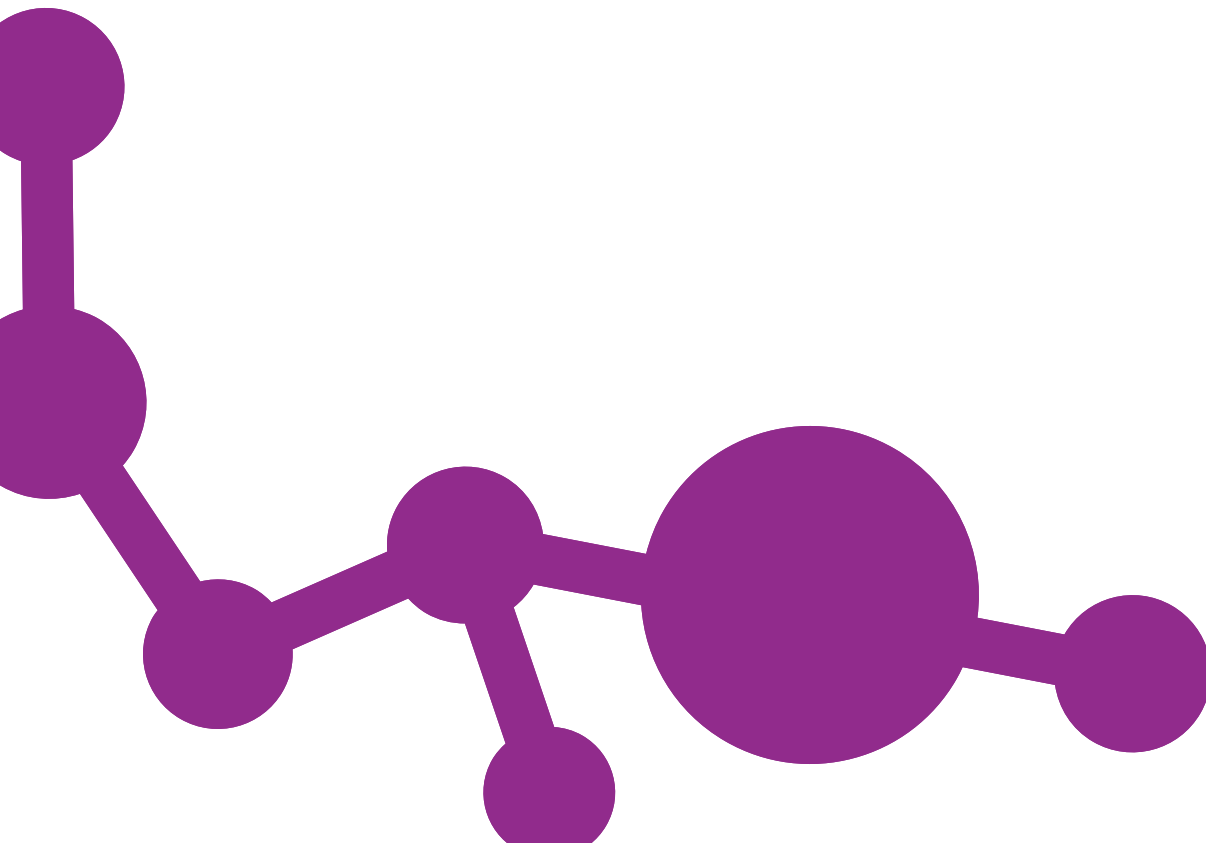




COMBINED PRODUCT DISCLOSURE STATEMENT (PART A)
AND FINANCIAL SERVICES GUIDE (PART B)

Financial Protection Insurance



Introduction

Please take the time to read through this document carefully and keep it in a safe place as it contains important information required under the Corporations Act 2001 including information about the extent of your insurance cover and any limitations.

If you have any questions about this document or your insurance cover, please contact us and we will be happy to explain any matter for you.

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Part B Financial Services Guide

Part A:

Product Disclosure Statement

YOUR PRODUCT DISCLOSURE STATEMENT (PDS)

This PDS sets out the terms and conditions of your insurance cover. Please read it so that you can make an informed choice about your insurance needs.

The information in this PDS was current at the time of its preparation. If there is a significant change to the information, we will make available to you a replacement or Supplementary PDS.

