

Caravan Insurance

Your guide to Premiums, Excesses,
Discounts and Claim Payments



Your guide to Premiums, Excesses, Discounts and Claim Payments

The Premiums, Excesses, Discounts and Claim Payments Guide (**Guide**) is designed to provide you with additional information about how we calculate premiums and determine excesses and discounts for the policy. You should read this Guide together with our Suncorp Caravan Insurance Product Disclosure Statement (**PDS**) dated 19 October 2012. Words defined in the PDS have the same meaning in this Guide.

This Guide is relevant to you if your policy has a commencement or a renewal effective date on or after 5 August 2019.

About your premium

The premium is the amount you pay us for this insurance. It reflects what we consider is the likelihood of you making a claim, other factors related to our cost of doing business and any discounts we give you, as well as any applicable stamp duty, goods and services tax (GST), charge and levy. Your certificate of insurance will show you how much you have to pay.

When we calculate your premium, there are a range of factors we take into account. The importance we place on the factors we use can change and how those factors combine to affect your premium will differ from person to person.

Each time you renew your insurance your premium is likely to change, even if your personal circumstances have not changed. This is because the premium you pay is also affected by other things including:

- The cost of claims we have paid to other customers and claims we expect to pay in the future;
- New and updated data we use to calculate your premium;
- Changes in government taxes and any state or territory duties or levies;
- Our expenses of doing business;
- Other commercial factors.

When determining your renewal premium, we also consider how much you paid last time. As such we may limit movements up or down.

Significant factors affecting your premium include a combination of some or all of the following:

| Factor |
|---|
| Amount covered |
| Address where caravan is normally kept or located |
| Age of owners |
| Whether the caravan is financed |
| Type of caravan |
| Caravan age |
| The optional covers you have chosen |
| The voluntary excess you choose |

Paying by the month

Your premium will be higher if you choose to pay by the month, rather than annually.

Premium discounts

Discounts are also a significant factor that can affect your premium. The premium you pay for your insurance includes any discounts we have given you.

The main discounts we offer are:

- No claim bonus;
- Multi-policy discount.

From time to time we might also offer discounts or some other special offers as part of a marketing campaign. If we do this, separate terms and conditions may apply and you might not be eligible for our usual discounts. The amount and type of discount offered can change or be withdrawn.

If you are eligible for more than one discount, we usually apply any subsequent discount to the already discounted premium.

No claim bonus

A no claim bonus (NCB) is a discount that rewards you for your good claims history. This discount applies only to comprehensive caravan insurance. If you have an NCB, it is shown on your certificate of insurance.

Your NCB will increase or stay on the maximum on renewal if you do not make a claim. Your NCB will also increase or stay on the maximum on renewal if you make a claim and:

- we agree the accident was not your fault;
- you prove that another person was completely responsible; and
- you tell us the person's name and current address OR the registration number of their vehicle.

For all other claims your NCB level will be reduced.

The NCB levels are between 0% up to a maximum of 40%.

Multi-policy discount

A multi-policy discount 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 an insured with the same name on each eligible policy. If you take out a new policy which means you qualify for the multi-policy discount you are eligible to receive the discount on that new policy immediately and on your other existing policies from their next renewal date, provided you still qualify. If you believe you are eligible for the multi-policy discount but it is not shown on your certificate of insurance, please contact us. Eligible personal insurance policies are home, contents, car, motorhome, motorcycle, caravan and boat. QLD Compulsory Third Party insurance also counts as an eligible policy but the premium cannot be discounted.

Government taxes & charges

After we have calculated the amount to cover your caravan insurance policy any applicable stamp duty, GST, charge and levy are then applied. These charges are applied as the final step in the premium calculation.

Your excess

An excess is the amount you have to pay for each incident when you make a claim.

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 make a claim.

The different types of excesses are:

Standard excess

The standard excess is \$300.

Voluntary excess

You can choose a voluntary excess of either \$600 or \$1,000. Choosing a higher excess reduces your premium.

Age excess

The age excess is \$400.

Inexperienced Driver excess

The inexperienced driver excess is \$400.

The inexperienced driver excess will not apply in the following circumstances:

If at the time of the incident, the caravan was not in the control of the listed insured drivers, and the person responsible for the loss or damage was being paid for a service e.g. where the caravan is being serviced and/or test driven or repaired or driven by a car park attendant or a valet. This excess also does not apply for claims as a result of theft, fire, storm and malicious damage.

Off-road excess

The off-road excess is \$200.

Claim payments

The following examples are designed to illustrate how a claim payment might typically be calculated. The examples do not cover all scenarios or all benefits and do not form part of your policy terms and conditions. They are a guide only. Suncorp Insurance always determines real claim payments on an individual basis, after we have assessed each claim. You should read the PDS and your certificate of insurance for full details of what we cover as well as what policy limits, conditions and exclusions apply.

Notes about the claim payment examples:

- all amounts are shown in Australian dollars and are GST inclusive;
- all examples assume that you are not registered for GST.

