RACQ Insurance Ltd ABN 50 009 704 152 AFS Licence 233082

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Assistance Banking Insurance Lifestyle

Pet 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 Pet Insurance Product Disclosure Statement (PDS) RPET2.0323 with an effective date of 6 March 2023. These documents, together with your Certificate of Insurance, form the basis of your insurance cover. For customers who were provided with SPDS RPET9.0523 issued on 29 May 2023, this SPDS incorporates and replaces the information in that SPDS 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 for new policies and renewals from 18 December 2023:

1. On page 50 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 choice to pay premiums by monthly instalments, nor to any government statutory charges such as GST and Stamp Duty that are included in the cost of your insurance.

Premium discounts	
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.	✓
Multi pet discount If any policyholder has 2 or more pets insured with RACQ Pet Insurance.	✓

Other changes to the PDS

2. On page 5 of the PDS, within the section titled '***Snapshot of this PDS***', under the heading '***4. What you are responsible for p.33-37***', 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.

3. On page 18 of the PDS, replace the section titled '***Pre-existing conditions***' with the following:

   ### Pre-existing conditions

   We do not cover your pet for any pre-existing conditions. A pre-existing condition is any illness or injury, including any symptoms or signs of an illness or injury, that your pet had and you knew about, or that a reasonable person in the circumstances could have been expected to know about:

   - before your cover commences; or
   - that present during any period where your pet is not covered under any RACQ Pet Insurance policy.

   A pre-existing condition includes any illness or injury, or symptoms or signs of an illness or injury, that present during any waiting period that applies to your pet, whether or not a vet had provided a diagnosis or any treatment prior to the policy starting.

   However, if your pet's vet certifies that any previous episode of signs or symptoms was not caused by the illness or injury for which you are making a claim, then we will not consider this illness or injury to be a pre-existing condition and we will not apply the pre-existing condition exclusion to your claim.

4. On page 33 of the PDS, under the heading '***4. 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.

5. On page 34 of the PDS, under the heading '***Changes to your circumstances***', 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.

6. On page 39 of the PDS, under the heading '***5. 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.

7. On page 53 of the PDS, in the section titled '***Words with special meanings***', replace the 'special meaning' for the term '***Pre-existing conditions***' with the following:

   Any illness or injury, including any symptoms or signs of an illness or injury, that your pet had and you knew about, or that a reasonable person in the circumstances could have been expected to know about:

   - before your cover commences; or
   - that present during any period where your pet is not covered under any RACQ Pet Insurance policy.

   A pre-existing condition includes any illness or injury, or symptoms or signs of an illness or injury, that present during any waiting period that applies to your pet, whether or not a vet had provided a diagnosis or any treatment prior to the policy starting.