

# RAC Motorcycle Insurance

Combined Product Disclosure Statement  
and Financial Services Guide



**Insurance**  
For the better

# Contents

RAC Insurance Pty Limited (ABN 59 094 685 882) (RAC Insurance) is an authorised general insurance company specialising in general insurance products. Our Australian Financial Services (AFS) Licence number is 231222. We have sole responsibility for the content of the Product Disclosure Statement (PDS) commencing at page 5, the cover provided under the policy, policy administration and the assessment and payment of claims.

RAC Distribution Pty Ltd (ABN 71 092 581 470) (RAC Distribution) is our authorised representative. Its Authorised Representative number is 238025. We have authorised RAC Distribution to distribute to you the Financial Services Guide (FSG) commencing at page 28. Any financial services offered will be provided by a representative of RAC Distribution. RAC Distribution has a binding agreement with us that authorises them to arrange for the issue of general insurance contracts on our behalf which are binding on us just as if we had issued the policy itself. If you decide to purchase a nominated insurance policy, your contract will be with RAC Insurance as the insurer.

RAC Insurance and RAC Distribution are part of the RAC Group of Companies.

<b>Welcome to RAC Insurance</b>	<b>4</b>
<b>Product Disclosure Statement</b>	<b>5</b>
About this Product Disclosure Statement	5
Your RAC Motorcycle Insurance	9
Your additional benefits	10
General exclusions	13
Claiming on your policy	16
Other important information	20
Definitions	26
<b>Financial Services Guide</b>	<b>28</b>
About this Financial Services Guide	28
Our services	28
How we are paid	29
Addressing complaints	29
Compensation arrangements	29
<b>Index</b>	<b>30</b>

This Combined PDS and FSG was prepared on 30 November 2014 and is effective from 1 January 2015.

# Welcome to RAC Insurance

We're here to do the right thing by you. That's our promise. And we've been keeping that promise for over 65 years. What do we mean when we say we do the right thing by you?

For a start, we believe in looking after our members – not just their things. So you can expect a more helpful service, from a WA claims team who live in your world.

And when we say you're covered, we mean it. Our very comprehensive insurance means that if the time comes and you need to claim, we'll keep our promise.

What's more, you'll get great value, dependable motorcycle cover. That's why one in three WA households choose to insure with RAC.

For more details about your policy, or our simple claims process, look through this Product Disclosure Statement. Alternatively, call us on **13 17 03** or go to **rac.com.au**

As a valued RAC member, you'll receive exclusive discounts on a huge range of retail outlets. And even on RAC products and services. We call it Member Benefits. You can find out more at **rac.com.au/memberbenefits**

# Product Disclosure Statement

## About this Product Disclosure Statement

This RAC Motorcycle Insurance PDS, together with:

- » the schedule we provide to you,
- » our Premium, Excess and Discount Guide (PED Guide), and
- » any Supplementary PDS we issue,

explain the cover and benefits provided by the motorcycle insurance you have chosen and the limits, conditions and exclusions that apply to it.

We strongly recommend that you read these documents carefully so you fully understand the cover we provide and the limitations that apply to it.

We also recommend that you read the 'Definitions' on page 26 so you understand the words in the PDS that have special meanings.

## When we agree to insure you

### Your duty of disclosure

When you take out a policy with us, we ask you questions. You must answer our questions honestly, completely and accurately. Remember that you are answering for you and anyone else who will be insured under your policy.

When you renew or change your policy, you must tell us if your previous answers (as shown in your schedule) need correcting or updating and answer any questions we may ask about your motorcycle and how it is used, you, or anyone else who will be insured under your policy. If any changes need to be made and we agree with them, we will send you an updated schedule. We will also advise if they affect your premium.

If you or someone acting for you gives us false information, we may:

- » Refuse to pay a claim.
- » Reduce the amount we pay you for your claim.
- » Cancel your policy.
- » Withdraw cover.

This duty of disclosure continues until the commencement of your policy. For anything that changes after this, please see the section below.

### **Changes to the details you have given us**

You must tell us about any changes to the information you have given us about you, your motorcycle, the purpose you use it for, and anyone who rides it as shown in your schedule. If you have modified your motorcycle after we have insured it, you must tell us what modifications you have made.

If you do not tell us about any changes, your insurance may no longer be valid and we may refuse to pay part or all of any claim you make or require you to repay any money paid to you for your claim.

If you are not sure, but think that something might be relevant, it is better to tell us.

If any changes need to be made and we agree with them, we will send you an updated schedule. We will also advise if a different premium applies.

