



Just Car Comprehensive Car Insurance Premium, Excesses & Claims Guide

This Just Car Comprehensive Car Insurance Premium, Excesses & Claims Guide (**Guide**) is designed to provide you with additional information about the excesses that may apply to the Just Car Comprehensive Car Insurance Policy (**Policy**), as well as explain how we calculate premiums for, and pay claims under, the Policy.

You should read this Guide together with our Comprehensive Car Insurance Policy – Product Disclosure Statement (**PDS**), which shows a completion date of 26 November 2010 on page 3, and your policy schedule.

This guide applies to new policies quoted and purchased between 11 February 2011 and 31 August 2012. It also applies to renewal policies with due dates from 25 March 2011 to 31 August 2012.

1. How does Just Car calculate your Policy premium?

When you apply for Just Car comprehensive car insurance, we will always ask you some important questions about your car as well as the driving and claims history of those who will drive it. We will also ask you questions such as whether you would like to increase your total excess and how you would like to pay for your Policy.

Once you have told us the information we need, we will assess it based on what we call pricing factors. We take a number of pricing factors into account when we calculate your Policy premium.

In the table below we display the main pricing factors, and the likely effect they have on a Just Car Comprehensive Car Insurance Policy premium. The table continues on the next page.

The list below contains the main pricing factors for a Just Car Comprehensive Car Insurance Policy premium.

- The age and gender of the youngest or least experienced driver.
- The driving and claims history of the driver with the poorest driving record.
- The car – including its age, make, model and the agreed value we insure it for.
- Modifications made to the car and the addition of non-standard accessories.
- The postcode where the car is kept overnight.
- Whether the car is under finance.
- The Rating/No Claims Bonus Just Car awards you on your Policy.
- Whether the premium is paid by instalments.
- Whether you select an Ad-JUST excess.
- What the car is used privately or for business.

We may also take other pricing factors into account, as well as our experience of the incidence and cost of the claims we pay under the comprehensive car insurance we provide. As a general rule, the more likely an event we cover is to occur, the higher the premium we will charge to cover it. Similarly, the more the event costs, the higher our premium is likely to be. The premium also includes our cost of providing and administering your Policy, including the management of any claims on your Policy. We are always working hard to keep that cost low.

Once we have assessed your request for comprehensive car insurance against all of our pricing factors, we can calculate **a risk-based premium** that fairly represents the risk you would like us to cover.

Pricing an insurance policy correctly is important to us, since we insure many cars and need to make sure that the total premiums we receive are always enough to pay for all of the claims our customers make.

What about government taxes and charges?

Just Car shows government taxes and charges on any receipt we send you. The comprehensive car insurance risk premium we charge you is subject to the following taxes and charges:

- Fire Services Levy - This levy only applies in New South Wales.
- Stamp duty - The rate of this duty varies and is set by your state or territory government.
- GST - The rate of GST is set by the Federal Government. It is currently 10%.

When we add these taxes and charges to your risk-based premium, we will always add any fire services levy first, then GST and then any stamp duty.

What about discounts?

A new comprehensive car insurance Policy that is quoted and purchased exclusively on our website (justcarinsurance.com.au) currently costs \$50 less than the equivalent policy purchased from us over the phone. From time to time Just Car may advertise other comprehensive car insurance discounts. If we do, we will tell you when and how those discounts apply to your premium.

Total premium

Your total premium is made up of the risk-based premium, less any discounts that apply, plus any applicable government taxes and charges. Our receipt will always show the premium you have paid us.

When we offer to renew your Policy, the premium we offer is likely to be different to what you paid last time, even if your personal circumstances haven't changed. This is because the effects of some or all of the pricing factors that we take into account are likely to have changed. Changes to government taxes and charges can also impact your renewal premium.

If you have any questions about how we calculate your comprehensive car insurance premium, please call us on 13 13 26.

2. What excesses apply when you make a claim?

An excess is the amount that you must first contribute towards each claim you make on your Policy. If your claim is for more than one occurrence, you'll need to pay the excess(es) applicable to each occurrence. Depending on the choices you make when you purchase the Policy, and the circumstances of your claim, more than one excess may need to be paid.

