



MTA Equity Plus Insurance Product Disclosure Statement

Preparation Date: 30 June 2017

Effective Date: 1 July 2017

Issuer:

AAI Limited

ABN 48 005 297 807 AFSL 230859

Distributor:

MTA Insurance Limited

ABN 35 070 583 701 AFSL 239912

Important information

About us and our distributor

MTAI Equity Plus Insurance (EPI) is issued by AAI Limited ABN 48 005 297 807 AFSL 230859 (AAI) who is the Insurer.

EPI is promoted and distributed by MTA Insurance Limited ABN 35 070 583 701 AFSL 239912 (MTA), as Our distributor. MTA distributes EPI through its Authorised Representatives.

MTA and AAI are related body corporates of Suncorp Group Limited ABN 66 145 290 124 (Suncorp Group). Various products and services are provided by different entities in the Suncorp Group. The obligations of MTA and AAI are not guaranteed by each other or another company within the Suncorp Group. These products are not a bank deposit or other bank liability. AAI takes full responsibility for the whole of this Product Disclosure Statement (PDS).

For details on how to contact Us, please refer to '**Contact Details**' section on page 11.

About the PDS and your certificate of insurance

This PDS is an important legal document that contains details of Your EPI if You purchase this product. Before You decide to buy this product, You should read this PDS carefully to make sure You understand the extent of insurance cover provided by this product and any limitations, conditions or exclusions that may apply.

This PDS has been prepared without taking into account Your particular objectives, financial situation or needs and there is a risk that EPI may not suit your particular objectives. For that reason, before buying this insurance, You should consider the appropriateness of the information having regard to Your own objectives, financial situation and needs.

You are not required to purchase EPI and You have the option to apply for and arrange similar insurance with any insurer You choose.

If You do purchase EPI, the PDS together with Your Certificate of Insurance make up Your Policy with Us.

All examples in this PDS are only intended to demonstrate how certain benefits are calculated. All benefits will be determined in accordance with the relevant policy terms. All references to monetary amounts in this PDS are references to Australian dollars and are inclusive of GST.

The information in this PDS was current at the date of preparation. We may update some of the information in the PDS that is not materially adverse from time to time without needing to notify You. A copy of any updated information can be obtained from www.mtai.com.au or by contacting Us. We will give You a free paper copy of any updates if You request them. If We make a change that is material, it will be communicated in writing by way of a Supplementary Product Disclosure Statement (SPDS) or a new PDS.

Capitalised words in the PDS have a particular meaning. Please refer to the '**Definitions**' section on page 7 for these meanings.

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What is Equity Plus Insurance?

EPI is designed to assist You when Your Vehicle is declared a Total Loss.

Below is a summary of the cover and benefits provided by EPI. It is a summary only. For full details of the extent of cover, limitations and exclusions, You should read all the information in the PDS. Capitalised words in the PDS and table below have a particular meaning. Refer to the '**Definitions**' section on page 7 for these meanings.

Cover	Summary of benefits
Gap Cover	<p>Gap Benefit¹</p> <p>If Your Vehicle is declared a Total Loss and the Total Loss Payout does not fully repay the Loan Balance, We will pay the Gap Benefit for the Cover Level You have chosen to Your Credit Provider to help repay the Outstanding Balance under Your Finance Contract.</p> <p>The Gap Benefit We pay will not exceed the Outstanding Balance.</p>
	<p>Replacement Cost Benefit¹</p> <p>If We have paid a Gap Benefit, We will pay the Replacement Cost Benefit for the Cover Level You have chosen to help reimburse You for specified expenses associated with replacing Your Vehicle. This includes initial registration fees and 12 months' compulsory third party insurance for the replacement vehicle.</p>
	<p>No Gap Benefit</p> <p>If Your Vehicle is declared a Total Loss and the Total Loss Payout exceeds the Loan Balance resulting in there being no Outstanding Balance under Your Finance Contract, We will pay You the No Gap Benefit for the Cover Level You have chosen.</p>
<p>Optional Extra Cover (can only be purchased with GAP Cover)</p>	<p>Extra Benefit</p> <p>If You have purchased Optional Extra Cover and We have paid a benefit under Gap Cover, We will pay \$5,000 to help you with expenses associated with the Total Loss. This may include money still owing to Your Credit Provider, the excess on Your Comprehensive Insurance, or replacement of personal items lost or damaged as a result of the Total Loss.</p> <p>This Extra Benefit will first be paid to reduce any amount owed to Your Credit Provider with any balance then being paid to You. If an amount is not owed to Your Credit Provider under Your Finance Contract (i.e You were paid a No Gap Benefit), the entire Extra Benefit will be paid to You.</p>

¹ The most We will pay for any Gap Benefit or Replacement Cost Benefit is the amount corresponding to the Cover Level You have selected.