### **Our agreement with you**

The cover your policy provides will be available to you for the period of insurance in return for your premium.

This contract is between you and us. When more than one person is named as the policyholder in your schedule, we will treat them all as joint policyholders and:

- » A statement, act, omission or claim by any one policyholder is treated as a statement, act, omission or claim by all joint policyholders.

- » We can deal with or make payment to one joint policyholder with no need to also pay or deal with the other policyholders.
- » Each policyholder has authority to change or cancel the policy, and we do not need to contact the other policyholders.

### **Make a claim - quick guide**

1. Call us on **13 17 03** or go online to make a claim at **rac.com.au**
2. Make sure you have all of the information that we will need to help you. We need to know:
  - » What happened.
  - » Where and when it happened.
  - » Who was involved, including their vehicle registration number and contact details.
  - » The contact details for any witnesses.
3. We will guide you through what happens next.

## The cover our motorcycle insurance policy provides

This PDS explains the motorcycle insurance cover and benefits we provide. For your convenience, the cover and benefits provided are summarised below. For full details of cover including exclusions, please read the policy.

Summary of Cover	Motorcycle Insurance
Own motorcycle damage	✓
Open rider cover	✓
Lifetime guarantee on repairs	✓
Temporary cover for your new motorcycle	✓
Agreed value	✓
Automatic cover for accessories	✓
Legal liability	✓
Helmet cover	✓
Protective clothing & personal belongings cover	✓
New motorcycle replacement	✓
Essential temporary repairs	✓
Travel / accommodation costs	✓
Reasonable towing costs	✓
Lost or stolen keys	✓
Accidental death benefit	✓

## Your RAC Motorcycle Insurance

If you purchase motorcycle insurance, you are covered anywhere in Australia for:

### Loss or damage to your motorcycle

- » Accidental loss and damage including malicious damage caused to your motorcycle.
- » Loss or damage to your motorcycle caused by fire, theft or attempted theft.

We also cover:

- » Accidental loss or damage to your motorcycle caused when it was being ridden by anyone with your permission and who meets and complies with the terms and conditions of your policy, unless that person has other insurance covering the same loss or damage.

### Your legal liability

We will cover your liability for accidental damage caused to another person's property arising from an incident which involves your motorcycle.

We also cover:

- » Anyone riding your motorcycle with your permission and who meets and complies with the terms and conditions of your policy, unless that person has other insurance covering the same liability.
- » You while riding a substitute motorcycle (excluding hire motorcycles) because your motorcycle is being repaired, serviced or has broken down.
- » Any legal costs incurred in connection with any such alleged liability if we have given our written consent to those costs.

The most we will pay is \$25,000,000 for any incident.

We do not cover:

- » Your liability if the property damaged is your own or is in your custody or belongs to or is in the custody of your spouse, child or other person normally living with you.
- » Damage to another person's property when your motorcycle is being transported rather than being ridden, including while your motorcycle is being loaded or unloaded from the means of transport.
- » Loss or damage to any substitute motorcycle.
- » Liability when your motorcycle is being offered for sale on your behalf by another party.

## Your additional benefits

We provide you with these additional benefits at no extra cost.

### Your helmet cover

We will pay up to \$1,000 in total for the replacement of your helmet and your passenger's helmet when your motorcycle is involved in an accident and the helmet(s) is damaged.

### Your protective clothing and personal belongings cover

We will pay up to \$1,500 per item up to \$3,000 in total when your motorcycle is involved in an incident and your and your passenger's protective clothing or personal belongings (excluding helmets) are damaged. We will, at our option, either:

- » Repair the damage.
- » Replace what is damaged.
- » Make a payment to settle your claim, based on the cost of repair or replacement of your protective clothing and/or personal belongings.

We do not cover money, cheques or financial transaction cards.

## Your new motorcycle replacement cover

If we declare your motorcycle a total loss and:

- » less than two years have passed since it was first registered, and
- » you are the first registered owner (other than the selling dealer if your motorcycle was a new demonstration model),

we will replace it with a new motorcycle and pay the initial on road and registration costs, provided anyone who has a financial interest in your motorcycle (of which we are aware) agrees. We will not pay more than the agreed value for your motorcycle at the time it was first insured with us.

The new motorcycle will be of the same make and model as your motorcycle.

If the new replacement motorcycle is not available in Western Australia, or your motorcycle was not supplied as new in Australia, we may pay the agreed value of your motorcycle at the time it was first insured with us.

[For additional information on how we settle total loss claims, please see page 19.](#)

## Essential temporary repairs for your motorcycle

When the damage is such that your motorcycle cannot be safely ridden and you arrange for temporary repairs to make it safe, secure or roadworthy, we will pay for those repairs up to \$750.