The following excesses apply to the Policy:

Standard	This is the basic excess you must contribute towards each claim. The standard excess on your Policy depends on where you live.							
	NSW/ACT	VIC	QLD	SA	WA	NT	TAS	
	\$600	\$550	\$400	\$400	\$450	\$400	\$400	
Ad-JUST	<p>This excess is additional to your standard excess if you have chosen to pay a lower premium by increasing your Policy's excess.</p> <p>We offer a number of Ad-Just excesses ranging from \$200 to \$1,100.</p> <p>Any Ad-JUST excess you select will reduce your standard risk-based premium. Please call us on 13 13 26 if you would like to take up or change an Ad-JUST excess.</p>							
Age	This excess is additional to the standard excess if your car was being driven by a person in the age ranges shown below at the time of the accident. The age excess on your Policy depends on where you live.							
	Male							
	AGE	NSW/ACT	VIC	QLD	SA	WA	NT	TAS
	16-21	\$500	\$700	\$600	\$650	\$650	\$650	\$400
	22-24	\$400	\$600	\$350	\$550	\$600	\$550	\$300
	Female							
	AGE	NSW/ACT	VIC	QLD	SA	WA	NT	TAS
16-21	\$450	\$650	\$550	\$350	\$400	\$350	\$350	
22-24	\$350	\$550	\$300	\$250	\$300	\$250	\$300	
Vehicle	This excess is additional to any other excess(es) and applies due to your type of car or its modification(s) or value or your age or a combination of these factors. A vehicle excess can range from \$500 to \$10,000.							
Business	This excess is additional to any other excess(es) and applies if we insure the car for certain business uses. If applicable, the business excess is \$400.							
Named Driver	This excess is additional to any other excess(es) and applies during the first year of your policy if your car was being driven at the time of the accident by a person identified as a named driver on your policy schedule. If a named driver excess applies it will be \$400 or a higher figure we determine, depending on the particular named driver's previous driving and claim history.							
Theft	This excess is additional to any other excess(es) if your car is stolen or damaged as a result of attempted theft. A theft excess will be \$500 or a higher figure we determine, depending on your previous theft/attempted theft claim history.							

Some excesses, like the standard excess, will apply whenever you make a claim, unless you can provide us the name and address of the responsible party, or their vehicle's registration number. When a standard excess applies to your Policy, any Ad-JUST excess, age, vehicle, business, named driver or theft excess may also be payable, if it is applicable to the event type.

See pages 18 - 19 of the PDS, and the actual excesses shown on your policy schedule, for full information about the excesses that apply to your Policy and when and how they are to be paid or deducted.

The next section of this Guide shows examples of claim payments, which include excess payments and deductions.

3. How does Just Car pay a comprehensive car insurance claim?

When you make a claim on your Policy we will ask you questions about what you are claiming for. We may also ask you to provide us with documents to support your claim or ask you to explain what has happened in person.

Once we have all of the information we need to assess your claim, we will consider what you have claimed for against the Policy cover you have purchased. Each of the covers under the Policy has a maximum payout limit. These limits are shown either in the PDS or on your policy schedule.

If we are satisfied that your claim is in order, we will finalise any excess payment you need to make or deduct your excess from our payment. Depending on how we decide to settle your claim, we may make a payment directly to you (or to the person who owns the car), or to the provider of the goods or services, or to someone who has claimed against you.

In the rare instance that we do not accept your claim, we will always tell you why and give you information about how you can have our decision reviewed, at no cost to you.

Claim payment examples

The following claim payment examples show how Just Car pays the most common types of comprehensive car insurance claims. They are only examples; Just Car determines real claim payments on an individual basis, after we have assessed each claim.

Index of claim payment examples:

- a) A claim for accident damage to your car that can be repaired, and a legal liability claim against you
- b) A claim for accident damage to your car that writes it off
- c) A claim for the theft of your car (under our new car replacement benefit for an Australian-delivered car)

Notes about the claim payment examples:

- All examples (including excesses) are based on a policyholder living in **New South Wales**.
- All amounts are shown in Australian dollars and are GST-inclusive.
- All examples assume that the policyholder is not registered for GST.
- You should read the PDS and your policy schedule for full details of what we cover as well as what policy limits and exclusions apply.

3(a) A claim for accident damage to your car that can be repaired, and a legal liability claim against you

You are a 23 year-old male. When driving home from work one evening in heavy traffic you are unable to stop in time when the car in front brakes suddenly and attempts to make a left hand turn into a side street. You hit the turning car in the rear and there is damage to the front left of your car. Neither driver is injured.

After the accident you stop and exchange details with the other driver. As a result of the accident you determine that your car cannot be driven. You call Just Car from the scene of the accident. We lodge your claim and put you in contact with a tow company, to arrange for a tow truck to transport your car to a holding yard (cost \$250).

