

# MOTOR VEHICLE LEASE INSURANCE

# **Options Policy**

# Combined Product Disclosure Statement and Financial Services Guide

Effective July 2025

Issued and Underwritten by Pacific International Insurance Pty Ltd
ABN 83 169 311 193 | AFSL 523921

# PRODUCT DISCLOSURE STATEMENT

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### INTRODUCTION

### Hi There

I'm **Your** combined Product Disclosure Statement (**PDS**) and Financial Services Guide (**FSG**).

Please don't throw me in a drawer. Or in **Your** 'to read' pile. Or worse, in the bin.

# I'm Important and Here to Help

In fact, **You** should always read **Your** PDS and **FSG** carefully before **You** buy any insurance product.

Why?

You paid good money for it so don't You want to know what You paid for?

Everything **You** need to know is all right here between my lovely Covers.

An informed choice is a good choice.

# My Job as Your PDS and FSG is to Help You Understand:

- significant Policy features
- · Policy benefits
- Policy risks,
- Your Premium will be calculated

The **PDS** also gives **You** full details of the terms, conditions and limitations of the insurance **Cover**.

And remember, any advice contained in this **PDS** is of a general nature and doesn't allow for **Your** individual circumstances.

Got any questions? Contact us on contactus@pacificins.com.au

This PDS was prepared in July 2025 and is underwritten by:

Pacific International Insurance Pty Ltd PO Box 550 Kotara NSW 2289

### **GENERAL INFORMATION**

### Who Are We?

We're **Pacific** International Insurance Pty Ltd (**Pacific**) ABN: 83 169 311 193, AFSL 523921 and we're the issuer of this **Policy**. **Pacific** is authorised in Australia by the Australian Prudential Regulation Authority (APRA).

### **Our Agent**

While we have sole responsibility for the PDS and the Cover provided, we've appointed Maxxia Pty Ltd (Maxxia) ABN: 39 082 449 036, Remuneration Services (QLD) Pty Ltd (RemServ) ABN: 46 093 173 089, and Oly Pty Ltd (Oly) ABN: 69 674 252 629 as an Authorised Representative for Pacific.

They act as our **Agents** meaning they act on our behalf, not **Yours**.

Maxxia, RemServ and Oly are authorised to deal in and issue this motor **Vehicle** lease insurance.

They'll also issue policies and assist **Pacific** with lodging claims on our behalf.

For more information about how Maxxia, RemServ and Oly act for us and the commissions and fees they receive, check out the Financial Services Guide (**FSG**).

### **Providing Entities**

For full details on the providing entities, check out the **FSG**.

### **Financial Claims Scheme (FCS)**

Pacific is an insurance Company authorised under the Insurance Act 1973 (Cth) (Act) to carry on general insurance business in Australia and is subject to the prudential requirements of the Act.

The Act is a set of sensible standards and practices. It guarantees that, within reason, any financial promises made by **Pacific** are met within a stable, efficient and competitive financial system.

The protection offered by the Financial Claims Scheme (FCS) applies to **Pacific** and this **Policy**. Should **Pacific** fail and be unable to meet its **Policy** obligations, a person entitled to claim under this insurance **Policy** may be eligible for **Payment** under the FCS.

Please note, access to the scheme is subject to eligibility criteria.

For more information about the Financial Claims Scheme, go to the APRA website or call the APRA hotline on 1300 558 849.

# How We Communicate with You

All **Policy** documents are sent by our **Agents** Maxxia, RemServ and Oly electronically, usually by email.

Want to get **Your Policy** documents sent to **You** another way? Just contact the **Agent** to discuss.

### **DUTY OF DISCLOSURE**

# The Importance of Answering Our Questions Correctly

We may ask **You** questions before We agree to insure **You**. We may also ask **You** questions before We agree to renew, extend, vary or reinstate **Your Policy**.

It is important **You** answer these questions truthfully, accurately and completely because they form the basis of Our decision whether to provide insurance to **You** and on what terms. There may be circumstances where We later investigate whether the information given to Us was true.

You have a duty to Us when answering Our questions and providing Us with information, including when You use a broker to act on Your behalf. If You are not sure how to answer a question or need assistance with answering Our questions, please contact Us.

### What is Your Duty?

You have a duty to take reasonable care not to make a misrepresentation to Us. This duty applies to consumer insurance contracts, such as this **Policy**.

A misrepresentation includes a false answer, an answer that is only partially true, or an answer which does not fairly reflect the truth.

If someone assists **You** to answer Our questions, **You** are responsible for the information they give Us.

### When Does the Duty Apply?

This duty applies until We enter into the contract of insurance with **You**.

It applies again before We agree to renew, extend or vary **Your Policy** and before any reinstatement.

# What Happens if You do not Comply with the Duty?

If **You** make a misrepresentation in breach of the duty, this can have serious impacts on **Your Policy**.

Under the Insurance Contracts Act 1984 (Cth), We may:

- cancel Your Policy;
- reduce the amount We pay in respect of a claim; or
- if the misrepresentation is fraudulent, We may do any of the above and treat **Your Policy** as if it never existed.

# Guidance for Answering Our Questions

Here are some tips on how to answer Our questions:

- Think carefully about each question before You answer. If You are unsure what the question is asking, please contact Us for guidance before You respond.
- Answer every question that We ask You.
- Answer truthfully, accurately and completely. If You are unsure about whether You should include information, please include it or contact Us for further guidance.
- Review Your answers carefully before submitting them. If someone else helped You to complete the form, please check every answer and make any necessary corrections before submitting it.

### **GENERAL INFORMATION**

### **Exclusions**

The **Policy** doesn't offer insurance **Cover** under certain circumstances.

It's up to **You** to read the **PDS** carefully so you're aware of all **Policy Exclusions**.

### **Conditions of Cover**

You have to meet certain terms and conditions for Your insurance Cover to apply.

For example, **You** need to pay the **Premium**.

It's up to **You** to read the **PDS** carefully so you're aware of all conditions of **Cover**.

### **Limits of Cover**

Our liability is limited to:

- the amount shown in the Policy Schedule we send to You; and
- any limits shown in the PDS.

### **PREMIUMS**

### How We Determine Your Premium

Careful risk analysis is the primary way we determine **Your** insurance **Premium**. We consider several factors that are reliable identifiers of risk. We then calculate **Your Premium** based on the risk of providing the **Policy** and what **Cover** you've chosen.

- the number of Cover options selected,
- the length of the **Period of Insurance** for each **Cover** option,
- Car Purchase Price,
- Value of a Lease Agreement,
- Market Value of the Car.

The **Premium** displayed on **Your** current insurance certificate includes any government charges, taxes, and levies, such as GST, Stamp Duty, and Emergency Services Levy that we're obliged to pay.

### **Paying Your Premium**

You agree to pay Your Premium Payments on or before the due date.

Payments for this product are typically made through Your lease operating account.