Some words or expressions have special meaning and may begin with capital letters. Their meanings are explained under the heading "What do we mean by that?" in this PDS.

ERIC INSURANCE

Eric Insurance Limited ABN 18 009 129 793 Australian Financial Services Licence (AFSL) 238 279 (Eric), is the issuer and underwriter of this insurance product, and is authorised by the Australian Prudential Regulation Authority (APRA).

If you need to contact Eric you can do so through any of the options below:

Post: PO Box 9106, Scoresby VIC 3179
Phone: 1800 999 977
Web: www.ericinsurance.com.au
Email: info@ericinsurance.com.au

WHAT DO WE MEAN BY THAT?

Certain words used in this document have special meanings. These words and their meanings are listed below:

Dealer: Any Licensed Motor Vehicle Trader (LMCT) in Australia that you choose to Handback your Vehicle to.

Employment: You are working on a continuous basis for reward for a minimum of 20 hours each week:

- In full time or permanent part time employment; or
- In casual employment, provided you have been in continual employment for least 12 months prior to any claim under this insurance. For the avoidance of doubt, a break in casual employment of no greater duration than 4 weeks in the 12 months prior to any claim under this insurance is permissible.

and you are not in employment of a seasonal or temporary nature.

Endorsement: An additional term or condition applied by us or an alteration requested by you and agreed to by us. An Endorsement may be sent as a separate document or may be described on the Policy Schedule.

Finance Contract: The legal agreement with the Financier which describes the terms and conditions under which the funds were provided to you for the purchase of the Vehicle, as described on the Policy Schedule. The agreement must have the Vehicle listed as security for the funds provided under the agreement.

Financier: The finance company or credit institution named in the Policy Schedule with whom you have entered into a Finance Contract.

Glass's AutoEdge: An Australian automotive reference publication which provides valuations for Vehicles in different conditions.

Handback: Where you elect to sell your Vehicle to the Dealer in accordance with the terms and conditions of this insurance.

Medical Practitioner: A doctor or specialist who is registered or licensed to practice medicine under the laws of the country in which they practice, other than you, a member of your immediate family or your employee.

Monthly Repayment: Means Your monthly repayment due to the Financier (excluding any residual value or balloon payment) under the Finance Contract and where applicable, the monthly contributions of running costs associated with the following items as specified in your salary packaging agreement:

- Fuel;
- Maintenance;
- Tyres;
- Registration;
- CTP; and
- Comprehensive motor insurance.

Monthly contributions of running costs will be paid directly to your salary packaging entity.

Payout Figure: The amount required by the Financier under the Finance Contract as at the later of:

- The expiration of the initial 21-day period from the event or circumstance that results in a claim under this insurance cover; or
- The date you advise us you have chosen to Handback your Vehicle.

Period of Insurance: The period during which cover is provided under this insurance. The Period of Insurance begins on the commencement date and ends on the expiry date, as stated on the Policy Schedule, unless this insurance cover ends earlier in accordance with its terms.

Policy Schedule: The most recent document we provide to you describing the terms and conditions specific to your insurance cover which includes your details, the Vehicle details, the policy number together with the details of cover, Premium and other policy details. This document also provides you with confirmation of your transaction.

Pre-existing Medical Condition: Any medical condition of which you were aware, or a reasonable person could have been expected to be aware, and which existed in the 12-month period prior to the commencement of the Period of Insurance.

Premium: The amount you pay for this insurance cover including amounts payable by us in relation to any compulsory Government charges such as Stamp Duty, GST and levies if applicable.

Purchase Price: The amount paid for the Vehicle as shown on your contract of sale, including:

- Registration;
- Dealer delivery fees;
- Statutory insurance; and
- Government taxes and charges.

Shortfall: The difference between the Payout Figure and the greater of:

- The value of the Vehicle as reasonably determined by us in accordance with the trade value of the current edition of the Glass's AutoEdge, for a vehicle which is the equivalent age, make, condition and model as your Vehicle, as at the later of:
 - The expiration of the initial 21-day period from the event or circumstance that results in a claim under this insurance cover; or
 - The date you advise us you have chosen to Handback your Vehicle.

or

- The price paid by the Dealer following your Handback.

Vehicle: The Vehicle described in the Policy Schedule.

We, us and our: The issuer and insurer of this policy, Eric Insurance Limited ABN 18 009 129 793 AFSL 238 279 (Eric).

