

# Rental Vehicle Excess Travel Insurance

## Product Disclosure Statement & Financial Services Guide

**For Australian residents travelling internationally**

This document combines a Product Disclosure Statement and a Financial Services Guide. Its preparation was completed on 1 March 2023 and amended on 21 April 23.

## 1 INTRODUCTION

This Product Disclosure Statement ('PDS') is designed to provide information about us and our rental vehicle excess travel insurance. This information will help you decide whether our rental vehicle excess travel insurance is right for you. The coverage described in this PDS is available to Australian residents for travel in a country other than Australia. If you decide to purchase our insurance, your insurance policy will consist of this PDS and any supplementary PDS we may issue, along with your Certificate of Insurance.

The information in this PDS was updated on 21 April 2023. Up-to-date insurance-related information that does not adversely affect your Policy may change from time to time and may be made available to you on [prosura.com](https://prosura.com). Our Policy does not cover every person, use, event, vehicle, or situation. To find out more about what is and isn't covered by this rental vehicle excess travel insurance, please read this PDS carefully. We ask that you pay particular attention to the sections titled "Eligibility Requirements and Conditions of Cover", and "What We Do Not Cover."

### 1.1 Important information about us

#### Who we are

Pacific International Insurance Pty Ltd ('Pacific', 'we', 'us' and 'our') ABN: 83 169 311 193 (AFSL: 523921) underwrites this Policy. Pacific is an Australian insurance company regulated by the Australian Prudential Regulatory Authority.

Prosura Pty Ltd ABN 59 638 142 720 (Australian Financial Services Licence Number 530275, 'Prosura'), has been authorised by Pacific to enter into the policy and deal with it as the agent of Pacific, not as your agent. Prosura acts under a binder which means that it can do these things as if it were the insurer.

Prosura also deals with and settles claims under this policy on behalf of Pacific.

Prosura acts as an agent for us as the insurer, not for you. You can see more information about the basis on which Prosura acts for us and the remuneration it receives in the Financial Services Guide in this document. You may contact us any time via [prosura.com](https://prosura.com), or by emailing us at [help@prosura.com](mailto:help@prosura.com).

#### General Advice Warning

Any advice that we provide in this PDS is general advice only, and does not consider your individual objectives, financial situation, or needs. Please assess whether our insurance is appropriate for you and consider talking to an advisor before deciding to purchase this insurance.

#### How we operate

To allow us to offer you a lower premium, we keep our costs to a minimum by conducting our rental vehicle excess travel insurance business primarily online and digitally (including via email and the Prosura Self Service Portal). We rely on our ability to communicate with you digitally so that you can buy and manage your policy through an online portal with us.

#### Online and digitally:

- we quote and sell our insurance;
- you can review and update your Policy through the Self Service Portal;
- we send payment requests, documents, notices, digital links to notices;
- we send documents, answer questions and do most other communications via email (we try our best not to use paper); and
- you can report a claim to us through the Self Service Portal.

Our product is not for everyone. You need to feel comfortable making transactions online and obtaining important insurance documents from our website or via email. You can access your Policy information at any time by accessing the link in the confirmation email we send you or by contacting us.

#### Words with special meanings

Some words used in this PDS have special defined meanings. These words start with a capital letter and are listed in the Glossary in section 6. Please read them and ensure that you understand their meaning.

## 2 RENTAL VEHICLE EXCESS TRAVEL INSURANCE

#### Benefit limit

\$10,000 AUD is the most we will pay in total for all claims under this Policy.

There is no excess payable on this Policy.

### 2.1 What we cover

#### 2.1A Expenses paid to a Rental Provider in connection with damage to, or theft of a Qualifying Rental Vehicle

We will reimburse a Nominated Driver up to \$10,000 AUD for their expenses specified in sections 2.1.1 and 2.1.2 in connection with one Rental Vehicle provided that:

- (a) all of the Eligibility Requirements and Conditions of Cover listed in section 2.2 are met,
- (b) the Nominated Driver is responsible for the expenses under the terms of the Rental Agreement,
- (c) the expenses are paid to the Rental Provider by the Nominated Driver pursuant to the Rental Agreement, and
- (d) none of the Exclusions listed in section 2.3 apply.

