

Supplementary Product Disclosure Statement

for RAC Bicycle Insurance

This Supplementary Product Disclosure Statement (SPDS) was prepared on 1 September 2018 and applies to policies commencing or renewed on or after 1 November 2018.

This SPDS should be read with the RAC Bicycle Insurance Combined Product Disclosure Statement and Financial Services Guide (the "PDS") effective 1 September 2016. These documents together with your current schedule form the basis for your insurance cover.

For a copy of the PDS applying from 1 September 2016 please go to rac.com.au or call us on **13 17 03**.

Important Changes

1. Page 6 replace **If you have a complaint** section with the following:-

Resolving complaints and disputes

We take great pride in our service to members. If you aren't satisfied with the service provided to you, please contact us on **13 17 03** or via email at InsuranceMemberFeedback@rac.com.au.

We take feedback very seriously and will handle any issues in accordance with our Complaint and Dispute Resolution process as set out in our Complaint and Dispute Resolution brochure available at rac.com.au.

Should you feel the need to escalate the issue with an independent third party, you can contact the Australian Financial Complaints Authority (AFCA) at no cost to you. Details are:

Telephone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Website: afca.org.au

RAC Insurance Pty Limited
AFS Licence Number 231222
1 September 2018

rac.com.au



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For the better