



# **Product Disclosure Statement**

Total Assist Insurance

## Introduction

It is important that before You purchase this insurance You take the time to read and understand this Product Disclosure Statement (PDS) in its entirety, as it contains important information as required under the financial service provisions of the Corporations Act 2001 including information about the extent of the cover and its limitations.

If You do not understand any part of this document, please contact Us and We will be happy to explain any matter for You.

### PLEASE TAKE THE TIME TO READ THROUGH THIS DOCUMENT CAREFULLY AND RETAIN FOR YOUR RECORDS

Please note that if the finance contract is not regulated by the National Consumer Credit Protection Act 2009 (Cth) (NCCP), then nothing contained in this document can or should be read as implying that the finance contract is regulated by the NCCP.

Preparation date 1st Oct 2016. V011016 FPA

This policy was developed for [Carinsurance.com.au](http://Carinsurance.com.au) Pty Ltd (AR 1009043) and is distributed by it or its related entities. For details of the entity distributing your policy please see the 'Distributor Notice'.

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Part A:

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# Product Disclosure Statement

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## WHAT IS A PRODUCT DISCLOSURE STATEMENT (PDS)?

This PDS is designed to assist You in understanding this insurance You are considering so You can make an informed choice about whether You should purchase it.

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. If this happens, We will issue You with a new PDS or a 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 contacting Us using Our details below).

Other documents may form part of this PDS and the Policy. If they do, We will tell You in the relevant document.

Some words or expressions have special meaning. They begin with capital letters and their meaning is explained in the Definitions and Interpretations section of this PDS.

## WHO IS THE INSURER?

Eric Insurance Limited (Eric) ABN 18 009 129 793 AFSL 238 279, the issuer and underwriter of this insurance product, is an Australian owned insurance company which is authorised by the Australian Prudential Regulation Authority (APRA) to carry on general insurance business in Australia under the Insurance Act 1973 (Cth) and holds an Australian Financial Services Licence issued by Australian Securities and Investments Commission (ASIC).

If You need to contact Eric please do so through any of the options listed in the company details below:

PO Box 9106, Scoresby VIC 3179  
Telephone: 1800 999 977  
Web: [www.ericinsurance.com.au](http://www.ericinsurance.com.au)  
Email: [info@ericinsurance.com.au](mailto:info@ericinsurance.com.au)

## OUR CONTRACT WITH YOU

Where We agree to enter into a Policy with You, following payment or Your agreement to pay the Premium, it is a contract of insurance between Us and You (see definition of “You” for details of who is covered by this term).

The Policy sets out the cover which We are able to provide You. You need to decide if the limits, type and level of cover are appropriate for You and will cover Your potential loss. If they are not, You may be underinsured and You may have to bear that part of any loss for which You are not covered.

The Policy consists of:

- )] This document which sets out the standard terms and conditions of Your relevant cover, including its limitations and exclusions;
- )] The Policy Schedule issued by Us. The Policy Schedule is a separate document, which shows certain insurance details relevant to You. It may include additional terms, conditions and exclusions relevant to You that amend the standard terms of this document. If the Policy is varied during the Period of Insurance We will send You an updated Policy Schedule taking into account the variations; and
- )] Any other change to the terms of the Policy otherwise advised by Us in writing (such as an Endorsement or Supplementary PDS) which may vary or modify the above documents.

These are all important documents and should be carefully read together as if they were one document to ensure that You are satisfied with the cover. All Policy documentation should be kept in a safe place for future reference.

We reserve the right to change the terms of the Policy where permitted to do so by law.

### NO OBLIGATION TO PURCHASE

This Policy is not compulsory and it is not a condition of Your Finance Contract that You must have this insurance. If You apply for, or obtain a Policy, You are not obliged to buy the Policy. If You do choose to take out this insurance Policy, You may do so with another insurer on terms that are the same or different to the terms of the Policy.

### COMMISSION

Eric’s Distributors receive a commission for arranging this insurance and do so on Eric’s behalf and not yours. The commission payable to Eric’s Distributors is calculated as a percentage of the Premium You pay, excluding Stamp Duty and Government charges. For more information on the commission Eric’s Distributor’s receive refer to the Distributor Notice.

## YOUR DUTY OF DISCLOSURE

Before You enter into an insurance contract, You have a duty of disclosure under the [Insurance Contracts Act 1984](#).