Cooling off period

You have the right to cancel and return the Policy by contacting Us (please refer to the 'Contact Details' section on page 10) within 30 days of the date it was issued to You ("cooling off period") unless You wish to make or have made a claim under the Policy within the cooling off period. If You cancel Your Policy during the cooling off period, We will return the amount You have paid for the Policy to Your Credit Provider.

Cost of Your insurance

The premium is a once only payment for Your insurance cover and is shown on Your Certificate of Insurance. It includes Stamp Duty, Goods and Services Tax (GST), other government charges, and administration costs. The amount of GST and Stamp Duty will be shown on Your Certificate of Insurance.

EPI is purchased and paid for at the time You arrange Your Finance Contract. The premium is usually fully funded by the Finance Contract. This means that interest will be charged on the premium.

The amount of premium You pay will vary depending on the Cover Level You select, the term of Your Finance Contract and if You have selected Optional Extra Cover.

Cancellation of Your Policy

You may cancel this Policy at any time by contacting Us. Cancellation will take effect from the date We receive Your request.

If the Policy is cancelled by You or Us after the cooling-off period, We will refund part of the premium to Your Credit Provider (unless they instruct Us otherwise). The refund will be calculated in accordance with the Rule of 78, less an administration fee of \$66, and less any non-refundable government charges.

For further details about how any refund of premium is calculated please refer to the 'Frequently Asked Questions' on Our website which is available at www.mtai.com.au/faq.php.

We may only cancel Your Policy where permitted by law to do so. If We cancel Your Policy, We will tell You this in writing. If We cancel this Policy due to fraud, We will not refund any amount to You or Your Credit Provider.

Cover available under this Policy

This section explains the covers that are available under EPI, including the benefits payable, limitations and exclusions. In addition, you should read the '**Definitions**' section on page 7 to understand what certain words mean, and the '**When We will not pay**' section on page 5 to understand the other exclusions that may apply.

You can only select Optional Extra Cover if You have selected Gap Cover. All benefit amounts stated in the PDS are inclusive of GST.

1. GAP Cover

Gap Cover consists of:

- Gap Benefit
- Replacement Cost Benefit
- No Gap Benefit

For Gap Cover You may select different Cover Levels for the Gap Benefit, Replacement Cost Benefit and No Gap Benefit.

The Cover Level You select will be shown in Your Certificate of Insurance. The Cover Levels You can select are set out in the table below.

Cover Level	Maximum Gap Benefit	Maximum Replacement Costs Benefit	No Gap Benefit
Ultra Cover	\$25,000	\$6,000	\$6,000
A Cover	\$20,000	\$5,000	\$5,000
B Cover	\$15,000	\$4,000	\$4,000
C Cover	\$10,000	\$3,000	\$3,000
D Cover	\$8,000	\$2,000	\$2,000

How the Gap Benefit works

If Your Vehicle is declared a Total Loss as a result of an event occurring during the Period of Insurance and the comprehensive insurer of Your Vehicle makes a Total Loss Payout which does not fully repay the Loan Balance, We will pay the Gap Benefit to Your Credit Provider to help repay the Outstanding Balance under Your Finance Contract.

The Gap Benefit cannot be used to pay for:

- any arrears, deferred repayments, default charges or enforcement expenses accumulated under the Finance Contract even if they form part of the Outstanding Balance;
- any deductions made by the comprehensive insurer of Your Vehicle such as policy excesses, Input Tax Credit (ITC) entitlements, outstanding premium payments applicable to the Comprehensive Insurance; or
- the salvage value of the damaged Vehicle where You retain the Vehicle.

Limits

- The Gap Benefit We pay will not be more than the Outstanding Balance.
- The most We will pay is the Gap Benefit for the Cover Level You have selected.

Exclusion

We will not pay any Gap Benefit if the comprehensive insurer of Your Vehicle provides, and Your Credit Provider accepts, a new vehicle or Boat to replace the Vehicle under the Finance Contract.

