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Assistance Banking Insurance Lifestyle

Caravan and Trailer Insurance Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) is issued by RACQ Insurance Limited ABN 50 009 704 152 AFS Licence Number 233082 on 18 December 2023.

This SPDS must be read in conjunction with the Caravan and Trailer Insurance Product Disclosure Statement (PDS) RCVC2.0921 with an effective date of 21 September 2021. These documents, together with your Certificate of Insurance, form the basis of your insurance cover. For customers who were provided with SPDS RCVC9.0322 issued on 8 March 2022, SPDS RCVC9.0822 issued on 15 August 2022 or SPDS RCVC9.0523 issued on 29 May 2023, this SPDS incorporates and replaces the information in those SPDSs for any renewals from 18 December 2023.

Changes to the PDS which will apply to new policies and renewals from **18 December 2023**

This SPDS makes the following important changes to the PDS for new policies and renewals from 18 December 2023:

Premium and Discount Guide

1. On page 65 of the PDS, within the section titled ***'How we calculate your premium'***, replace the second paragraph with the following:

Your premium also includes any discounts to which you may be entitled, as well as any applicable government statutory charges, levies, duties, GST and other taxes. Discounts are not applied to any additional premiums that arise from the choices you make that are listed in the table below under the heading 'Your policy choice', nor to any applicable government statutory charges, levies, duties, GST and other taxes. If you are entitled to more than one discount, the discounts will be applied consecutively (that is, after the first discount is applied, the next discount will be applied to the already discounted premium), with the discounts that are subject to a dollar cap being applied last. RACQ may apply rounding in calculating premiums.

2. On page 66 of the PDS, replace the section titled ***'What discounts can be applied to your premium'***, with the following:

What discounts can be applied to your premium

You may be entitled to premium discounts. The key premium discounts that are offered by RACQ are summarised in the table below. From time to time, we may also offer other discounts or incentives. RACQ may withdraw or vary any discounts or incentives at any time, including by changing eligibility rules or the amount of the discount. Information about the discounts we offer and who is entitled to the discounts is available at racq.com/insurance on the Insurance discounts page or on request.

A discount will only apply to you if you are entitled to the discount based on your circumstances, and the discount continues to be offered by us at the time you take out your policy, or for any renewal of your policy, on the date the renewal is effective. For some discounts, you will only be able to access the discount if you ask us to apply the discounts and we confirm you are entitled to the discount. You may need to give us information for us to assess whether we will apply a discount to you.

When you apply for insurance or we send you an offer to renew your policy, we calculate your premium and then reduce the premium by applying the discounts that you're entitled to. We will show the discounts applied to your premium on your Certificate of Insurance.

We don't apply any premium discounts to additional premiums arising from your policy choices in relation to optional benefits, nor to the portion of your premium which relates to payment frequency, nor to any government statutory charges such as GST and Stamp Duty that are included in the cost of your insurance.

Premium discounts	Caravan Comprehensive Insurance	Trailer Comprehensive Insurance
Combined discount If you combine at least 2 vehicles or caravans/trailers into one policy	✓	✓
Roadside Assistance loyalty discount If any policyholder holds RACQ Roadside Assistance (excludes Business Roadside Assistance)	✓	✓
Multi policy discount If any policyholder has 3 or more qualifying policies with RACQ Insurance	✓	✓
No Claim Discount If you haven't made a claim in 12 months	✓	✓

Personal information

3. On page 68 of the PDS, within the section ***'Personal information'***, replace the first paragraph with:

The personal information you give us is used to set up and administer your policy. It is used to determine the extent of insurance risk that you have proposed and plays a role in determining premiums.

References to caravan annexes

4. On pages 20, 25 and 72 of the PDS, the reference to a limit of cover for a caravan annex that is more than 5 years old is removed. Specifically, the new wording is:

Page 20 - In the ***'Your caravan or trailer'*** section, the 5th point after ***'As part of your caravan or trailer, we also include'***:

✓ any annexe.

Page 25 - In the ***'Loss or damage to your caravan or trailer'***, the 6th point after ***'You are not covered for'***:

✗ Loss or damage to external aerials or masts attached to your caravan or trailer.

Page 72 - In the ***'Words with special meanings'*** section, the 5th point in the definition of ***'Your caravan or trailer'***:

- any annexe.

Other changes to the PDS

5. On page 5 of the PDS, within the section '***Snapshot of this PDS***', under the '***What you are responsible for***' title, the third sentence is deleted and replaced with the following:

If you don't comply with any condition or term of your policy, the law may allow us to refuse or reduce a claim and/or cancel your policy.

6. On page 43 of the PDS, within the section '***What you are responsible for***', the third sentence is deleted and replaced with the following:

If you don't comply with any condition or term of your policy, the law may allow us to refuse or reduce a claim and/or cancel your policy.

The law restricts us from refusing a claim because of something that was done (or not done) by you or some other person after you entered into the policy, unless it caused or contributed to the loss or damage covered. Applying that law we can only reduce the claim by an amount that fairly represents our prejudice as a result. This means that this law may impact a claim you make under this policy. If you think it does, ask us about this.

7. On page 44 of the PDS, within the section '***What you are responsible for***', under the '***Changes to your circumstances***' title, delete the sentence beginning with '*If any of these changes occur...*' and replace it with the following:

If any of these changes occur, we may need to change the premium or excesses that apply to your policy. We may also decide to cancel your policy, or decide that we will not offer renewal.

If you do not tell us about these changes, the law may allow us to refuse or reduce a claim, and/or cancel your policy.

8. On page 51 of the PDS, within the section '***What you need to know about claiming***', add the following to the end of the section:

The law restricts us from refusing a claim because of something that was done (or not done) by you or some other person after you entered into the policy unless it caused or contributed to the loss or damage covered. Applying that law we can only reduce the claim by an amount that fairly represents our prejudice as a result. This means that this law may impact a claim you make under this policy. If you think it does, ask us about this.

9. On page 54 of the PDS, within the section '***What you need to know about claiming***', under the '***When an incident occurs***' title and '***What you must not do***', deleted the 3rd bullet point and replace with:

- tow your caravan or trailer after it is damaged, shows signs of major mechanical problems or becomes unsafe or unroadworthy,