If We ask You questions that are relevant to Our decision to insure You and on what terms, You must tell Us anything that You know and that a reasonable person in the circumstances would include in answering the questions.

You have this duty until We agree to insure You

### If You do not tell Us something

If You do not tell Us anything You are required to tell 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 tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

## ELIGIBILITY

You are only eligible for cover under the Policy if You meet the following eligibility criteria:

- )] You must be at least 18 years of age at the commencement of the Period of Insurance;
- )] Your Vehicle must be covered by Comprehensive Vehicle Insurance at the time of a claim; and
- )] Your Vehicle must be one of the following:
  - )] A motor Vehicle with a **carrying capacity** less than 2 tonnes;
  - )] A motorcycle;
  - )] A boat;
  - )] A caravan;
  - )] Trailered pleasure craft;
  - )] Campervans; or
  - )] Any other Vehicle approved by Us.

The Policy specifically excludes any Vehicle that is let on hire or is being used for carrying passengers for hire or reward. This includes taxis and rental cars. It also specifically excludes courier or delivery Vehicles, including fast food delivery.

Cover under this Policy only relates to the individual named in the Policy Schedule and is not available to multiple persons.

None of the above criteria will or can be waived by Our Distributors. If this is done You need to contact Us as You will not be covered if You do not meet this criteria even if a Policy is issued.

## HOW DOES TOTAL ASSIST INSURANCE BENEFIT YOU?

If during the Period of Insurance the Vehicle becomes a Total Loss and the Comprehensive Vehicle Insurer makes a Total Loss Payout to You, this Policy will pay a benefit to cover the cost of the Out of Pocket Expenses You have incurred.

Out of Pocket Expenses are directly incurred as a result of the Total Loss of the Vehicle that would not have been incurred if it were not for the Total Loss and include such things as:

Incidental Expenses	Personal Items	Purchase of New Vehicle
Travel	CD’s	Registration
Accommodation	Laptops/Tablets	Dealer delivery fees
Car hire	Phones	Stamp duty
Taxis	Sunglasses	Comprehensive insurance premium
Meals	Baby seats	Comprehensive insurance excess
Phone calls	Clothing	Petrol
Medication costs	Golf clubs	
Doctors bills	Sporting goods	

Out of Pocket Expenses do not include costs related to the Vehicle which has suffered the Total Loss. Additional Out of Pocket Expenses not included in the above table will be considered upon application.

You will need to provide receipts where available.

**COVER PROVIDED**

This Policy provides cover to You if the Vehicle is covered by Comprehensive Vehicle Insurance and becomes a Total Loss and the Comprehensive Vehicle Insurer makes a full Total Loss settlement to You, subject to the terms and conditions of this Policy and the level of cover selected.

If this occurs during the Period of Insurance, We will pay the applicable benefit to You for the level of cover selected.

Benefit payments are paid to You for Out of Pocket Expenses.

**SUMMARY OF COVERS**

The table below summarises the key benefits of each level of cover.

The following types of cover only apply if the Policy Schedule shows that it applies and You have paid or agreed to pay the Premium for it. You will need to select the appropriate type of cover based on Your needs.

Please note that this is a limited summary only and not a full description of the covers. Each cover noted is subject to terms, conditions, exclusions and limitations that are not listed in the summary. You need to read the full terms, conditions and exclusions of the Policy and the Policy Schedule which specifies the options taken for a full explanation of the cover.

No cover is provided under this Policy for the following:

- )] Any liability for You to pay the Goods and Services Tax, unless You are not a registered entity within the meaning of the Goods and Services Tax Act 1999

**We will NOT make any payment under this Policy if the Comprehensive Vehicle Insurer does not make full settlement under the Comprehensive Vehicle Insurance Policy following a Total Loss by either paying the market or agreed value of the Vehicle or by providing You with a replacement Vehicle.**

You need to select a level of cover that suits Your needs. Within this Policy You are able to choose from 3 levels of cover, referred to as:

COVERS PROVIDED	MAXIMUM POLICY BENEFIT	VEHICLE REPLACEMENT BENEFIT
<b>COVER 1</b>	\$5,000	\$2,000
<b>COVER 2</b>	\$4,000	\$2,000
<b>COVER 3</b>	\$3,000	\$2,000

Each level of cover provides two different benefit types. The benefit which is paid upon a Total Loss occurring is contingent on whether the Comprehensive Vehicle Insurer either:

- )] Pays the agreed or market value to You under Your Comprehensive Vehicle Insurance; or
- )] Replaces Your Vehicle under Your Comprehensive Vehicle Insurance.

