

PROGRESSIVE DIRECT

MOTOR VEHICLE INSURANCE

Combined Product
Disclosure Statement
and Financial Services Guide

Contents

This document combines a Product Disclosure Statement, which is found in Part A, and a Financial Services Guide, which is found in Part B. Its preparation was completed on 4 November 2017.

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PART A: PRODUCT DISCLOSURE STATEMENT

1

Introduction

This Product Disclosure Statement (PDS) is designed to provide information about us and our Progressive Direct motor vehicle insurance. This information will help you decide whether our motor vehicle insurance is right for you.

The covers and services described in this PDS are available to anyone who receives this PDS (electronically or otherwise) in Australia. If you decide to purchase our insurance, your insurance policy will consist of this PDS and any **supplementary PDS** we may issue, along with your current insurance certificate.

The information in this PDS was updated on 4 November 2017. Up-to-date insurance-related information that does not adversely affect your policy may change from time to time and may be made available to you on our website at **pd.com.au**.

Our policy does not cover every person, use, event, vehicle, or situation. To find out more about what is and isn't covered by this motor vehicle insurance, please read this PDS carefully. We ask that you pay particular attention to the section titled **"What We Don't Cover," beginning on page 23**

Some terms and phrases in this PDS have specific definitions. Please refer to the **"Definitions" section on page 57** for those terms and phrases and their meanings.

Important Information About Us

Who we are

This product is issued by The Hollard Insurance Company Pty Ltd ('Hollard', 'we', 'us' and 'our') ABN: 78 090 584 473, AFSL No. 241436. Hollard is an Australian insurance company regulated by the Australian Prudential Regulatory Authority. PROGRESSIVE™ is a registered trade mark of Progressive Direct Insurance Company ABN 28 140 389 528 AFSL 342902 and used under licence by Hollard and PD Insurance Agency Pty Ltd, (PDIA), ABN 28 615 752 193.

Contact

You may contact us any time on our website at pd.com.au, or by emailing us at customerservice@pd.com.au.

General Advice Warning

Any advice that we provide in this PDS is general advice only, and does not consider your individual objectives, financial situation, or needs. You should assess whether our insurance is appropriate for you considering these factors and consider talking to an advisor before deciding to purchase this insurance.

Fees

We do not charge you fees for cancellations, policy adjustments, or for any other amendments you wish to make.

Introduction

How we operate

We conduct our business primarily online and electronically (including via email and SMS text) to keep our costs to a minimum so that we can offer you a lower premium and not charge you any fees.

We rely on our ability to communicate with you electronically so that you can buy and manage your [policy](#) through an online account with us.

Online and electronically:

- we can quote and sell our insurance;
- you can review and update your policy through your online account;
- we can send payment requests, documents, notices, electronic links to notices and documents, answer questions and do most other communications via e-mail or SMS (we try our best not to use paper); and
- you can report a claim to us. We also have a claims service number **1300 CLAIMS (252 467)** to call as an alternative.

Our product is not for everyone. You need to feel comfortable making transactions online and obtaining important insurance documents from our website or via email

and SMS. You are responsible for message rates and data charges that you may incur in connection with SMS texts that you may receive from us. You can access your policy and account information at any time via our website and download and print documents you may need (for example, a current [insurance certificate](#)).

Our agent

We have sole responsibility for the Product Disclosure Statement in Part A of this document, and for cover provided under your insurance policy. However we have appointed PD Insurance Agency Pty Ltd (**PDIA**) ABN 28 615 752 193, as an Authorised Representative (AR. No. 001249827), to act as our agent. PDIA is authorised to deal in and issue this motor vehicle insurance and will administer the issue of policies and handling of claims on our behalf. PDIA acts as an agent for us as the insurer, not for you. You can see more information about the basis on which PDIA acts for us and the remuneration it receives in the Financial Services Guide in Part B of this document.



Our Cover

We offer three different types of cover:

1. Comprehensive Insurance;
2. Third Party Fire & Theft Insurance; and
3. Third Party Property Damage Insurance.

You can cover up to five vehicles on one policy, and choose a different cover type for each vehicle if you prefer. The insurance certificate and your online policy account will show which cover type you have purchased for each vehicle.

For more information about making a claim under any of these covers, how these claims are handled, and what amounts are paid, please see the [“Making a Claim” section on page 31](#).



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Comprehensive Insurance

Here's what's covered by our Comprehensive Insurance:

Loss or damage to your vehicle

We pay for accidental loss or damage to your vehicle up to the [agreed value](#).

We cover loss or damage as a result of the following incidents:

- Collision or impact
- Fire
- Flood
- Malicious act
- Hail and Storm
- Theft or attempted theft

Property damage liability

When the use of [your vehicle](#) causes damage or loss to someone else's property, we cover your legal liability for that damage or loss up to a maximum of \$20 million. This is the most we'll pay for all claims arising from a single accident, and includes all expenses we agree to pay toward your legal and defence costs.

We will cover:

1. [you](#) or a [covered driver](#) or a passenger with respect to an accident arising from the use of:
 - [your](#) vehicle , or;
 - a trailer or caravan attached to your vehicle, or;
 - a [substitute motor vehicle](#).
2. any person using your vehicle with your permission if they are not excluded and they comply with the terms and conditions of this policy; and

Comprehensive Insurance

3. your employer or principal if you are using your vehicle in the course of your employment or agency. [See exclusions to some types of vehicle use on page 24.](#)

If your vehicle has a trailer or caravan attached, they are considered one vehicle and our limit is not increased.

Additional benefits

You automatically receive the following additional cover when you purchase our Comprehensive Insurance. All limits are inclusive of Goods and Services Tax (GST). These benefits are subject to all applicable excesses.

Child safety seats

We pay the reasonable cost, up to \$500, to replace each child safety seat in your vehicle with a child safety seat of like kind and quality if it has been stolen or damaged by an incident that is covered by your policy.

Personal effects

We pay the reasonable cost to repair or replace personal effects that belong to you or a covered driver if they are damaged or stolen while in your vehicle by an incident that we cover. Personal effects mean personal items which are designed to be worn or carried. The most we will pay for all personal effects in connection with any one accident is \$500.

Please note that we will not pay for stolen personal effects unless your vehicle has been stolen, and we do not cover in any circumstances tools or items used in connection with a business or occupation, child safety seats, [standard accessories](#), [after-market accessories](#), [modifications](#), electronic and telecommunication devices, or cash under this benefit.



Pet injury cover

If your pet is inside your vehicle at the time of an incident that we cover, we will provide:

1. up to \$1,000 for reasonable veterinary fees incurred by you if your pet is injured as a direct result of that incident; or
2. a \$1,000 death benefit if your pet dies as a direct result of that incident, less any payment we made toward veterinary expenses for your pet.

“Your pet” means any dog or cat owned by you.

The most we will pay in any one incident is \$1,000 even if more than one cat or dog is involved.

Rental car after theft

If your vehicle is stolen and you make a claim, we will arrange, and pay the daily fees, for an economy-type rental car, up to the daily limit listed on your current insurance certificate.

These benefits stop when any one of the following conditions is met:

- The rental benefit has been provided for 14 days;
- Your vehicle has been recovered and is returned to you or its owner undamaged;
- Your vehicle has been repaired or replaced, if it is recovered damaged;
- 72 hours after we make an offer to settle the loss on a vehicle that we determine to be a write-off.

At our option, we may decide to reimburse you. When this happens, you must send us receipts of rental charges in order to receive reimbursement.

