another party.

You must tell Us of the interests of all parties (e.g. credit providers or other owners) who You want their interests to be covered by the Policy. We will cover their interests only if You have told Us about them and We have noted them as an Interested Party on Your Certificate of Insurance.

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## IF YOU HAVE BORROWED MONEY TO BUY YOUR MOTORCYCLE

If an Interested Party is noted on Your Certificate of Insurance as having an interest in Your Motorcycle and You have a claim and We agree to settle on a cash basis, We have the option of making this payment to the Interested Party in full or part settlement of Your claim.

In this situation We will pay the Interested Party the amount We agree to settle the claim, up to the amount outstanding under Your loan account or finance contract, whose receipt will discharge Us completely in relation to the loss or damage.

If You have selected Comprehensive Cover and Your Motorcycle is a Total Loss and You have a remaining balance on Your Loan, a Loan Balance Assistance benefit of up to \$1,500 may also be available.

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## REINSTATEMENT OF SUM INSURED FOR CERTAIN CLAIMS

When We pay a claim for Your Motorcycle that is not a Total Loss, or repair an item, the relevant Sum Insured for Your Motorcycle or item will be automatically reinstated to the same amount shown in the Certificate of Insurance unless We tell You otherwise in writing.

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## IF YOUR MOTORCYCLE IS A TOTAL LOSS

If We pay You a Total Loss Payout under the Policy, Your Motorcycle (or what's left of it) including any Accessory or Modification will become Our property and We will keep the proceeds of any salvage sold.

If We agree to pay Your claim for a Total Loss, We'll pay You the Market Value, unless an Agreed Value is noted on Your Certificate of Insurance, minus any Excess that may apply. There are also Additional Cover benefits that may apply.

If We pay You a Total Loss Payout, the Policy will cease and no refund of premium will be available.

This is because all of Our obligations under this Policy will have been met.



## 5. MAKING A CLAIM

### WHAT HAPPENS IF YOU NEED TO MAKE A CLAIM?

#### PROVIDE PROOF OF OWNERSHIP

In the event of a claim, You must provide proof of value, proof of purchase, and/or ownership of any insured property for which You claim.

#### NOTIFY US OF ALL INCIDENTS WITHIN THIRTY (30) CALENDAR DAYS

You must notify Us of any Incidents involving the insured property within thirty (30) calendar days of becoming aware of the Incident/s. The details that must be provided, where reasonably possible, include: the location, date and time of the Incident; the particulars (name, address, phone number, license number, insurance company) of any Third Party that was involved in the Incident; and a description of the circumstances surrounding the Incident. This requirement applies whether You intend to claim or not. Failure to do so may prejudice You in lodging a claim or may prejudice Us in defending a claim against You from a Third Party.

If an event occurs that is likely to result in a claim, the following checklist will help You ensure that You have done everything You need to do, so that Your claim can be assessed quickly. Not all items may be applicable to Your claim.

#### FIRST YOU SHOULD:

- report the event to the police or other authority;
- notify the police if the event involves theft, attempted theft, malicious damage or impact;
- do what You can to prevent any further loss, damage, cost or liability;
- call Us on 1300 279 464 or
- email: [claims@suzukiinsurance.com.au](mailto:claims@suzukiinsurance.com.au)

#### YOU MUST NEVER, WITHOUT OUR CONSENT:

- admit guilt, fault or liability (except where required by law);
- offer or negotiate to pay a claim;
- approve any repairs or arrange replacements (other than emergency repairs necessary to minimise or prevent further loss or damage);
- dispose of any damaged property.

#### WE MAY ALSO REQUIRE YOU TO:

- provide Us with the proof that We require regarding lost or damaged items;
- help Us manage the claim, which may include Us inspecting Your Motorcycle or asking You questions, or You providing written statements to Us under oath;
- keep items that have been damaged and allow Us to inspect them or assess repair costs;

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- allow Us to take possession of damaged property that is the subject of a claim;
  - send Us any communication You receive relating to the claim (including telling Us of pending court proceedings or offers of settlement within 24 hours);
  - help Us as We work to negotiate, defend or settle any claim made under the Policy and to exercise for Our benefit Your legal right of recovery against any other party;
  - tell Us about any other insurance that may be relevant to the claim.
- 

## COSTS OF DISMANTLING, DIAGNOSIS AND REASSEMBLY

If You make a claim for loss or damage to Your Motorcycle, We may require You to dismantle it or authorise Us to dismantle it, so We can assess Your claim and/or decide if it is valid. We may refuse to assess or pay Your claim if You do not agree to this.

If We determine that the claimed loss or damage is not covered, You will be responsible for the costs of the above dismantling as well as any costs associated with it (including but not limited to any diagnosis, reassembly, repair, and/or replacement costs).

If We determine that the claimed loss or damage is covered, We will settle Your claim in accordance with the terms and conditions of the Policy (including the operation of any Excess).

However, We will never pay more than the relevant limit specified in this document or on Your Certificate of Insurance.

If We pay You the reasonable cost of repairing or replacing Your insured properties Our payment will be based on the cost required to repair or replace it as near as possible to its appearance and condition immediately prior to the claimed loss or damage (refer to pages 34-35 for Claim Payment Examples).

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## HOW DO WE SETTLE A COVERED CLAIM?

If Your Motorcycle or another item is covered under the Policy We will:

- repair or replace Your Motorcycle or relevant item;
- pay You the reasonable cost of repairing or replacing Your Motorcycle or relevant item; or
- pay You up to the Agreed Value or Market Value (whichever is specified as applicable) of Your Motorcycle.