Where Your Comprehensive Vehicle Insurer replaces Your vehicle (instead of paying You the agreed or market value of Your Vehicle), Your cover under this Policy will continue in respect of Your replacement Vehicle. However, the benefit will be limited to the difference between the Maximum Policy Benefit for Your level of cover and the benefit received by You following Your receipt of a replacement Vehicle.

**Example 1:**

If You hold cover level 1 and suffer a Total Loss, and as a result of the Total Loss Your Comprehensive Vehicle Insurer pays out the agreed or market value to You under Your Comprehensive Vehicle Insurance. We will pay to You up to the Maximum Policy Benefit of \$5,000 to cover incurred expenses as a result of the Total Loss such as accommodation, travel expenses, hire car, damage to personal items etc., provided You are able to produce receipts for these expenses or invoices for either the original personal items or to replace these items. Your Policy will discontinue upon payment of this benefit.

**Example 2:**

If You hold cover level 1 and suffer a Total Loss, and as a result of the Total Loss Your Comprehensive Vehicle Insurer replaces Your Vehicle under Your Comprehensive Vehicle Insurance. We will pay to You the Vehicle Replacement Benefit of up to \$2,000 to cover incurred costs for accommodation, travel expenses, hire car, etc. Your Policy will continue to provide protection for Your replacement Vehicle to the amount of up to \$3,000 being the difference between the Maximum Policy Benefit of \$5,000 for Level 1 and Vehicle Replacement Benefit of \$2,000 already paid.

## HOW TO MAKE A CLAIM

If You need to make a claim, please contact Us on 1800 999 977 as soon as possible.

You will need to fully complete and sign the claim form, provide Us with any information We ask from You and return the form to Us.

All documentation, certificates and information required by Us shall be furnished by You or any claimant hereunder at his or her expense in the form and of the nature prescribed by Us. No benefits under this Policy are payable until evidence satisfactory to Us is received.

If requested, You must also authorise the Comprehensive Vehicle Insurer to release to Us all documents relevant to any payout under the Comprehensive Vehicle Insurance Policy.

In the event of a claim and where the Premium for the Policy was Financed, We may if requested by the Financier, make payment of benefits directly to them.

**NO benefit is payable under the Policy until such time as the Comprehensive Vehicle Insurer declares the Vehicle a Total Loss AND makes full settlement under the Comprehensive Vehicle Insurance Policy.**

## CANCELLATION

### CANCELLATION BY YOU

If You wish to cancel the Policy, You may do so at any time by providing Us with notice by phone, email or by mail.

If You cancel the Policy during the Period of Insurance We will charge a cancellation fee of 15% of the Premium. This fee will be deducted from any refund that may be owing. We will not charge a cancellation fee if You cancel the Policy during the cooling off period or if We cancel the Policy for any reason during that period.

We will refund to You the portion of the Premium that You have paid to Us that is attributable to the unexpired Period of Insurance remaining under the Policy. We will calculate the amount of the refund using the Rule of 78 formulae. We will reduce the refund by any amount paid under a claim on the policy.

### CANCELLATION BY US

We may cancel or avoid the Policy for any reason permitted under law. For example We may cancel or avoid the Policy if You:

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

Unless otherwise provided for in the Policy, if We cancel the Policy, We will give written notice to You personally, to Your agent or by post to Your last known address. Such notice will be effective from 4pm AEST on the seventh day after the day it is given to You, unless it specifies a later date. You may be entitled to a pro rata refund of the Premium for the remaining Period of Insurance, which is calculated as stated in 'Cancellation By You' section.

**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.**

If the Vehicle is repossessed by the Financier then a pro rata refund of the establishment fee paid by You will be repayable to the Financier.

## TERMINATION

The Policy will terminate on any of the following events:

- ] The Period of Insurance expires;
- ] The Policy is cancelled;
- ] You are no longer the owner of the Vehicle;
- ] A benefit is paid as a result of a Total Loss and a replacement vehicle has not been provided by Your Comprehensive Vehicle Insurer; or
- ] The Maximum Policy Benefit has been paid.