The running costs and extras of the rental car are your responsibility. The rental car will be covered under the terms and conditions of your Progressive Direct Comprehensive Insurance during the period of this benefit, and if you wish to make a claim, you must pay any excesses that apply.

Comprehensive Insurance

Emergency repairs

We pay the reasonable cost, up to \$500, for emergency repairs that enable your vehicle to be driven home after it has suffered loss or damage in an incident that we cover or has been stolen and recovered in damaged condition.

Debris removal

We pay the reasonable cost to remove debris that falls from your vehicle as a result of an incident that we cover.

Towing and storage

When your vehicle is damaged in an incident that we cover and cannot be safely driven, we pay the reasonable cost of:

- towing your vehicle to the nearest repairer or place of safety; and
- storing your vehicle from when you report the claim to us until we settle the claim. We can move the vehicle if we need to or if we request, you must move the vehicle.

Trailer damage

We pay the reasonable cost, up to \$1,000, to repair or replace a trailer that's attached to your vehicle if the trailer is damaged in an incident that we cover involving that vehicle.

Free windscreen repair

You won't have to pay any excess and there will be no effect to your premium for damage to your vehicle's windscreen, if the windscreen is damaged in an incident that we cover and repaired rather than replaced. If the windscreen cannot be repaired, and needs to be replaced, your excesses apply.

Keys and locks

We pay the reasonable cost, up to \$1,000, to replace or recode your vehicle's keys or locks if they are stolen. You must report the theft of your keys to the Police.



New vehicle after Total Loss

If your vehicle becomes a write-off because of damage or theft within the first 12 months of its original new car registration, we will consult with you about whether you wish to replace the vehicle with a new vehicle or would like us to pay the agreed value. If you wish to replace the vehicle, we will replace the vehicle with a new vehicle and pay the on-road costs (being the dealer delivery fee and first 12 months' registration and compulsory third-party motor vehicle insurance costs).

If we replace the motor vehicle, the replacement vehicle will be:

- of the same make, model, and series as the damaged or stolen vehicle; and
- fitted with the same insured modifications and standard accessories.

Such a vehicle must be reasonably available locally; if it is not, we will pay the agreed value.

If your vehicle is under finance, before your vehicle can be replaced, you may have to obtain the approval of, and refinancing from, the financier and provide us with all proofs and documents that we reasonably request.

Optional benefits

When you purchase our Comprehensive Insurance, you may add the following options to your policy by paying an extra premium.

Rental car after incident

If your vehicle is damaged due to an incident that we cover (excluding theft), we will arrange, and pay the daily fees, for an economy-type rental car, up to the daily limit listed on your current insurance certificate.

These benefits begin when your vehicle cannot be driven due to the loss or damage or, if the vehicle can be driven, when it is delivered to a repair shop.

These benefits stop when any one of the following conditions is met:

- The rental benefit has been provided for 14 days;
- Your vehicle is returned to you or its owner;
- Your vehicle has been repaired or replaced;
- 72 hours after we make an offer to settle the loss on a vehicle that we determine to be a write-off.

At our option, we may decide to reimburse you. When this happens, you must send us receipts of rental charges in order to receive reimbursement.

The running costs and extras of the rental car are your responsibility. The rental car will be covered under the terms and conditions of your Progressive Direct Comprehensive Insurance during the period of this benefit, and if you wish to make a claim, you must pay any excesses that apply.



After-market accessories

You can choose to extend your policy to cover after-market accessories when they are permanently installed to your vehicle.

You may choose how much cover you want to purchase up to a maximum of \$2,000 for all after-market accessories we cover. Each after-market accessory is covered up to its **market value**, but the most we will pay you under this cover (including GST) for any one incident, subject to all applicable excesses, is the total amount of cover for all after-market accessories that you have chosen to insure.

Under this benefit, we do not cover the following items:

- Body kits or body kit components
- Engine performance enhancements
- Non standard wheel sizes
- Custom paintwork
- Lowered suspension
- Transmission alterations

Please note the following items are covered as part of your vehicle and do not require this optional cover:

- standard accessories; and
- modifications made by the manufacturer specifically for your vehicle model, or installed by the motor vehicle dealership as part of the original sale.



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Third Party Fire and Theft Insurance

Here's what's covered by our
Third Party Fire and Theft
Insurance*:

*Vehicles less than 15 years old are not eligible for this cover.

Fire and theft

We pay for loss or damage to your vehicle, up to the agreed value, as a result of fire or theft.

Property damage liability

When the use of your vehicle causes damage or loss to someone else's property, we cover your legal liability for that damage or loss up to a maximum of \$20 million. This is the most we'll pay for all claims arising from a single accident, and includes all expenses we agree to pay toward your legal and defence costs.

We will cover:

- 1.** you or a covered driver or a passenger with respect to an accident arising from the use of:
 - your vehicle, or;
 - a trailer or caravan attached to your vehicle, or;
 - a substitute motor vehicle
- 2.** any person using your vehicle with your permission and who complies with the terms and conditions of this policy; and
- 3.** your employer or principal if you are using your vehicle in the course of your employment or agency. [See exclusions to some types of vehicle use on page 24.](#)

If your vehicle has a trailer or caravan attached, they are considered one vehicle and our limit is not increased.

Third Party Fire and Theft Insurance

Additional benefits

You automatically receive the following additional cover when you purchase our Third Party Fire & Theft Insurance. All limits are inclusive of Goods and Services Tax (GST). These benefits are subject to all applicable excesses.

Uninsured motorist damage

We pay for loss or damage to your vehicle as a result of a collision with another vehicle where the owner or driver of that other vehicle is not insured for your damage. We will pay for loss or damage up to the market value of your vehicle, but the maximum we will pay under this cover is \$5,000 for any one accident. This amount includes any reasonable cost of towing we may agree to pay.

We must agree that the accident was not in any way your fault and you must provide us with the registration number of the other vehicle as well as the name and residential address of the other driver.

We will decide the amount of loss and damage that you have sustained as a result of the accident. Any judgment or settlement that is made without our written consent is not binding on us.



Rental car after theft

If your vehicle is stolen and you make a claim, we will arrange, and pay the daily fees, for an economy-type rental, up to the daily limit listed on your current insurance certificate.

These benefits stop when any one of the following conditions is met:

- The rental benefit has been provided for 14 days;
- Your vehicle has been recovered and is returned to you or its owner undamaged;
- Your vehicle has been repaired or replaced, if it is recovered damaged;
- 72 hours after we make an offer to settle the loss on a vehicle that we determine to be a write-off.

At our option, we may decide to reimburse you. When this happens, you must send us receipts of rental charges in order to receive reimbursement. The running costs and extras of the rental car are your responsibility. The rental car will be covered under the terms and conditions of Progressive Direct Comprehensive Insurance during the period of this benefit, and if you wish to make a claim, you must pay any excesses that apply.

Towing and storage

When your vehicle is damaged in an incident that we cover and cannot be safely driven, we pay the reasonable cost of:

- towing your vehicle to the nearest repairer or place of safety; and
- storing your vehicle from when you report the claim to us until we settle the claim. We can move the vehicle if we need to or if we request, you must move the vehicle.

Third Party Fire and Theft Insurance

Optional benefits

When you purchase our Third Party Fire & Theft Insurance, you may add the following option to your policy by paying an extra premium.

After-market accessories

You can choose to extend your policy to cover after-market accessories, other than the accessories listed below, when they are permanently installed to your vehicle.