How the Replacement Costs Benefit works

If We pay a Gap Benefit, We will also pay the Replacement Cost Benefit to reimburse You for specified expenses You have incurred that are associated with replacing Your Vehicle. The expenses that we can reimburse You for are:

- Initial registration
- 12 months' Compulsory Third Party (CTP) Insurance
- Stamp Duty
- Dealer Delivery Charges (New Vehicles Only)
- 12 months' Comprehensive Insurance premium
- Personal Property Securities Register Certificate Fee
- Dealer Transfer Fee

Limits

The Replacement Cost Benefit We pay will not be more than the expenses actually incurred by You.

The most We will pay is the Replacement Cost Benefit for the Cover Level You have selected.

Exclusion

We will not pay the Replacement Costs Benefit if you have not purchased or ordered a replacement vehicle within 6 months of the incident causing the Total Loss of Your Vehicle.

We will not pay any Replacement Cost Benefit if the comprehensive insurer of Your Vehicle provides, and Your Credit Provider accepts, a new vehicle or Boat to replace the Vehicle under the Finance Contract.

How the No Gap Benefit works

If Your Vehicle is declared a Total Loss and the Total Loss Payout exceeds the Loan Balance resulting in there being no Outstanding Balance under Your Finance Contract, We will pay You the No Gap Benefit for the Cover Level You have chosen.

Limits

The most We will pay is the No Gap Benefit for the Cover Level You have selected.

Exclusions

We will not pay the No Gap Benefit if We have paid a Gap Benefit or Replacement Cost Benefit.

Example – Bill buys a new car on finance through XYZ Finance Company. He obtains finance for a total of \$35,000 and chooses to take out EPI Cover Level B which includes maximum Gap Benefit of up to \$15,000 and maximum Replacement Costs Benefit of up to \$4,000.

Bill's vehicle has Comprehensive Insurance for Market Value. One year later, Bill's vehicle is in a traffic accident. His comprehensive insurer determines the vehicle to be a Total Loss and makes a Total Loss Payout at the current full Market Value of \$20,000. As the Loan Balance on his Finance Contract is \$30,000, Bill still owes his Credit Provider \$10,000 (Outstanding Balance). He submits a claim under his Equity Plus Insurance. Bill's claim is accepted. We pay a Gap Benefit of \$10,000 to XYZ Finance Company to repay the Outstanding Balance.

As We have paid a Gap Benefit, We will also reimburse Bill for certain expenses he incurs relating to the purchase of his replacement vehicle, such as initial registration, stamp duty, dealer delivery charges, 12 months comprehensive insurance and compulsory third party insurance, up to the maximum Replacement Cost Benefit of \$4,000.

2. Optional Extra Cover

If You have purchased Optional Extra Cover (additional premium applies), it will be shown on Your Certificate of Insurance.

Where You have purchased Optional Extra Cover and We have paid a benefit under Gap Cover (either the Gap Benefit, Replacement Cost Benefit, or No Gap Benefit), We will pay \$5,000 to help you with expenses associated with the Total Loss (Extra Benefit).

These expenses may include money still owing to Your Credit Provider, the excess on Your Comprehensive Insurance, travel and accommodation costs, or replacement of personal items lost or damaged as a result of the Total Loss.

Example – Bill also purchased Optional Extra Cover. We will pay an additional \$5,000 (Extra Benefit).

Payment of Benefits

Gap Cover

The Gap Benefit will be paid to Your Credit Provider unless otherwise directed by the Credit Provider.

The Replacement Costs Benefit and the No Gap Benefit will be paid to You or Your nominee.

Optional Extra Cover

The Extra Benefit will first be paid to reduce any amount owed to Your Credit Provider with any balance then being paid to You. If an amount is not owed to Your Credit Provider (i.e You were paid a No Gap Benefit), the entire Extra Benefit will be paid to You.

Replacement vehicle provided by your comprehensive insurer

If Your Vehicle is a Total Loss and Your Credit Provider agrees to accept a new vehicle or Boat (whichever applies) as a replacement of the Vehicle under the Finance Contract, You have two options:

1. The Policy can continue for the remainder of the Period of Insurance. You will need to provide Us with details of the new vehicle or Boat. If You choose this option, We will not pay the No Gap Benefit or Extra Benefit (if applicable); or
2. You can make a claim for the No Gap Benefit and Extra Benefit (if applicable). If either benefit is paid, Your Policy comes to an end.