However, We will never pay more than the relevant Sum Insured and/or applicable limit specified in this document or on Your Certificate of Insurance less any applicable Excess.

You must pay Your Excess to Us, or to any repairer We engage to repair Your Motorcycle. If We pay You the Agreed or Market Value We will deduct Your Excess from the amount We pay.

If We accept Your claim and Your Motorcycle is less than 5 years old from date of first registration We will pay for repairs and replace damaged parts on a new for old basis up to the Agreed Value or Market Value, whichever is applicable. Where possible We will use the manufacturer genuine parts.

If We pay You the reasonable cost of repairing or replacing the damage to Your Motorcycle, this payment will be based on the cost to repair or replace as near as possible to its appearance and condition immediately prior to the claimed loss or damage.

## REPAIR INDUSTRY CODE OF CONDUCT

This Insurer complies with the Motor Vehicle Insurance and Repair Industry Code of Conduct.

You can choose a repairer, or We can recommend one for You. If We do not accept Your choice of repairer, You must still cooperate with Us to select another repairer that We both agree on.

When Your Motorcycle is repaired, the repairer may use re-usable parts or parts that are not manufactured by a supplier to the Motorcycle's original manufacturer which:

- are consistent with the age and condition of the Motorcycle;
- do not affect the safety or the structural integrity of the Motorcycle;
- comply with the Motorcycle manufacturer's specifications and applicable Australian Design Rules;
- do not adversely affect the post-repair appearance of the Motorcycle; and
- do not void or affect the warranty provided by the Motorcycle manufacturer.

In repairing Your Motorcycle, We may arrange for a part of the repair to be carried out by a specialist service provider, for example windscreen repairs. We guarantee workmanship of the repairs authorised by Us.

This guarantee is for the life of the Motorcycle and is in addition to Your statutory rights against the repairer and warranties that You have from the repairer directly. Wear and tear is not covered by this guarantee.

We will arrange for repairs authorised by Us to be rectified at no cost to You, if We agree that the repairs are defective. Before We can arrange for any defective repairs to be rectified, You must give Us the opportunity to inspect the Motorcycle.

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## CLAIM RECOVERY

We reserve the right to take action to recover any money paid by Us as a result of a claim. When We do this, We may need to take such action in Your name. You must cooperate with Us and give Us any information We may require. We will pay for any legal costs.

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## AGREEMENTS AFFECTING RIGHTS OF SUBROGATION

We will not pay a claim if, without prior agreement from Us, You make any agreement that will prevent Us from recovering the loss from a third party.

## WHEN WE MAY REFUSE A CLAIM

We may refuse or reduce the amount We pay In relation to a claim (to the extent permitted by law) if amongst other things:

### **WHEN MAKING A CLAIM, YOU:**

- are not truthful;
- have not given Us, or refuse to give full and complete details; or
- have not told Us something You should have.

### **YOU DO NOT AT ALL TIMES TAKE REASONABLE CARE TO:**

- prevent Theft of the Motorcycle;
- protect Your Motorcycle against any initial or further loss or damage;
- keep Your Motorcycle in good order.

### **YOU DO NOT GIVE US THE DOCUMENTATION AND INFORMATION WE MAY NEED TO HELP US DECIDE ON ANY AMOUNT THAT WE MAY PAY YOU.**

### **YOU DO ANY OF THE FOLLOWING WITHOUT OUR KNOWLEDGE AND CONSENT:**

- make or accept any offer or payment, or in any other way admit You are liable;
- settle or attempt to settle any claim;
- defend any claim.

## 6. OTHER IMPORTANT MATTERS

### PERIOD OF INSURANCE

Cover is only provided under the Policy in relation to Insured Events causing loss, damage or liability (as applicable) which occur during the Period of Insurance shown on Your Certificate of Insurance.

### LICENSING AND USAGE OF YOUR MOTORCYCLE

Your Motorcycle must at all times be:

- operated in compliance with and within the limits of any licence or government authority restrictions or conditions;
- used for Private Use purposes only.

## 7. WHAT YOU ARE COVERED FOR

The following cover types only apply if specified as applicable in Your Certificate of Insurance and are all subject to the Policy terms, conditions, limits and exclusions.

### COMPREHENSIVE COVER

We will cover You for:

- Loss of or damage to Your Motorcycle caused by an Accident, or by the Insured Events of Fire, Malicious Acts, Storm or Flood, Theft and/ or Transit Damage occurring during the Period of Insurance.
- Third Party Liability Cover as set out below.

### FIRE AND THEFT COVER

We will cover You for loss of or damage to Your Motorcycle caused only by the following Insured Events occurring during the Period of Insurance:

- Fire;
- Theft.



## **THIRD PARTY LIABILITY COVER**

If you have selected Comprehensive Cover, we will cover You for Your legal liability to pay compensatory damages for loss or damage to the property of others where the:

- loss or damage results from an Accident during the Period of Insurance; and
- legal liability results from the use of Your Motorcycle within Australia.

## **THIRD PARTY LIABILITY COVER INCLUDES COVER FOR LIABILITY RESULTING FROM:**

- Your use of another Motorcycle with the permission of its owner provided it is not:
  - owned by You or being leased to You;
  - being purchased or hired to You under any form of hire or purchase agreement.
- any Rider using Your Motorcycle with Your permission.

We will also pay all charges, expenses and legal costs incurred by Us or by You with Our prior written consent in the investigation, reporting, settlement or defence of any claim or suit for compensation for which:

- You are entitled to cover under the Policy; or
- You would be entitled to cover under the Policy if such claim or suit were to be sustained.