### **Overdue Payments**

If You don't pay Your Premium by the due date, we'll cancel Your Policy (including all selected Cover options). The same applies if Your Payment method is declined by Your financial institution and we don't receive Your Payment by the due date.

Unless advised, **Payment** reminders don't change the expiry date of **Your Cover**, or the due date of **Your Premium**.

If we cancel **Your Policy**, you'll have no **Cover** from the date the **Policy** is cancelled.

# Other Costs, Fees and Charges

When **You** buy **Your Policy**, other costs, fees and charges may apply.

### **GST**

If **You** are entitled to an input tax credit for the **Premium**, **You** need to let us know the percentage when, or before, making a claim.

We won't reimburse **You** for any GST liability, fines or penalties caused by **You** not telling us about **Your** entitlement (or correct entitlement).

The amount we pay will be reduced by the amount of any input tax credit that **You** are, or may be, entitled to claim for the supply of goods or services covered by that **Payment**.

### **CANCELLING YOUR POLICY**

### **Cooling Off Period**

You've got 28 days (known as 'the cooling off period') after we issue Your Policy to cancel and get a full refund of Your Premium. This gives You time to check the Policy is right for You and read me, Your PDS.

If **You** make a claim within the first 28 days, the cooling off period doesn't apply. (The exception is the Lease Protection insurance **Cover** option).

### **Cancelling Your Policy**

#### IF YOU CANCEL

You can cancel Your Policy, or any of the individual Covers within the Policy, at any time by giving us written notice.

Unless **You** cancel during the cooling off period, **You** need to pay for the period **You** were insured.

**Policy** cancellation is effective at 4pm AEST on either the day we receive **Your** cancellation notice, or the date **You** specify in the notice (whichever occurs last).

### FOR THE GUARANTEED BUYBACK COVER ONLY

We'll issue a refund if the **Policy** is cancelled within two years of the **Commencement Date**. If we receive **Your** cancellation request after the two years, there's no refund.

#### IF WE CANCEL

We can cancel **Your Policy** in accordance with the Insurance Contracts Act 1984 (Cth). We'll send written notice to **You** (and **Your Agent**) via **Your** preferred communication method.

This notice will take effect at 4pm AEST on the seventh day after it's given to **You**, unless a later date is specified.

If we cancel **Your Policy** due to fraud, you'll not be refunded any **Premium** amounts.

If **Your Policy** is cancelled outside the initial cooling-off period, we refund the unexpired portion of the **Premium** and any associated refundable government charges, less any nonrefundable government charges.

Where the **Policy** has been financed, we're authorised to pay any refund direct to the **Financier**, unless they advise we can pay the refund to **You**.

If the **Car** is repossessed by the **Financier**, a pro-rata refund of the **Premium** will be payable to the **Financier** 

### HOW WE HANDLE COMPLAINTS

**Pacific** welcomes every opportunity to improve customer experiences. We encourage **You** to contact us if you're unhappy with our service or products

### Step 1:

### Let Us Know About Your Concerns

Contact one of our **Agents** with any complaints and they'll do their best to resolve them.

When raising a complaint, please provide as much information as possible. This helps us to resolve the matter quickly.

If We can't resolve **Your** complaint immediately, We aim to resolve it within 15 calendar days.

### For Maxxia Customers:

Phone: 1300 123 123

Email: mycarassist@maxxia.com.au

In writing: L18, 360 Elizabeth Street Melbourne,

VIC 3000.

### For RemServ Customers:

Phone: 1300 303 940

Email: remserv@remserv.com.au

In writing: L17, 69 Ann Street Brisbane QLD

4000.

### For Oly Customers:

Phone: 1300 328 186

Email: hello@oly.com.au

In writing: L 21, 360 Elizabeth St Melbourne

VIC

3000.

### Step 2:

### Internal Dispute Resolution (IDR) process

If We / our **Agents** can't resolve **Your** complaint, **You** can request that **Your** complaint be reviewed by the Customer Advocate. The Customer Advocate will respond in writing either within 15 calendar days of **Your** complaint being referred for review or now later than 30 days of when **You** first raised **Your** complaint, whichever is earlier

Phone: 1300 649 515

Email: customer.advocate@mmsg.com.au

In writing: Customer Advocate, L21 360 Elizabeth Street Melbourne, VIC 3000.

### Step 3:

### **External Dispute Resolution**

Your IDR options are exhausted after the IDR response letter is issued to You. If You remain dissatisfied with the IDR response letter, You may lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA is a free service to consumers and provides fair and independent financial services complaint resolution. **You** may contact them at any time for advice.

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: afca.org.au

In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

### PROTECTING YOUR PRIVACY

We respect **Your** privacy and safeguard **Your** information. We're committed to handling **Your** personal information in a responsible manner consistent with our privacy **Policy** and Australian privacy principles.

Pacific collects personal information to assess
Your request for insurance, to administer Your
Policy, provide other insurance services
requested by You, and to notify You from time to
time about other Pacific services or promotions.
At the time of collecting Your information, we'll
let You know the reason we need it and the
consequences for not providing the information.

In order to offer insurance services, **Pacific** may need to share **Your** information with third parties, including **Your Agent**, **Pacific's** reinsurers and claims providers. For a full list see, <u>PACIFIC'S</u> <u>PRIVACY POLICY</u>.

In line with **Pacific's** privacy **Policy**, at any time **You** can access the information **Pacific**, or its service providers, hold on **You**.

For a copy of our privacy **Policy**, contact us:

Website: www.pacificins.com.au

Email: contactus@pacificins.com.au

In writing: Privacy Officer, PO Box 550, Kotara

NSW 2289.

### APPLIES TO ALL SECTIONS OF THIS POLICY

These are the words that have specific meanings in **Your PDS** 

#### **Australian Consumer Law**

The consumer protection sections under **Australian Consumer Law** found in **Schedule 2** of the Competition and Consumer Act 2010 (Cth).

### **Additional Benefits**

Benefits in addition to the rights and remedies available under **Australian Consumer Law.** 

### Administrator / Agent

Maxxia Pty Ltd, Remuneration Services (RemServ) (QLD) Pty Ltd or Oly Pty Ltd (Oly).

### **Authorised Representative**

Our representative, named on the **Policy Schedule**, authorised to give general advice on, and deal in, Motor Vehicle Lease Insurance products.

### Claim Benefit Limit(s)

The most we'll pay for any claim.

#### **Commencement Date**

The date **Your Cover** will commence, as shown on **Your Policy Schedule**.

### Comprehensive Car Insurance / Insurer

An insurance **Policy** covering **Your Car** against accidental loss, damage, or theft. The insurer is the **Comprehensive Car Insurer**.

### **Consequential Loss**

In addition to its common law meaning, means any damage caused to additional **Car** parts or components, as a result of the initial failure of a **Car** part or component.

#### Cover

The protection provided by the Policy.