You may choose how much cover you want to purchase up to a maximum of \$2,000 for all after-market accessories we cover. Each after-market accessory is covered up to its market value, but the most we will pay you under this cover (including GST) for any one incident, subject to all applicable excesses, is the total amount of cover for all after-market accessories that you have chosen to insure.

Under this benefit, we do not cover the following items:

- Body kits or body kit components
- Engine performance enhancements
- Non standard wheel sizes
- Custom paintwork
- Lowered suspension
- Transmission alterations

Please note the following items are covered as part of your vehicle and do not require this optional cover:

- standard accessories and;
- modifications made by the manufacturer specifically for your vehicle model, or installed by the motor vehicle dealership as part of the original sale.



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4

Third Party Property Damage Insurance

Here's what's covered by our
Third Party Property Damage
Insurance:

Property damage liability

When the use of your vehicle causes damage or loss to someone else's property, we cover your legal liability for that damage or loss up to a maximum of \$20 million. This is the most we'll pay for all claims arising from a single accident, and includes all expenses we agree to pay toward your legal and defence costs.

We will cover:

- 1.** you or a covered driver or a passenger with respect to an accident arising from the use of:
 - your vehicle, or;
 - a trailer or caravan attached to your vehicle; or;
 - a substitute motor vehicle
- 2.** any person using your vehicle with your permission and who complies with the terms and conditions of this policy;
- 3.** your employer or principal if you are using your vehicle in the course of your employment or agency. [See exclusions to some types of vehicle use on page 24.](#)

If your vehicle has a trailer or caravan attached, they are considered one vehicle and our limit is not increased.

Third Party Property Damage Insurance

Additional benefits

You automatically receive the following additional cover when you purchase our Third Party Property Damage Insurance. The limit is inclusive of Goods and Services Tax (GST). This benefit is subject to all applicable excesses.

Uninsured motorist damage

We pay for loss or damage to your vehicle as a result of a collision with another vehicle where the owner or driver of that other vehicle is not insured for your damage. We will pay for loss or damage up to the market value of your vehicle, but the maximum we will pay under this cover is \$5,000 for any one accident. This amount includes any reasonable cost of towing we may agree to pay.

We must agree the accident was not in any way your fault and you must provide us with the registration number of the other vehicle as well as the name and residential address of the other driver.

We will decide the amount of loss and damage that you have sustained as a result of the accident. Any judgment or settlement that is made without our written consent is not binding on us.



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5

What We Don't Cover

Please be aware that your policy does not provide cover in certain situations. Please review the following exclusions carefully to gain a better understanding of the limitations of your policy and when we will not pay your claim.

General exclusions

Category	Exclusions None of the covers provided by this policy apply to, and we will not pay any claim for, loss, damage, or liability that arises or results from an accident, incident, or loss:
Vehicle	that occurs while your vehicle is being used: <ul style="list-style-type: none">• to carry persons or property, or provide driver instruction, for compensation, a fee, or reward of any kind, including points or criteria for participation in vehicle sharing programs;• for retail or wholesale delivery of goods;• as a courtesy vehicle, in connection with the motor trade;• in a race, trial, test, or contest;• in an unlawful manner or for unlawful purposes;• on a competition racetrack, competition circuit, competition course, or competition arena;• on consignment to, leased to, or rented to others, or given in exchange for any compensation;• in connection with emergency services;• to move substances that pollute, contaminate, or are otherwise potentially harmful, provided that we will not refuse a claim if it is proven to us that your vehicle was being lawfully used to move such substances in a legally permitted manner;• to carry more passengers than permitted by law, loaded above the legal limit, or loaded in an illegal way.

What We Don't Cover

Category	Exclusions
Vehicle Sale	<p>None of the covers provided by this policy apply to, and we will not pay any claim for, loss, damage, or liability that arises or results from an accident, incident, or loss:</p> <p>that occurs:</p> <ul style="list-style-type: none"> • if you or the owner advertise your vehicle for lease or sale and do not accompany a test drive or generally do not take reasonable precautions to prevent its theft or damage; • if you or the owner have given your vehicle to a person to sell it for you; • while your vehicle is in the possession of a person as part of the person's stock in trade.
Unsafe Vehicles	<ul style="list-style-type: none"> • that occurs if your vehicle is in an unroadworthy or unsafe condition, but not if it is proven to us that this condition did not contribute to the loss, damage, or liability or that this condition was not and could not reasonably have been known by you.
Drivers	<p>that occurs:</p> <ul style="list-style-type: none"> • while your vehicle is being driven by any person who is an excluded driver; • while your vehicle is being driven by a person who is a household member or a regular and frequent driver of your vehicle if he or she is not a covered driver, as indicated on the current insurance certificate; • if, at the time of the accident, incident, or loss, the driver of your vehicle: <ul style="list-style-type: none"> - is under the influence of, or had his or her judgment affected by, any alcohol, drug, or medication; - has more than the legal limit of alcohol or drugs in his or her breath, blood, saliva or urine; - refuses to submit to testing as required by law; or - did not remain at the scene of the accident when required by law to do so; • if the driver of your vehicle is not authorised under the law in force in the state or territory to drive the motor vehicle.



Category	Exclusions None of the covers provided by this policy apply to, and we will not pay any claim for, loss, damage, or liability that arises or results from an accident, incident, or loss:
Territory and Policy Period	<ul style="list-style-type: none">• that occurs outside Australia, except where your vehicle is in transit by sea between places within Australia;• that does not occur within the policy period indicated on your current insurance certificate.
Nuclear	<ul style="list-style-type: none">• involving, or caused directly or indirectly by, the accidental or intentional use, existence, discharge, dispersal, release, or escape of any nuclear or radioactive material.
Intentional, deliberate, malicious or reckless acts	<ul style="list-style-type: none">• involving, or arising out of, an intentional, deliberate, or malicious act by you or by a driver of your vehicle, or such an act done at the direction of you or of the driver, even if the actual injury or damage is different from what was intended or expected;• where the driver of your vehicle or a passenger was being wilful or reckless; <p>This exclusion, however, does not apply to damage caused by a person who has stolen the vehicle, where the theft is otherwise covered.</p>
War	<ul style="list-style-type: none">• involving, or arising out of, any hostilities, rebellion, riot, civil commotion, or war – whether war has been formally declared or not.

What We Don't Cover

Category	Exclusions None of the covers provided by this policy apply to, and we will not pay any claim for, loss, damage, or liability that arises or results from an accident, incident, or loss:
Contaminants and pollutants	<ul style="list-style-type: none">• involving, or caused directly or indirectly by, the accidental or intentional use, existence, discharge, dispersal, release, or escape of any biological, bacterial, viral, germ, chemical, or poisonous pollutant, contaminant, matter, or agent, or any looting or rioting following an occurrence involving any of these;• involving, or arising out of, the discharge, dispersal, release, or escape of contaminants, pollutants, or other dangerous goods or substances from your vehicle unless they are substances that the driver is legally permitted to carry.
Consequential loss or damage	<ul style="list-style-type: none">• which results because you can't use your vehicle - that is, consequential financial loss, such as lost profits, compensation for distress, anxiety, inconvenience or other non-financial loss.



Property damage liability exclusions

Category	Exclusions
Property damage liability exclusions	<p>Property damage liability cover does not apply to, and we will not pay any claim under that cover for:</p> <ul style="list-style-type: none">• any liability assumed under any contract or agreement by you, the owner of your vehicle, a covered driver, or any other person using your vehicle;• any liability for loss or damage to your vehicle, or to any property owned by, rented to, being transported by or used by, or in the control or charge of you or a household member;• any penalties, fines, or any awards of punitive, exemplary, or aggravated damages made against:<ul style="list-style-type: none">- you,- the owner or driver of your vehicle, or- any of its passengers;• any liability for bodily injury or death.