#### 2.1.1 Excess Charges up to the Excess Amount.

#### 2.1.2 Other charges arising from accident, theft or extreme weather events and listed in paragraphs (a) - (g), provided that the expenses are not covered by the Basic Cover or other indemnity provided by the Rental Provider under the Rental Agreement:

- (a) repair or replacement costs that result from damage to underbody, overhead, tyre, bumper, trim, windscreen, mirrors and glass,
- (b) roadside assistance and roadside repairs,
- (c) towing and relocation costs to the nearest premises owned by the Rental Provider or the original pick up location, whichever is closest,
- (d) fees and surcharges including premium location surcharge, admin and credit card fees charged by the Rental Provider in connection with the Excess Charge,
- (e) loss of use and demurrage fees charged by the Rental Provider while the Rental Vehicle is off the road,
- (f) fees directly resulting from vehicle key loss, including repairs, replacement and lock out, and
- (g) fees directly resulting from misfuelling by filling the vehicle with the incorrect type of fuel.

Please read your Rental Agreement to determine the Rental Vehicle's Basic Cover inclusions and exclusions and Excess Amount.

### 2.1B Personal Baggage

If a Nominated Driver's Personal Baggage is damaged or stolen during the Period of Cover, we will cover the actual cash value of the Personal Baggage, up to \$2,000 AUD. Personal Baggage means suitcases, trunks and similar containers including their contents and articles worn or carried by you, except for any Valuables.

### 2.1C Emergency Cancellation Protection

Where you have paid a Prepayment to a rental vehicle provider or travel agent, for rental of a Qualifying Rental Vehicle to be collected on your Policy Start Date, we will reimburse you for the Prepayment up to \$1,000 AUD, if you have to cancel your rental vehicle booking, due to an Emergency and you cannot recover the Prepayment from any source.

Where we say Emergency we mean a circumstance which is unforeseeable and unavoidable including:

- (a) the death, injury, or illness of you or your close relative, business associate, or travelling companion,
- (b) where you are prevented from collecting your rental due to a natural disaster, or a government direction related to COVID-19 requiring a lock down or border closure, or
- (c) where your flight has been cancelled by an airline preventing you from being able to collect the vehicle as agreed with the rental vehicle provider, and the rental vehicle provider does not offer an alternative, or will not refund the Prepayment.

Where you claim for Emergency Cancellation Protection you cannot also claim for damage or theft expenses (2.1A) or personal baggage cover (2.1B).

## 2.2 Eligibility requirements and conditions of cover

All of the following conditions and eligibility requirements must be met for you to be covered by this Policy:

- (a) you must reside in Australia and be eligible for an Australian Medicare card,
- (b) the Policy Holder must be named as a Nominated Driver on the Rental Agreement,
- (c) if you are not the Policy Holder, you must also be named as a Nominated Driver on the Rental Agreement or otherwise authorised by the Rental Provider to drive the vehicle,
- (d) the Rental Agreement must be for a rental of a Qualifying Rental Vehicle (defined below) for travel in a country that is not Australia,
- (e) you must accept the Rental Agreement and you must comply with its terms and conditions,
- (f) the Rental Agreement must specify an Excess Amount, which may also be called a deductible or damage liability fee,
- (g) you must hold a current and valid driver licence which meets the Rental Provider requirements and entitles you to rent and drive the Rental Vehicle in the country of travel,
- (h) you must purchase your Policy before you sign the Rental Agreement,
- (i) you must contact the Rental Provider as soon as reasonably possible to report theft or damage to the rental vehicle and follow their instructions,
- (j) you must report theft or damage to the Rental Vehicle to the police or other law enforcement agency as required by law,
- (k) the Policy Holder or any Nominated Driver must not be the subject of UN Sanctions, and
- (l) where you have made a prepayment for your rental vehicle booking, you must inform the rental vehicle provider, or travel agent, as soon as you know you have to cancel your rental vehicle booking.

