

Suncorp Car Insurance

Additional Information Guide



This Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and discounts. You should read this AIG together with our Suncorp Car Insurance Product Disclosure Statement (PDS) dated 25/11/2020.

You can ask us for a confirmation of a transaction relating to your policy or any claim by calling us on **13 11 55**.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 30 June 2025.

Your excess(es)

The amount and types of excesses that apply to your policy are shown on your certificate of insurance. Depending on the circumstances, you might have to pay more than one type of excess when you claim.

The different types of excesses are:

Standard excess

We take into account a number of factors when determining your standard excess, such as:

- The state or territory where your car is kept
- The type of cover you've chosen
- The type of car you're insuring
- Our assessment of your (or a listed driver's) driving history in the last 3 years.

Note: The standard excess can't be reduced. For our comprehensive levels of cover, you can increase your excess level by choosing a voluntary excess.

Voluntary excess

Choosing a voluntary excess reduces the premium. The higher the voluntary excess, the greater the premium reduction. The range of voluntary excesses we offer for our comprehensive levels of cover are between \$100 and \$900.

Age excess

If the driver is under 25 years of age and is listed on your certificate of insurance, the age excess is \$400. If the driver is under 25 years of age and isn't listed on your certificate of insurance, the age excess is \$1,400. If the driver is a learner driver, the age excess that applies is as if the learner driver was listed on your certificate of insurance.

Note: Learner drivers aren't required to be listed on the policy.

The age excess won't apply if, at the time of the incident, the person in control of the car was being paid for a service (not ridesharing), for example, where the car is being serviced or test driven, or driven by a car park attendant or valet.

This excess is in addition to any other excess that applies.

Inexperienced driver excess

If the driver is 25 years of age or over, has held a driver's licence specific to the car type for less than 2 consecutive years prior to the incident, and they're listed on your certificate of insurance, the inexperienced driver excess is \$400. If the driver is 25 years of age or over, has held a driver's licence specific to the car type for less than 2 consecutive years prior to the incident, and they aren't listed on your certificate of insurance, the inexperienced driver excess is \$1,400.

Note: Learner drivers are not required to be listed on the policy. The inexperienced driver excess that applies to learner drivers is \$400.

The inexperienced driver excess won't apply if, at the time of the incident, the person in control of the car was being paid for a service (not ridesharing), for example, where the car is being serviced or test driven, or driven by a car park attendant or a valet.

This excess is in addition to any other excess that applies.

Driver history excess

The driver history excess is \$800. This excess applies if a listed driver who has had their licence cancelled, suspended, disqualified or restricted in the 3 years prior to the start of the period of insurance was driving, using, or in charge of your car at the time of the incident.

This excess is in addition to any other excess that applies.

When does an excess apply?

The table below explains the excesses that apply to common claim types. For other types of claims, we'll tell you what excesses apply when you make a claim.

When you make a claim for:	What excess will apply?		
	Standard excess	Voluntary excess	Other excesses (if applicable)
Theft or attempted theft of your car	Yes	Yes	none
Storm, hail, flood, or fire damage	Yes	Yes	none
Malicious act or vandalism	Yes	Yes	none
Damage to your car whilst parked caused by an unidentified person or driver	Yes	Yes	none
Collision with or by an animal	Yes	Yes	age excess inexperienced driver excess driver history excess
Windscreen or window glass damage only*	Yes*	Yes*	none*
An incident where the driver of your car caused or contributed to the damage	Yes	Yes	age excess inexperienced driver excess driver history excess
An incident where another driver was entirely at-fault and you give us the at-fault driver's name, address, and registration number	No	No	none
An incident where another driver was entirely at-fault but you can't give us the at-fault driver's name, address and registration number	Yes	Yes	age excess inexperienced driver excess driver history excess

*if you've chosen and paid for the 'Windscreen and window glass cover' option (see page 44 of the PDS) then you won't have to pay an excess for one claim in the period of insurance.

About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate of insurance.

We'll calculate your premium based on:

- Your risk
- Any discounts applied
- Whether you choose a voluntary excess
- GST, stamp duty, and other government charges and levies (as applicable).

Your risk – we work this out using factors we consider important, including but not limited to the type of car, how your car is financed, address where the car is kept, how you use your car, as well as information about the listed drivers and the level, type and amount of cover you've chosen.

When you have Comprehensive cover we also take into account additional factors such as previous insurance and claims history of drivers (but not where Rating 1 for Life applies), if the policy is purchased through an intermediary, any optional covers you've chosen and for our existing customers, whether you have previously paid by instalments. Your premium costs less if you pay annually, rather than by instalments.

This isn't a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

The premium you pay is also affected by other things including the cost of claims we've paid to other customers and claims we expect to pay in the future, our expenses of doing business, and other commercial factors.