Loss or damage cover exclusions

Category	Exclusions
Loss or damage cover exclusions	<p>You are not covered for and we do not pay for:</p> <ul style="list-style-type: none">• loss or damage to a substitute motor vehicle;• depreciation;• any mould, mildew, wear, tear, rust, or corrosion;• unrepaired prior loss or damage;• structural, mechanical, electrical, or electronic failure or breakdown;• damage to tyres caused by braking, punctures, cuts, or bursting;• loss of use of your vehicle or its after-market accessories;• loss or damage caused by the lawful repossession or seizure of your vehicle or its after-market accessories;• loss or damage due to failure to take all reasonable steps to secure and protect your vehicle or its after-market accessories;• loss or damage due to failure to recover your vehicle or its after-market accessories, after it has broken down, been damaged, or stolen;• repair or replacement of a whole set due to loss or damage to a part or parts of the set;• loss of value of your vehicle after it has been repaired;• loss or damage to your vehicle (including its engine and fuel system) caused by the incorrect type of fuel being used.



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6

Making a Claim

If your vehicle has been damaged, involved in an accident, and/or has caused damage to someone else's property, please contact us as soon as possible. If your vehicle has been stolen, report the theft to the police immediately, and then contact us.

To report the accident or loss to us, you can login to your Progressive Direct online account at pd.com.au and follow the instructions for reporting a claim or you can call our claims team on **1300 CLAIMS (252 467)**.

Claim requirements

Anyone making a claim under this policy must satisfy a number of requirements as well as provide the information and assistance we reasonably request.

Requirements include:

- cooperating with us in any matter concerning a claim or legal proceeding;
- providing any written proof of loss we may reasonably require, including proof of ownership of your vehicle, after-market accessories, or personal effects;
- allowing us to take signed and recorded statements, including sworn statements and examinations under oath, and answering all reasonable questions we may ask, as often as we may reasonably require;
- promptly notifying us about any claim or legal proceeding;
- attending court as we require;
- allowing us to inspect your vehicle and/or after-market accessories and obtain repair quotations before their repair or disposal;
- taking your vehicle or allowing it to be towed to a place nominated by us if we request;
- authorising us to obtain records;
- providing us with any documents in your possession or that you can obtain, including receipts and registrations, that we need to handle your claim; and
- promptly reporting any theft, attempted theft, or malicious act to the police.

Making a Claim

Anyone making a claim under this policy must:

- tell us the truth and be open and honest with us in connection with the claim;
- assist us in recovering any part of a claim from the responsible party and in negotiating, defending, or settling the claim;
- promptly deliver to us any relevant letters, notices, and documents that are received;
- cooperate with us to enable us to exercise for our benefit all legal rights of recovery that anyone covered by this policy may have against any other party in the covered incident. This may include assigning rights and executing forms and documents to allow us to pursue recovery. We will initiate, fund, and control recovery actions at our discretion;
- not make any admission of liability or settle or compromise any claim made against them without our prior written consent;
- provide us with all information we require to verify your rate and pay any extra premium we ask if your information needs to be corrected and this would have resulted in a higher rate for the relevant policy period.

If any of these responsibilities are not met, we may deny or reduce our liability for a claim and/or cancel your policy.

Loss or damage to your vehicle and after-market accessories

If your vehicle is damaged or stolen and recovered with damage, and there is cover under the policy, we'll decide if it should be repaired or considered a write-off.

If we decide that it should be repaired, we will decide whether to:

- authorise and pay for the cost of repairs, as described below; or
- pay you the reasonable cost to repair your vehicle. We will determine the reasonable cost to repair your vehicle and may require a quote from our Preferred Repairer Network in order to establish that cost.



Repairing a vehicle

Progressive Direct chooses the Repairer

When we determine that the damage to your vehicle can be repaired, we will choose the repairer.

When we authorise repairs, our obligation is to repair the vehicle, subject to the terms and conditions of the policy.

How does it work?

We will select one of our Progressive Direct Preferred Repairers who will arrange a time for you to drive your vehicle to prepare a repair quote. If your vehicle cannot be driven safely, we'll arrange to have it towed at our expense to the repairer. We'll coordinate with you to oversee the process from beginning to end.

Our Progressive Direct Preferred Repairers are a national network of carefully selected motor vehicle body repairers.

They offer you distinct advantages:

- Our repairers are equipped with modern repair technology to ensure the safety and integrity of your vehicle.
- Because of our relationship with these repairers, you'll receive prompt service and have issues resolved quickly and fairly.
- Using a Progressive Direct Preferred Repairer means less work for you because you won't need to get additional repair estimates or manage any part of the repair process.

When we use a Progressive Direct Preferred Repairer, our obligation is to repair the vehicle, subject to the terms and conditions of the policy.

When a Preferred Repairer is not available

If we determine a Preferred Repairer is not available, we may request quotes from more than one repairer. If we obtain one quote and we are satisfied that it is complete and competitive, we will choose the repairer based on that quote. If we obtain two or more quotes we will choose the repairer based on the most complete and competitive quote.

Making a Claim

Lifetime Repair Guarantee

If you use a repairer authorised by us for a covered repair, and the repairs completed are defective at any time during the life of the vehicle, we will arrange, at our cost, for the defective repairs to be fixed. If there is concern about the quality of repairs completed by a repairer that we authorise, please promptly contact Progressive Direct rather than the repairer. We will organise any necessary repair corrections with the repairer. Progressive Direct is your first point of contact in relation to all repairs conducted on your vehicle. Please do not undertake any additional work without our authorisation as this may mean that our guarantee is not available.

Replacement parts

If we decide that your vehicle should be repaired, we may, at our option, decide to replace the damaged parts, repair the damaged parts, or replace some parts and repair others.

When we use replacement parts, we may at our discretion authorise the use of any combination of original manufacturer, used or replacement parts in the repair of your car, depending on the make, model, age and condition of your car. Where parts are not available in Australia and require importation, we will pay for the cost of surface freight only. Where parts are unavailable and the repair cannot be completed, we will pay you the listed price of the part or parts in question, as at the date of settlement.

Important note regarding repairs

Please note that:

- we are not liable to pay for any repair amount that we have not authorised; and
- we may require you to contribute to the costs if the repair or replacement leaves your car in a better condition than before it was damaged.



Determining whether your vehicle is a write-off

Your vehicle is a write-off for the purposes of your policy if:

- we decide it is so badly damaged that it would not be safe or economical (taking into account its salvage value) to repair it; or
- it has been stolen and is not found within 14 days after the theft is reported to us (or is found within that time period, but the damage makes it a write-off under the preceding clause) and we are satisfied that your claim is in order.

When we write off a vehicle

If New Vehicle after Total Loss applies

If you have Comprehensive cover on your vehicle and it becomes a write-off because of covered damage or theft within the first 12 months of its original new car registration, we will consult with you about whether you wish to replace the vehicle with a new vehicle or would like us to pay the agreed value. If you wish to replace the vehicle, we will replace the vehicle with a new vehicle and pay the on-road costs (being the dealer delivery fee and first 12 months' registration and compulsory third-party motor vehicle insurance costs).