## Costs to complete your journey

When the loss or damage means you cannot use your motorcycle to get you and your passenger from the scene of the incident to your home, your original destination or to a safe place, we will reimburse the costs necessary to do so up to \$500.

## Your emergency accommodation expenses

When the loss or damage means you cannot use your motorcycle, and you are more than 100km from your home, we will pay up to \$250 per night towards the cost of emergency accommodation for you and your passenger for up to four nights.

## **Towing your motorcycle**

When the damage is such that you cannot use your motorcycle, we will pay for the reasonable cost of towing your motorcycle, from the scene of the incident to the nearest approved repairer or to a safe location that we choose.

## **Replacing your lost or stolen keys**

We will pay up to \$2,000 to replace the keys and locks to your motorcycle when you have been permanently deprived of your keys because they have been lost or stolen.

## **Accidental death benefit**

When, within 12 months of its occurrence, an incident involving the use of your motorcycle directly results in the death of its rider, we will pay \$10,000 to the deceased's estate.

We do not cover:

- » Death as a result of suicide or attempted suicide.
- » Death if the deceased person was riding your motorcycle without your permission.

## **Temporary cover for your new motorcycle**

When you replace your motorcycle, we will insure your new motorcycle provided:

- » You tell us about your new motorcycle within 14 days of purchasing it.
- » It is a motorcycle we would ordinarily insure.
- » You pay us any additional premium we require.

Cover will cease for your previous motorcycle when you take delivery of your new motorcycle.

The most we will pay for loss or damage that occurs within the first 14 days following the purchase of your new motorcycle, is the purchase price of your new motorcycle less any excesses that may apply.

# **General exclusions**

The following exclusions apply to all cover under your policy.

## **Who uses your motorcycle**

Unless you can demonstrate that you did not know, and reasonably could not have known, we will not cover any loss, damage or liability caused by or arising out of the use of your motorcycle by any person who:

- » Was not authorised or licensed to ride your motorcycle, or who broke the conditions of their driver's licence or learner's permit.
- » Has had in the three years before the incident any driver's licence cancelled, suspended, disqualified or any special conditions imposed on their licence.
- » Has received medical advice that their ability to ride a motorcycle is impaired by a medical condition or treatment.
- » Is under the influence of alcohol or drugs.
- » Has a blood alcohol content level exceeding that permitted by the laws of the relevant State or Territory.
- » Refuses or fails to submit a specimen for testing when requested by police.
- » Has been convicted in the three years before the incident of a criminal offence related to theft, fraud, arson, criminal damage or illicit drugs.
- » In the three years before the incident, has had motorcycle insurance declined, withdrawn, cancelled or its renewal refused.

## **Cause of loss, damage or liability**

We will not cover any loss, damage or liability caused directly or indirectly by:

- » Failures, defects or breakdowns which are mechanical, structural, electronic or electrical or which are connected with computers or computer related technology including computer chip or control logic.

- » Sparks, ashes or carbon from your motorcycle.
- » Any person or organisation lawfully taking, keeping or destroying your motorcycle.
- » Terrorism, war (whether declared or not), invasion, rebellion, revolution or a similar event.
- » Anything nuclear or radioactive.
- » Depreciation, wear, tear, rust or corrosion.
- » Failure to take all reasonable care to protect your motorcycle, its contents and keys.
- » Your motorcycle being left unattended with the keys in or on it.

### **Use of your motorcycle**

We will not cover any loss, damage or liability which occurs during, or is caused by, the use of your motorcycle:

- » On a permanent or temporary racetrack, raceway, course, circuit or arena (unless you are participating in a safe riding course commercially conducted by trained instructors).
- » For racing, trials, speed or hill climbing tests, pace making, contests, rallies or for endurance or skills tests whether or not you are competing in an event.
- » In an experiment or demonstration.
- » While it is overloaded, not roadworthy, not registered or not meeting relevant government transport regulations.
- » In a manner which involves deliberate exposure to exceptional danger or any wilful or reckless act.
- » In a manner contrary to its manufacturer's recommendations.
- » For unlawful purposes.
- » For hire or reward.

### **Timing**

We will not cover loss, damage or liability caused by flood, storm or bushfire within the first 48 hours after the commencement of your policy, or to the extent that you have increased your existing insurance cover, unless either:

- » You purchased your motorcycle on the same day your policy started.
- » Your policy commenced immediately after another policy covering the same motorcycle ended and there was no break in cover.