A Qualifying Rental Vehicle is any vehicle weighing equal to or less than 4.5 tonnes, that can be rented or loaned (including accident replacement vehicles) with a standard car driver licence from a motor vehicle rental company, agency, mechanic, claims adjuster, motor dealer, accident replacement centers, peer-to-peer and car share platforms, and includes the following types of vehicles:

- motorhome,
- sedan,
- coupe,
- hatchback,
- station wagon,
- SUV,
- four wheel drive,
- van,
- mini bus,
- people mover,
- light commercial vehicle including moving trucks, or
- utility.

Cover is limited to one rental vehicle per rental agreement, except if your rental vehicle has been replaced by the Rental Provider and provided that the first vehicle was not damaged or stolen during your Period of Cover. For example, you will be covered for a replacement vehicle, if the first vehicle has a mechanical or other fault that occurred prior to the time when you assumed control of the vehicle, you do not sign a new rental agreement, and you do not claim for any reimbursement in connection with the first vehicle. If the first vehicle is damaged or stolen during your Period of Cover, you will need to purchase a separate policy to be covered for a replacement vehicle.

## 2.3 What we do not cover - Exclusions

You are not covered and we do not pay for any claim:

- for reimbursement of expenses paid to a Rental Provider for more than one rental vehicle,
- for any costs that can be recovered from the Rental Provider,
- where you have breached the terms of your Rental Agreement,
- where you have acted unlawfully,
- where you have acted illegally, dishonestly, fraudulently or criminally,
- where you have acted under the influence of drugs or alcohol,
- where you have recklessly or intentionally caused loss or damage,
- where you have acted with suicidal intention,
- where you have not taken all reasonable steps to protect the Rental Vehicle against loss and damage,
- where you have not taken reasonable steps to remove the Rental Vehicle from danger during a weather event, such reasonable steps to include moving the vehicle under cover,
- where you have driven the Rental Vehicle on a road that is not a road available for use by the general public,
- where you have lost or misplaced Personal Baggage, or Personal Baggage was stolen from an insecure location or unattended Rental Vehicle,
- for damage to Personal Baggage which occurred prior to the Policy Start Date,
- for Valuables,
- for reimbursement of a Prepayment for a rental vehicle booking where you have changed your mind, or choose not to travel,
- arising from any act of war, whether war is declared or not, or from any rebellion, revolution, insurrection or taking of power by the military,
- arising from, related to or associated with an actual or likely epidemic or pandemic, or the threat of an epidemic or pandemic,
- arising from a nuclear reaction or contamination from nuclear weapons or radioactivity,
- arising from biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose to harm or to destroy human life and/or create public fear,
- arising directly or indirectly from, or is in any way connected with, you participating in any race, speed or time trial,
- related to loss, damage or theft to your personal property, unless it is a claim for Personal Baggage cover expressly provided for in this PDS,
- related to bodily injury or death, or
- where you have any other insurance for the same loss or damage, we will not cover the amount of the indemnity you are entitled to claim pursuant to the other insurance whether or not the insurer refuses the claim or fails to settle for any reason whatsoever.

## 2.4 Period of cover

### Emergency Cancellation Protection

Cover for Emergency Cancellation begins on the day, at the time, your Policy is issued. This issue date is noted on your Certificate of Insurance.

Cover for Emergency Cancellation ends when:

- you cancel or shorten your Policy, on the date noted on the Cancellation confirmation, or modified Certificate of Insurance, or
- you return the Rental Vehicle to the Rental Provider, or
- on the Policy End Date,

whichever occurs first.

### Expenses paid to a Rental Provider in connection with damage to, or theft of a Qualifying Rental Vehicle & Personal Baggage

Cover begins on the Policy Start date at the time that you sign the Rental Agreement or otherwise assume legal control of the Rental Vehicle.

Cover ends when you return the Rental Vehicle to the Rental Provider or the Policy End Date, whichever occurs first.

The Policy Start Date and Policy End Dates are both stated on your Certificate of Insurance under the words Period of Cover.