If we replace the motor vehicle, the replacement vehicle will be:

- of the same make, model, and series as the damaged or stolen vehicle; and
- fitted with the same insured modifications and standard accessories.

Such a vehicle must be reasonably available locally; if it is not, we will pay the agreed value.

If your vehicle is under finance, before your vehicle can be replaced, you may have to obtain the approval of, and refinancing from, the financier and provide us with all proofs and documents that we reasonably request.

Making a Claim

If we pay agreed value

If the New Vehicle after Total Loss is not applicable, we will pay the agreed value, less any deductions that apply.

We are entitled to deduct from our settlement:

- any excesses that may apply
- any unpaid premium for the vehicle we write off, including the portion of any remaining instalment payments pertaining to that vehicle, based on the full annual premium of your policy
- the value of any unexpired registration and compulsory third-party motor vehicle insurance costs, and
- any unrepaired damage to the vehicle that we have paid for under a previous claim on this policy.

We'll retain the damaged vehicle and it becomes our property.

If you have no other vehicles scheduled on your policy, then your policy comes to an end and there is no refund of any portion of your premium.

If you have other vehicles scheduled on your policy, then we will remove the written-off vehicle from your policy and there will be no refund of any portion of your premium as a result of that change. The policy will remain in effect, but only for those other vehicles. The premiums on your remaining vehicles may increase due to a change in status of your Multi-Car Discounts.

When we pay the agreed value, we'll send your payment promptly for the amount due.



Loss or damage to after-market accessories

If you have cover for loss or damage to your vehicle's after-market accessories, we'll generally follow the same process [described on pages 33-37 for loss or damage to your vehicle](#), subject to the following:

- If your vehicle is determined to be a write-off, we will also deem the after-market accessories to be a write-off and pay the after-market accessory limit listed on your insurance certificate, subject to any of the write-off deductions that may apply. We'll retain the after-market accessories in these circumstances.
- If your vehicle is not a write-off, but the loss or damage to the after-market accessories renders any or all of them a write-off (applying the same standard we use for your vehicle), we will, in addition to paying for the damage to your vehicle as described above, pay the market value for each accessory that is a write-off, provided that we shall pay no more than the after-market accessory limit listed on your insurance certificate for damage to all after-market accessories. We'll retain the damaged after-market accessories. We may require receipts and/or documentation for after-market accessories.

Damage to someone else's property

If you damage someone else's property and there is cover for the damage under our property damage liability cover, we are entitled to take over and control the defence of any claim made by a third party against you for damage to property. We have full discretion to conduct any negotiations and proceedings, and have authority to settle the claim.

Provided that we have agreed in writing, we will pay for all legal costs and expenses in defending any court proceedings that may arise from an accident that is covered by your policy.

Policy excesses

Types of excesses

Before we will pay any amount for a claim under your policy, you are required to pay an initial amount that is applicable to the incident. Where more than one vehicle is covered under this policy, an initial amount is payable separately for each vehicle covered for the incident. We may require you to pay the applicable amounts before we proceed with your claim — see [“How excess is paid,”](#) below.

The amount you are required to pay is the total of the various excesses described below:

Standard — This excess applies in addition to all other applicable excesses.

If you have Comprehensive Insurance cover:

There is a minimum standard excess, but you may choose to increase your standard excess to certain higher amounts. The amount you choose will affect your premium — the higher the standard excess you choose, the lower your premium will be (but the more you may have to pay toward a claim in the event of a covered incident). The minimum standard excess and the higher amounts that you may choose are listed on our website. The amount you choose will be shown on your current insurance certificate.

If you do not have Comprehensive Insurance cover:

The standard excess is listed on our website and will be shown on your current insurance certificate.

Age — This excess applies in addition to all other applicable excesses if your vehicle is being used at the time of an incident by a person whose age falls within one of these two ranges:

- under 21; or
- 21 or over, but under 25.

Each age range has an applicable excess. You can find the amounts on our website, and they will be listed on your current insurance certificate.



Inexperienced driver — This excess applies in addition to all other applicable excesses if your vehicle is being used at the time of an incident by a person who does not fall into the age excess category, but who held an Australian driving licence for less than two years at the time of the incident. You can find the amount of this excess on our website and it will be listed on your current insurance certificate.

Unlisted driver — This excess applies in addition to all other applicable excesses if your vehicle is being used at the time of the incident by a person for whom there is cover under this policy other than you or a covered driver. You can find the amount of this excess on our website, and it will be listed on your current insurance certificate. Please note any Household member must be listed for cover to apply. There is no cover for an unlisted driver if that person is a member of your household.

You are responsible for policy excesses

If one or more excesses are payable, you are responsible for paying them, even if someone else was using your vehicle at the time of the incident. It's up to you to obtain reimbursement from that person if you choose.

Making a Claim

No excess payable in certain circumstances

You won't have to pay any excess if, when your vehicle is involved in an accident with another vehicle, we determine that the driver of your vehicle was not in any way at fault. You must, however, be able to give us the name and address of the person who was responsible for the damage and the registration number of his or her vehicle.

And you won't have to pay an age, inexperienced driver, or unlisted driver excess if there is a claim for damages to your vehicle and the damage:

- was caused by theft, storm, flood, fire, or vandalism;
- occurred while the vehicle was legally parked; or
- was limited to the vehicle's windscreen or window glass.

How excess is paid

We determine when you should pay the excess and if you should pay the excess to us, to the vehicle repairer, or to a party who has suffered damage. We can also choose to deduct the excess from the amount we pay you, or from the amount we pay another person under your policy to compensate for loss or damage to his or her property. We may require that you pay your excess before we make any payment or provide any benefit under your policy. We will not cover any legal or other costs that may result if you don't pay or if you delay paying your excess.

GST and your claim

All insured amounts shown in the policy are in Australian Dollars and include Goods and Services Tax (GST). When you claim under the policy with us, all amounts we pay will be inclusive of GST, up to the maximum claim amount shown in the policy.



If you are registered for GST purposes, we will reduce any claimed amounts paid to you by the appropriate input tax credit percentage that you have told us you are entitled to claim from the Australian Taxation Office.

Our right of recovery

After we pay a claim under this policy, we can decide to take legal action in your name to recover money from the person or entity who caused the loss, damage or liability. You must give us all the help we need to do this. If we recover money that belongs to you and is not part of the claim we paid or expenses we incurred in recovering it, we will pay you that money.



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Other Information About Your Policy

You must give us accurate and complete information

Before you complete the purchase of your policy, and before each renewal, you have a duty of disclosure under the Insurance Contracts Act 1984. If we ask you questions that are relevant to our decision to insure you and on what terms, you must tell us anything that you know and that a reasonable person in the circumstances would include in answering the questions. You have this duty until we agree to insure you (for the initial purchase) or to renew the policy.

Also, before a renewal, we may give you a copy of anything you have previously told us and ask you to tell us if it has changed. If we do this, you must tell us about any change or tell us that there is no change. If you do not tell us about a change to something you have previously told us, you will be taken to have told us that there is no change. You have this duty until we agree to renew the policy.

If you do not tell us anything you are required to tell us, we may cancel your policy or reduce the amount we will pay you if you make a claim, or both. If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the policy as if it never existed.

Other Information About Your Policy

Electronic and online communications and transactions

Because we communicate electronically, mostly by email and SMS, you must provide us with an email address and mobile phone number in order to obtain a Progressive Direct policy. That way, we can be sure that you are receiving important information from us.