## COST OF THE POLICY

A number of factors are taken into account in setting Our Premiums and these include the Policy term and the types of benefits selected. All of these factors impact on the amount of Premium charged for the Policy. If You purchase this insurance from Us, the Premium includes an amount to take into account Our obligation to pay any compulsory Government charges including Stamp Duty and GST where applicable.

## PAY BY THE MONTH

You can pay Your Premium by monthly instalments to help spread Your payment over a Period of time.

An administration charge will apply to use this facility. If You do choose to pay Your Premium by instalments, Your Premium will be more than if You choose to pay by a single annual payment.

If You are paying by instalments and an instalment is 14 days or more overdue, We may refuse a claim. We may also cancel the Policy if the instalment is 1 month or more overdue.

Where You choose to pay Your Premium by instalments, the first instalment will also include any establishment fee payable.

If You have a claim, We shall deduct the instalments for the remaining period of insurance from the amount We pay You.

## PRIVACY

Personal information is essentially information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not. See the Privacy Act for full details. You can choose not to provide Us with some of the details or all of Your personal information, but this may affect Our ability to provide You with Our services or products or properly manage and administer services and products provided to You or others.

We, and Our agents, need to collect, use and disclose Your personal information in order to consider Your application for the Policy, provide the cover You have chosen, calculate or offer discounts to You, administer the Policy, assess, investigate, handle and settle any claim, communicate with You both by mail and electronically about Your Policy, make special offers of other services and products provided by Us or those we have an association with, that might be of interest to You and conduct product and service research, data analysis and business strategy development.

For these purposes, We can collect Your personal information from and/or disclose it on a confidential basis to, Our related entities, Our distributors and other agents or contractors, other insurers (including reinsurers), insurance reference bureaux, law enforcement agencies, investigators, lawyers, accounting and other professional advisers, Your agents, actuaries, translators, loss assessors and adjusters, financiers, credit agencies, and other parties We may be able to claim or recover against, anyone either of Us appoint to review and handle complaints or disputes, and any other parties where permitted or required by law. Your Personal information may also be disclosed to entities related to Us, reinsurers, cloud service providers, which may be located in Australia or Overseas. The countries where Your information may be disclosed include but are not limited to the United States of America, China, New Zealand or other countries where We or Our distributors have a presence. We prohibit the above entities from using Your personal information for purposes other than those We supplied it for. The disclosure of your personal information may only be used for administration of systems in addition to the purposes listed above. We regularly monitor and audit the security of Your information in accordance with current information security standards.

We collect personal information directly from You unless You have consented to collection from someone other than You, it is unreasonable or impracticable for Us to do so or the law permits Us to. Where You provide personal information to Us about another person, You must be authorised to provide that information to Us and inform that person of this Privacy Notice including who We are, how We use and disclose their information, and how they can gain access to that information. By providing Us with personal information you and any other person You provide personal information for, consent to this use and these disclosures unless You tell Us otherwise. If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with, please contact Us.

Our Privacy policy provides details on how You can access Your personal information and seek correction of it. If You would wish to lodge a complaint with Us about a potential breach of Your privacy You may do so as outlined in Our Privacy policy and in the Dispute Resolution section of this PDS. Please contact us if You would like a copy of Our Privacy policy. The Privacy policy is also available on Our website [www.ericinsurance.com.au](http://www.ericinsurance.com.au).

## COOLING OFF PERIOD

You have the right to cancel the Policy within 21 days of the date that it was issued or sold to You ("cooling off period").

If You cancel the Policy during the cooling off period, We will refund the or Total Amount Payable unless you have made a claim. The Policy will be terminated from 4pm AEST on the date We are notified of Your request.

To cancel the Policy, You must notify Us within the cooling off period. You can do this by contacting Us by phone, email or by mail.

After the cooling off period has ended, You still have cancellation rights (refer to "Cancellation" section for full details).

## DISPUTE RESOLUTION

We have an internal procedure for Dispute Resolution so that if at any time Our products or services have not satisfied Your expectations You can contact Us. If You have a complaint, please give Us every opportunity to try to resolve Your complaint.