#### **Cover Level**

The options as outlined in the benefits table with associated terms, conditions, **Exclusions**, and limitations.

### **Cover Term**

The length of time this **Cover** is effective, as shown on the **Policy Schedule**.

### **Discharge**

Settlement of the amount owing on the **Finance Contract** as at the date of the **Total Loss**.

### **Drugs**

Any illegal substance or non-prescribed drug which, when used, impairs the person's faculties. Or a prescribed drug used contrary to medical or **Manufacturer's** advice.

#### **Endorsement**

An additional term or condition applied by us, or an alteration requested by **You**.

An **Endorsement** may be sent as a separate document or stated on the **Policy Schedule**.

#### **Excess**

The amount You pay when You make a claim on Your Comprehensive Car Insurance.

### **Excess Period**

The first 30 days of **Involuntary Unemployment** (applies to **Lease Protection Cover** only).

#### **Exclusions**

Something **Your Policy** doesn't **Cover** and We won't pay for.

### APPLIES TO ALL SECTIONS OF THIS POLICY

### **Finance Contract**

The original finance agreement between You and Your Financier to lease the Car shown in the Policy Schedule.

### Finance Provider/Financier/Finance Company

The Company You entered into a Finance Contract with, as shown on the Policy Schedule.

### **Finance Payment**

The regular **Payment You**, or any other person, entity or **Company** acting on **Your** behalf, has agreed to pay. This doesn't include any operating or running costs, or any residual or balloon **Payments**.

### **Hand-Back Option**

The option to hand back **Your Car**, in line with the terms and conditions of this **Cover** and **Your Lease Agreement**.

### **Lease Agreement**

The written agreement between **You** and the **Lease Provider**. The lease number is shown on the **Policy Schedule**. This agreement must be in writing and state:

- the name and address of the Finance Company.
- the term of the agreement,
- the Residual Value, and
- the agreed monthly Lease Payment amount.

### **Lease Payment**

The regular **Payment You**, or any other person, entity or **Company** acting on **Your** behalf, has agreed to pay. Excludes any final residual or balloon **Payment**.

#### Lease Provider

The Company that has entered into a Lease
Agreement with You to provide the Vehicle under a lease arrangement, and to who You are

contractually obligated to make Lease Payments, as set out in the Policy Schedule.

The Lease Provider may also be referred to as the Financier or Finance Company and is typically the party with who You have executed the Finance Contract for the purposes of the lease.

#### **Trade Value**

The average value a franchised motor **Car** dealer would pay for **Your Car** at auction, or when traded in on a similar trade **Car**, taking into consideration kilometers the **Car** has travelled and its condition. This value will be calculated by the Insurer utilizing current trade quotes.

#### **Market Value**

The Market Value of the Car as detailed in the current GLASS'S DEALERS GUIDE

#### **Maximum Benefit**

The **Maximum Benefit** amount we'll pay for any single or multiple claims during any 12-month period, under each **Cover** option.

#### Minimum Benefit

The **Minimum Benefit** amount under each **Cover** option.

### **Natural End Date**

The date shown on **Your** Lease Agreement that the original lease term is scheduled to end.

### **Outstanding Balance**

The outstanding finance amount on the date of **Total Loss** or hand-back, excluding payments in arrears.

#### **Pacific**

**Pacific** International Insurance Pty Ltd ABN: 83 169 311 193. We may also refer to **Pacific** as "we", "us", or "our".

### APPLIES TO ALL SECTIONS OF THIS POLICY

### **Period Of Insurance**

As shown on the **Policy Schedule**, the period from the start date of the **Policy** to the date the **Policy expires**.

### **Permanent Employment**

An employment relationship where an individual works for an employer and receives **Payment** directly from them.

## Permanent Gainful Occupation / Employment

You are working:

- On a permanent and continuous basis for wages or income for a minimum average of 20 hours every week, or
- On a fixed term employment contract basis for wages or income for a minimum of 20 hours every week for the duration of the employment contract

### **Permanent Resident**

An Australian citizen or holder of an Australian Permanent Residency visa **Policy**.

### **Policy**

Your insurance Policy is a contract between You and us and contains all relevant terms and conditions.

It consists of this PDS, FSG, the Policy
Schedule and any other change to the terms of
the Policy we may advise You of in writing (such
as Endorsements, supplementary PDS,
documents or notices we may give You from time
to time).

### **Policy Schedule**

The relevant **Schedule** we issue (including for a **Policy** variation)

Includes Your details, the Car details and the Policy number, together with the details of Cover, Premium and other Policy information.

#### Premium

The amount You pay for the insurance.

### Psychiatric Specialist or Psychiatric Nurse

A legally qualified and registered medical practitioner, other than **You** or **Your** business partner or another immediate family member.

### Value of Car

The amount financed by **You** for **Your Car** under the **Finance Contract** at the start of the lease, including GST and any on-road costs (applies to all **Cover** except **Guaranteed Buyback**).

If you're refinancing, 'Value of Car' is the Car's current Market Value according to the <u>GLASS'S</u> DEALERS GUIDE at the start of the lease..

**Guaranteed Buyback Cover** Option Only-What **You** paid for **Your Car** at the start of the lease including all on-road costs and delivery charges. Does not include GST.

### **Residual Value**

The value (including GST) calculated by **Your Finance Company** at the start of **Your** lease.
Applies when the **Lease Agreement** ends after the full term has expired.

### **Terrorism**

Any act which involves or may involve the use, or threat of, force or violence where the purpose of the act is to further a political, religious or ideological aim, or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public.

### APPLIES TO ALL SECTIONS OF THIS POLICY

### **Terminal Illness**

Refers to a sickness or injury that, despite reasonable medical treatment in the person's circumstances, is likely to result in their death within a period (the certification period) that ends not more than 24 months after the date of the certification.

Terminal Illness must be certified two medical practitioners where each must make the certification in writing with at least one of the medical practitioners being a specialist practicing in an area related to the person's sickness or injury.

### **Permanent Injury**

Refers to a lasting physical or psychological impairment that results from an accident, illness, or medical condition and is not expected to fully heal or improve significantly over time.

### **Total Loss**

If the Car is stolen and not recovered and/ or damaged beyond economic repair, the Comprehensive Car Insurer has declare the Car a Total Loss and issue a Total Loss Payment.

### **Total Loss Payment**

The Payment issued to You by Your Comprehensive Car Insurer, after Excess deduction, following a Total Loss.

### **Usual Occupation**

The occupation you're engaged in, and from which **You** receive the largest portion of **Your** income, at the time of a claim event.

### Vehicle / Car

Your under-finance motor Car, registered for use on public roads, as shown on the Policy Schedule.

#### Includes:

- standard tools, modifications or accessories that were part of the original Car at the time of purchase, and:
- Any non-standard accessories or modifications listed as part of the Car on the Comprehensive Car Insurance Policy.