If your email address or mobile phone number changes during the policy period, login to your account online or contact us immediately and provide us with the new details. If we don't have a valid email address or mobile phone number for you, we may not invite you to renew your policy. We keep our premiums low by conducting business primarily online and electronically.

By purchasing insurance from us, you agree:

- that information and notices we are legally required or authorised to give you in writing may be given by sending you an electronic link by which you can access the information or notices or by delivering them electronically, including via email and SMS text ,but only where the process is permitted by law at the time we give you the information or notice;
- to receive from us the forms, correspondence, notices, and documents that we choose to send by electronic link or by delivering them electronically, including via email and SMS text, or make available to you online; and
- to make every effort to update your policy information, confirm transactions, and report claims on our website.

How we determine your premium

Careful analysis of the risk associated with providing the type of cover you request is the primary way we determine the cost of your motor vehicle insurance. We consider several factors that are reliable identifiers of risk. We calculate your premium based on the risk of providing the policy, and what policy type you have chosen.



The significant factors that we consider and which may increase or decrease the price you pay for your insurance are:

- the driving and claim history, age, gender, home owner status and education of you and all covered drivers;
- types of cover and options;
- the address at which your vehicles are garaged or kept;
- the value, age, make, model and repair costs of your vehicles, and insured after-market accessories;
- whether you pay your premium in one up-front lump sum or instalments when offered;
- aspects of your financial record, including whether you financed your vehicle or already have motor vehicle insurance;
- the excesses you select; and
- the cost of providing and administering the policy.

Other factors that are considered by us and may increase or decrease the price you pay for your policy are:

- the cost of providing legal liability cover;
- our profitability targets;
- the expenses we incur to sell policies and settle claims; and
- government charges and taxes.

The premium displayed on your current insurance certificate includes any government charges, taxes, and levies, such as GST, Stamp Duty, and Fire Services Levy, that we are obliged to pay.

NOTE: Our prices may change at any time without notice. Your renewal premium may be different than the premium for your expiring policy term.

Other Information About Your Policy

No Claims Bonus and Ratings

A No Claims Bonus and a Rating mean the same thing. Our No Claims Bonus feature rewards you for not having made claims. With this feature, each additional consecutive year that you and the covered drivers on your policy have not had a claim helps keep your premium lower (up to a maximum no-claim benefit).

In determining your No Claims Bonus, we:

- don't count windscreen or window glass claims if the windscreen or glass is repaired instead of replaced;
- include the claim history of you and the covered drivers prior to the start of your Progressive Direct Policy.

When a claim is made, the No Claims Bonus benefit may be reduced (including to nil).

Paying for your policy

You agree to pay your premium payments on or before the due date indicated on your bills. We accept payment by credit card only.

You can pay your premium in one lump sum or by monthly instalments which may be available in limited circumstances that we will determine. If you pay in one lump sum, a premium discount may be available.

You must provide us with an Authorisation to Charge Credit Card Account ("Authorisation"), which may be written or verbal because your premium payments for this policy and all renewals of this policy will be charged to your credit card account automatically unless, subject to the terms and conditions of the Authorisation, you contact us and advise us not to. An Authorisation is available when you apply for cover and can also be found on our website. You must keep a current and valid Authorisation in place at all times during the policy period.



You can confirm your payments to us by going to our website and logging in to your account. There, you will see your account activity, and you can print out statements and receipts.

You can make any payment with a credit card that is different from the one you have instructed us to use in the Authorisation by going to our website and logging in to your account. However, you still need to keep a current and valid Authorisation in place at all times for renewal and instalment payments.

If we attempt to charge your credit card account and payment is refused by your financial institution for any reason, you will be considered to not have paid your premium when due.

Overdue payments

If you don't pay your renewal premium by the due date, your policy expires without further notice from us and you will have no cover from that date.

If you pay your premium in instalments, either of the following may apply:

- If an instalment is at least 14 days past due and [we haven't cancelled your policy as described on Page 52](#), then we will refuse a claim for incidents that occur after that 14 day period.
- If at least one instalment remains unpaid for at least a month, and [we haven't cancelled your policy as described on Page 52](#), we will cancel your policy without notice.

Making changes to your policy

You need to let us know as soon as possible if there is any change in:

- your email address or mobile phone number;
- your mailing address and the address at which each of your vehicles is garaged or kept;
- household members, and regular and frequent drivers of your vehicles;
- covered drivers and excluded drivers;
- the motor vehicles that you want listed on this policy (including any additional motor vehicles you acquire);
- the type of use of your vehicle, including changes from personal to **business use**, from business to personal use, and from one type of business use to another;
- the highest education level you have attained or your home ownership status;
- the after-market accessory limit that you want if you install additional after-market accessories that you want covered; or
- the cover types you want;
- the standard excess you want if you have Comprehensive Insurance for one or more of your vehicles.

To make these changes, login to your account and follow the instructions for changing your cover or updating your policy information.

If you make a change to your policy, your premium may change. If it increases, you may have to make a payment as a condition of the change, and your remaining instalment payments may increase.

If you don't tell us about a change and we accept a claim, we may ask you to pay any extra premium that results from the change and covers the relevant policy period.



Replacement motor vehicle

If you sell or give away a vehicle shown on your insurance certificate and permanently replace it with another one, then we provide temporary cover under your policy for your replacement vehicle.

The replacement motor vehicle will have the same cover from the time of its purchase as the motor vehicle it replaces, but only if:

- within 14 days of its purchase you go to our website, log into your account, and list the replacement vehicle on your policy;
- the replacement vehicle is one that we would normally insure; and
- you agree to pay any additional premium that may become due.

The cover ends for the replaced vehicle when you sell it or give it away, and begins for the replacement vehicle from the time of purchase of the replacement motor vehicle.

If you don't list the replacement motor vehicle within 14 days of its purchase, you will not have any cover relating to it until you list the replacement vehicle on your policy. Cover will apply going forward.

Reviewing your cover

The insurance certificate will show certain information you have provided to us in your application and subsequent updates. It will also show your premium and the types of cover and options that are in effect for your policy.

When you make or report changes to your policy, you can login to your account and review and print an updated insurance certificate which will confirm your transaction with us.

Always review the insurance certificate carefully and contact us if any of the information is incorrect.

Renewing your policy

Not later than 14 days before your policy expires, we'll send you a written renewal notice indicating the expiration date and time of your policy, and whether or not we invite you to renew your policy. We may do this by sending you an electronic link by which you can access the notice (where permitted by law), by delivering it electronically, including via email or SMS text (where permitted by law), or by posting it to the last known address for you appearing on your online account.

To make payment by the due date, ensure that your Credit Card Authorisation is current and valid. If for the expiring policy period you paid your premium in one lump sum, we'll collect the full amount of your renewal premium; if you paid in instalments, we'll collect the minimum required initial payment. You may also login to your account to use a different credit card.

Please know that if the minimum required initial payment is not paid before the expiration date and time, as set out in the written renewal notice, your policy expires without further notice from us.

If we invite you to renew:

- and you wish to renew, please login to your account to update and correct any information that we use to determine your premium. You will then see the amount of premium we are charging for the entire renewal period, the minimum initial payment required if you are paying by instalments, and the payment due date. Your premium may be higher or lower than it was for your previous policy.
- and you do not want to renew, please login to your account and advise us not to renew your policy. If you don't advise us not to renew your policy, we will automatically attempt to collect payment using the Credit Card on file. Your policy will automatically renew if your minimum required initial payment is paid by the due date.



Cancelling your policy

We allow you to cancel your policy at any time, and we don't charge a cancellation fee. To cancel, login to your Progressive Direct online account on our website and follow the instructions for cancellation.