## **MAXIMUM AMOUNTS PAYABLE UNDER THIRD PARTY LIABILITY COVER**

The most that We will pay for legal liability resulting directly or indirectly from any claim under Third Party Liability Cover is \$20,000,000. This amount includes all charges, expenses and legal costs covered under the above Third Party Liability Cover.

## ADDITIONAL COVER APPLICABLE TO COMPREHENSIVE COVER

<b>ADDITIONAL COVER:</b> Subject to other terms and conditions, limitations and exclusions of the Policy, unless stated otherwise, if You have selected Comprehensive Cover and We accept a claim for loss of or damage to Your Motorcycle under Your Policy as being covered, We will also provide You with the additional cover listed in the following table where applicable. The benefits only apply if any relevant criteria specified for the benefit is met.	Comprehensive Cover
<b>Loan Balance Assistance</b> If an Interested Party receives a Total Loss Payout made under Your Policy, We will pay to the Interested Party any remaining balance due for Your Motorcycle under Your Loan up to a maximum \$1,500 per claim.	✓
<b>Salvage Costs</b> If Your Motorcycle cannot be Ridden following an Accident, We will pay the reasonable cost of removing it to the nearest repairer or place of safety, including clean-up costs of any debris, up to \$1,000 per claim.	✓
<b>Riding Gear Cover</b> In the event of an Accident giving rise to a claim, We will cover Your Riding Gear, if it is lost or damaged in the Accident up to a limit of \$500 any one item (or a pair) with a maximum of \$1,000 any one claim. (There is no cover for loss or damage to Your Riding Gear as a result of theft, giving rise to a claim).	✓
<b>Keys and Locks</b> Where Your keys and/or lock combinations have been stolen or illegally duplicated in the Period of Insurance We will pay up to \$1,500 per claim to replace Your keys and/ or locks. No Excess applicable under this benefit. We do not need to accept a claim for this benefit to apply.	✓
<b>Replacement Motorcycle</b> If Your Motorcycle was purchased new and insured under this Policy and is declared by Us to be a Total Loss within: <ul style="list-style-type: none"> <li>- 1 year (12 months) from date of original purchase.</li> </ul> We will replace Your Motorcycle with another motorcycle of the same make, model or series, subject to the following conditions: <ul style="list-style-type: none"> <li>- Suzuki Motorcycle Insurance Comprehensive Cover was taken out at the time the motorcycle was purchased and has been consistently held up to the time of the incident/loss.</li> <li>- if it is financed, the financier agrees with Your Motorcycle being replaced.</li> <li>- The replacement motorcycle must be locally available within 90 days of Your Motorcycle being declared a Total Loss.</li> <li>- If We do replace Your Motorcycle we will also pay for relevant Government / statutory taxes and charges and any reasonable dealer delivery fees.</li> </ul> Should you not wish to receive a replacement motorcycle or agreement cannot be reached on a new motorcycle we will pay you amount shown on your Policy schedule or the replacement value of a new Motorcycle of the same make, model or series, whichever is the greater. The cover under this benefit will end as soon as one of the following occurs: <ul style="list-style-type: none"> <li>- the Policy is cancelled;</li> <li>- Your Motorcycle is no longer covered by the Policy;</li> <li>- 12 months from Your Motorcycle's original purchase.;</li> <li>- Your Motorcycle has been sold.</li> </ul>	✓

## ADDITIONAL COVER:

Subject to other terms and conditions, limitations and exclusions of the Policy, unless stated otherwise, if You have selected Comprehensive Cover and We accept a claim for loss of or damage to Your Motorcycle under Your Policy as being covered, We will also provide You with the additional cover listed in the following table where applicable. The benefits only apply if any relevant criteria specified for the benefit is met.

Comprehensive  
Cover

### Emergency Repairs

We will cover up to \$500 per claim for emergency repairs to Your Motorcycle if it is damaged as a result of an Accident. These repairs include reasonable expenses in repairing Your Motorcycle to a Riding and safe condition in order to get Your Motorcycle to Your home or a repairer. You will only be covered for this benefit should We accept the resultant claim.



## 8. WHAT YOU ARE NOT COVERED FOR

### GENERAL EXCLUSIONS

Like most insurance policies there are exclusions that apply to all covers.

We will not pay for any claim arising directly or indirectly from, or in any way connected with:

1. Your Motorcycle being ridden on a road, unless that use was permitted by law and was in accordance with its Restricted Registered use;
2. Your failure to store and secure Your Motorcycle in a fully enclosed and securely locked building or shed whilst at Your Usual Residence;
3. Your failure to store and secure Your Motorcycle in a fully enclosed and securely locked trailer or fully enclosed and securely locked vehicle whilst Temporarily Removed from Your Usual Residence;
4. Loss or damage where Your Motorcycle has been Temporarily Removed for a period of more than 14 days, unless We have agreed to extend the period of Temporary Removal for a longer period in writing; or
5. Your legal liability to others unless you have taken out Comprehensive Cover.