### **Waiting Period**

The first 30 days from the **Policy** start date.

#### War or Warlike Activities

An act of a foreign enemy, hostilities or warlike operation (whether war is declared or not), civil commotion, civil war or rebellion.

### **Workers Compensation**

Workers Compensation means any statutory insurance, indemnity, or compensation scheme established under Commonwealth, State or Territory legislation in Australia that provides compensation or benefits to employees who suffer injury, illness or death arising out of or during the course of their employment.

### You and Your

The person named in the **Policy Schedule** as the purchaser and owner of the **Car**.

### MOTOR VEHICLE LEASE INSURANCE

**OPTIONS POLICY** 

This is Your Motor Vehicle Lease Insurance.

Options **Policy**. Please read it carefully to make sure it's right for **You**.

This **Policy** includes three different **Cover** options. All of these **Cover** types are optional. Read the options carefully so **You** select the most suitable **Cover**.

The eligibility criteria is outlined in each **Cover** option. Occasionally we ask for extra eligibility criteria at the point of sale. We do this so we can offer **You Cover** that's likely to be of **Value** and suit **Your** needs.

The **Cover** options are:

- Total Loss Assist insurance:
- Lease Protection insurance;
- Guaranteed Buyback insurance.

Your Policy is a contract of insurance between You and us and consists of:

- this PDS;
- the most current Policy Schedule;
- any Endorsements; and
- any other change advised by us in writing.

Please keep all **Your Policy** documents in a safe place.

**COVER AND ELIGIBILITY** 

### What's Covered

Please read this section carefully for the full terms, conditions, **Claim Benefit Limits** and **Exclusions**. This **Cover** provides 6 **Cover Levels** as outlined in the benefits table below.

Each Cover Level is subject to terms, conditions, Exclusions and limitations.

### **Eligibility Criteria**

You can only apply for Total Loss Assist Insurance Cover at the beginning of the Finance Contract.

To be eligible for this **Cover**, **You** must have finance approved by our preferred provider.

#### Your Car must be:

- under 10 years old at the Commencement Date,
- valued at between \$5,000 and \$140,000
- comprehensively insured at the time the Policy starts and remain so for the duration of Cover.

### Commencement of Cover after a Claim

This Cover will continue until the end of the **Period of Insurance** when we:

- accept a claim under the Policy, and;
- Your Vehicle (subject of the claim) is replaced with another Car.

### **How We Issue Payments**

In the event of a claim, any monies still outstanding with **Your Financier** after **Payment** from **Your** comprehensive motor **Vehicle** insurer, will be made first. Any remaining benefit will be paid to **You** directly.

BENEFITS

# What Benefits are Payable Under This Cover?

This **Cover** pays the higher of the difference between:

- Your Total Loss Payment and the amount to Discharge Your Finance Contract; and
- the difference between Your Total Loss
   Payment and the Value of Car.

If You refinance the Car after finalising the original Finance Contract, we'll recalculate the Policy Value of Car. To do this, we'll use the Car's current Market Value according to the GLASS'S DEALERS GUIDE at the time Your new lease commenced.

**Cover** is subject to the terms, conditions and **Exclusions** of this **Cover**.

The **Maximum Benefit You** selected is shown on **Your Policy Schedule**.

### You Can Claim if:

- Your Car was declared a Total Loss by Your Comprehensive Car Insurer, and you've received a Total Loss Payment from them;
- that Total Loss Payment is less than the Outstanding Balance of Your Finance Contract or the Purchase Price of Your Car.

We'll pay any remaining balance directly to **Your** Finance Provider/Finance Company. Any additional funds will be paid to **You**.

If you've met Your obligations to Your Financier, You can choose to contribute funds towards a replacement Car and any extra expenses from Your Car being declared a Total Loss.

### Claim Benefit Limit(s)

The most we'll pay for any claim, as outlined in the benefits table below.

### **Maximum Benefit**

The **Maximum Benefit** under this **Cover**, as outlined in the benefits table below.

### Minimum Benefit

The **Minimum Benefit** under this **Cover**, as outlined in the benefits table below.

### Other Information

- If Your Car is declared a Total Loss by Your Comprehensive Car Insurer and they replace the Car, we'll pay You the minimum Payment of \$5,000.
- In the event the amount we calculate to settle Your claim is less than the minimum Payment, we'll pay the difference, so You receive the \$5,000 minimum Payment.

	BENEFITS TABLE					
Cover Level	Purchase Price	Maximum Payment	Minimum Payment			
1	\$5000 - \$25,000	\$12,500	\$5,000			
2	\$25,001- \$35,000	\$17,500	\$5,000			
3	\$35,001- \$50,000	\$25,000	\$5,000			
4	\$50,001- \$65,000	\$37,500	\$5,000			
5	\$65,001- \$80,000	\$40,000	\$5,000			
6	\$80,001- \$140,000	\$60,000	\$5,000			

The Value of Car determines Your Cover Level.

The **Cover Level** might not be enough to cover the gap on **Your Finance Contract**.

Each **Cover Level** is subjected to terms, conditions, **Exclusions** and limitations not listed in this summary table.

**CLAIM EXAMPLES** 

### Claim Example 1

John leases a Car for \$32,000 for four years.

As the Value of Car is between \$25,001 and \$35,000, he takes out Cover Level 2 and his Car is insured for a maximum of \$17,500.

John has an accident three years into the lease and the **Car** is declared a **Total Loss** by his **Comprehensive Car Insurer**.

The payout from his **Comprehensive Car Insurer** is \$19,000 after deducting the **Excess**.

Finance owing is @21,000.

### Possible Benefits Payout

The difference between finance owing and **Comprehensive Car Insurance** payout is \$2,000.

The difference between **Purchase Price** and **Comprehensive Car Insurance** payout is \$13.000.

Given the \$13,000 is the greater of the two and is less than the maximum **Cover** amount of \$17,500. John would be entitled to \$13,000.

The \$13,000 would be paid in the following way:

- \$2,000 would be paid to the Finance
   Provider/Company to Cover the outstanding finance amount; and
- The remaining \$11,000 is paid to John to help out with any out-pocket expenses or to buy a new Car.

### Claim Example 2

Mary leased her **Car** five and a half years ago for \$40.000.

She originally took a four year lease, then released it for an extra two years.

When Mary took out the re-lease, she bought **Total Loss Assist Cover.** According to the **GLASS'S DEALERS GUIDE**, the **Market Value** of the **Car** at the start of the re-lease was \$16,000.

Mary took out **Cover Level 1** and her **Car** was insured for \$12,500.

The **Car** was stolen eighteen months into the release.

The payout from her Comprehensive Car Insurer is \$11,500 after deducting the Excess.

Finance owing at the time of the claim was \$12,000.

### **Possible Benefits Payout**

The difference between finance owing and **Comprehensive Car Insurance** payout is \$500.