### **We also do not cover**

- » Loss of use, or any other financial loss arising from, or consequential to, an insured incident.
- » Deliberate damage caused directly or indirectly by anyone using your motorcycle with your permission.
- » Any diminished value of your motorcycle after it has been damaged and repaired and the repairs have been carried out correctly (including as a result of loss or damage to vehicle identifiers, such as the original compliance, build or VIN information).
- » The cost of any air freight charges, or the fabrication of any parts or any cost for parts which exceed the manufacturer's last issued catalogue or price list.
- » Additional costs incurred through parts being unavailable, obsolete or delays in obtaining parts.
- » Any extra costs associated with paint work that does not meet the manufacturer's standard paint specification.
- » Goods, tools of trade or samples connected with your work or any other trade, or any container for these items.
- » Any loss or damage to the extent that it is covered by other insurance that is compulsory or was not purchased in your name.



# Claiming on your policy

## You must co-operate with us

When you claim on your policy, you must give us any information and co-operation we reasonably require in dealing with your claim.

You must promptly provide us with full details of the incident which led to your claim. The details we may require include:

- » Contact details of anyone involved, including witnesses.
- » Registration numbers of any vehicles involved.
- » Proof of ownership for any damaged or stolen property, such as receipts, owner manuals and warranties.
- » Copies of any letters, notices, court or other legal documents you receive relating to the incident or a claim.
- » Receipts for expenses you have incurred that are covered under your policy.

In addition, you must:

- » Not admit liability for, or negotiate to settle, any claim without our written permission.
- » As soon as possible, report to the police any theft, attempted theft or malicious damage.
- » Provide truthful and complete information to us.
- » Provide written statements if we require them.
- » Attend court and give evidence if we require it.
- » Make your motorcycle available to us.
- » Assist us, even after we have settled your claim, in any proceedings we take to recover any money we have paid under your policy.

We are entitled to represent you or any other person covered under your policy:

- » In the negotiation, defence, settlement or any legal proceedings relating to a claim on your policy.

- » In any proceedings to recover any money we have paid under your policy.

If you do not assist us as required we may:

- » Reject your claim.
- » Pay a reduced amount for your claim.
- » Require you to repay any money paid for your claim.

## Excesses

When you make a claim you may be asked to pay an excess. The specific excesses that apply to your policy and amounts payable are shown on your schedule. More than one excess may apply to your claim.

You may not have to contribute an excess towards your claim provided:

- » You can satisfy us that the incident was solely the fault of the other person (not the person in charge of your motorcycle at the time of the incident).
- » You provide us with the 'at fault' person's name, vehicle registration number and contact details.

We will make a determination of fault after we are in possession of all the relevant facts and our determination is final and binding upon you.

If you would like to know more please refer to our PED Guide.

## What we do when your motorcycle has been damaged

When you claim for loss or damage to your motorcycle in an incident covered under your policy and we accept your claim, we will at our option either:

- » Repair the damage.
- » Replace what is damaged.
- » Make a payment to settle your claim, based on the cost of repair or replacement.

We will not pay more than the agreed value of your motorcycle less any excess that may apply.

## When we repair your motorcycle

If we decide to repair your motorcycle we obtain competitive quotes from our approved repairer network. You can also ask a repairer of your choice to provide a quote.

Whichever repairer we choose, we guarantee the quality of the workmanship and materials authorised by us for the life of your motorcycle, in addition to any other rights you may have. If you wish to make a claim on this guarantee, please contact us with details, including any costs you incur in making the claim.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Your contribution

If the repairs to your motorcycle leave it in a better condition than before the damage occurred, you will be required to pay a contribution to the repair cost.

## We pay for storage

If we have decided to repair your motorcycle and we require it to be held in storage until the repair can commence, we will pay the storage cost.

## The parts we use

The parts we use in the repair of your motorcycle are covered under our repair guarantee.

To restore your motorcycle to its condition immediately before the incident, we will use parts consistent with your motorcycle's age, condition and warranty period and:

- » If your motorcycle is within the manufacturer's new vehicle warranty period we will use new Original Equipment Manufacture (OEM) parts.

- » If your motorcycle is outside the new vehicle warranty period we will use new or recycled OEM parts. For some components, such as mufflers and exhausts, we may also use other Australian design rule compliant parts.

If replacement parts are not available, we will pay you what it would have cost us to repair your motorcycle had the parts been available.

## When we declare your motorcycle a total loss

We will declare your motorcycle a total loss when either:

- » We decide that the damage to your motorcycle is such that it would not be safe or economical to repair.
- » It was stolen and not recovered.