We can cancel your policy for reasons permitted by, and by giving you written notice in accordance with, the Insurance Contracts Act of 1984. We may send written notice by sending you an electronic link by which you can access the notice (where permitted by law), by delivering it electronically including via email or SMS text (where permitted by law), or by posting it to the last known address for you appearing on your online account.

In all cases of cancellation other than when you cancel during the cooling-off period or when we cancel due to a Total Loss ([see page 36](#)), we'll deduct from the premium you have paid us an amount that covers the shortened period for which you have insured with us. We will then refund the balance by crediting the card account noted against your policy.

Cooling-off Period

Under Australian law, you have cooling-off rights and may cancel this policy within 14 days from the date the policy was sold to you. If you wish to exercise your cooling-off rights, please email us within this 14 day period at customerservice@pd.com.au. If you have not made a claim, then we will refund in full the money you have paid.

If you have a complaint

Stage 1

If you have a complaint, including in relation to our service, the cover provided under your policy, or the way you have been treated, we encourage you to let the person with whom you have been dealing know so that they can assist in resolving the matter. If they are unable to resolve your matter, then you may escalate the matter by lodging your dissatisfaction with us. You can contact us by telephone, by mail at our contact details listed below, or by emailing us at customerservice@pd.com.au. We will respond to your request, within fifteen (15) business days if we have all the information we need and have completed any investigation required.

Stage 2

If you get our response and feel your issue has still not been resolved to your satisfaction, you can contact the Progressive Direct Internal Dispute Resolution (IDR) representative at IDR@pd.com.au or our mailing address and request that the IDR representative review your dispute.

External Dispute Resolution

If you disagree with the Progressive Direct IDR representative's decision, or your concerns have not been resolved within 45 days you may contact the Financial Ombudsman Service (FOS) for a review of our decision. The FOS is an independent external dispute resolution service. You can contact the service at 1800 367 287 (free call) or by email at info@fos.org.au. You can also visit the FOS website at fos.org.au. There is no charge for this service.

Contact us at pd.com.au or email us at customerservice@pd.com.au

PO Box 1300 Camberwell, Vic 3124



The General Insurance Code of Practice

Hollard is a member of the Insurance Council of Australia (ICA) and we have adopted its General Insurance Code of Practice. This code provides information and education about insurance and sets forth standards of customer service and procedures to promote better relations between customers and insurers. It addresses insurance buying, claims handling, catastrophe and disaster response, education, and dispute resolution.

For more information about the Code, you can access a copy of it at codeofpractice.com.au.

Financial Claims Scheme

We are authorised under the Insurance Act 1973 to carry on general insurance business. This Act contains prudential standards and practices to ensure that financial promises made by us are met. The protection provided under the Federal Government's Financial Claims Scheme applies to us. If we are unable to meet our financial obligations a person may be entitled to payment under this Scheme. Information about this Scheme can be obtained from the website at fcs.gov.au or by calling 1300 55 88 49.

Protecting your privacy

For the purposes of this clause, “we”, “us” and “our” means PDIA and Hollard. We respect your privacy and safeguard your information. We’re committed to handling your personal information in a responsible manner in accordance with our Privacy Policy and Australian Privacy Principles. By purchasing this policy, you consent to the collection, use, disclosure, storage, and processing of your personal information as provided in our Privacy Policy.

In addition to you, our Privacy Policy applies to covered drivers about whom you give us personal information, other persons who have cover under this policy, and persons who claim against a driver with cover under this policy. We may collect, use, disclose, store, and process the personal information of those persons like we do your personal information. Your Personal Information may also be disclosed to some of our service providers who are located overseas. Who they are may change from time to time and we may need to disclose Personal Information to other countries not listed. At the date of this document our overseas providers included New Zealand, France, United States, Canada, Germany, Bulgaria and the Philippines. You can contact us for a detailed listing.

By providing personal information to us about covered drivers, you are representing that you are authorised by them to do so. You also represent that you have informed the covered drivers and any other person whom you authorise to use your vehicle, of the terms of our Privacy Policy and they have consented to them.

PDIA’s Privacy Policy is available at pd.com.au or by calling us and Hollard’s Privacy Policy is available at hollard.com.au



Credit providers

If a credit provider has a financial interest in your vehicle, the conditions and exclusions of this policy apply to them. We will treat any statement, act, omission, or claim by you as a statement, act, omission, or claim by the credit provider.

A credit provider with an interest in your vehicle has an interest in this policy.

The credit provider can make a claim under this policy only if:

- a loss occurs that falls within the terms and conditions of this policy;
- the terms of the finance contract between you and the credit provider provide the credit provider with the right to receive the proceeds of an insurance claim in priority to you;
- the credit provider has validly exercised its proper legal rights under the finance contract, and
- all other terms and conditions of this policy have been complied with in relation to the claim.

Updating your PDS

If we change anything about this insurance in the future, the PDS may also change. If the change is relatively small and will not affect your decision to buy or renew this cover, we will list the details at pd.com.au. If we make a substantial update to the product, we will send you a new PDS or Supplementary PDS, explaining the changes we have made. We will tell you in any renewal notice we send you if the terms of your policy will change on renewal and how you can get details of the changes. You agree to review those changes and, if you do not agree to those changes, to tell us (by logging in to your account on our website or in writing) and to cancel your policy. Unless you tell us that you do not agree to those changes, we will assume that those changes are acceptable to you and renew your policy on the terms of the renewal notice.



8

Definitions

Your Progressive Direct PDS attaches certain meanings to a number of words and phrases that are used throughout the document. We've put together these definitions to let you know what we mean by those words and phrases when used in this PDS.

after-market accessories

After-market accessories are options/items that have been permanently installed to your vehicle by someone other than the manufacturer or motor vehicle dealership as part of the original sale.

agreed value

The amount that we will pay, less any applicable excesses, if your vehicle is determined to be a write-off, and if we decide not to replace it.

The agreed value is established at the beginning of each policy period for each of your vehicles. The current agreed value for each of your vehicles is shown on the current insurance certificate, and may change with each renewal. If there is cover for a replacement motor vehicle that is not shown on the insurance certificate, the agreed value for such vehicle will be the market value of the vehicle at the time of loss or damage.

Agreed value includes GST, registration, Compulsory Third Party Insurance, on-road costs, warranty costs, future stamp duty, and transfer fees.

business use

Use of the motor vehicle during full-time, part-time, or casual working periods as an integral means of earning income, even if the motor vehicle is also used for social, domestic, and/or pleasure purposes. However, business use does not include use of your vehicle for commuting to or from work or for occasional job-related errands.

covered driver

Any driver who you have told us about and who we have agreed to cover. All covered drivers are shown on your current insurance certificate.