### Step 1 Contact the Operations Manager

If You are not satisfied with Our initial response Your complaint will be referred for review by the Operations Manager who would respond to You within 15 business days.

### Step 2 Contact our Compliance Manager

If the complaint is still not resolved to Your satisfaction, You can ask the Compliance Manager to refer Your dispute to Our Internal Dispute Resolution (IDR) Committee for review. The IDR Committee members are independent and have the authority to review the decision. The IDR Committee will inform You of the final decision within 15 business days.

A dispute can be referred to the Financial Ombudsman Service (FOS) subject to its terms of reference. 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  
Local call: 1800 367 287  
Post: GPO Box 3, Melbourne, Victoria 3001  
Website: [www.fos.org.au](http://www.fos.org.au)

## 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](http://www.codeofpractice.com.au) or call (02) 9253 5100.

## COMPENSATION ARRANGEMENTS AND FINANCIAL CLAIMS SCHEME

We are an insurance company authorised under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act. The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this We are exempt from the requirements to meet the compensation arrangements Australian Financial Services Licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act. We have compensation arrangements in place that are in accordance with the Insurance Act.

In the unlikely event that We were to become insolvent and could not meet Our obligations under the Policy, a person entitled to claim under the Policy may be entitled to payment under the Financial Claims Scheme. Access to the scheme is subject to eligibility criteria. Please refer to [www.apra.gov.au](http://www.apra.gov.au) or call the APRA Hotline on 1300 55 88 49 for more information.

## DEFINITIONS AND INTERPRETATION

Certain words used in this PDS have special meanings. This Definitions section contains such terms. In some cases, certain words may be given a special meaning in a particular section of the Policy when used or in the other documents making up the Policy.

Headings are provided for reference only and do not form part of the Policy for interpretation purposes.

**Comprehensive Vehicle Insurance:** The insurance Policy that provides cover for physical loss of or damage to the Vehicle and being in force at the date of the incident in relation to which a claim is made under the Policy. In the case of an Off Road Motorcycle it also includes a Third Party Fire and Theft Policy.

**Comprehensive Vehicle Insurer:** Means the insurance company which has provided the Comprehensive Vehicle Insurance Policy to You for the Vehicle or in the case of an Off Road Motorcycle the insurance company providing the Third Party Fire and Theft Policy.

**Endorsement:** Means 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 stated on the Policy Schedule.

**Finance Contract:** Means 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 stated on the Policy Schedule. The agreement must have the Vehicle as stated on the Policy Schedule listed as security for the funds provided under the agreement.

**Financier:** Means the finance company or credit institution named in the Policy Schedule that You have entered into the Finance Contract with.

**Maximum Policy Benefit:** Means the maximum amount claimable under the level of cover selected for all claims combined.

**Out of Pocket Expenses** Means any expenses directly incurred as a result of the Total Loss of the Vehicle that would not have been incurred if it were not for the Total Loss excluding any loss relating to the Vehicle itself.

**Period of Insurance:** Means the period during which cover is provided under the Policy as shown on the Policy Schedule. The Period of Insurance commences on the inception date and ends on the expiry date, as stated on the Policy Schedule, unless the Policy ends earlier in accordance with its terms.

**Policy:** Means the relevant insurance contract between Us and You. It consists of this document, the Policy Schedule and any other change to the terms of the Policy otherwise advised by Us in writing (such as Endorsements or Supplementary PDS's We may give You from time to time).

**Policy Schedule:** Means the relevant schedule We issue including on renewal or variation of the Policy which includes Your details, the Vehicle details, the Policy number together with the details of cover, establishment fee, Premium and other Policy details.

**Premium:** Means the amount You pay for the Policy including amounts payable by Us in relation to any compulsory Government charges such as Stamp Duty, GST and Fire Service levy, if applicable, but excluding any establishment fee.

**Total Amount Payable:** Means Your Premium and any establishment fee shown in Your Policy Schedule.

**Total Loss:** Means when the Vehicle is stolen and not recovered and/or considered damaged beyond economical repair in the opinion of the Comprehensive Vehicle Insurer.

**Total Loss Payout:** Means the amount Your Comprehensive Vehicle Insurer agrees to pay under Your Comprehensive Vehicle Insurance policy following the Total Loss of the Vehicle, after taking into account any deductions for any excess(es) and overdue premiums including the balance of monthly payments due.