If your motorcycle is a total loss, we will either:

- » Pay you the agreed value of your motorcycle.
- » Replace your motorcycle, if you are entitled to this under our new motorcycle replacement cover (see page 11).

When we settle a total loss claim:

- » We will deduct, or you must pay us:
  - > Any excess that may apply.
  - > Any unpaid premium (including any remaining instalment payments based on the full annual premium of your policy).
  - > The value of the unused portion of your motorcycle's registration.
- » Anyone who has a financial interest in your motorcycle (of which we are aware) will be paid first and you will be paid the balance.
- » Your motorcycle becomes our property, your policy comes to an end and there is no refund of any portion of your premium.

## About your motorcycle's agreed value

We determine your motorcycle's agreed value at the commencement of your cover and may review it at the beginning of each subsequent period of insurance. The agreed value is shown on your schedule and while it may change at renewal, it does not change during the period of insurance.

Except where a different limit is shown in your policy for the item of cover, the most we will pay is the agreed value shown in your schedule less any applicable excesses.

Some items of cover have their own limits. Where that limit is less than the agreed value, the item limit is the most that we will pay for that item.

## Other important information

### About your premium

There are a number of factors we take into account in determining your premium including but not limited to:

- » The make and model of your motorcycle.
- » Who will be riding your motorcycle and their riding and insurance history.
- » Where you live.
- » Costs associated with operating our business.
- » Government charges.
- » Discounts that may apply to you.

Your premium is shown on your schedule.

If you would like to know more about how your premium is calculated please refer to our PED Guide.

### Paying your premium

You can pay your premium either in one annual payment or by instalments.

When you pay in one annual payment your total premium will be less than if you pay it in instalments. The additional amount for payment by instalments contributes towards the increased cost of administering the instalment payment service.

You can pay your premium in annual payments, two six monthly payments, or 12 monthly payments, using your credit card or by direct debit through your financial institution.

When you pay by instalments you must ensure that:

- » The financial details you provide to us are correct.
- » Sufficient funds are available in your account for each instalment payment.
- » You advise us of any change to your financial details at least two business days before your next instalment payment is due.

You may contact your financial institution if you have an issue regarding your account or a direct debit.

We will provide you with at least 14 days' notice if we change any of your instalment payment arrangements.

If paying by direct debit, we may automatically renew your policy on the renewal date. If we plan to automatically renew, we will let you know we intend to do this before your cover ends and send you details of the renewal premium. If you do not want to renew your policy, you should let us know before the renewal date.

If you do not pay the full amount of your premium or any additional amount we may charge, we may reduce the period of insurance to match the amount you have paid.

### Instalment payments

When you choose to pay by instalments, we will send you a notice advising of the first and future payment dates.

The first and future direct debit payments will be made on the due date unless that date is not a business day, when the payment will be made on the business day closest to the due date.

Please contact us immediately if you believe that an unscheduled payment has been made.

Where an instalment payment is overdue by:

- » More than 14 days and you make a claim on your policy, we may refuse to pay your claim.
- » More than one month, we may cancel your policy without notice and refuse to pay your claim.

If any of your instalment payments are rejected by your financial institution due to insufficient funds in your account or errors in your financial details, any fees that result from rejections will be payable by you.

### **Cancellation of instalment payments**

If you decide to cancel your instalment payment arrangement, you need to:

- » Give us at least two business days' notice.
- » Arrange with us to pay the remaining premium due.

If you have made a claim, or one has been made against you in the current period of insurance, then you may be required to pay any outstanding premium due on your policy.

### **Credit card charges**

We may charge a merchant fee when you pay your premium or your excess by credit card.

### **Goods and Services Tax (GST) and Input Tax Credit Entitlement (ITCE)**

Your policy, the amounts insured and the premium that you pay are subject to GST.

You may be able to claim an ITCE for the GST that you pay on the premium for your policy. Please advise us of your ITCE when or before you make a claim on your policy. If you are eligible to claim an ITCE, we will deduct this amount from any payment we make to you.

We recommend that you seek advice from a financial advisor if you are unsure about the tax implications of your policy.

### **Cooling off period**

If you cancel your new or renewed policy:

- » Before it starts we will return any premium paid in full.
- » Within 28 days of it starting, we will return any premium paid provided you do not make a claim during this time.

### **Cancellation by you at any time**

You can cancel your policy at any time. To do so, please notify us and we will refund your premium less:

- » Any non-refundable government charges.
- » Our administration charge.
- » Our premium for the period of insurance provided.

If you have claimed on your policy during the period of insurance, a refund of premium may not apply. A refund will not apply when we have declared your motorcycle a total loss and paid your claim.