You are not covered for any loss or damage or liability caused by or resulting from, or the costs incurred from or in connection with:

1. any Motorcycle while it is:
  - a. not locked in a secured place of storage or building – this exclusion applies to claims for the Theft of a Motorcycle only;
  - b. let out on hire or is used for carrying fare paying passengers;
  - c. being tested in preparation for or engaged in any racing, pacemaking, hill climbing, reliability trials, rallying, speed tests or any other similar motor sporting event;
  - d. being used otherwise than for Private Use;
  - e. not used as a motorcycle;
  - f. being used illegally, for example wheelies, burnouts, street racing, stoppies or any other reckless use;

- g. being Ridden in an unsafe condition or being Ridden in a manner likely to cause an Accident that is known or could reasonably be known by You, and that condition contributed to the Accident;
  - h. being used to carry hazardous or inflammable goods in quantities above those allowed by the current Australian Code for the Transport of Dangerous Goods by Road and Rail or the current Australian Code for the Transport of Explosives by Road and Rail;
  - i. outside Australia;
  - j. modified from the manufacturer's specifications, unless We had agreed to cover it;
  - k. being used for towing and/or motorcycle haulage in connection with emergency or law enforcement services;
  - l. in an unsafe condition at the time of the Incident and You knew, or should have known that it was in an unsafe condition;
  - m. Unregistered when required by law to be Registered for its use, at the time of the Accident;
  - n. being Ridden by any person who:
    - i. at the time of any event giving rise to claim under the Policy has proportion of breath/alcohol or blood/alcohol concentration which exceeds the legal limit prescribed by law;
    - ii. following an event giving rise to a claim under the Policy fails or refuses to permit a specimen of blood or breath test to be taken after having been lawfully required to do so;
    - iii. arising out of the circumstances giving rise to any claim under the Policy is convicted of any alcohol or drug related breach of the law governing the use of Motorcycles;
    - iv. does not remain at an Accident scene, where the law requires that person to remain, until that the person's duties at that location are complete or there is a valid reason for leaving. Laws vary between States around exactly what situations require a person to remain at the scene of an Accident, these commonly include (but are not limited to):
      - obtaining details of all parties involved;
      - if any person is injured;
      - damage has occurred to private or public property; or
      - it is necessary to contact police. You should check the relevant rules for Your local jurisdiction if You are unsure. This can be done at either a State or Territory Government Department, motor registry or through the police;
    - v. has made any admissions, offers of settlement or attempted to defend any claim without Our written consent;
    - vi. was carrying a load or towing a trailer or side car illegally or in an unsafe condition or in excess of the maximum weight specified by the Motorcycle manufacturer;
    - vii. was using it for an illegal purpose;
    - viii. is not truthful in any statement made or information provided in connection with a claim;
    - ix. has not taken reasonable precautions to avoid the Accident;
    - x. did not immediately make a report to the police when he or she suspects that the Motorcycle or items attached to the Motorcycle have been stolen; or
    - xi. fails to report the Accident to police or remain at the scene of the Accident long enough for interested persons to attend.
2. Theft of any Accessories, unless stolen with the Motorcycle or from the Motorcycle or from the Motorcycle's Place of Storage.
  3. loss or damage to a Substitute Motorcycle.
  4. loss or damage to property belonging to or under the care, custody or control of You, any Rider, or any person covered under the Policy.

5. any responsibility which You or the Rider have agreed with any party to accept in connection with any loss or damage for which the law could not otherwise hold You or the Rider responsible.
6. any liability to pay fines and/or other penalties or reparation orders or any punitive, exemplary or aggravated damages awarded against You.
7. any liability for which there is an entitlement to claim an amount for benefit under a statute or other policy in respect of the liability.
8. liability to any person covered by the Policy for injury, illness or death.
9. any event, Incident or act which was expected or intended to happen.
10. any intentional or reckless act by You, or by a person acting with Your consent.
11. any Malicious Act of any person:
  - who is a Household Member or Family Member;
  - who has been given permission by You to Ride the Motorcycle; or
  - acting with Your consent.
12. war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, insurrection or military or usurped power.
13. confiscation or requisition by order of any public authority.
14. nuclear weapons material or ionizing radiation or contamination by radioactivity from any nuclear waste or the combustion of nuclear fuel. For the purpose of this exclusion combustion includes any self-sustaining process of nuclear fission or fusion.
15. contamination by chemical and/or biological agents which results from an act of Terrorism.
16. lawful repossession, seizure or other operation of law.
17. while a trailer is attached to Your Motorcycle unless that trailer is constructed specifically for Motorcycle by a commercial manufacturer.
18. any consequential loss or loss of profit of any kind.
19. any damage to tyres by application of brakes, or road cuts, punctures or bursts.
20. any loss or damage caused by normal wear and tear, corrosion, any existing defects and any consequential loss associated with the Motorcycle's depreciation, unless stated otherwise in this Policy.
21. any loss or damage to or failure or breakage of the engine, transmission, cooling, lubrication, mechanical, hydraulic, electronic or electrical systems unless it occurs at the same time as other damage to the Motorcycle for which a claim is payable under the Policy.
22. the cost of repairing faulty workmanship or incomplete repairs previously carried out on Your Motorcycle prior to an Incident which results in a claim, unless You are claiming under the terms of Our repair guarantee.
23. the cost of any repair to Your Motorcycle that have been carried out without Our permission.
24. loss or damage caused by failure to properly safeguard Your Motorcycle after it was stolen and found, or after it has broken down, or after an Accident.
25. loss or damage caused by any person insured by this Policy stealing, absconding or otherwise misappropriating the Motorcycle.
26. loss or damage to any clothing that may be stolen or damaged as a result of an Accident (except as described under Additional Cover – Riding Gear Cover).
27. loss or damage to any component, part or Accessory of Your Motorcycle that occurs while the component, part or Accessory has been removed from the Motorcycle.