The difference between the Value of Car at the time of re-lease and Comprehensive Car Insurance payout is \$4,500.

Mary's **Minimum Benefit** is \$5,000 and the benefit payable is therefore \$5,000

If You refinance the Car after finalising the original Finance Contract, "the price You originally paid" at the time of the new Finance Contract is the Car's current Market Value, according to the GLASS'S DEALERS GUIDE.

Contact the **Agent** as soon as possible.

### For Maxxia Customers:

Phone: 1300 882 042 or

Email: insuranceclaims@maxxia.com.au

### For RemServ Customers:

Phone: 1300 577 580 or

Email: insuranceclaims@remserv.com.au

### For Oly Customers:

Phone: 1300 328 186 or

Email: insuranceclaims@oly.com.au

Be ready to provide the following:

- a completed and signed claim form;
- confirmation from Your Comprehensive Car Insurer confirming the Total Loss Payment made to You;
- a copy of the Finance Contract from Your Finance Provider, along with a statement of the Outstanding Balance; and
- written statements under oath (if reasonable required by the insurer).

You must also be willing to be interviewed about the circumstances of the claim. You'll only have to do this if reasonably necessary for the assessment of Your claim.

### **Claim Recovery**

If for any reason we pay benefits **You** or **Your Lease Provider** weren't entitled to, we have a right to recover those benefits.

CONDITIONS AND EXCLUSIONS

### **Termination of Cover**

Your Cover will end when:

- the Period of Insurance, as stated in the Policy Schedule, expires,
- Your Finance Contract is paid out in full, discharged, refinanced or terminated.
- we receive a written request from You to cancel Your insurance, or
- we give written notice to terminate Your insurance in accordance with relevant legislation.

### **Policy Exclusions**

Remember back at the start when I said, as Your PDS, I'm here to help You?

Well, that means understanding what we do Cover as well as what we don't Cover.

It's important to read this part as well so there's no surprises when **You** lodge a claim.

A **Policy Exclusion** is something **Your Policy** doesn't **Cover** and that we won't pay for.

The Total Loss Assist Exclusions are:

- if Your Comprehensive Car Insurer hasn't agreed Your Car is a Total Loss.
- any arrears on the Payments of Your Finance Contract. This includes deferred Payments and penalty costs related to late or deferred Payments.
- additional costs under the Finance Contract not directly linked to the purchase or finance of Your Car.
- if the Car is used for:
  - hire,

- carriage of passengers for fare or reward

(not Car-pooling arrangements),

- courier purposes,
- driver instruction (other than for **Your** immediate family),
- driven while under the influence of alcohol or **Drugs**,
- engaging in a criminal act, or;
- motor sport of any kind, including testing.
- if the **Car** is removed, or in the process of being removed, from Australia.
- any loss or damage caused by War or Warlike Activities (not including peace time manoeuvres).
- an act of Terrorism.
- Your Comprehensive Car Insurer can repair Your Car but You want a Total Loss.
- if You deliberately cause, or give Your consent to a deliberate act causing, the Total Loss.
- any loss or damage caused by the use, existence or escape of nuclear fuel, nuclear material or waste

COVER AND ELIGIBILITY

### What's Covered

If Your employment ends unexpectedly due to one of the situations listed below, You may be able to claim and receive support to either continue making payments to Your Financier and / or to hand back the Vehicle and have the remainder of the lease paid out.

The situations covered are:

- Involuntary unemployment
- Mental or functional disorder
- Sudden Terminal Illness or Permanent Injury
- Workers Compensation claim
- Carer requirements
- Expatriate Move
- Divorce or separation
- Death of spouse or child
- Birth of a child
- Temporary Work Visa

Please read this document for the full terms, conditions, Claim Benefit Limits and Exclusions.

### **Eligibility Criteria**

To apply for this **Cover**, **You** must be no older than 65 years at the start of the lease.

### 30 Day Excess Period

A 30 day Excess Period applies. This means we won't pay any benefits during the first 30 days of Your Involuntary Unemployment.

### **How we Issue Payments**

In the event of a claim, **Payment** will be made to **Your Lease Provider**, monthly in arrears. In the event of a claim for **Vehicle** running cost benefit, the benefit will be paid to **You** directly, monthly in arrears.

COVER AND ELIGIBILITY

# What Benefits are Payable Under this Cover?

### **Involuntary Unemployment**

- you're unable to continue Your permanent gainful employment as a direct result of involuntary dismissal or redundancy, or;
- Your fixed term employment contract is terminated before the agreed end date.

#### **Mental or Functional Disorder**

 Your unemployment is due to a mental or functional disorder (meaning any form of anxiety, depression, stress, psychosis or neurosis), You must be receiving care and attention from a Psychiatric Specialist or Psychiatric Nurse before and after the termination of employment,

### Sudden Terminal Illness or Permanent Injury

 This Cover applies when during the Period of Insurance, and on medical advice, You resign Your position with Your current employer to receive life saving medical treatment or You are permanently injured and unable to work or regain employment.

### **Workers Compensation**

 This Cover applies when During the Period of Insurance, if You are receiving a Workers Compensation benefit and unable to work for a period of time

### **Carer Requirements**

 This Cover applies when During the Period of Insurance, and on medical advice, You resign Your position with • Your current employer to care full time for an immediate family member.

### **Expatriate Move**

 During the Period of Insurance, Your current employer offers You, and You accept, an overseas posting for a period of 12 months or more.

### **Divorce or Separation**

 This Cover applies if during the Period of Insurance, You proceed to Divorce or Separate and You are unable to work for a period of time.

### **Death of Spouse or Child**

 This Cover applies if during the Period of Insurance, Your spouse or child passes away and You are unable to work for a period of time.

#### Birth of a Child

 This Cover applies if during the Period of Insurance, You or Your spouse gives birth to a child and You are on maternity leave.

### **Temporary Work (Skilled) Visa**

 If you're the holder of a Temporary Work (Skilled) visa (subclass 457), or a Temporary Skills Shortage (TSS) visa (subclass 482), You can return Your Car to the Lease Provider at any time during the first three months of becoming Involuntarily Unemployed.

COVER AND ELIGIBILITY

### **Benefits Payable**

### **Lease Payments**

If You have a claim due to Involuntary Unemployment, Mental or Functional Disorder, Workers Compensation, Carer Requirements, Divorce or Separation, Death of Spouse or Child or Birth of a Child, You may be entitled to the Lease Repayments benefit.

The Lease Repayments benefit entitles
You to receive up to 10 Lease Payments
that will be made directly to Your Financier.

In the event of a claim, **Payment** will be made to monthly in arrears.

Any period of **Unemployment** begins on the first day after **Your** final date of employment

### What Happens After The 30 - Day Excess Period?

On the 31st day, if you've not returned to permanent gainful employment, we'll pay the first **Lease Payment** on **Your** behalf.