If Your Credit Provider does not agree to accept the new vehicle or Boat (whichever applies) as a replacement of the Vehicle under the Finance Contract, any claim You make will be determined by reference to the settlement amount paid by Your Comprehensive Insurer.

When we will not pay

We will not make a payment under this Policy:

- if the comprehensive insurer of Your Vehicle does not make a Total Loss Payout, or provide you with a replacement vehicle or Boat (whichever applies), following a Total Loss for any reason whatsoever.
- if the Vehicle was being used to carry passengers for hire or reward such as taxis, rental cars and any ride-sharing facility (such as Uber use)
- of the Gap Benefit or Replacement Costs Benefit. if the Total Loss Payout fully repays the Loan Balance.

Making a claim

To make a claim, please contact Us (please refer to 'Contact Details') as soon as reasonably possible.

We will send You a claim form which must be fully completed, signed and returned with all information and documents requested including any other supporting documentation We may require You to provide. This information must be gathered and returned to Us as soon as reasonably possible. We may refuse the claim if We are prejudiced by any delay in notifying Us of a claim. You must also provide Us with Your current residential address and keep Us advised of any changes to Your residential address. You must provide the following:

- written correspondence from the comprehensive insurer of Your Vehicle stating that Your Vehicle is a Total Loss, the event causing the Total Loss occurred during the Period of Insurance, and the Total Loss Payout;
- a copy of the Finance Contract from Your Credit Provider and a statement from them of the Outstanding Balance and any other amount owing under the Finance Contract; and
- documentation relating to a replacement vehicle or Boat (whichever applies), including receipts and invoices for the costs incurred by You to replace Your Vehicle.

ITC Entitlement

You must tell Us about the input tax credit (ITC) You are entitled to for Your premium and Your claim, each time You make a claim. If You do not give Us this information or if You tell Us an incorrect ITC, We will not pay any GST liability You incur.

Claim recovery

If for any reason We pay any benefits that You are not entitled to, We have the right to recover those benefits from You or the Credit Provider.

When Your insurance stops

This Policy will come to an end and all Benefits and cover will cease on the earliest of the following:

- cancellation of this Policy;
- the expiry date of the Period of Insurance;
- a claim being paid under this Policy;
- the Credit Provider repossessing Your Vehicle; or
- the Finance Contract being fully paid out.

Any Benefits You have become entitled to before the insurance stops will continue.

Definitions

Agreed Value means the amount that the comprehensive insurer of Your Vehicle has agreed to insure Your Vehicle for.

Authorised Representative means a person who has been authorised by Us to sell EPI to You.

Boat means any:

- Jet Ski(s); and
- Hull(s)

and will include the following where the insured craft has them:

- Motor(s);
- Masts, Spars, Rigging and Sails;
- Trailer (if specifically noted as covered on the Certificate of Insurance).

Certificate of Insurance means the document issued by Us, which shows important information about Your Policy, including Your Policy number, Cover, Cover Level, premium and Period of Insurance.

Comprehensive Insurance means the comprehensive insurance policy that covers You for loss or damage to Your Vehicle during the Period of Insurance.

Cover Level means the cover level you have selected for Gap Cover as shown in Your Certificate of Insurance.

Credit Provider means the financier from which You obtained the finance for Your Vehicle, as shown in Your Certificate of Insurance.

Finance Contract means the finance contract arranged to purchase, lease or hire purchase Your Vehicle (whichever is applicable) as shown in Your Certificate of Insurance.

Loan Balance means the amount of the Net Amount Financed owing to Your Credit Provider under Your Finance Contract (at the time of the event that results in the Total Loss) before the Total Loss Payout has been applied.

Market Value means the amount that the comprehensive insurer of Your Vehicle determines the market would pay for Your Vehicle having regard to the age, make, model and condition of Your Vehicle and the kilometres it has travelled immediately before the event which resulted in it being a Total Loss.

Net Amount Financed means that part of the total amount financed under the Finance Contract that relates to the purchase of the Vehicle. This includes delivery charges, government charges, registration charges, and any insurance premiums for policies providing cover on the total amount financed or the Vehicle. It also includes any amount financed on a trade-in that is rolled into the Finance Contract.

Outstanding Balance means the amount of the Net Amount Financed owing to Your Credit Provider under Your Finance Contract after the Total Loss Payout has been applied to the Loan Balance. Period of Insurance means the period when cover under your Policy commences and expires as shown in Your Certificate of Insurance.

