



## ***InsureMyRide motorcycle insurance policy - Supplementary Product Disclosure Statement***

This is a Supplementary Product Disclosure Statement (**SPDS**), issued by Australian Alliance Insurance Company Limited ABN 11 006 471 709 AFSL 235 011.

This SPDS supplements the InsureMyRide motorcycle insurance policy: Product Disclosure Statement and Policy Wording (**Policy**) prepared on 12 October 2009. This SPDS should be read together with your Policy.

The purpose of the SPDS is to:

- provide information regarding your 'cooling off period';
- update information about 'notification of change';
- update the section 'When we don't see eye to eye'
- include information about the Financial Claims Scheme.

Prepared on 12/08/11

SPDS active 10/10/11

### ***Changes to the Policy***

1. Replace the entire section headed "**Cancelling this policy**" on page 15 of your Policy with the following:

#### ***Cooling off period and cancelling this policy***

Federal law lets you cancel this policy within 21 days of its initial purchase or renewal. This is called the 'cooling off' period. We also let you cancel your policy at any time. In both cases, so long as you haven't made a claim, we will refund you the unexpired portion of your premium, less any non-refundable government taxes or duties. We do not charge any additional cancellation processing fee.

To cancel your policy, call us on 13 24 53.

We can only cancel your policy by giving you written notice in accordance with the Insurance Contracts Act 1984.

2. Delete the paragraph underneath the heading "**Notification of change**" on page 16 of your Policy and replace it with the following:

Information in this PDS is subject to change from time to time. We'll issue a supplementary or replacement PDS if there is any change that we are required by law to tell you about. For non-materially adverse changes, updated information can be obtained from **InsureMyRide.com.au** or by contacting us on 13 24 53. We will give you a free paper copy of any updates if you request them.

3. Delete the wording on pages 46 and 47 of your Policy under the heading "**When we don't see eye to eye**" in its entirety and replace it with the following:

If you have a complaint about our products or services (even if through one of our service providers) or our complaints handling process, please let us know so that we can help.

You can contact us:

**By phone** 13 BIKE (13 24 53)

**In writing** InsureMyRide

PO Box 110

Artarmon NSW 1570

**By email** enquiries@InsureMyRide.com.au

Please include the full details of your complaint and explain what you would like us to do.

When we receive your complaint, we will consider all the facts and attempt to resolve your complaint by the end of the next business day.

If we are not able to resolve the matter to your satisfaction, it will be referred to the relevant team leader or manager, who will review your complaint and contact you with their decision within 5 business days of us receiving your complaint.

If you remain dissatisfied the matter will be referred to our Internal Disputes Resolution team (IDR). Our IDR team will review your complaint, and provide you with their final decision within 15 business days of your complaint being referred to them. The contact details for our IDR team are:

**By phone** 1300 241 307 (for the cost of a local call)

**In writing** Internal Dispute Resolution  
InsureMyRide  
GPO Box 14180  
Melbourne City Mail Centre  
Victoria 8001

**By email** [idr@InsureMyRide.com.au](mailto:idr@InsureMyRide.com.au)

If we require additional information for our assessment or investigation of your complaint, we will agree with you a reasonable alternative timeframe to resolve your complaint.

If we are unable to resolve your complaint within 45 days, you may take your complaint to the Financial Ombudsman Service (the FOS), even if we are still considering it. The contact details for the FOS are set out below.

***What if you are not satisfied with our final IDR decision?***

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the FOS. The FOS is an independent external dispute scheme and their service is free to you. Any decision the FOS makes is binding on us, provided you also accept the decision. You do not have to accept their decision and you have the option of seeking remedies elsewhere.

The FOS is available to customers who fall within their terms of reference. The FOS will advise if they can help you.

You can contact FOS:

**By phone:** 1300 780 808 (for the cost of a local call)

**By fax:** (03) 9613 6399

**By email:** [info@fos.org.au](mailto:info@fos.org.au)

**In writing:** Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001

**By visiting:** [www.fos.org.au](http://www.fos.org.au)

4. Add the following to page 47 of your Policy after the end of the new section titled “**When we don’t see eye to eye**”:

## ***Financial Claims Scheme***

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

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

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

Information about the FCS can be obtained from APRA at [www.apra.gov.au](http://www.apra.gov.au) or by calling 1300 13 10 60.

If you have any questions, please contact us at [InsureMyRide.com.au](http://InsureMyRide.com.au) or call us on 13 24 53.

*InsureMyRide Pty Ltd (AR 308 301, ABN 75 121 676 293) acts as agent and authorised representative of the insurer, Australian Alliance Insurance Company Ltd (AFSL 235 001, ABN 11 006 471 709)*

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