

# SGIC Caravan and Trailer Insurance Premium, Excess, Discounts & Helpline Benefits Guide

## SA

This SGIC Caravan and Trailer Premium, Excess and Discounts Guide should be read with the SGIC Caravan and Trailer Product Disclosure Statement and Policy Booklet (PDS) (SA) Edition 2, dated 9 January 2012.

It applies to policies issued with a caravan or trailer kept in South Australia with a commencement date of 8 September 2013 or a renewal effective date on or after 21 October 2013.

This guide provides further information about the cost of your insurance and excesses you may need to pay if you make a claim.

\* Call us on 133 233 for information about policies issued with a caravan or trailer kept outside of South Australia.

## How we work out your premium

Your insurance premium is based on the likelihood of a claim being made on your policy in the future. There are a number of factors we take into account when determining your premium. We calculate your premium by combining the:

- ▶ Pricing factors
- ▶ No Claim Bonus
- ▶ Policy options
- ▶ Loyalty Discount, and
- ▶ Government charges.

## Pricing Factors

The premium you pay for your insurance reflects the likelihood of you making a claim together with the potential value of any claim. So, if you have a lower chance of making a claim then you will generally pay a lower premium compared to someone who has a higher chance of making a claim.

Our experience shows there are a number of factors that are a good indicator of the possibility of a claim being made. We call these pricing factors.

For Caravan and Trailer Insurance policies the following table describes the pricing factors we may take into account to determine your premium.

Pricing Factors	On-site Caravan	Touring Caravan	Trailer
The location where your caravan or trailer is kept	✓	✓	✓
The amount your caravan, annexe, contents or trailer is insured for as shown on your current Certificate of Insurance	✓	✓	✓
The age of any owners of your caravan or trailer	✓	✓	✓
The way you use your caravan or trailer, for example, private or business use	✗	✗	✓

## No Claim Bonus

A No Claim Bonus is a reward for a good insurance record. We reward you with a reduced premium, based on the number of years of claim-free insurance.

You may be entitled to a No Claim Bonus, depending on the number and type of caravan or trailer claims you have made.

**The No Claim Discount levels are:**

60%

50%

40%

30%

20%

0%

**How does No Claim Bonus work?**

Each year at renewal, you automatically move up to the next level of No Claim Bonus if you do not make a claim in that policy year.

If you make a claim for something that is not your fault and you can provide the name and residential address of a person that we agree is responsible, your No Claim Bonus will not be affected.

Otherwise, if you do make a claim in a policy year, you will move down two levels of No Claim Bonus on renewal, unless you have chosen to protect your No Claim Bonus by paying an additional premium.

**What is No Claim Bonus protection?**

You can pay additional premium to protect your No Claim Bonus. If you have chosen to protect your No Claim Bonus it will not be affected for any claims you make in that policy year.

## Policy options

**Pay by the month**

You can choose to pay by monthly instalments by paying an additional premium. This amount will be shown on your current Certificate of Insurance.

## Loyalty Discount

Your Loyalty Discount is based on how long you have had a relationship with us and how many eligible policies you have. The longer you maintain your continuous relationship with us and the more policies you hold means a higher discount for you. This discount is determined for each individual customer and applied across all your eligible policies.

The way in which your Loyalty Discount is applied to your premium is set out in the 'How we calculate your Caravan or Trailer premium' section of this guide on page 4.

Refer to the following Loyalty Discount table to see what discount you will be entitled to.

Years of Relationship	25+	12.5%	15%	17.5%	20%	22.5%	25%
	10-24	10%	12.5%	15%	17.5%	20%	22.5%
	5-9	7.5%	10%	12.5%	15%	17.5%	20%
	3-4	5%	7.5%	10%	12.5%	15%	17.5%
	0-2	0%	5%	7.5%	10%	12.5%	15%
			1	2	3-4	5-7	8-9
		Policy Count					

If you have held a continuous relationship with us for 25+ years your Loyalty Discount will not decrease, even if you reduce the number of eligible policies you hold with us.

To receive a Loyalty Discount, the eligible policies must:

- ▶ be current; and
- ▶ have at least one common insured named on each policy.

On existing policies the discount applies from the date of the next renewal after you qualify.

On renewal your Certificate of Insurance will show a list of what policies contributed to your Loyalty Discount.

The following is a list of the policies that:

- ▶ contribute to your policy count
- ▶ are eligible to receive the Loyalty Discount.