28. any costs associated with locating, importing or transporting parts as a result of a claims, where parts are not normally available from the Motorcycle manufacturer or its recognised distributor within Australia. If any part is unavailable in Australia, the most We will pay in relation to any such part will be the lesser of:
- the manufacturer's most recent Australian list price.
  - the list price of the closest equivalent part available in Australia.
  - the actual cost of having a new part made in Australia.

## 9. GENERAL CONDITIONS

### MODIFYING YOUR MOTORCYCLE

You must tell Us if You modify Your Motorcycle from the manufacturers original specifications. If You do not provide Us with this information You may not be covered in the event of a claim.

When You provide this information to Us We may alter the terms and conditions of the Policy and this may involve the payment of an additional premium. Alternatively, We may cancel the Policy or decide not to offer renewal.

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### CHANGES TO RESIDENCE

You must tell Us if your Motorcycle is Temporarily Removed or if You change Your Usual Residence. If You do not provide Us with this information You may not be covered in the event of a claim.

When You provide this information to Us We may alter the terms and conditions of the Policy and this may involve a change in premium.

Alternatively, We may cancel the Policy or decide not to offer renewal.

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### REPLACING YOUR MOTORCYCLE

If You replace Your Motorcycle with a replacement Motorcycle in the Period of Insurance, the Policy will cover the replacement Motorcycle for a maximum of 14 days from the time of purchase, provided You advise Us of the replacement Motorcycle details within this period. The most We will cover You for the replacement Motorcycle is the Market Value of the Motorcycle unless We agree to accept cover for the replacement Motorcycle under this policy.

If You do not give Us the details of the replacement Motorcycle within this period, cover will only be provided for the Motorcycle (as described on the Certificate of Insurance).

Cover for the Motorcycle will cease when We agree to accept cover on the replacement Motorcycle or when You dispose of the Motorcycle, whichever is first to occur.

Cover will not be provided for any replacement Motorcycle after 14 days unless We agree to provide cover for the replacement Motorcycle. An extra premium may apply.

## 10. WHAT DO OUR WORDS MEAN?

**Accessory/Accessories** mean extra items added to the Motorcycle before it was delivered new to its first owner, as well as items added to the Motorcycle by anyone at any time after it was delivered new to its first owner. You must tell Us about any of these items and We must agree to insure them as Accessories under this Policy.

**Accident** means an Accidental collision or other impact, which occurs suddenly and at a definite place and time.

**Accidental** means unforeseen, unintentional and unintended.

**Accidental Damage** means damage caused to Your Motorcycle following an Accident. This does not include Theft or loss or damage caused by Fire or Theft, or loss or damage to Your Motorcycle whilst it is being transported.

**Agreed Value** means the amount shown on Your Certificate of Insurance as the Agreed Value. The Agreed Value includes any after factory or non-standard Accessories that may be fitted to the Motorcycle.

**Certificate of Insurance** means the most recent Certificate of Insurance We give You. We give You a new Certificate of Insurance when You first buy the Policy or whenever any part of the Policy is changed or when the Policy is renewed.

**Excess** means the first amount or amounts You must contribute when a claim is accepted under the Policy as shown on Your Certificate of Insurance or noted within the Policy. More than one Excess can apply.

**Family Member** means an individual with any of the following relationships to You:

1. Spouse or domestic partner and their parents;
2. Parents, sons and daughters;
3. Brothers and sisters, and their spouses;
4. Grandparents and grandchildren; and
5. Any individual related by blood or affinity whose close association with You is the equivalent of a family relationship.

**Fire** means burning accompanied by flame but does not include damage as a result of any other cause such as malicious damage, explosion or storm or damage where no flame has occurred such as electrical damage, smoke damage, searing or scorching.

**Flood** means the covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:

- a lake (whether or not it has been altered or modified);
- a river (whether or not it has been altered or modified);
- a creek (whether or not it has been altered or modified);
- another natural watercourse (whether or not it has been altered or modified);
- a reservoir;
- a canal; or
- a dam.

**Household Member** means any person who lives at the overnight address where the Motorcycle is kept as noted on Your Certificate of Insurance.

**Incident** means an Accident or Insured Event covered under Your Policy.

**Insured Event** depending on the cover selected means Accidental Damage, Fire, Theft, Malicious Damage or Transit Damage.

**Interested Party** means the credit provider or other party noted in the Certificate of Insurance.

**Loan** means the legal agreement with the Interested Party which describes the terms and conditions under which the funds were provided to You for Your Motorcycle.

**Malicious Acts** mean an act done maliciously is one that is wrongful and performed wilfully or intentionally, and without legal justification.

**Market Value** means the amount We determine the market would pay for Your Motorcycle immediately prior to the Insured Event. We consider the condition age, make, model and kilometres travelled immediately prior to the Insured Event and may consider industry publications to help determine the amount. The amount does not include any warranty costs, stamp duty or transfer fees or allowance for dealer profit.

This includes an allowance for after factory or non-standard Accessories up to the amount noted on Your Certificate of Insurance for aftermarket Accessories.

**Modifications** mean all changes from the manufacturer's specifications, made to the Motorcycle at any time after it left the factory where it was built that You have told Us about and We have agreed to insure as Modifications under this Policy.

**Motorcycle** means the Motorcycle as shown on Your Certificate of Insurance, including all fitted Accessories and Modifications.

**Period of Insurance** means the period of time that You are covered by the Policy. This period is shown on Your Certificate of Insurance. However this period may end earlier at the time the Policy otherwise ends in accordance with its terms or the relevant law.

**Place of Storage** means the place where the insured Motorcycle is normally kept.

**Policy** means Your insurance contract with Us. It includes this document, the Certificate of Insurance and any other document We tell You forms part of the terms and conditions of Your cover, including any endorsements issued by Us.