You and your: The insured person/s named in the Policy Schedule and having a liability under the Finance Contract under which the Vehicle is secured.

OUR AGREEMENT WITH YOU

Upon payment of the Premium, our agreement with you is made up of:

- This combined PDS and Financial Services Guide (FSG), together the document;
- The Policy Schedules which show the details relevant to your insurance cover; and
- Any Endorsement or Supplementary PDS which we may send to you.

NO OBLIGATION TO PURCHASE

This insurance cover provides Consumer Credit Insurance (CCI). It is not compulsory for you to acquire it and it is not a condition of your Finance Contract that you must acquire it. If you do choose to acquire CCI, you may do so with another insurer on terms that are the same or different to the terms of this insurance cover.

OUR REPRESENTATIVES AND DISTRIBUTORS

Eric has relationships with authorised representatives, distributors and other licensees who may arrange insurance on our behalf, and if so, may receive remuneration. For more information, please refer to the FSG (Part B of this document).

WE RELY ON THE INFORMATION YOU PROVIDE US

When we agree to insure you, to renew or vary your insurance cover or decide on your claim, our decision relies on the accuracy of the information you give us. If that information is not accurate, we may reduce or deny a claim made by you or anyone else insured by this insurance, or cancel this insurance.

We never want to have to do that, so you must answer honestly, completely and correctly the questions we ask about you, your Employment, your Finance Contract, the Vehicle, your claim or any events that may result in a claim on your insurance.

WHAT YOU NEED TO TELL US

We don't require you to comply with the general duty of disclosure. We do require you to be truthful, honest and accurate whenever we interact with you in relation to this insurance. You must also inform us immediately if any of the following circumstances apply to you:

- There is a change in your personal or Employment details; or
- You are no longer the owner of the Vehicle; or
- You pay out the Finance Contract before its scheduled completion date.

WHY YOU NEED TO TELL US IMMEDIATELY IF YOU HAVE PAID OUT YOUR FINANCE CONTRACT EARLY

If you have paid out the Finance Contract prior to its scheduled completion date, your insurance cover will terminate, so it is important you let us know.

HOW WE PROTECT YOUR PERSONAL INFORMATION

From time to time we will need to collect your personal information, including sensitive information, either from you or from someone else you authorise. We use your personal information to allow us to offer our products and services to you. When you apply for, use or renew any of our products or services, you agree to your personal information being collected, used and disclosed as set out in our Privacy Policy, available on line at:

www.ericinsurance.com.au/privacy-policy/

Our Privacy Policy explains how you can access and seek correction of your information, or how to make a complaint about a possible breach of the applicable privacy law.

Your personal information will only be used for the purposes for which it was collected, and other related purposes, and as permitted or as required by law. If you choose not to give us your personal information, it may affect our ability to provide you with insurance cover, manage your claims or provide any other services we may offer. We may share your information with companies and entities with whom we are associated, including but not limited to related bodies corporate, Authorised Representatives, Third Party Introducers, some of whom may be located outside of Australia and government and law enforcement bodies (if required by law).

CODE OF PRACTICE

The Insurance Council of Australia (ICA) has developed a voluntary General Insurance Code of Practice (the Code) to which we are a signatory. This Code aims to raise the standards of practice and service within the general insurance industry.

The objectives of this 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 between us and you; and
- To promote continuous improvement of the general insurance industry through education and training.

To obtain a copy of the Code visit www.codeofpractice.com.au or contact us.

COOLING OFF PERIOD

You can contact us by phone, email or mail to cancel your insurance cover within 21 days of the date your insurance cover commences ("cooling off period") and we will refund the Premium in accordance with Insurance legislation, unless you have made a claim.

You are also entitled to cancel your insurance cover after the cooling off period (refer to the "Cancellation" section for full details).

THE COST OF YOUR INSURANCE COVER

The Premium for your insurance cover will be shown on the Policy Schedule. Some of the key factors that may influence your Premium include, where applicable:

- The risk profile;
- The terms of your Finance Contract;
- The Purchase Price; and
- Government taxes and/or charges.