If you would like to know more please refer to our PED Guide.

### **Cancellation by us**

If we cancel your policy, we will advise you in writing and refund you any remaining portion of your premium less:

- » Any non-refundable government charges.
- » Our premium for the period of insurance provided.

If you have claimed on your policy during the period of insurance, a refund of premium may not apply. A refund will not apply when we have declared your motorcycle a total loss and paid your claim.

If you would like to know more please refer to our PED Guide.

### **Other fees and charges**

If your policy is changed or cancelled and the premium refund or premium payable is less than \$10, no refund or request for payment will be made.

### **If you have a complaint**

Following these steps will assist you in resolving any complaint you may have:

- » **Tell us about it first.** If you have a complaint, please tell one of our staff about it or write to us with the details of your concerns.
- » **Refer to a Team Leader.** If the staff member is unable to resolve the matter for you, you can request that the matter be referred to a Team Leader who will contact you within 15 business days.

» **Seek a review.** If we are still unable to resolve your complaint, you can ask for it to be referred to a Manager who will respond to you within 15 business days. This will be our final review after which, if you remain dissatisfied, you can seek an external review.

» **Seek an external review.** If you decide to seek an external review, you can refer the matter to the Financial Ombudsman Service, an independent external dispute resolution scheme, at any time within two years of us informing you of the outcome of our final review of your complaint. You can contact the Financial Ombudsman Service by:

Telephone: **1300 780 808**

Mail: Financial Ombudsman Service Limited,  
GPO Box 3, Melbourne VIC 3001

Email: [info@fos.org.au](mailto:info@fos.org.au)

## Your privacy

We and our authorised representative, RAC Distribution, (together the 'RAC') collect, store and use your personal information in accordance with the Privacy Act and as set out below. By taking out this policy you agree to this.

The RAC use and require your personal information to consider your insurance application and any subsequent application for insurance, issue and administer your policy and investigate and assess any insurance claim. For the purposes of doing so, your personal information may be passed to, or received from, a joint policyholder, RAC's assessors, investigators, repairers, suppliers, contractors, other insurance companies, insurance reference bureaus, law enforcement agencies, our related companies, legal and professional advisers, IT providers, and their agents, some of whom may be overseas.

The RAC may also use your personal information to tell you about other RAC Group products and services. Your personal information may be passed to other entities for promotional purposes. These entities may be associated with the RAC, operate under RAC's Brand, or be agents, contractors or allied organisations. You may tell the RAC not to use your personal information for these promotional purposes at any time by contacting us on **13 17 03**.

If the interest of a financier is noted on your policy, you consent to the RAC providing details of your policy and its currency to the financier.

If you would like to review or correct the personal information the RAC Group has about you, or if you wish to make a complaint, please call **13 17 03**. For further information, see the RAC Group privacy policy at [rac.com.au](http://rac.com.au)

## Financial Claims Scheme

Your policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS). The purpose of the FCS is to protect certain policyholders and claimants in the event an insurer becomes insolvent. A person entitled to claim under insurance cover under a protected policy may be entitled to payment under the FCS, subject to certain eligibility criteria. Information about the FCS can be obtained from the Australian Prudential Regulation Authority (APRA) at [apra.gov.au](http://apra.gov.au) or the APRA hotline on **1300 55 88 49**.

## The General Insurance Code of Practice

We support and participate in the General Insurance Code of Practice, a system aimed at providing a better understanding between policyholders and their insurance company.

The code is administered by the Financial Ombudsman Service (FOS) and you can obtain a copy of the code by visiting [codeofpractice.com.au](http://codeofpractice.com.au)

## Updating the PDS

We may need to update this PDS from time to time if certain changes occur, where required and permitted by law. 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 calling us).

## About us

The underwriter and the issuer of your policy is RAC Insurance Pty Limited (ABN 59 094 685 882, AFS licence number 231222), a wholly owned subsidiary of RACI Pty Ltd (ABN 40 008 671 805), part of the RAC Group of Companies.

You can contact us:

- » By calling: **13 17 03**
- » Via our website: **rac.com.au**
- » By visiting any RAC Member Service Centre
- » By writing to us at PO Box C140, Perth WA 6839

## Definitions

The following words when used in this PDS have defined meanings.

**agreed value** - the amount we agree to insure your motorcycle for. The amount is listed on your schedule. It includes the value of GST, registration and on-road costs.

**excess** - the amount you may be required to pay towards any claim.

**incident** - an event that was unintentional, unexpected or unforeseeable where loss or damage occurs and includes a series of events arising out of the one occurrence.