Policy means the contract of insurance between You and Us being this PDS and Your Certificate of Insurance.

Total Loss means the comprehensive insurer of Your Vehicle declares Your Vehicle stolen, or uneconomical or unsafe to repair, as the result of an event covered under Your Comprehensive Insurance.

Total Loss Payout means, in the event of the Total Loss of Your Vehicle, the payment made under the Comprehensive Insurance by the comprehensive insurer of Your Vehicle for its full Market Value or full Agreed Value (whichever applies), less any deductions for unexpired registration, unexpired CTP, outstanding premium or excess.

Vehicle or **Your Vehicle** means the vehicle or Boat described in Your Certificate of Insurance, including any standard equipment and accessories (either factory fitted or supplied by the manufacturer) which were part of the vehicle or Boat at the time it was purchased.

We, Our, Us means AAI Limited ABN 48 005 297 807.

You or **Your** means the person(s) recorded in the Certificate of Insurance as the insured.

Important notices

General Insurance

The Authorised Representative is acting under an authority given to them by MTA Insurance Limited ABN 35 070 583 701 to effect this contract of insurance. The Authorised Representative will be effecting this insurance as an agent of MTA Insurance Limited and not as an agent of the intending insured.

The Authorised Representative can also provide You with information relating to this product. You are encouraged to seek independent advice in relation to the suitability of this product. ASIC's Money Smart website (www.moneysmart.gov.au) and the ICA's Understanding Insurance website (www.understandinsurance.com.au) provide further information on insurance products.

Privacy Statement

AAI Limited (AAI) and MTA Insurance Limited (MTA) are members of the Suncorp Group, which We'll refer to simply as "the Group". In this Privacy Statement, all references to "We/Us/Our" means AAI and MTA.

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that We can:

- identify You and conduct appropriate checks;
- understand Your requirements and set up, administer and manage Our products and services;
- manage and administer underwriting and claims, including any investigation and assessment of claims;
- manage, train and develop Our employees and representatives;
- manage complaints and disputes, and report to dispute resolution bodies; and
- get a better understanding of You, Your needs, Your behaviours and how You interact with Us, so We can engage in product and service research, development and business strategy including managing the delivery of Our services and products via the ways We communicate with You.

What happens if you don't give us your personal information?

If We ask for Your personal information and You don't give it to Us, We may not be able to provide You with any, some, or all of the features of Our products or services.

How we handle your personal information

We collect Your personal information directly from You and, in some cases, from other people or organisations. We also provide Your personal information to other related companies in the Group, and they may disclose or use Your personal information for the purposes described in 'Why do We collect personal information?' in relation to products and services they may provide to You. They may also use Your personal information to help them provide products and services to other customers.

Under various laws, We may be authorised or required to collect Your personal information. These laws include the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Personal Property Securities Act 2009, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999, Australian Securities and Investments Commission Act 2001, Corporations Act 2001 and Life Insurance Act 1995 as those Acts are amended and any associated regulations. From time to time other Acts may require, or authorise Us to collect Your personal information.

We will use and disclose Your personal information for the purposes We collected it as well as purposes that are related, where You would reasonably expect Us to. We may disclose Your personal information to and/or collect Your personal information from:

- other companies within the Group and other trading divisions or departments within the same company (please see Our Privacy Policy for a list of brands/companies);
- hospitals and medical, health or wellbeing professionals;
- other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;
- a third party that We've contracted to provide financial services, financial products or administrative services – for example:
 - information technology providers,

- print/mail/digital service providers,
- marketing agencies and other marketing services,
- imaging and document management services,
- a third party claimant or witnesses in a claim;
- third parties authorised by You;
- Policy or product holders or others who are authorised or noted on the Policy as having a legal interest, including where You are an Insured Person but not the Policy or product holder;
- the Financial Ombudsman Service (FOS) Australia or any other external dispute resolution body;
- legal and any other professional advisers or consultants such as accountants;
- customer, product, business or strategic research and development organisations;
- data warehouse, strategic learning organisations, data partners, analytic consultants;
- social media and other virtual communities and networks where people create, share or exchange information;
- government, statutory or regulatory bodies and enforcement bodies; and
- any of Our Group joint ventures where authorised or required.