YOUR FINANCIAL PROTECTION INSURANCE (FPI)

If, during the Period of Insurance, and subject to the terms and conditions of our agreement with you, you become;

- Sick, injured or ill, as certified by a Medical Practitioner, except where as a result of deliberate self-harm;
- Unemployed as a result of you being made redundant, retrenched, or your employer ceasing to operate; and

you are unable to perform your Employment for a period of greater than 21 days, then you may choose to:

- Receive a Payment Assist Benefit; and/or
- Handback your Vehicle to a Dealer.

Where you choose to Handback your Vehicle to a Dealer and experience a Shortfall as a result of the Handback, then we will pay the Shortfall to the Financier.

You may choose to use the Payment Assist Benefit as an alternative to Handback of the Vehicle to contribute towards your Monthly Repayments under your Finance Contract, allowing you to retain your Vehicle.

The Payment Assist Benefit can be used to cover up to a maximum of 6 Monthly Repayments during the Period of Insurance, subject to your ongoing sickness, injury, illness or unemployment. Following any use of the Payment Assist Benefit you may still choose to Handback the Vehicle should you remain unable to perform your Employment in accordance with the terms of this insurance cover.

Any benefits payable under this insurance cover will be made directly to the Financier.

The Financier must agree to facilitate clear title in respect of the Vehicle before any claim payment for Handback under this Insurance cover is made.

COVER LIMITATIONS AND WHAT YOU ARE NOT INSURED FOR

This insurance cover does not apply to:

- Death; or
- Any sickness contracted by you within 30 days of the commencement of the Period of Insurance and which prevents you performing your Employment.

We will not pay a benefit for an event or circumstance caused by or arising directly or indirectly or in any way connected with:

- Backache, unless a Medical Practitioner provides medical evidence showing definite symptoms of restriction of movement;
- Any Pre-existing Medical Condition;
- Deliberate self-harm
- Any complications associated with Pregnancy, IVF treatment, abortion or childbirth;
- Your choice to not follow the advice of a Medical Practitioner
- A World Health Organisation declared Pandemic;
- An addiction to or being under the influence of alcohol or a drug other than a drug taken under the advice of a Medical Practitioner; or
- War, riot, civil commotion, strike, lockout or an act of terrorism.

The following amounts will not be included in any payment of a Shortfall:

- Any arrears and/or late payment fees owed under the Finance Contract;
- Refunds of cancellable insurance or other products financed under the Finance Contract;
- Any amount of any increased liability where there has been a variation to your Finance Contract which has not been confirmed in writing by us as being covered by the Policy; and
- Any liability or entitlement you may have under the Goods and Services Tax Act 1999.

We will not pay any amount payable by an insurer or a third party in relation to damage to the Vehicle incurred prior to the Handback.

HOW TO MAKE A CLAIM

Contact us on 1800 999 977 as soon as something happens to you that you believe you can claim for.

We ask that you provide all reasonable assistance when requested in relation to your claim. You must give us the information and assistance we reasonably request, and any information you give us must be honest, correct and complete.

We may need certificates or other documentation to verify your claim, including a completed claim form. Where this is required we will ask for it. If we request that you provide further information to us regarding your claim, you will be required to cover the costs of obtaining this information.

Where we do not agree with the opinion or diagnosis of a Medical Practitioner engaged by you, we may require you to submit to a further medical examination by a Medical Practitioner engaged by us, at our expense.

CLAIM EXAMPLE 1

You are advised by your employer that your Employment is redundant and you are to finish work in 14 days. As you are concerned that it may be some time before you obtain other Employment, you decide to Handback the Vehicle and terminate your Finance Contract. At Handback, the Dealer appraises the Vehicle and buys it for \$17,100.

We determine the Vehicle value to be \$17,000, based upon Glass's AutoEdge. The Payout Figure for your Finance Contract is \$23,000, and therefore the Shortfall amount is \$5,900. (the difference between the Payout Figure and the greater of Glass's AutoEdge value and the price paid by the Dealer). We pay the Shortfall to the Financier to discharge the outstanding balance of your Finance Contract.

Payout Figure	\$23,000
Dealer Handback value	\$ 17,100 (paid to Financier)
Shortfall	\$ 5,900 (Paid by us to Financier)

CLAIM EXAMPLE 2

You have an unexpected fall six months after buying the Vehicle, and your Medical Practitioner advises that you will be unable to perform your Employment for an undetermined period.

You decide to use the Payment Assist Benefit to continue to pay your Monthly Repayments of \$709.52 under the Finance Contract whilst unable to perform your employment.