**Private Use** means the Motorcycle is used for social, domestic and pleasure purposes.

**Purchase Price** means the amount You paid for Your Motorcycle including dealer delivery fees and Goods and Services Tax but excludes all other costs.

**Registered** means that the Motorcycle is registered or licensed in an Australian State or Territory for use on roads or is Restricted Registered.

**Restricted Registered** means registered for only restricted, recreation, conditional, or off-road use in accordance with applicable law.

**Ride/Riding/Ridden** means the use or operation of the Motorcycle, including the use or operation of any part of the Motorcycle.

**Rider** means the person using or operating the Motorcycle, or the person legally responsible for its use or operation.

**Riding Gear** means any riding apparel or protective clothing purposely made for Motorcycle riding, including helmets, gloves, riding jackets, pants and boots, and any other Motorcycle-specific gear, such as body armour and knee guards.

**Storm** means a violent atmospheric event which includes a thunderstorm, cyclone, or strong wind with or without rainstorm, hailstorm or snowstorm, but not rain showers alone.

**Substitute Motorcycle** means a loan Motorcycle provided by the service provider servicing or repairing the Motorcycle and of similar type and used for similar purposes as the Motorcycle, being used free of charge while the Motorcycle is out of order due to it being serviced or repaired. A hired or rented Motorcycle is not a Substitute Motorcycle.

**Sum Insured** means for an Agreed Value Policy the Agreed Value sum(s) insured specified in the Certificate of Insurance for any item(s). For a Market Value Policy it means the Market Value. In certain cases it is a sub limit that is stated to apply. This is the maximum amount We will pay in relation to the relevant item(s).

**Temporary Removal/Temporarily Removed** means when Your Motorcycle is temporarily removed from Your Usual Residence for a period of no longer than 14 days.

**Terrorism** means any act which may, or may not, involve the use of, or threat of, force or violence where the purpose of the act is to further a political, religious or ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public.

**Theft** means:

- i. if it occurred at Your Usual Residence, stealing as a result of visible, forcible and violent entry into a fully enclosed and securely locked building or shed.
- ii. if it occurred whilst Your Motorcycle was Temporarily Removed, stealing as a result of visible, forcible and violent entry into a:
  - fully enclosed and securely locked building;
  - fully enclosed and securely locked trailer; or
  - fully enclosed and securely locked vehicle.

**Third Party** means any person involved in an Accident with the Motorcycle, excluding the Rider of the Motorcycle.

**Total Loss** means when Your insured property is damaged to the extent that We decide it is not economical or safe to repair, or it is stolen and not recovered.

**Total Loss Payout** means a payout of the full Market Value or the Purchase Price (whichever is the lesser) in respect of the Total Loss of Your Motorcycle.

**Transit Damage** means Accidental loss or damage to Your Motorcycle whilst being transported in a trailer or on conveyancing vehicle, adequately secured and the vehicle and trailer must at all times be registered and compliant for usage.

**Tyre** means any tyre that is attached to Your Motorcycle.

**Unregistered** means that the Motorcycle is not Registered.

**Usual Residence** means the address You have nominated on the application as the address where You usually reside and Your Motorcycle is stored.

**We/Our/Us** means NM Insurance Pty Ltd ABN 34 100 633 038, AFS Licence Number 227186 acting as an agent of the insurer under a binder agreement.

**You/Your/Insured** means the persons named as the Insured on Your Certificate of Insurance. 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 those people.

# 11. OUR OBLIGATIONS TO YOU

## RENEWING THE POLICY

At least 14 days before the Policy expires, We will send You a renewal notice advising whether we are prepared to renew the Policy and if so, on what terms.

If We arranged for You to finance Your premium and We are prepared to renew the Policy, Our renewal notice will tell You that We will automatically renew the Policy on the terms contained in it and any other Policy documents that accompany it.

Before Policy renewal:

- You must comply with Your Duty to Take Reasonable Care Not to Make a Misrepresentation – this includes telling Us if any information in Our renewal notice is incorrect or incomplete; and
- You should check the amount of Your Sum Insured to ensure Your level of insurance cover is still appropriate for You.

You are not obliged to renew the Policy with Us and can contact Us at any time prior to its expiry, to ask Us not to renew it.

Your cooling off period continues to apply on each renewal. Each renewal is a separate contract of insurance and not an extension of the prior contract.

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## CANCELLING YOUR INSURANCE

You can cancel the Policy at any time by calling Us. We will explain the cancellation process to You. We will refund any premium You have paid, less an amount that covers the period for which You were insured, any government or statutory charges We are not able to recover and a cancellation fee unless there has been a Total Loss in which case there is no premium refund. If any refund is less than the cancellation fee, no refund will be made.

We can cancel Your insurance to the extent permitted by law, for example if You do not comply with the Policy terms and conditions, fail to pay Your premium, make a fraudulent claim or if You did not comply with Your Duty To Take Reasonable Care not to Make a Misrepresentation when You entered into the Policy. If We cancel the Policy We will send You a cancellation letter.

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## CONFIRMING TRANSACTIONS

You may contact Us in writing or by phone to confirm any transactions under Your insurance if You or Your adviser do not already have the required Policy confirmation details.

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## GENERAL INSURANCE CODE OF PRACTICE

The insurer is a signatory to the General Insurance Code of Practice (the Code) and NM Insurance also proudly supports the Code.