Shortly after, we arrange for your car to be towed to our assessment centre (\$75) where two of our recommended repairers quote on the repairs needed to your car. We then organise for your car to be towed to the repairer we've chosen (\$75). Your car repairs take five days. When your car is ready to be collected, we ask you to pay your total policy excess of \$1,000 (made up of your \$600 standard excess and \$400 age excess) directly to the repairer. You make this payment and collect your car. We then pay the balance of the repairer's bill (we pay \$2,875, since the total bill was for \$3,875). Since Just Car has authorised your repairs, we guarantee both the workmanship and materials used for the life of your car.

During your claim we contact the other driver you collided with and arrange to assess their damaged car. It's clear from the circumstances of the accident that it was your fault, as you didn't allow a safe distance to the car in front. The other driver agrees to allow us to manage the repair their car. One of our recommended repairers repairs it for a total cost of \$3,450. We pay this repairer's bill in full and you don't need to negotiate with the other driver directly or pay anything other than your excess.

We would calculate our claim payments on the following basis:

How much we pay	Additional information	What policy limits apply?
\$250	We pay for the towing fee from the scene of the accident to the tow company's holding yard.	We pay for the reasonable cost of towing your car, if it can't be safely driven, to a place of safety and then, if needed, to our assessment centre and chosen repairer.
\$75	We pay for the towing fee from the holding yard to our assessment centre.	
\$75	We pay for the towing fee from our assessment centre to the winning repairer.	
\$2,875	We pay the repairer for the balance of the authorised repairs, since you have already paid your \$1,000 total policy excess to this repairer directly.	We cover your car for accidental damage up to the agreed value that's shown on your policy schedule. In this example the agreed value is \$10,000.
\$3,450	We also pay the full cost of repairs to the other car involved in the accident.	We cover the cost of accidental damage caused by your car to other people's property. We pay up to \$20 million for all claims arising from the one event.
Payment: \$6,725	This is the total amount we pay to various parties to settle your claim.	

In the above example our payment is based on the following sections of the Policy:

- Accidental loss (see page 5)
- Towing costs (see page 7)
- Legal liability (see page 13)

See the following pages for more claims examples.

3(b) A claim for accident damage to your car that writes it off

You fully own your five-year old privately imported sports car and you've insured it by paying an annual premium. It's insured for an agreed value of \$12,000.

When driving your car to a friend's house one afternoon, you collide with another car that has failed to give right of way by turning on a red arrow at an intersection. Neither driver is injured in the accident but your car is heavily damaged and cannot be driven. You both stop and exchange details. The other driver provides you with their name, address, phone number and their car's registration number. You're also able to obtain the name and phone number of a witness who has approached you and told you that they saw the other driver fail to give way.

You call Just Car from the scene of the accident and we lodge your claim. We advise you that you do not need to contribute any excess (since we accept that the collision wasn't your fault and in this case you've been able to provide us with sufficient details about the other party involved). We put you in contact with a tow company to arrange for a tow truck to transport your car, in this case, directly to our assessment centre, since it happens to be located nearby (cost \$220). At our centre your car is assessed and we determine that it is a write-off, due to the extensive damage it has sustained to its chassis. You tell us that you don't want to keep any part of your damaged car (known as the 'salvage'), so we keep it. Since there is no finance on your car, we pay you its agreed value of \$12,000.

Since Just Car has settled your write off claim, your policy comes to an end. When you purchase a new car, you'll need to organise a brand new insurance policy.

We would calculate our claim payments on the following basis:

How much we pay	Additional information	What policy limits apply?
\$220	We pay for the towing fee from the scene of the accident to our assessment centre.	We pay for the reasonable cost of towing your car, if it can't be safely driven, to a place of safety. In this case our assessment centre.
\$12,000	Since your car is a write-off we pay you its agreed value. In this example it is \$12,000 since we have not reduced the payment by any deductions.	<p>When your car is privately imported it will always be insured for an agreed value. When we agree that it is a write-off, we will pay the agreed value that is shown on your policy schedule.</p> <p>The agreed value we pay may be reduced by:</p> <ul style="list-style-type: none"> i) any excess that applies to your policy; ii) the value of any unpaid premium at the time we make our payment; and iii) the value of your damaged car (or any part of it) if you wish to keep it. <p>Depending on where you live we may also reduce your agreed value payment by the value of the unexpired portion of your car's registration and CTP insurance premium. This is because in some parts of Australia you are entitled to collect these unused amounts from the Road Authority and your CTP insurer.</p> <p>If your car is under finance we will first pay the financier what you owe and then pay you any remaining balance.</p>
Payment: \$12,220	This is the total amount we pay to various parties, including you, to settle your claim.	

