

Caravan 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 Caravan 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

The standard excess is \$300.

Voluntary excess

You can increase your standard excess by choosing a voluntary excess. Increasing the excess reduces the premium. The range of voluntary excesses we offer for our Australia wide and onsite levels of cover are between \$600 and \$1,000. If you choose a voluntary excess, this will replace the standard excess.

Age excess

The age excess is \$400. This excess applies to drivers under the age of 25 and is in addition to any other excess that applies.

Inexperienced Driver excess

The inexperienced driver excess is \$400. This excess is in addition to any other excess that applies.

An inexperienced driver means the person towing, using, or in charge of the caravan has held a driver's licence specific to the vehicle type that is towing the caravan for less than 2 consecutive years prior to the incident.

Off-road excess

The off-road excess is \$200. This excess applies when your caravan is damaged whilst being towed on any beach, or any dirt or unsealed road. This excess is in addition to any other excess that applies.

About your premium

The amount you pay for this 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
- GST, stamp duty, and other government charges and levies (as applicable).

Your risk – we work this out using significant factors we consider important, including but not limited to:

Factor	Australia wide Cover	Onsite Cover	Trailer
Amount covered	✓	✓	✓
Address where caravan or trailer is normally kept or located	✓	✓	
Where you park your caravan overnight	✓		
Your Age	✓	✓	
Whether your caravan or trailer is financed	✓		✓
Make of your caravan	✓	✓	
Year of manufacture of your caravan	✓		
Any optional covers you've chosen	✓		
Whether you choose a voluntary excess	✓	✓	✓

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. Your premium costs less if you pay annually, rather than by instalments.

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
- Other commercial factors.

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

Claims on your policy will only affect your premium through changes to your No Claim Bonus.

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

The main discounts we offer are:

- No Claim Bonus
- Multi-policy 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. The amount and type of discounts that may be offered can change or be withdrawn.

If you receive more than one discount, we apply each further 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 and applies to Australia wide cover, onsite cover and trailer cover. If you have an NCB, it's shown on your certificate of insurance.

The NCB levels are between 0% and 40%.

Your NCB will increase or stay on the maximum on renewal if you don't make a claim. Your NCB will also increase or stay on the maximum on renewal if you make a claim and:

- Another person was entirely at-fault and
- You tell us the at-fault person's name and address, and the registration number of their vehicle.

This discount doesn't apply to Optional 'Annexe' or 'Contents' cover.

For all other claims your NCB level will be reduced. The following table has examples:

When you make a claim for	Does this impact a NCB?*
Theft or attempted theft of your caravan	Yes
Storm, hail, flood, or fire damage	Yes
Malicious act or vandalism	Yes
Damage to your caravan whilst parked caused by an unidentified person or driver	Yes
Collision with or by an animal	Yes
An incident where you or the person towing your caravan caused or contributed to the incident	Yes
An incident where another person was entirely at-fault and you can give us the at-fault driver's name, address, and the registration number of their vehicle	No
An incident where another person was entirely at-fault but you can't give us the at-fault driver's name, address, and the registration number of their vehicle	Yes

If your NCB is	For one NCB impacting claim, we reduce your NCB on renewal to	For two NCB impacting claims, we reduce your NCB on renewal to
40%	30%	20%
30%	20%	0%
20%	0%	0%
0%	0%	0%

*Your NCB will increase (up to the maximum) on renewal if you haven't made a claim that impacts your NCB before we calculate your renewal offer. On renewal, NCB is determined using the status of claim(s) on your policy when we calculate your renewal premium.

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 discount 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.

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.

Government taxes & charges

After we've calculated the amount to cover your caravan, 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.