**Vehicle:** Means the Vehicle described in the Policy Schedule, including its factory or motor Vehicle dealer fitted equipment or accessories, provided it is one of the Vehicles of the type specified under the 'Eligibility' section of this document.

**Vehicle Replacement Benefit:** Means where You have suffered a Total Loss and where Your Comprehensive Vehicle Insurer replaces Your Vehicle as a result of the Total Loss then the claimable benefit under this circumstance will be limited to the amount stated for the cover level selected.

**We, Us and Our:** Means the issuer and insurer of the Policy, Eric Insurance Limited (Eric) ABN 18 009 129 793 AFSL 238 279

**You and Your:** Means the insured person named in the Policy Schedule. It also includes the Financier only to the extent of their interest in the loan amount.

## JURISDICTION AND CHOICE OF LAW

The Policy is governed by and construed in accordance with the law of Victoria Australia and the Insured agrees to submit to the exclusive jurisdiction of the courts of Victoria and agrees that it is its intention that this Jurisdiction and Choice of Law clause applies.

## FURTHER INFORMATION AND CONFIRMATION OF TRANSACTIONS

If You require further information about this insurance or wish to confirm a transaction, please contact Us.



**Call us - 1300 369 169**

P.O. Box 9106  
Scoresby VIC 3179  
ABN 18 009 129 793 AFSL 238 279

## Appointment

We are Fleet Partners Pty Ltd (ABN 63 006 706 832). We have been appointed under ASIC Corporations (Basic Deposit and General Insurance Product Distribution) Instrument 2015/682 (Distributor) as an Insurance Distributor of Eric Insurance Limited (ABN 180 009 129 793 AFSL 238279)(Eric). The Third Party Introducer (TPI) is Car Insurance Pty Ltd (ACN 605 879 939)

Fleet Partners acts for Eric Insurance limited in dealing in this financial product. We are not permitted to provide you with any financial product advice or recommendation and will only provide you with factual information in regards to the product.

## Remuneration

Eric receives the premium you agree to pay for the product which may include amounts in relation to stamp duty, GST, fire services levy and/or other government charges, taxes, fees or levies (where relevant).

Eric retains an agreed amount of the premium dependent on factors such as the type of product and coverage and the TPI's services and retains the amount of premium received in relation to relevant taxes, charges and levies. The TPI receives the difference between that amount and the premium paid.

Distributors as well as other parties that contract with the TPI to undertake some or all of the TPI's duties (where relevant) may receive a share of the amount that the TPI receives from TPI, in the form of an agreed commission and/or fee between the TPI and the Distributor and/or other party (as relevant).

Employees of the TPI and/or the Distributor(s) (including directors and subcontractors) may be paid a salary for their services and may also receive bonuses based on the volume of sales of all financial products over a period and may participate in profit sharing arrangements, business related conferences, study trips or other functions. The TPI and/or Distributor(s) may share or pass on a proportion of any additional remuneration or other benefits they receive to their authorised staff.

Where a third party has referred you to the TPI, Distributor or another party they contract with, that party may share with them a part of the amount it earns.

All of the above remuneration is taken from the premium paid by you. This remuneration may also be received on premium paid when you renew or vary your insurance.

## Emergency Services Levy explained for our customers in New South Wales

From 1 July 2017 you will no longer pay for the Emergency Services Levy as part of your insurance premium. This fee will be replaced by the Emergency Services Property Levy. Eric Insurance will continue to collect the ESL until this date to ensure we meet our obligations to the New South Wales government.

After 1 July 2017 Eric's policies will no longer include the Emergency Services Levy. Please see [www.ericinsurance.com.au/](http://www.ericinsurance.com.au/)

## Dispute Resolution

Eric will work with you to resolve any complaints you may have in relation to the financial services provided by us. If you wish to lodge a complaint you may contact Eric:

By Phone: 1800 99 99 77  
 By Mail: PO Box 9106 Scoresby VIC 3179  
 By Email: [complaints@ericinsurance.com.au](mailto:complaints@ericinsurance.com.au)

If you need further information regarding Eric's complaints process please contact Eric or refer to the complaints process available on its website [www.ericinsurance.com.au](http://www.ericinsurance.com.au).

Further details about Eric's complaints process are available in the Product Disclosure Statement.