The objectives of the Code are:

- to commit Us to high standards of service;
- to promote better, more informed relations between Us and You;
- to maintain and promote trust and confidence in the general insurance industry;
- to provide fair and effective mechanisms for the resolution of complaints and disputes You make about Us; and
- to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers compliance with the Code.

Further information about the Code or the Code Governance Committee and Your rights under it is available at [www.insurancecouncil.com.au/cop](http://www.insurancecouncil.com.au/cop) or by contacting Us.

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## SANCTIONS

If, by virtue of any law or regulation which is applicable to the insurer, its parent company or its ultimate controlling entity, at the inception of this Policy or at any time thereafter, providing coverage to the Insured is or would be unlawful because it breaches an applicable embargo or sanction, that Insurer shall provide no coverage and have no liability whatsoever nor provide any defense to the Insured or make any payment of defense costs or provide any form of security on behalf of the Insured, to the extent that it would be in breach of such embargo or sanction.

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## HOW WE PROTECT YOUR PRIVACY

ZAIL and NM Insurance are committed to protecting Your privacy in accordance with the Privacy Act 1988 (Cth) (the "Act") and the Australian Privacy Principles (APPs).

In this section dealing with Privacy, "We", "Our" and "Us" refers to both ZAIL and NM Insurance.

Further information about Our Privacy Policies is available at:

- for NM Insurance at: [www.nminsurance.com.au](http://www.nminsurance.com.au) or by contacting NM Insurance at [customerservice@nminsurance.com.au](mailto:customerservice@nminsurance.com.au) or on 02 8920 1157.

This Privacy Statement outlines why, how We collect, disclose and handle Your personal information (including sensitive information) as defined in the Act about:

- You, if an individual; and
- other individuals You provide information about.

Zurich is bound by the Privacy Act 1988. We collect, disclose and handle information, and in some cases personal or sensitive (eg health) information, about You ('Your details') to assess applications, administer policies, contact You, enhance Our products and services and manage claims ('Purposes'). If You do not provide Your information, We may not be able to do those things. By providing Us, Our representatives or Your intermediary with information, You consent to Us using, disclosing to third parties and collecting from third parties Your details for the Purposes.

We may disclose Your details, including Your sensitive information, to relevant third parties including Your intermediary, affiliates of Zurich Insurance Group Ltd, insurers, reinsurers, Our banking gateway providers and credit card transactions processors, Our service providers, Our business partners, health practitioners, Your employer, parties affected by claims, government bodies, regulators, law enforcement bodies and as required by law, within Australia and overseas.

We may obtain Your details from relevant third parties, including those listed above. Before giving Us information about another person, please give them a copy of this document. Laws authorising or requiring Us to collect information include the Insurance Contracts Act 1984, Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Corporations Act 2001, Autonomous Sanctions Act 2011, A New Tax System (Goods and Services Tax) Act 1999 and other financial services, crime prevention, trade sanctions and tax laws.

Zurich's Privacy Policy, available at [www.zurich.com.au](http://www.zurich.com.au) or by telephoning Us on 132 687, provides further information and lists service providers, business partners and countries in which recipients of Your details are likely to be located. It also sets out how We handle complaints and how You can access or correct Your details or make a complaint.

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## HOW WE RESOLVE YOUR COMPLAINTS

If You have a complaint about an insurance product We have issued or service You have received from Us, please contact Us or Your intermediary to initiate Your complaint with Us. If You are unable to contact Your intermediary, You can contact Us directly at [disputes@nminsurance.com.au](mailto:disputes@nminsurance.com.au). We will acknowledge receipt of Your complaint within 24 hours or as soon as practicable.

Please refer to Our website for details of Our internal dispute resolution process.

We expect that Our internal dispute resolution process will deal fairly and promptly with Your complaint, however, You may take Your complaint to the Australian Financial Complaints Authority (AFCA) at any time.

AFCA is an independent external dispute resolution scheme. We are a member of this scheme and We agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to You.

Their contact details are:

Website: [www.afca.org.au](http://www.afca.org.au)

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

Free call: 1800 931 678

In writing to: The Australian Financial Complaints Authority, GPO Box 3, Melbourne, Victoria 3001.

If Your complaint or dispute falls outside the AFCA Rules, You can seek independent legal advice or access any other external dispute resolution options that may be available to You.

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## 12. OTHER IMPORTANT INFORMATION

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### UPDATING THIS PDS

We may need to update this PDS from time to time if certain changes occur where required and permitted by law.

We will issue You with a new PDS or Supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, 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 calling Us).

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### DISTRIBUTION OF THIS INSURANCE

Pursuant to the ASIC Corporations (Basic Deposit and General Insurance Product Distribution) Instrument 2015/682, certain persons including selected Suzuki motorcycle dealers, finance brokers and occasionally other persons have been authorised by Us as general insurance distributors to deal in this insurance on Our behalf.

These persons are not authorised to provide any advice on this insurance and have no binding authority to enter into any Policy or settle any claim or otherwise act on behalf of the insurer. If You have any questions, please contact NM Insurance.

Any person who provides financial services to You as Our general insurance distributor will tell You that they are acting in that capacity and ensure you are provided with NM Insurance's Financial Services Guide which contains information about how they are remunerated, and details of NM Insurance's complaints process and how it can be accessed.

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### DISTRIBUTORS' REMUNERATION

Distributors receive a commission whenever You enter into a Policy arranged by them (including renewals and some variations which increase the premium payable). Suzuki also receives a commission in these circumstances. The commission excludes GST and is a percentage of insurer's base premium (i.e. premium excluding the amounts included by the insurer in relation to applicable stamp duty, fire service levy, GST or any other government charges, taxes, fees or levies). The commission is included as part of Your premium. The NM Insurance Financial Services Guide contains more information about how distributors are paid and other benefits they may receive.