We'll use a variety of methods to collect Your personal information from, and disclose Your personal information to these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose Your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas disclosure

Sometimes, We provide Your personal information to – or get personal information about You from – persons located overseas, for the same purposes as in 'Why do We collect personal information?'

The countries We usually disclose Your personal information to have been outlined on Our website suncorpgroup.com.au/privacy or You can give Us a call and We will provide You a copy.

From time to time, We may need to disclose Your personal information to, and collect Your personal information from, other countries not on this list. Nevertheless, We will always disclose and collect Your personal information in accordance with privacy laws.

Your personal information and our marketing practices

Every now and then, We and any related companies that use the Suncorp brand might let You know – including via mail, SMS, email, telephone or online – about news, special offers, products and services that You might be interested in. We will engage in marketing unless You tell Us otherwise. You can contact Us to update Your marketing preferences at any time.

In order to carry out Our direct marketing We collect Your personal information from and disclose it to others that provide Us with specialised data matching, trending or analytical services, as well as general marketing services (You can see the full list of persons and organisations under 'How We handle Your personal information'). We may also collect Your personal information for marketing through competitions.

We, and other people who provide Us with services, may combine the personal information collected from You or others, with the information We, or companies in Our Group, or Our service providers already hold about You. We may also use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to You.

How to access and correct your personal information or make a complaint

You have the right to access and correct Your personal information held by Us and You can find information about how to do this in the Suncorp Group Privacy Policy.

The Suncorp Group Privacy Policy also includes information about how You can complain about a breach of the Australian Privacy Principles and how We'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in contact us.

Contact Us

For more information about Our privacy practices including accessing or correcting Your personal information, making a complaint, or obtaining a list of overseas countries You can contact Us:

- by phoning 1800 634 294
- by e-mail to enquiries@mtai.com.au
- by visiting <http://www.mtai.com.au/privacy.php>

The General Insurance Code of Practice

AAI supports the General Insurance Code of Practice (Code). www.codeofpractice.com.au

You can get a copy of the Code from the Insurance Council of Australia website (www.insurancecouncil.com.au) or by calling (02) 9253 5100.

Complaints resolution

We are committed to:

- listening to what You tell Us;
- being accurate and honest in telling You about Our products and services;
- communicating with You clearly; and
- resolving any complaints or concerns You have in a fair, transparent and timely manner.

If You have a complaint concerning this product or Our services, You can contact Us by:

Phone 1800 634 294

Email enquiries@mtai.com.au

Writing to Us at AAI Limited and/or MTA Insurance Limited
IPC 4G1109
PO Box 1453
Brisbane QLD 4001

When we will do to resolve your complaint

When You first let Us know about Your complaint or concern, We will review Your complaint, consider the facts and attempt to resolve Your complaint by the end of the next working day.

If We cannot resolve Your complaint to Your satisfaction within 5 working days, We will contact You to agree reasonable alternative time frames. We will endeavour to send You Our final decision within 15 working days from the date You first made Your complaint provided We have all necessary information and have completed any investigations required.

If You are not satisfied with Our decision, at Your request, We can refer Your complaint to Our Internal Dispute Resolution (IDR) team. Our IDR team will review Your dispute, and respond within 15 working days of Your complaint being referred to them provided they receive all necessary information and have completed any investigation required. If Our IDR team requires further information or investigation of Your dispute, they will contact You to agree on a reasonable alternative timeframe.

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

We expect Our procedures will provide You with a fair and prompt resolution to Your complaint. If, however, You are not satisfied with the IDR decision or if We have not been able to resolve the complaint to Your satisfaction within 45 days, You may be able to take the complaint to the Financial Ombudsman Service (FOS) Australia.

The FOS is an independent external dispute resolution scheme and its service is free to Our customers. You can contact FOS by:

- Phone: 1800 367 287
- Email: info@fos.org.au
- Visiting: www.fos.org.au
- Writing to: Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001

FOS will tell You if they can help You.

We agree to accept a FOS determination however You have the right to take legal action if You do not accept their determination.

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 www.fcs.gov.au

Contact Details

If You have any enquiries about the Policy, please contact Us:

Mail: AAI Limited
IPC 4GI109
PO Box 1453
Brisbane QLD 4001

Phone: 1800 634 294

Website: www.mtai.com.au

Email: enquiries@mtai.com.au

The registered office for MTA Insurance Limited and AAI Limited is:
Level 28, Brisbane Square,
266 George St
Brisbane QLD 4000

