

Supplementary Product Disclosure Statement

for RAC Caravan and Trailer 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 Caravan and Trailer Insurance Combined Product Disclosure Statement and Financial Services Guide (the "PDS") effective 1 January 2015. These documents together with your current schedule and our Premium, Excess and Discount Guide ("PED Guide") form the basis for your insurance cover.

For a copy of the PDS applying from **1 January 2015** please go to **rac.com.au** or call us on **13 17 03**.

Important Changes

1. Page 25-26 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