If Your Unemployment continues for another 30 consecutive days, on day 61, we'll make a second Lease Payment on Your behalf.

If you're still unemployed for a further 30 consecutive days, on the 91st day, we'll make a third **Lease Payment** on **Your behalf**.

This will continue until one of the following happens:

- 10 Lease Payments are made;
- the Maximum Benefit is reached:
- the Hand-Back Option is selected;
- You return to permanent gainful employment; or

 The scheduled end date of Your fixed term contract.

whichever comes first.

- If You make a claim and return to permanent gainful employment, You must stay in permanent gainful employment for at least 180 consecutive days before You can make another claim under this Cover.
- Claims arising from Sudden Terminal Illness or Permanent Injury, Carers Requirements or Expatriate Move are not entitled to the Lease Repayments benefit.

### **Monthly Running Cost**

In the event You can claim for the Lease Repayment benefit, You will also receive a direct Payment of \$400 per month to help cover the running costs of the care. The monthly running cost Payment will cease when the Lease Repayments end.

### **Hand Back Option**

If **You** have a claimable event, **You** are eligible for the **Vehicle Hand Back Option**.

If You terminate Your Lease Agreement and surrender Your Car to Us (the insurer) we'll pay the Financier an amount equal to (subject to the Maximum Benefit) the Outstanding Balance of the Lease Agreement as at the date You returned Your Car.

This amount excludes any: arrears in Lease Payments in excess of two months before a claim was submitted, and/or additional costs or payments because of variations to the Lease Agreement after the Policy was taken out, including early Discharge fees, and/or additional costs, such as warranty plans, included in the amount.

**COVER AND ELIGIBILITY** 

If Your claim is a result of Involuntary
Unemployment, You can only exercise the
Hand Back Option after 3 Lease
Repayments have been made.

You can use the Hand-Back Option if:

- we've paid Lease Payments on Your behalf, up to immediately and before the 10 Lease Payments, and
- you've returned Your Car to the Lease Provider in line with the Lease Agreement (if applicable), and
- at the time You hand back the Car, you've not returned to permanent gainful employment, or you're not about to return to permanent gainful employment.
- the Car must be assessed by Pacific to ensure the Car is in good working order with no unrepaired damage and the Car being serviced in line with the Manufacturer's service recommendations.

This Cover will end once we've made a Payment to the Financier under the Hand-Back Option.

### **Hand Back Option**

The maximum amount we'll pay during the **Period of Insurance** is \$50,000.

This includes any Payment made to the Financier under the Hand-Back Option less the Likely Trade Value of the Vehicle plus the Lease Payments and Payments made towards running costs.

If You are entitled to claim and decide to retain the Vehicle, we will pay the difference between the finance amount owing and the Likely Trade Value to the Financier.

For this to occur, **You** must first pay the **Financier** the **Likely Trade Value**.

CLAIM EXAMPLE

### Claim Example

Steve took out a Lease Protection insurance Cover on 1st February 2016 when he commenced his Lease Agreement with his Lease Provider.

The Lease Agreement is for four years, and his Lease Payment is \$750 per month.

On 30th April 2018, Steve is made redundant by his employer.

There's no benefit payable during the 30 day Excess Period.

For a benefit to be paid, as agreed under the terms and conditions of the **Cover**, Steve registers with Centrelink and begins actively looking for a new job.

If, after the 30 day Excess Period, Steve's still unemployed, he'll be entitled to the equivalent of one months' Lease Payment, even if he's only unemployed for one more day.

If Steve remains unemployed on day 61, he'll be entitled to a second **Lease**Payment.

He'll keep being paid the equivalent of one month's **Lease Payment** each time his unemployment continues into a new 30-day period (day 91, day 121 etc).

It's important to remember **Payments** are made directly to the **Lease Provider**.

Steve can surrender his **Car** to the **Lease Provider** if, after receiving at least three months' worth of **Lease Payments**, he:

- is still unemployed; and
- hasn't, or isn't about to, enter into an agreement for new employment.

Steve can also claim the Hand-Back Option of Involuntary Unemployment Cover. This way he can settle and end his Lease Agreement with his Lease Provider.

On the day Steve returns his **Car** to the **Lease Provider**, the **Outstanding Balance** of the **Lease Agreement** is \$16,000.

The Lease Provider advises the Fair Sale Price for his Car is \$14,000.

The benefit **Payment** to settle and end his **Lease Agreement** is \$2000 (\$16,000 - \$14,000).

Steve will also be directly paid the monthly **Car** running cost benefit until:

- the maximum amount of Lease
   Payments have been made; or
- the Hand-Back Option is selected; or
- he finds gainful employment

MAKING A CLAIM

### Making a Claim

Contact the **Agent** as soon as possible.

### For Maxxia Customers:

Phone: 1300 882 042 or

Email: insuranceclaims@maxxia.com.au

### For RemServ Customers

Phone: 1300 577 580 or

Email: insuranceclaims@remserv.com.au

### **For Oly Customers:**

Phone: 1300 328 186 or

Email: insuranceclaims@oly.com.au

Be ready to provide the following:

- a completed and signed claim form to the Agent as soon as possible.
- all letters, documents, medical certificates or other documents you've been reasonably asked to provide.

You must give all requested information and assistance about Your claim. Any information given must be honest, correct and complete.

When assessing **Your** claim, we may ask for:

- proof you've registered Your Involuntary Unemployment with the relevant government employment agency in Your area,
- evidence of Your Involuntary Unemployment, such as a letter from Your previous employer,
- evidence you're actively looking for a new job,
- an independent examination by a medical practitioner. This will be paid for by us,

- evidence from an appropriate specialist for claims relating to mental or functional disorders, Sudden Terminal Illness or Permanent Injury, Carers requirements
- evidence confirming a Workers
   Compensation Claim has been lodged
- written statements under oath, and;
- You to be interviewed about the circumstances of the claim.

# LEASE PROTECTION INSURANCE CONDITIONS AND EXCLUSIONS

### **Claim Recovery**

If for any reason we pay benefits **You** or **Your Lease Provider** weren't entitled to, we have a right to recover those benefits.

### **Termination of Cover**

Your Cover will end when:

- the Period of Insurance, as stated in the Policy Schedule, expires;
- when the Maximum Benefit has been paid;
- Your Finance Contract is paid out in full, discharged, refinanced or terminated;
- we receive a written request from You to cancel Your insurance;
- we give written notice to terminate Your insurance in accordance with relevant legislation; or
- You decide to use the Car Hand-Back Option.

### **Policy Exclusions**

Remember back at the start when I said, as **Your PDS**, I'm here to help **You**?

Well, that means understanding what we do **Cover** as well as what we don't **Cover**.

It's important to read this part as well so there's no surprises when **You** lodge a claim.