Definitions

excluded driver

A household member or a regular and frequent driver of your vehicle whom you have designated to be excluded from cover under the policy. Excluded drivers are not considered in determining your premium, but there is no cover under the policy when any of them is driving your vehicle. The excluded drivers are shown on the insurance certificate.

household member

A person of legal driving age who resides in the same household as you. This includes your dependent children temporarily away from home if they intend to continue to reside in your household.

insurance certificate

The document in your policy that shows, among other things, the details of your policy, information you have given us on which we have based our decision to insure you, and certain information that we have used to determine your premium. Your current insurance certificate is the most recent certificate that we've given you or made available to you at our website, incorporating the most recent information you have provided us.

market value

The cost to replace a vehicle or after-market accessories with a vehicle or after-market accessories of the same make, model, age, and condition as the replaced vehicle or accessories immediately prior to its loss or damage, as decided by us.

modifications

An alteration to the standard body, engine, transmission, drive-train, suspension, brakes, wheels, or paintwork of your vehicle that affects its value, safety, performance, or appearance.



motor vehicle

A vehicle that is propelled by a motor and:

- is of the private passenger, pickup, or cargo van type;
- is designed for operation principally upon public roads;
- has at least four wheels; and
- has a carrying capacity of 2 tonnes or less.

policy

Your insurance policy consists of this PDS, any [supplementary PDS](#), and the current insurance certificate. All relevant terms and conditions are included in this PDS, any supplement to this PDS, and your insurance certificate. Your insurance policy is a contract between you and us.

Progressive Direct

The Hollard Insurance Company Pty Ltd ('Hollard') ABN: 78 090 584 473, AFSL No. 241436. We may also refer to Progressive Direct as "we," "us," or "our." PROGRESSIVE™ is a registered trade mark of Progressive Direct Insurance Company ABN 28 140 389 528 AFSL 342902 and is used under licence by PDIA and Hollard.

standard accessories

Standard accessories are options/items fitted to your vehicle by the manufacturer or by the motor vehicle dealership as part of the original sale.

substitute motor vehicle

A motor vehicle not owned by you or a household member that is being used as a temporary substitute for a vehicle that is described on the current insurance certificate and is out of normal use because of its breakdown, repair, servicing, loss, or destruction. A substitute motor vehicle has cover only for property damage liability. If there is other motor vehicle property damage liability insurance that applies to a substitute motor vehicle at the time of an accident, the cover provided by this policy will be excess and secondary to such other insurance. A rental car provided under this policy is not considered a substitute motor vehicle.

Definitions

supplementary PDS

A separate document that updates, corrects, or supplements this PDS.

you and your

The person shown as a policyholder on the current insurance certificate.

your vehicle

Your vehicle is:

- any motor vehicle shown on the current insurance certificate, for the covers applicable to that vehicle;
- any replacement motor vehicle; or
- a substitute motor vehicle for purposes only of property damage liability cover.

Your vehicle includes:

- standard accessories; and
- modifications made by the manufacturer specifically for your vehicle model, or installed by the motor vehicle dealership as part of the original sale.

Your vehicle does not include after-market accessories.



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PART B: FINANCIAL SERVICES GUIDE (FSG)

About the insurer and the providing entity

The insurer, (and product issuer) is **The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 AFSL No. 241436** (Hollard), an Australian insurer authorised by the Australian Prudential Regulatory Authority.

PD Insurance Agency Pty Ltd ABN 28 615 752 193 (PDIA) is an Authorised Representative (AR. No. 001249827) under the Australian financial services licence (**AFSL**) of **Hollard**. PDIA trades under the name of Progressive Direct.

PDIA is authorised by Hollard to deal in and issue this motor vehicle insurance and will administer the issue of policies and handling of claims on behalf of the insurer. PDIA acts as an agent for the insurer, not for you.

PDIA's website and email is: pd.com.au and customerservice@pd.com.au

PDIA's address is:

PD Insurance Agency Pty Ltd
Level 2, 697 Burke Road
Camberwell VIC 3124

What this FSG tells you

This FSG provides information about PDIA, the financial products and financial services (**products** and **services**) it is authorised by Hollard to provide and on what basis it provides these products and services. **This FSG is designed to**

Part B: Financial Services Guide (FSG)

assist you in deciding whether to use any of these products and services and contains important information about:

- Who is PDIA
- Products and services PDIA is authorised to provide
- How the following people are paid, if applicable:
 - PDIA;
 - Hollard;
 - the employees and directors of PDIA; and
 - any associates of any of the above.
- Potential conflicts of interest that PDIA may have
- PDIA's internal and external complaints resolution procedures

The Product Disclosure Statement (PDS) in Part A of this document tells you the information a person would reasonably require for the purpose of making a decision about whether to acquire any product or service described in the PDS.

In this FSG “you” and “your” mean the applicant for a Progressive Direct Motor Vehicle Insurance policy and, if a policy is issued, the insured. The Progressive Direct Motor Vehicle Insurance PDS is set out in Part A of this document. The PDS contains information about the benefits and significant characteristics of the product and is aimed to assist you in making an informed decision about whether to buy the product or not. Before you acquire the product, you should read the PDS carefully and use it to decide whether to purchase the product.

If PDIA arranges for the issue of a product to you, PDIA will give you a Policy Wording that sets out the terms on which the product has been issued. A PDS and Policy Wording may be combined for some products. This FSG is part of a combined PDS and FSG document, which includes the insurer's policy terms and conditions.

PDIA will not be responsible for performing Hollard's obligations under this Motor Vehicle Insurance product that PDIA arranges as Hollard's agent.

Products and services PDIA is authorised to provide

PDIA's authorisation under Hollard's AFSL authorises PDIA, among other things, to issue and vary, general insurance products, handle claims and to give general financial product advice in relation to general insurance products, to retail clients. PDIA and Hollard do not act on your behalf when either PDIA or Hollard does any of those things.

Hollard's AFSL and PDIA's authorisation under it do not authorise Hollard or PDIA to provide personal advice to anyone. Any advice Hollard or PDIA gives will not take into account your personal objectives, financial situation or needs. You should carefully consider whether you should get advice regarding your personal objectives, financial situation or needs. If you do, you should seek advice from a licensed or authorised financial adviser.

The principal product PDIA offers on behalf of Hollard as at the date of this FSG is Motor Vehicle Insurance in Australia. Further information on the product PDIA offers on behalf of Hollard can be obtained from PDIA's website.

Remuneration information

Hollard, as issuer, is paid the premium for this Motor Vehicle Insurance Policy if you purchase it. The premium amount is agreed with you before the product is purchased. PDIA's compensation is included in the total amount you pay. PDIA may be compensated for the services (as agent of Hollard) described above as follows.

PDIA may receive commission of up to 15% for the products and services PDIA is authorised to provide on behalf of Hollard.

PDIA's employees are paid a market salary that may include bonuses based on performance. PDIA and its staff may also receive non-monetary benefits such as sponsorships of conferences and functions, and meals and entertainment. PDIA closely monitors these activities to ensure they do not create conflicts of interest. This remuneration is included in the premium or other payment you pay Hollard.

Associations with issuers of financial products

PDIA is partly owned by The Hollard Insurance Company Pty Ltd (**Hollard**), who is an insurer of various products including motor vehicle insurance.

Compensation and insurance arrangements

Hollard is authorised under the Insurance Act 1973 to carry on general insurance business. This Act contains prudential standards to ensure Hollard's financial promises are met. This requirement is regulated by APRA and so is exempt under Corporations Regulations from putting in place compensation and insurance arrangements. PDIA is covered by that exemption.

Privacy policy

We are committed to ensuring the privacy and security of your personal information.

We have set out under 'Protecting your privacy' clause on page 55 of the PDS how we adhere to our Privacy obligations.

Complaints

If you have a complaint about the financial services provided by PDIA, you can find information on how your complaint can be resolved in the ['If you have a complaint' section on page 53](#) of the PDS (Part A of this document).

Who is responsible for this document?

PDIA is responsible for the FSG in this document and Hollard is responsible for the PDS. Hollard has authorised the distribution of this FSG.

PROGRESSIVE DIRECT

Contact us at pd.com.au
or email us at customerservice@pd.com.au

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