After your 6th Monthly Repayment, your Medical Practitioner advises you that you will not be able to return to work for a further 6 months. You decide to Handback your Vehicle to a Dealer, who appraises the Vehicle and buys it for \$24,100. We determine the Vehicle value to be \$24,300 based upon Glass's AutoEdge. The Payout Figure to the Financier is \$28,916.20, leaving a Shortfall of \$4,616.20 (the difference between the Payout Figure and the greater of Glass's AutoEdge value and the price paid by the Dealer)

We pay the Shortfall to the Financier, leaving an outstanding balance on your Finance Contract of \$200 (the difference between what the Dealer has paid for the Vehicle and the Glass's AutoEdge value).

Payout Figure	\$28,916.20
Dealer Handback value	\$24,100.00 (paid to Financier)
Balance owed to Financier	\$ 4,816.20
Shortfall	\$ 4,616.20 (paid by us to Financier)
Balance owing on loan	\$ 200.00 (you pay Financier)

CANCELLATION OF YOUR INSURANCE

CANCELLATION BY YOU

You may cancel your insurance cover at any time by contacting us by phone, email or mail. If you cancel your insurance cover, your insurance cover will end on the date we received your cancellation request, unless you inform us otherwise and we agree.

CANCELLATION BY US

We may cancel this insurance cover for any reason where circumstances described in Insurance legislation permit us to do so, and in the manner set out in that legislation. For example, we may cancel this insurance cover if you:

- Made a misrepresentation to us before entering into this insurance;
- Fail to comply with the duty of utmost good faith;
- Fail to comply with a provision of this insurance (including the obligation to pay the Premium on time); or
- Make a fraudulent claim under this insurance or any other insurance policy.

UPON CANCELLATION

If your insurance cover is cancelled outside your cooling off period, we will deduct an amount from the Premium you have paid to cover:

- The time your insurance cover has been in force;
- Any non-refundable taxes and charges.

and the balance then remaining, if applicable, is the refund amount. If we have cancelled your insurance cover due to fraud, we will not pay any refund.

Where the Premium has been financed, you authorise us to pay any refund direct to the Financier unless the Financier otherwise authorises the refund to be paid direct to you.

TERMINATION

This insurance cover will terminate and a Premium refund may be payable if:

- You no longer reside in Australia; or
- Your finance contract is discharged.

This insurance cover will terminate and no Premium refund will be payable if:

- The Period of Insurance expires; or
- We have paid all amounts we are obliged to pay under this insurance.

DISPUTE RESOLUTION

Eric is committed to providing a great range of products and services to our customers. Eric is a signatory to the General Insurance Code of Practice and follows the Complaints process outlined in the Code. Please talk to us using the details set out below if at any time we have not satisfied your expectations. Most times we will be able to resolve your concerns upon initial contact.

Post: PO Box 9106, Scoresby VIC 3179
Phone: 1800 999 977
Web: www.ericinsurance.com.au
Email: info@ericinsurance.com.au

If we are unable to resolve your concern, please ask to speak to our Disputes Resolution Officer who will register your complaint and ensure that your complaint is directed to the right person for review.

If at this point we are unable to resolve your complaint to your satisfaction, you may wish to request a final internal review by Eric's Internal Dispute Resolution (IDR) Committee. Our dispute resolution procedure is free of charge to you.

A dispute can be referred to the Financial Ombudsman Service (FOS). It provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms and its contact details are:

The Financial Ombudsman Service
Phone: 1800 367 287
Post: GPO Box 3, Melbourne, Victoria 3001
Web: www.fos.org.au

FINANCIAL CLAIMS SCHEME

This insurance cover may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS), administered by the Australian Prudential Regulation Authority (APRA). The FCS applies in the unlikely event of insurer insolvency if the Federal Treasurer declares that the FCS will apply to the insolvent 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. Information about the FCS can be obtained from APRA at www.fcs.gov.au or by calling 1300 55 88 49.

GST

All dollar amounts set out in this document are inclusive of GST.

We will not include in any claim payment any liability or entitlement you may have under the Goods and Services Tax Act 1999.



ericinsurance.com.au
1800 999 977

PO Box 9106
Scoresby Victoria 3179
ABN 18 009 129 793 AFS Licence No: 238279