A **Policy Exclusion** is something **Your Policy** doesn't **Cover** and that we won't pay for

The Lease Protection Exclusions are:

 Involuntary Unemployment during the first 30 days from the Policy start date,

- Your unemployment is due to alcoholism, drug addiction or the influence of intoxicating liquor or Drugs,
- Your unemployment is due to a mental or functional disorder (meaning any form of anxiety, depression, stress, psychosis or neurosis), unless you're receiving care and attention from a Psychiatric Specialist or Psychiatric Nurse before and after the termination of employment.
- You knew Involuntary Unemployment was about to happen before You started this Policy,
- Your employment contract or seasonal employment ends,
- You take voluntary redundancy, resign, retire or abandon Your employment,
- you're self-employed or Your employing Company is controlled by You or Your family,
- you're dismissed due to misconduct (not following Company rules or breaking the law)
- any loss or damage caused by War or Warlike Activities (not including peace time manoeuvres).
- an act of **Terrorism**.
- any loss or damage caused by the use, existence or escape of nuclear fuel, nuclear material or waste.

# GUARANTEED BUYBACK INSURANCE COVER AND ELIGIBILITY

### What's Covered

Please read this document for the full terms, conditions, Claim Benefit Limits and Exclusions.

When Your Lease Agreement reaches its Natural End Date and the Likely Trade Value of Your Car is less than the Residual Value of Your lease You can elect to do one of the following:

- (i) by transferring ownership of the **Car** to us, we will arrange to payout **Your** outstanding finance amount; or
- (ii) if You wish to retain the Vehicle, we will pay the Financier the difference between the Likely Trade Value and the Residual Value so long as You pay the Financier the Likely Trade Value.

If You terminate our Lease Agreement prior to the Natural End Date, We will contribute to the Finance Payout Amount if the Likely Trade Value of the Vehicle is less than the Australia Tax Office (ATO) calculated value using percentages set by the ATO.

To gain the full **Maximum Benefit** of the **Guaranteed Buy Back** option it is not designed to be claimed on until 30 days out from **Your Natural Lease End Date**.

### **Eligibility Criteria**

To apply for this **Cover You** must have current **Comprehensive Insurance** on the **Car** for the duration of the lease.

### **Your Car Must:**

- be less than five years old at the start of the Lease Agreement,
- be valued under \$140,000 when the **Policy** starts.

### **How We Issue Payment**

In the event of a claim, Payment will be made to Your Finance Company, or as directed by Your Finance Company.

# GUARANTEED BUYBACK INSURANCE COVER AND ELIGIBILITY

# Early Termination of the Lease

Your novated lease is not designed to be paid out early. If the situation arises where You are required to terminate Your lease early, we will pay a contribution towards Your Finance Payout Amount if the Likely Trade Value of Your Vehicle is less than the value calculated by using the percentages set out by the Australian Tax Office (ATO) multiplied by the Purchase Price of Your Vehicle.

Term of Lease	Percentage of Purchase Price
Year 2	56.25%
Year 3	46.88%
Year 4	37.50%
Year 5	28.13%

If the lease term isn't one of the terms shown in the table above (for example, the lease ran for 33 months), the percentage of the **Value of Car** is calculated using the number of full years plus a deduction of 0.78125% for each additional full month

The contribution will be equal to the value calculated above less the **Trade in Value**.

### **Benefit Limits**

The maximum amount that we will contribute to any claim is \$30,000.

The minimum amount we will pay in the event of an early termination **Payment** is \$2000 if the payout amount is not greater than the difference between the **Finance Payout Amount** and the **Likely Trade Value**.

# GUARANTEED BUYBACK INSURANCE

### Claim Example 1

Barry leased a **Car** with a value of \$65,000 (excluding GST) through a novated lease.

The term of the lease was three years.

At the end of the three-year lease term, Barry is advised the following figures apply:

- Residual Value issued by the Finance Company was \$30,472 (ex GST).
- Likely Trade Value is \$25,500 (ex GST).

As the Likely Trade Value is less than the Residual Value, Barry can choose to hand the Car in at the end of the lease and receive the following two Payments:

- \$25,500 (ex GST) the Car's Likely Trade Value.
- \$4,972 the difference between the Likely Trade Value and the Residual Value.

The total combined **Payment** of \$30,472 plus GST will be paid to the **Financier** to payout the lease.

If Barry chose to retain the **Vehicle**:

- Barry would need to pay the Financier the Car's Likely Trade Value \$25,500 and
- The difference between the Likely
  Market Value and the Residual
  Value (\$4,972) would be paid to the
  Financier once Barry's Payment
  was received.

### Claim Example 2

Sarah leased a **Car** with a value of \$42,000 (ex GST) through a novated lease.

She took out a four-year lease in March 2022.

In February 2025, Sarah wanted to end the lease early so she contacted the insurer to see if she could lodge a claim.

- Financier advised the outstanding finance amount was \$27.500
- Likely Trade Value calculated by the insurer was \$18.500
- ATO calculated value was \$19,689 (\$42,000 x's 46.88% from ATO table)

As the Likely Trade Value was less than the ATO calculated value, Sarah is entitled to claim. The difference between the Likely Trade Value and the ATO calculated value is \$1,189. As the minimum claim amount is \$2,000, and the gap between the Likely Trade Value and the outstanding finance is greater than \$2,000, Sarah would need to contribute to the outstanding finance amount before the claim could be paid.

If Sarah chose to hand in the Car:

the **Vehicle** ownership would need to be transferred to the insurer

The insurer would pay the sum of the **Likely Trade Value** plus the claim amount to the **Financier** (total \$20,500) and

Sarah would pay the difference between the total amount paid by the insurer and the outstanding financed amount to the Insurer i.e. \$27,500 less \$20,500 equals \$7,000.

If Sarah chose to retain the Vehicle:

Sarah would pay the Financier the Car's Likely Trade Value and

The difference between the outstanding finance amount, the claim amount and the **Likely Trade Value** - \$27,500 less \$2,000 less \$18,500 equals \$7,000.

# GUARANTEED BUYBACK INSURANCE COVER AND ELIGIBILITY

### **Claim Example 3**

Matthew leased a **Car** with a value of \$18,000 (ex GST).

He took out a four-year lease in August 2017.

In October 2019, Matthew wanted to end the lease early, so he contacted his insurer to see if he could lodge a claim.

- Financier advises the outstanding amount is \$14,200 (ex GST)
- Likely Trade Value is \$12,500 (ex GST).
- ATO Discounted Value is \$9,844 (ex GST)

The **ATO Discounted Value** is calculated using the table below..

Term of Lease	Percentage of Purchase Price
Year 2	56.25%
Year 3	46.88%
Year 4	37.50%
Year 5	28.13%

Discount value for Year 2 is 56.25%, less 2 times the per month factor of 0.78125% for the extra two months the lease was into the third year.

Total discount factor is 54.69%.

54.69% applied to the original **Purchase Price** of \$18,000 = \$9,844.