When determining your renewal premium, we also consider your previous premium. As such we may limit premium movements up or down.

Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we've given you. Discounts are applied before we add government taxes and charges.

The main discounts we offer are:

- Multi-policy discount
- Family discount.

From time to time we might also offer a discount or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions may apply. We regularly offer a discount for buying a new policy online through our website. The amount and type of discounts that may be offered can change or be withdrawn.

We determine eligibility for a discount on your renewing policy when we calculate your renewal offer.

If you receive more than one discount, we apply each further discount to the already discounted premium.

Discounts don't apply to the Suncorp Roadside Assist portion of the premium if you purchase that optional cover.

Multi-policy discount

A multi-policy discount (MPD) rewards you with a discount off your premium for holding three or more eligible paid personal insurance policies with us. There must be a common mailing address and the person(s) seeking the discount must be nominated as a policyholder with the exact same name on each eligible policy. If you take out a new policy and qualify for the MPD, you're eligible to receive the MPD on that new policy from its start date (if the discount isn't applied at purchase, we endeavour to process the discount within 90 days from policy start date). You're eligible to receive the MPD on your other existing eligible policies from their next renewal date, provided you're eligible for the MPD, and we still offer the MPD when we calculate your renewal offer.

Eligible personal insurance policies are home, contents, landlord, car, motorhome, motorcycle, caravan, and boat insurance. A Suncorp QLD Compulsory Third Party insurance policy counts as an eligible policy but the premium can't be discounted. If you quote for a new policy via our website, we rely on your answers to our questions to establish eligibility.

This discount doesn't apply to optional cover Suncorp Roadside Assist. To find out more about the multi-policy discount or if you believe you're eligible for the multi-policy discount but it isn't shown on your certificate of insurance, please contact us on **13 11 55** or via our webchat.

Family Discount

You may be eligible to receive a family discount on your comprehensive car insurance if you're under 25 years old and your parents are also comprehensively insured with Suncorp Insurance. Please contact us to enquire about this discount.

This discount doesn't apply to optional cover Suncorp Roadside Assist.

Claims Free Driver Rewards

Claims Free Driver Rewards recognises your years of good driving experience with us.

Claims Free Driver Rewards is only available while your car is continuously insured with a Suncorp Insurance comprehensive policy.

With Claims Free Driver Rewards each year you continually insure your car comprehensively with us without making an excess payable claim, we'll reward you with a Claims Free Driver Rewards credit on the next renewal of your policy for that car. The credit is calculated as a percentage of last year's premium amount (prior to the application of any Claims Free Driver Rewards credit) for your car. If a Claims Free Driver Rewards credit applies to any car covered by your policy, it'll be shown on your certificate of insurance and any credit you qualify for will be applied on your renewal.

Claims Free Driver Rewards credits aren't redeemable or payable as cash and can't be used as a credit towards other policies you hold with us. If your policy is cancelled, we'll refund the unexpired portion of the premium (which includes the unexpired portion of any credit that had applied). See 'What happens with cancellations?' on page 72 of the PDS for more details.

With Claims Free Driver Rewards we'll take into account your claims history when we calculate your premium. We have the right to alter the terms of or withdraw our Claims Free Driver Rewards at any time.

The Claims Free Driver Rewards credit starts at 2.5% after 1 year of continuous Suncorp Comprehensive Car Insurance with no claims that affect your Claims Free Driver Rewards. It increases to a maximum of 15% after 14 plus years of continuous Suncorp Car Comprehensive Insurance with no claims that affect your Claims Free Driver Rewards.

How do claims on your policy affect your Claims Free Driver Rewards?*

No claim made during the period of insurance	You'll receive a credit on your next comprehensive renewal.
Claim made where no excess is payable	You'll receive a credit on your next comprehensive renewal.
Claim made where an excess is payable	You won't receive a credit on your next comprehensive renewal.

*Your Claims Free Driver Rewards credit is determined using the status of claim(s) on your policy when we calculate your renewal premium.

Rating 1 for Life

Suncorp withdrew Rating 1 for Life for new policies many years ago. If Rating 1 for Life still applies to any car covered by your policy, it'll be shown on your certificate of insurance. If you have Rating 1 for Life we don't consider claims when calculating your premium.

If you remove Rating 1 for Life, you can't regain it. Suncorp has the right to discontinue Rating 1 for Life on renewal or to alter its terms. You can't receive both Suncorp Claims Free Savings and Rating 1 for Life on the same car. Please call us for more details.

Government taxes & charges

After we've calculated the amount to cover your car, GST, stamp duty, and other government charges and levies are then applied (as applicable).

Financial Claims Scheme

In the unlikely event of an insurer becoming insolvent, a person entitled to claim under protected policies may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria. You can find more information about the FCS from the APRA website at www.fcs.gov.au.