**keys** - a device designed to access or start your motorcycle including any device designed to provide access by your motorcycle to your home's private garage.

**modifications** - any structural or mechanical alteration made to your motorcycle's original specification which may affect its value or performance.

**PED Guide** - Premium, Excess and Discount Guide designed to provide you with additional information regarding discounts, excesses and calculation of premiums that apply under your policy. It is available at **rac.com.au** or by calling **13 17 03**.

**period of insurance** - the length of time your policy provides cover for as shown in your schedule.

**policy** - together this PDS, PED Guide, schedule and any Supplementary PDS we may issue.

**premium** - the amount you pay for your insurance. This includes GST and government charges.

**schedule** - the document we give to you that shows the particular details regarding you and your motorcycle and the insurance cover we have agreed to provide.

**terrorism** - includes but is not limited to the use of force or violence and/or threat, by any person or group of persons done for or in connection with political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

**vehicle accessories** - items specifically manufactured to only be used while fitted to a motorcycle. These items are not reasonably capable of being used separate from a motorcycle.

**we, us, our** - RAC Insurance Pty Limited.

**you, your** - the person(s) or entity named as the policyholder on the schedule.

**your motorcycle** - the vehicle described in your schedule, including its modifications and vehicle accessories.

# Financial Services Guide

## About this Financial Services Guide

This Financial Services Guide provides you with information about RAC Distribution Pty Ltd (in this FSG defined as RAC Distribution, we or us) to assist you in deciding whether to use the financial services we provide. This FSG outlines the type of services and products we can offer you. It also explains how we are remunerated and includes details of our complaints handling procedures and how you can access them.

Any advice about the products we give you is of a general nature. We do not take into account your needs, specific objectives or financial position.

You can contact us:

- » By calling: **13 17 03**
- » Via our website: **rac.com.au**
- » By visiting any RAC Member Service Centre
- » By writing to us at PO Box C140, Perth WA 6839

## Our services

RAC Distribution are authorised by RAC Insurance Pty Limited (RAC Insurance) to offer you a range of financial services on RAC Motorcycle Insurance including:

- » Provide general product advice (advice that has not been tailored to your personal objectives, financial situation or needs).
- » Arrange for the issue of RAC Insurance's products.
- » Issue RAC Insurance's products as its agent.
- » Agree on policy variations requested by you.

## How we are paid

RAC Distribution do not charge you a fee or commission for our services.

We operate under a fee for service arrangement based on the amount of time we spend providing sales and services on behalf of RAC Insurance. This fee is reviewed annually and is subject to change from time to time.

Employees of RAC Distribution receive a salary and operate under a performance based incentive scheme. On average, the bonus is unlikely to exceed 2% of the employees' annual salary.

You may, within a reasonable time after receiving this FSG and before any financial service is provided, request to obtain further information about the remuneration, fees and any benefit that may be paid to us for these services.

## Addressing complaints

Customer satisfaction is a priority for us. If you have a complaint about the financial services we have provided, please follow the steps for resolution of complaints set out on page 23.

## Compensation arrangements

RAC Distribution has professional indemnity insurance in compliance with the requirements of the Corporations Act 2001 and for the financial services outlined in this FSG. The professional indemnity cover extends to financial services provided by representatives who are no longer employed by us in that capacity but who provided such financial services at the time the loss, damages or breach of an obligation occurred.

# Index

## A

### accessories

see definition of 'vehicle accessories'..... 27

**accident damage** ..... 9

**accommodation expenses** ..... 11

### agreed value

about your agreed value ..... 19

see definition of 'agreed value' ..... 26

**attempted theft** ..... 9

## C

**cancellation of your policy** ..... 22

**changes to your policy** ..... 6

**choosing a repairer** ..... 18

### claims

claiming on your policy ..... 16

excess ..... 17

parts we use ..... 18

quick guide ..... 7

repairs ..... 18

settlement options ..... 17

storage ..... 18

total loss ..... 19

your contribution ..... 18

**code of practice** ..... 25

**complaints procedure** ..... 23

**cooling off period** ..... 22

**credit card charges** ..... 22

## D

**damage to your motorcycle** ..... 9

**death of rider** ..... 12

**definitions** ..... 26

### discounts

see definition of 'PED Guide' ..... 26

**duty of disclosure** ..... 5

## E

**emergency accommodation** ..... 11

**emergency repairs** ..... 11

### excess

excesses - claiming on your policy ..... 17

see definition of 'excess' ..... 26

### exclusions from cover

death of rider ..... 12

general ..... 13

liability ..... 13

personal belongings ..... 10

## F

**finance** ..... 19

**financial claims scheme** ..... 25

**financial ombudsman service** ..... 24

**financial services guide** ..... 28

**fire** ..... 9

## G

**general exclusions** ..... 13

**general insurance code of practice** ..... 25

**goods and services tax** ..... 22

**guarantee of repairs** ..... 18



## H

helmet .....	10
how to contact us .....	see back cover
how to make a complaint .....	23
how we settle a claim .....	17
how we work out your premium .....	20