As the Likely Trade Value is greater than the ATO Calculated Value, there is no benefit is payable under this Cover.

## GUARANTEED BUYBACK INSURANCE

MAKING A CLAIM

### Making a Claim

Contact the **Agent** as soon as possible.

### For Maxxia Customers:

Phone: 1300 882 042 or

Email: insuranceclaims@maxxia.com.au

### For RemServ Customers

**Phone**: 1300 577 580 or

Email: insuranceclaims@remserv.com.au

### For Oly Customers:

Phone: 1300 328 186 or

Email: insuranceclaims@oly.com.au

You must provide all reasonable assistance when requested, in relation to Your claim. You must give us the information and assistance We reasonably request and any information You give us must be honest, correct and complete.

For **Your** claim to be processed we will require:

- a Vehicle assessment form to be completed;
- a minimum of six digital photographs of Your Vehicle. These photographs are to include the front, rear and each side of the Vehicle and at least one of the console and the interior of the Vehicle;
- You to surrender the Vehicle to us, or to an organisation we will nominate.
   You will need to do this by the date we advise You. If You are unable to surrender the Vehicle, we can arrange for Your Vehicle to be collected from a mutually convenient location. If You want us to arrange the collection, You may be responsible for the costs in doing so; and

 You to accept Our offer to settle Your claim by the date We advise You. We will give You reasonable time to consider Our offer.

### **Claim Recovery**

If for any reason We pay benefits to which **You** or **Your Finance Company** is not entitled to, We shall have a right to recover those benefits.

# GUARANTEED BUYBACK INSURANCE CONDITIONS AND EXCLUSIONS

### **Termination of Cover**

This **Cover** will end when any of the following occur:

- Payment of a claim under this Cover;
- the Period of Insurance, as stated in the Policy Schedule, expires;
- Your Finance Contract is paid out in full, discharged, refinanced or terminated;
- the Maximum Benefit limit has been reached; or
- you're no longer an Australian resident.

### **Policy Exclusions**

Remember back at the start when I said, as Your PDS, I'm here to help You?

Well, that means understanding what we do **Cover** as well as what we don't **Cover**.

It's important to read this part as well so there's no surprises when **You** lodge a claim

A Policy Exclusion is something Your Policy doesn't Cover and that we won't pay for

The Guaranteed Buyback Exclusions are:

- the Likely Trade Value of Your Car is more than the Residual Value or the calculated ATO Value,
- the Finance Company terminates Your Lease Agreement,
- the Car has been, or is being, used for conveyance of passengers for reward, rent or hire, delivery or courier services for reward, or by police or emergency services,

- Your Car is deemed a Total Loss by Your Comprehensive Car Insurer
- Your Car is in poor condition or damaged.
- You sell Your Car to someone else.

### FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is an important document designed to help You decide if the financial services offered are right for You.

It contains information about how Pacific International Insurance Pty Ltd ABN: 83 169 311 193 AFSL 523921 (Pacific, we, us, the insurer) administers the financial services, including through its Authorised Representatives (Agents), remuneration arrangements and how complaints are handled.

If **You** have a complaint about the financial services provided by **Pacific** or its **Agents**, refer to our contact details on page 11 of the **PDS**.

# What Financial Services are Provided?

Pacific holds an Australian Financial Services (AFS) licence. This allows Pacific and its Agents to provide You with general financial product advice about the Car lease insurance product, and to deal in this product.

**Pacific** is responsible for the provision of these services.

Pacific and its Agents are not authorised to give personal advice about Car lease insurance. Any advice given is of a general nature only and won't take into account Your personal objectives, financial situation or needs.

# Who's Providing the Financial Services?

Maxxia Pty Ltd (ABN 39 082 449 036, AR No. 000278683) (Maxxia), Remuneration Services (QLD) Pty Ltd (ABN 46 093 173 089, AR No. 000293159) (RemServ) and Oly Pty Ltd (ABN 69 674 252 629, AR No.

001308384) (**Oly**) are Authorised Representatives of **Pacific**.

Maxxia, RemServ and Oly are authorised to provide general financial product advice, deal (by arranging to issue, issuing, varying, and disposing) and provide assistance to **Pacific** to register claims for the **Car** lease insurance product.

Maxxia, RemServ and Oly act under a binding authority from the insurer. This means Maxxia, RemServ and Oly can issue, vary, cancel and avoid contracts of insurance, and deal with or settle claims on the insurer's behalf.

Maxxia, RemServ and Oly act on behalf of the insurer as **Agents** of the insurer, not on **Your** behalf.

You can contact Maxxia, RemServ and Oly using the contact details on page 11 of the PDS.

Before buying the insurance, review the Product Disclosure Statement (**PDS**) to decide if the product is right for **You**.

# How Pacific and its Authorised Representatives (Agents) are Paid

Pacific receives the Premium, which includes relevant fees, taxes, duties and charges, from the Policy You buy. You'll be advised of the Premium before You buy the Policy.

**Pacific** employees are paid an annual salary and may be paid a bonus based on business performance.

### FINANCIAL SERVICES GUIDE

# The Authorised Representatives

Maxxia, RemServ and Oly will receive commission of 20% from **Pacific** for every **Policy** that is issued on behalf of **Pacific**.

The amount that Maxxia, RemServ and Oly will receive from **Pacific** is included in the **Premium** charged and is received after **You** have paid the **Premium**.

The amount is calculated as a percentage of the **Premium** and is included in the cost of the **Premium**.

In addition we may pay Maxxia, RemServ and Oly a fee for services included in the sale, distribution and administration of our products. These costs may be passed onto **You** and included as part of the total amount as payable by **You**.

Maxxia, RemServ and Oly may also share in profits earned by **Pacific** if they achieve set underwriting targets. This amount is calculated and paid retrospectively only when **Pacific** makes its yearly underwriting target.

Maxxia, RemServ and Oly employees are paid an annual salary and may be paid a bonus based on business performance.

These employees may also receive financial and non-financial incentives from **Pacific** to assist in selling and marketing this insurance (sponsorship of training events and conferences, marketing promotions and competitions etc).

### **Further Information**

For more information about remuneration or other benefits paid for the financial services provided, please ask Maxxia, RemServ and Oly within a reasonable time of receiving this **FSG** 

What Professional Indemnity Insurance Arrangements Do We Have in Place?

Professional Indemnity insurance is held by Pacific and Covers the financial services Pacific, and its Agents provide to You. Pacific's Policy meets the requirements of the Corporations Act.

### **Dispute Resolution**

For information about the dispute resolution process provided by **Pacific** and its **Agents**, see page 11 of the **PDS**.

Who's Responsible For This Document?

The **Agent** is responsible for the distribution of the **FSG** in this document.

Pacific is responsible for the PDS.

Pacific has authorised the distribution of the FSG. The Combined FSG and PDS was prepared in July 2025



Providing our world with Soft Landings

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