

# Motorhome Insurance

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Your guide to Premiums, Excesses,  
Discounts and Claim Payments



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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 Motorhome Insurance Product Disclosure Statement (**PDS**) dated 19 October 2012. Words defined in the PDS have the same meaning in this Guide.

**This guide applies to policies from 6 September 2017.**

## 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	Comprehensive cover	Third Party Property Damage cover
Amount covered	✓	✗
Address where motorhome is normally kept	✓	✗
Age of driver(s)	✓	✓
Whether the motorhome is financed	✓	✗
Motorhome age	✓	✓
If you have chosen the optional cover	✓	✗
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 (comprehensive cover only);
- 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. Minimum premiums may apply and any discount we give you will not reduce a premium below the minimum 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 motorhome 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, claims your NCB level will be reduced.

The NCB levels are between 0% up to a maximum of 50%.

### 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 motorhome 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 for motorhomes is \$500 and the standard excess for contents is \$100.

If you have a claim for both motorhome and contents for the same insured incident, the standard excess for motorhomes will apply.

#### Voluntary excess

You can choose a voluntary excess of \$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 motorhome 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 motorhome is being serviced and/or test driven or repaired or driven by a car park attendant or a valet.

#### 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 motorhome is comprehensively insured for an amount covered of \$15,000. The standard excess for your motorhome is \$500. Your motorhome is damaged by hail and we assess the cost of repairs to your motorhome will be \$11,300. The estimated salvage value of the motorhome is \$4,200. As the combined repair costs and the salvage values for your motorhome exceed the amount covered for your motorhome, the motorhome is determined to be a 'total loss'.

How much we pay		Additional information
Amount covered	\$15,000	We decide your motorhome 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 for your motorhome.
Less excess	-\$500	As your motorhome 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 motorhome being registered in QLD. For motorhomes registered in all States & Territories other than NSW – Suncorp Insurance retains the unexpired portion of motorhome's registration and Compulsory Third Party (CTP).
Claim so far	\$14,500	We would normally pay this directly to you. If a credit provider has a financial interest in the motorhome 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 motorhome is damaged:		
Less outstanding premium	-\$240	The 4 x \$60 monthly repayments become due when we decide your motorhome is a total loss. We normally deduct this from the amount we pay to you.
<b>Total claim</b>	<b>\$14,260</b>	

Once we settle the claim, all cover on the motorhome 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 motorhome after a total loss

Your motorhome is comprehensively insured for an amount covered of \$29,800. Your voluntary excess is \$600. Your motorhome is damaged by fire whilst you are touring around Australia for 3 months and we decide your motorhome is a total loss. Your motorhome is less than 2 years old and you qualify for the 'New motorhome after a total loss' additional feature (see page 18 in the PDS for full details). The cost to replace your motorhome with a new one of the same make, model and including all on road costs is \$31,300.

How much we pay		Additional information
Cost to replace your motorhome including on road costs	\$31,300	We pay \$31,300 because your motorhome is less than 2 years old and you qualify for the new motorhome after a total loss additional feature (see page 18 in the PDS for full details). We pay this amount directly to the motorhome dealership.
Less excess	- \$600	As your motorhome was damaged by fire the voluntary excess applies. You pay your excess directly to us.
Towing costs	+ \$500	We arranged for your motorhome to be towed to our closest approved repairer as the motorhome was not able to be driven (see page 21 in the PDS for details on towing costs). The towing company has invoiced us. We will pay the towing company.
Temporary accommodation	+ \$1,050	You required temporary accommodation for 7 days while organising travel to return home. We reimburse you \$150 per day for 7 days (see page 15 in the PDS for details on temporary accommodation).
Travel expenses	+ 800	We reimburse you the cost of your travel costs to return to your usual home upon provision of receipts (see page 17 in the PDS for details on travel expenses).
<b>Total claim</b>	<b>\$33,050</b>	

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

Your motorhome is comprehensively insured for an amount covered of \$12,700. The standard excess for your motorhome is \$500. During a storm a tree branch has fallen and damaged your motorhome. We assess the repairs to your motorhome will cost \$6,000 and estimate it will take 7 days to repair the motorhome. As you are on holidays in the motorhome, we will also pay accommodation under the 'Temporary accommodation – if your motorhome is not your usual home' additional feature (refer to page 15 of the PDS for full details) and you will also be entitled to hire car under the 'Hire car following theft or loss or damage' additional feature (refer to page 16 of the PDS for full details).

How much we pay		Additional information
Damage to motorhome	\$6,000	We normally decide a motorhome is repairable if the total cost of repairs together with the estimated salvage value of \$4,000 is less than the amount covered.
Less excess	- \$500	As your motorhome was damaged in a storm the standard excess applies. We request you pay this amount directly to us.
Claim so far	\$5,500	We normally pay this directly to the repairer.
We have arranged for you to use a 'compact' category hire car for 7 days whilst your motorhome is being repaired and you also require temporary accommodation.		
Temporary accommodation and hire car	+ \$1,400	We reimburse you \$150 per day for 7 days (see page 15 of the PDS for details on temporary accommodation) and the hire car company has invoiced us the cost of \$50 per day for 7 days ( see page 16 of the PDS for details on hire cars). We will pay the both the accommodation & hire car costs.
<b>Total claim</b>	<b>\$6,900</b>	

#### Example 4 – Windscreen damage

Your motorhome is comprehensively insured for an amount covered of \$35,000. The standard excess for your motorhome is \$500. Your windscreen has been damaged by a stone from loose gravel whilst you were driving and needs to be replaced. It will cost \$750 to replace the windscreen.

How much we pay		Additional information
Replacement windscreen	\$750	The windscreen company has invoiced us. We will pay the windscreen company.
Less excess	– \$500	You pay your excess directly to us.
<b>Total claim</b>	<b>\$250</b>	

#### Example 5 – Legal liability

Your motorhome is insured for Third Party Property Damage cover. The standard excess for your motorhome is \$500. You are involved in an accident causing damage to another vehicle. We determine that you are at fault and liable to pay the cost of repairs for the damage caused to the other vehicle. The cost of repairs to the other vehicle is \$23,000. As you have Third Party Property Damage cover, you are not insured for the damage to your own motorhome.

How much we pay		Additional information
Damage to other vehicle	\$23,000	We normally pay the cost of repairs directly to the third party claimant or their insurer.
Less excess	– \$500	As you are at fault the standard excess applies. You pay this amount directly to us before we pay the third party.
<b>Total claim</b>	<b>\$22,500</b>	