Policies	Policy Count	Discount applied
<b>Motor</b>		
Comprehensive	✓	✓
Comprehensive Plus	✓	✓
Third Party Fire and Theft	✓	✓
Third Party Property Damage	✓	✓
<b>Veteran, Vintage and Classic Vehicle</b>	✓	✓
<b>Home</b>		
Buildings	✓	✓
Contents	✓	✓
Buildings and Contents*	✓	✓
<b>Landlord</b>		
Buildings	✓	✓
Contents	✓	✓
<b>On-site Caravan</b>	✓	✓
<b>Touring Caravan</b>	✓	✓
<b>Boat</b>	✓	✓
<b>Trailer</b>	✓	✓
<b>Retail Business Insurance</b>	✓	✗

\* Policy Count equals 2.

## Government charges

Trailer and Caravan Insurance policies are subject to stamp duty imposed by state and territory governments in addition to GST.

Government Charges	On-site Caravan	Touring Caravan	Trailer
GST	10%	10%	10%
Stamp Duty	11%	11%	11%

## Excess

An excess is an amount you pay when you lodge a claim. The amount and types of excess payable are shown on your current Certificate of Insurance. You may have to pay more than one type of excess depending on your circumstances.

### Basic excess

If you make any type of claim you must pay any basic excess that applies. The basic excess for onsite caravan, touring caravan or trailer is:

	Basic excess
Onsite Caravan Insurance	\$200
Touring Caravan Insurance	\$200
Trailer Insurance	\$200

Your basic excess amount will also be shown on your current Certificate of Insurance.

### When an excess does not apply

You will not have to pay an excess if:

- ▶ you make a claim for an incident that we agree was not the fault of you or the person who has your permission to use your on-site caravan, touring caravan, annexe or trailer, and
  - you can provide the name and residential address of the person we agree is responsible, and
  - the amount of the claim is more than the basic excess.
- ▶ your touring caravan or trailer is attached to a motor vehicle you own and the motor vehicle and touring caravan or trailer suffer accidental damage in the same incident, and:
  - you have lodged a claim for your touring caravan or trailer under this Policy and we have agreed to pay this claim
  - your motor vehicle is comprehensively insured with us
  - you have lodged a claim under your Comprehensive Motor Vehicle Policy and paid any applicable excesses for this claim.

The No Claim Bonus on your Comprehensive Motor Vehicle Policy and the No Claim Bonus on your Touring Caravan or Trailer Policy may be affected.

## How we calculate your Caravan or Trailer premium

### Step 1

First, we combine the pricing factors.

### Step 2

Once this amount is calculated we work out any No Claim Bonus you may be eligible for and apply this to the amount from Step 1.

### Step 3

Then, we add the cost of any No Claim Bonus protection you have chosen.

### Step 4

Then, we add the cost of any optional covers you may have chosen and the cost of choosing to pay by the month.

### Step 5

We then work out any Loyalty Discount that you may be eligible for and apply that to the amount from Step 4.

### Step 6

To the amount in Step 5, we add applicable government charges to work out the premium you need to pay.

## Helpline benefits 132 900 – 24 hour assistance

Helpline is a telephone service that provides assistance and advice 24 hours a day, seven days a week.

All dollar values described in this Helpline Benefits Guide include GST.

Helpline provides assistance:

- ▶ over the phone while travelling
- ▶ with illness or injuries

You need to contact us before using any of the services or benefits that Helpline offers. We will not cover any expenses you have incurred, unless you have contacted us beforehand and we have agreed to pay for them.

In this guide 'family member' means your spouse (legal or de facto), your children or spouse's children or any member of your or your spouse's family, who normally live with you.

### Helpline can provide you with:

#### assistance over the phone while travelling

If you or family members are travelling away from your home anywhere in Australia, you can use our telephone service to receive assistance with:

- ▶ travel advice and directions
- ▶ booking accommodation or changing travel arrangements
- ▶ contacting your financial institution so you can arrange to:
  - transfer funds
  - cancel or reissue your credit or debit cards.

#### assistance with illness or injuries

If you or a family member are away from your home in Australia and suffer an illness or are injured, we will

- ▶ provide phone access to a trained nurse who may monitor the medical treatment of the family member who is in hospital
- ▶ communicate with relatives or friends on your behalf
- ▶ arrange and pay for trauma counselling

The most we will pay in total is \$1,000.

**If there is anything you don't understand about this SGIC Caravan and Trailer Insurance Premium, Excess & Discounts Guide, please call us on 133 233 or visit your local office.**