In the above example our payment is based on the following sections of the Policy:

- Accidental loss (see page 5)
- Cover for your car's agreed value (see page 6)
- Towing costs (see page 7)
- When your car cannot be repaired (see page 14)
- What happens when we make a write off payment (see page 15)

3(c) A claim for the theft of your car (under our new car replacement benefit for an Australian-delivered car)

You are a 21 year-old female and your six-month old Holden Commodore SV6 is insured for an agreed value of \$35,000. You pay us your premium by monthly instalments and your car is financed through a leasing company.

You bus it to the airport and fly interstate for the weekend. You leave your car parked on your street, outside your home. When you return home you discover that your car is missing. You immediately call the police to report the theft and after obtaining a NSW police incident number, you lodge your claim with us.

Important note 1: page 12 of the PDS states that you must contact the police and Just Car as soon as you believe your car has been stolen.

When you lodge your claim we advise you that your total policy excess is \$1,400. This excess is made up of your standard excess of \$600 and your Ad-JUST excess of \$800 which you selected when you commenced your Policy. Your excess is payable whether your car is found or not. We will only refund it in the rare situation where the police catch the person who stole it and that person is convicted of the theft.

During the claims process we speak to you about the circumstances of the theft of your car. We also ask you to provide documents that show you own the car, and other documentation to support your claim. After 14 days your car has not been found. Just Car is satisfied that your claim is in order and agrees to settle your claim. You pay us your \$1,400 excess by credit card.

Since your car was built in Australia, was less than 1 year old from its original registration, and we are able to source the same model and series car locally, we will settle your claim under the new car replacement benefit of your policy. This means we provide you with a brand new replacement Holden Commodore SV6, with all of the same options and accessories that we agreed to insure when you first purchased your car.

Since we will settle your claim this way, we also ask you to pay us \$160, which in this example is the total value of your outstanding monthly instalments, for the period of cover in which you've made your claim.

Important note 2: page 15 of the PDS explains that there is no refund of any portion of the premium when we write-off a car. In this case we will replace your car, so you first need to pay us your remaining unpaid premium.

Before you can take delivery of your brand new replacement car, Just Car contacts your leasing company and obtains their approval for you to receive the new car. It will now form the security under your continuing lease. We then source your brand new Commodore from an authorised Holden dealership and arrange for you to pick it up. You will need to organise a brand new insurance policy for your new car.

In this example, the dealership sends us a bill for \$37,500 for the new car, which includes all first-year on-road costs such as registration, CTP and stamp duty which we help you organise.

We would calculate our claim payments on the following basis:

How much we pay	Additional information	What policy limits apply?
\$35,300	We pay to purchase your replacement car, brand new from an authorised Holden dealership.	When we pay to replace your car, the amount we pay will be what is needed for us to purchase the replacement, plus any initial on-road costs.
\$2,200	We pay your replacement car's initial on-road costs, including its first year of registration, CTP insurance and stamp duty.	
Payment: \$37,500	This is the total amount we pay to the car dealership which supplies your replacement car.	

In the above example our payment is based on the following sections of the Policy:

- Your car is covered for accidental loss, including theft (see page 5)
- We replace your Australian-delivered car if it's less than 1 year old (see page 6)
- What happens when your car is stolen (see page 12)
- What happens when we replace your car (see page 15)

Do you need to make a claim?

Hopefully, you never need to. But if you do, Just Car is here to help you. Our **Claim Department's** hours of operation are shown below – they include all public holidays and are AEST.

Monday – Friday	8:00am – 8:00pm
Saturday	8:30am – 5:00pm
Sunday	10:00am – 5:00pm

Everyone's car insurance claim will be different. So if you need to make a claim, contact us as soon as you can. We will ask you about what happened and explain our claims process.

Your claim will always be assessed against the policy cover you purchased, which is described in the PDS and your policy schedule.

You can contact us:

By phone: 13 13 26

For quotes and policy enquiries our **Contact Centre's** hours are shown below - they include selected public holidays and are AEST.

Monday – Friday	8:00am – 6:00pm
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By our website: justcarinsurance.com.au

By email: contactus@justcarinsurance.com.au

By mail: GPO Box 4663, Melbourne, Victoria, 3001

In person: 601 St Kilda Road, Melbourne, Victoria 3004

4. Financial Claims Scheme

The policy described in this Guide may be a protected policy under the Federal Government's Financial Claims Scheme (**FCS**) which is administered by the Australian Prudential Regulation Authority (**APRA**).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

Information about the FCS can be obtained from APRA at apra.gov.au or by calling 1300 55 88 49.