## HOW NM INSURANCE IS REMUNERATED FOR THE SERVICES PROVIDED

NM Insurance also receives a commission whenever You enter into a Policy (including renewals and some variations which increase the premium payable).

The insurer may also advance it other money in the period to cover marketing and other costs and expenses which is agreed on a case by case basis.

For services in administering this insurance NM Insurance may be paid a profit share amount in relation to Suzuki Motorcycle Insurance policies entered into in each annual period. The amount NM Insurance can receive is a percentage of the net profit amount (if any) which is determined by the insurer and is based on the total premium excluding certain costs, expenses, fees and liabilities in relation to the policies (e.g. taxes and charges on the Policy, reinsurance costs, claims payments, commission paid and administrative costs) over a 12 month period.

If there is no net profit in the annual period, NM Insurance receives no profit share. Any profit share amount is paid 3 months after the annual period ends.

NM Insurance will also charge You a fee, which varies depending on the dealing service it provides You with. The fee is paid in addition to the premium and is specified in the Certificate of Insurance.

NM Insurance's staff receive an annual salary that may include bonuses based on performance criteria (which can include sales performance) and the achievement of company goals.

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## REMUNERATION PAYABLE TO REFERRERS

NM Insurance will pay commission to certain people and organisations if they refer You to NM Insurance and You subsequently buy (and in some cases renew or vary) this insurance.

The commission excludes GST and is a percentage of base premium (i.e. premium excluding any amounts relating to stamp duty, fire service levy, GST or any other government charges, taxes, fees or levies). The commission is included as part of Your premium.

## FURTHER INFORMATION ABOUT REMUNERATION

The NM Insurance Financial Services Guide contains more information about the remuneration (including commission) or other benefits NM Insurance, its distributors or referrers receive. If you'd like additional information please ask for it within a reasonable period after You receive this document and before this insurance is issued to You.

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## THE FINANCIAL CLAIMS SCHEME

Zurich is an insurance company authorised under the Insurance Act 1973 (Cth) to carry on general insurance business in Australia. As such, Zurich is subject to prudential requirements and standards, regulated by the Australian Prudential Regulation Authority (APRA).

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

The FCS may apply in the event that a general insurance company becomes insolvent. If the FCS applies, a person who is entitled to make a claim under this insurance policy may be entitled to a payment under the FCS. Access to the FCS is subject to eligibility criteria.

Further information about the FCS can be obtained at <http://www.fcs.gov.au>

## 13. CLAIM PAYMENT EXAMPLES

The following examples are designed to illustrate how a claim payment is calculated. These are only examples. We determine claim payments on an individual basis, based on the terms and conditions of the Policy. The examples do not cover all claims scenarios or all benefits. The example assumes that the policy holder is not registered for GST. You should read this PDS and Your Certificate of Insurance for full details of what We cover as well as what policy limits and exclusions apply.

### EXAMPLE 1: COMPREHENSIVE COVER

You have Comprehensive Cover for Your Off Road Motorcycle. Your Off Road Motorcycle was purchased new 8 months ago.

The Basic Excess shown on Your Certificate of Insurance is \$450. When You took out Your cover, We agreed to cover You for the Purchase Price of Your Motorcycle, being \$15,000.

You have a crash with another vehicle while riding Your Off Road Motorcycle. Your Off Road Motorcycle is towed from the scene of the Accident to a repairer. The towing cost is \$300. We decide Your Off Road Motorcycle is a Total Loss.

Also, when We assess the incident, We find that the other driver was completely at fault.

#### HOW MUCH WE PAY

You do not need to pay Us Your Basic Excess.

We decide to replace Your Off Road Motorcycle with a new Off Road Motorcycle of the same make, model or series (rather than paying You the replacement value).

We also pay the towing company \$300.

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### EXAMPLE 2: COMPREHENSIVE COVER

You have Comprehensive Cover for Your Off Road Motorcycle. Your Off Road Motorcycle was purchased new 14 months ago.

The Basic Excess shown on Your Certificate of Insurance is \$450. When You took out Your cover, We agreed to insure Your Motorcycle for its Market Value.

Your Off Road Motorcycle is stolen from your locked garage.

#### HOW MUCH WE PAY

After making reasonable enquiries we determine that the Market Value of Your Motorcycle is \$10,000.

We pay You \$9,550 as follows:

Market Value (\$10,000)  
Less Excess (\$450)  
Total Payable = \$9,550

We do not replace Your Off Road Motorcycle or pay You the replacement value, as Your Off Road Motorcycle is declared to be a Total Loss more than 12 months after its original purchase.

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## EXAMPLE 3: FIRE AND THEFT ONLY COVER – TOTAL LOSS

You have Fire and Theft Cover for Your Off Road Motorcycle. The Basic Excess shown on Your Certificate of Insurance is \$450.

Your Motorcycle is damaged in a Fire and We assess the cost of repairs to be \$20,000.

### **HOW MUCH WE PAY**

After reasonable enquiries We determine that the Market Value is \$15,000 and the purchase price was \$22,000.

We decide Your Off Road Motorcycle is a Total Loss.

We pay you \$14,550 as follows:

Market Value (\$15,000)  
Less Excess (\$450)  
Total Payable = \$14,550

The salvage value of Your Motorcycle is \$2,000, which we retain.



## **NM Insurance Pty Ltd**

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