Example 1 – Total loss

Your caravan is insured for an amount covered of \$15,000. Your standard excess is \$300. Your caravan is damaged by hail and we assess the cost of repairs to your caravan will be \$11,300. The estimated salvage value of the caravan is \$4,200. As the combined repair and the salvage values exceed the amount covered, the caravan is determined to be a 'total loss'.

| How much we pay | | Additional information |
|---|-----------------|--|
| Amount covered | \$15,000 | We decide your caravan is a total loss when it is uneconomical, impractical or unsafe to repair. In this case the cost of repairs together with the estimated salvage value exceeds the amount covered of your caravan. |
| Less excess | -\$300 | As your caravan has been damaged by hail the standard excess applies. We deduct this from the amount we pay to you unless you have already paid the excess to us for this claim. |
| Less registration and compulsory third party (CTP) refund | -\$0 | This example is based on the caravan being registered in QLD. For caravans registered in all States & Territories other than NSW – Suncorp Insurance retains the unexpired portion of caravan's registration and Compulsory Third Party (CTP). |
| Claim so far | \$14,700 | We would normally pay this directly to you. If a credit provider has a financial interest in the caravan then we would normally pay your credit provider what they are owed first and pay any balance to you. |
| If your insurance was paid through monthly instalments of \$60 per month and there are four remaining monthly payments in the period of insurance when your caravan is damaged: | | |
| Less outstanding premium | -\$240 | The 4 x \$60 monthly repayments become due when we decide your caravan is a total loss. We normally deduct this from the amount we pay to you. |
| Total Claim | \$14,460 | |

Once we settle the claim, all cover on the caravan stops, and your policy is cancelled. The salvage becomes our property and we are entitled to keep the proceeds of its sale. This does not affect the amount we pay you.

Example 2 – New caravan after a total loss

Your caravan is insured for an amount covered of \$29,800. Your voluntary excess is \$600. Your caravan is damaged by fire and we decide your caravan is a total loss. Your caravan is less than 2 years old and you qualify for the new caravan after a total loss additional feature (see page 13 in the PDS for full details). The cost to replace your caravan with a new one of the same make and model including all on road costs is \$31,300.

| How much we pay | | Additional information |
|--|-----------------|--|
| Cost to replace your caravan including on road costs | \$31,300 | We pay \$31,300 because your caravan is less than 2 years old and you qualify for a new caravan after a total loss additional feature (see page 13 in the PDS for full details). We pay this amount directly to the caravan dealership. |
| Less excess | -\$600 | As your caravan was damaged by fire the voluntary excess applies. You pay your excess directly to us. |
| Towing costs | +\$500 | We arranged for your caravan to be towed to your nearest repairer as the caravan was not able to be towed by your car (see page 15 in the PDS for details on towing costs). The towing company have invoiced us. We will pay the towing company. |
| Total Claim | \$31,200 | |

Your policy will continue to its expiry date. The salvage becomes our property and we are entitled to keep the proceeds of its sale. This does not affect how much we pay.

Example 3 – Partial damage

You have insured an unregistered on-site caravan for an amount covered of \$12,000. You have taken out the annexe cover option for an amount covered of \$3,000. You have also taken out the increased contents cover option with a total amount covered for your contents of \$2,500. Your standard excess is \$300.

Your caravan is broken into, causing damage to the annexe and caravan door, and, your television and DVD player have been stolen and you have reported this to the police. We assess the repairs to your annexe and caravan door will cost \$1,500 and it will cost us \$800 to replace the stolen items.

| How much we pay | | Additional information |
|--------------------------------------|----------------|---|
| Damage to annexe and caravan | \$1,500 | We normally decide a caravan is repairable if the total cost of repairs together with the estimated salvage value of \$8,000 is less than the amount covered. We normally pay this amount directly to the repairer. |
| Replacement cost of caravan contents | +\$800 | We decide if we will repair, replace or pay you what it would cost us to repair or replace the items. For this claim we have decided to pay you the amount it would have cost us to replace the stolen items. |
| Less excess | -\$300 | As your claim is a result of your caravan being broken into, the standard excess applies. We will deduct this from the amount we pay to you unless you have already paid the excess to us for this claim. |
| Total Claim | \$2,000 | |

Example 4 – Stolen caravan

Your caravan is insured for an amount covered of \$8,000 and is your usual home. Your standard excess is \$300. The caravan is stolen and you report this to the police.

| How much we pay | | Additional information |
|-----------------|---------|---|
| Amount covered | \$8,000 | Your caravan becomes a total loss if it is stolen and unrecovered after 14 days. We pay the amount covered on your certificate of insurance, less any applicable excess. We pay this directly to you. |
| Less excess | -\$300 | As your caravan was stolen the standard excess applies. We deduct this from the amount we pay to you unless you have already paid the excess to us for this claim. |
| Claim so far | \$7,700 | We would normally pay this directly to you. If a credit provider has a financial interest in the caravan then we would normally pay your credit provider what they are owed first and pay any balance to you. |

As your caravan has been stolen and is your usual home, we will pay for temporary accommodation for up to 30 days. See the PDS on page 14 for full details.

| | | |
|------------------------------------|----------------|--|
| Plus temporary accommodation costs | +\$2,100 | We settled your claim 14 days after you told us about your caravan being stolen. We pay your temporary accommodation costs for up to \$150 per day, for 14 days. |
| Total Claim | \$9,800 | |

Once we settle the claim, all cover on the caravan stops, your policy is cancelled and there is no refund of the unused premium. Your caravan (if it is recovered) becomes our property and we are entitled to keep the proceeds of its sale.

Example 5 – Legal liability

Your caravan is comprehensively insured which includes legal liability cover. Your standard excess is \$300. You reside permanently in your caravan. You invited a guest over for morning tea. When your guest was leaving, the steps leading out of the caravan collapsed, causing them to fall and injure their ankle and lower back. Your guest has made a claim for their out of pocket expenses and loss of wages for a 6 week period for the amount of \$14,800. We assess this claim and agree you are liable for these amounts.

| How much we pay | | Additional information |
|---------------------------|-----------------|--|
| Total amount of liability | \$14,800 | We assess the claim and agree you are liable. We pay this amount to the injured party. |
| Less excess | -\$300 | You pay your standard excess to us before we settle the claim. |
| Total Claim | \$14,500 | |