## I

incident	
see definition of 'incident' .....	26
input tax credit entitlement .....	22

### instalments

cancellation .....	22
payments .....	21

## J

joint policyholders .....	6
---------------------------	---

## K

### keys

see definition of 'keys' .....	26
theft or loss of keys .....	12

## L

### liability

cover .....	9
exclusions .....	10

lifetime repair guarantee .....	18
---------------------------------	----

locks of motorcycle .....	12
---------------------------	----

## M

### making a claim

quick guide .....	7
-------------------	---

making changes to your policy .....	6
-------------------------------------	---

member benefits .....	4
-----------------------	---

### modifications

notifying us .....	6
see definition of 'modifications' .....	26

monthly instalments .....	20
---------------------------	----

## N

new motorcycle replacement .....	11
----------------------------------	----

non-payment of premium .....	21
------------------------------	----

## O

open rider policy .....	9
-------------------------	---

## P

parts used when repairing your motorcycle .....	18
---	----

paying premiums .....	20
-----------------------	----

### PED Guide

see definition of 'PED Guide' .....	26
-------------------------------------	----

### period of insurance

see definition of 'period of insurance' .....	27
---	----

personal belongings .....	10
---------------------------	----

personal information .....	24
----------------------------	----

### policy

see definition of 'policy' .....	27
----------------------------------	----

### premium

about your premium .....	20
paying your premium .....	20
see definition of 'premium' .....	27

privacy of your personal information .....	24
--	----

product disclosure statement .....	5
------------------------------------	---

## R

**repairing your motorcycle** ..... 18

### repairs

essential temporary ..... 11  
lifetime guarantee ..... 18  
parts ..... 18  
repairer ..... 18

**replacement motorcycle** ..... 11

## S

### schedule

see definition of 'schedule' ..... 27

**settling claims** ..... 17

**stolen keys**..... 12

**stolen motorcycle** ..... 9

**storage costs** ..... 18

### substitute vehicle

liability cover ..... 9  
temporary cover for your new motorcycle ..... 12

### sum insured (see agreed value)

about your agreed value..... 19  
see definition of 'agreed value' ..... 26

**summary of cover** ..... 8

## T

### terrorism

see definition of 'terrorism' ..... 27

**theft of keys** ..... 12

**theft of motorcycle** ..... 9

### total loss of motorcycle

new motorcycle replacement ..... 11  
when we declare your motorcycle a total loss ..... 19

**towing costs/expenses** ..... 12

**travel expenses/costs** ..... 11

## V

### vehicle accessories

see definition of 'vehicle accessories' ..... 27

## W

**words with special meanings** ..... 26

**write off (see total loss)** ..... 19

## Y

### your motorcycle

see definition of 'your motorcycle' ..... 27

### your responsibilities

claiming on your policy ..... 16  
when we agree to insure you ..... 5



**Contact  
Us**

General enquiries **13 17 03**

TTY (number for the hearing impaired)  
general enquiries **9301 3113**

 **facebook.com/RACWA**

 **@racwa**

 **rac.com.au**

## **Metropolitan Member Service Centres**

- |                   |   |
|-------------------|---|
| <b>Carousel</b>   | Shop 1098, Westfield Carousel Shopping Centre, Albany Highway |
| <b>Mandurah</b>   | Shop 112, Mandurah Forum Shopping Centre, Pinjarra Road       |
| <b>Morley</b>     | Shop 1, Morley Market Shopping Centre, Bishop Street          |
| <b>West Perth</b> | 832 Wellington Street   |

## **Regional Member Service Centres**

- |                   |  |
|-------------------|--|
| <b>Albany</b>     | 110 Albany Highway                               |
| <b>Bunbury</b>    | Shop 32, Stirling Centre<br>22-28 Stephen Street |
| <b>Geraldton</b>  | Shop 29, Northgate Shopping Centre, Chapman Road |
| <b>Kalgoorlie</b> | 51-53 Hannan Street                              |

RAC Insurance Pty Limited ABN 59 094 685 882  
AFS Licence Number 231222



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