If you extend the duration of your rental beyond the Policy End Date you will need to extend your Policy Period of Cover for the additional rental duration, which will include purchasing additional days of cover.

If you do not extend the duration of your Policy to include the last day of your rental on or before the Policy End Date, you will not be able to claim for an incident occurring after the Policy End Date.

Policy extensions may be requested on or before the Policy End Date via the Self Service Portal - see section 3.2 for more information.

## 3 CANCELLATIONS, REFUNDS AND MODIFICATIONS

### 3.1 Cancellations by you - Refunds and Cooling Off

Prior to the Policy Start Date, you may cancel your Policy and obtain a refund of the premium paid (Processing Fees will not be refunded).

On and from the Policy Start Date you can still cancel your Policy however we will not refund any charges.

If you cancel your Policy you will not have the benefit of cover and will not be able to make any claims against the Policy. Policies may be cancelled via the Self Service Portal or by contacting us.



## 3.2 Policy modifications

### Extensions

A Policy may be extended any time before the Policy End Date (as stated on your Certificate of Insurance) provided that,

- you are not aware of any circumstances that have or may give rise to a claim under the Policy,
- your driver licence is valid, and
- the extension will not result in a single continuous Policy cover of more than 12 months.

Policies cannot be extended after the Policy has ended.

### Reductions

A Policy may be reduced any time before the Policy Start Date. A partial refund of the premium will be provided. Refunds will be calculated based on current pricing for the number of days where cover is required and refunding the difference of the first premium amount charged. Processing Fees will not be refunded.

If you reduce your Period of Cover, you will not be covered for Emergency Cancellation Protection.

### Request a Policy Extension or Reduction

Apply to extend or reduce your Policy online via the Self Service Portal.

Where we have agreed to extend or reduce your cover, a new Certificate of Insurance with your revised Policy dates will be issued to you.

### Policy Holder Changes

The Policy Holder name may be updated any time before you collect your rental vehicle on the Policy Start Date. The Policy Holder's contact phone number and email address may be changed at any time.

Changes to Policy Holder details can be requested by contacting Prosura via email or over the phone during business hours in Queensland.

## 4 CLAIMS

Your claim will be handled on the insurer's behalf by Prosura Pty Ltd.

If you have an accident or your Rental Vehicle is stolen you must notify the Rental Provider, and the police or other relevant authority if required by law, as soon as possible and follow their reasonable instructions. If possible, please also take photos documenting the damage and incident generally.

If the Rental Vehicle has been damaged, the Rental Provider may put a hold on your credit card for the Excess Amount while they assess the cost to repair or replace the Rental Vehicle.

Once the damage cost has been estimated by the Rental Provider and if this estimate is less than the Excess Amount, they may reduce the charge on your credit card to the estimated repair cost. For example, if the Rental Agreement Excess Amount is \$4,000,

- the Rental Provider may first put on a hold on your credit card for \$4,000
- if the Rental Provider then estimates a repair cost of \$1,000, the Rental Provider may release \$3,000 from the hold on your credit card.

Claims can be made after the Rental Provider has finalised its repair or other charges, and, in the case of Nominated Driver not at fault incidents, the Rental Provider's damage recovery processes, and you have paid those expenses to the Rental Provider.

You must obtain a receipt from the Rental Provider for all charges you wish to claim reimbursement for.

If you expect to lodge a claim, you must notify us immediately with your intent to claim by initiating a claim online at [prosura.com/claims](https://prosura.com/claims), emailing or calling us on the customer service details specified on your Certificate of Insurance.

To make a claim you must complete the online claims process at [prosura.com/claims](https://prosura.com/claims) and upload the relevant supporting documents including copies of:

- the Nominated Driver's drivers licence and a certified translation document if the licence is not in English,
- the Rental Agreement,
- the Rental Provider's charge receipt for the rental,
- the Rental Provider's accident or damage report,
- a third party damage assessment if procured by the Rental Provider,
- photos documenting the damage and incident (if available),
- if police notification is required by law, the police report, or other evidence confirming that you notified the police,
- all invoices and receipts from the Rental Provider specifying charges for repairs undertaken, Excess Charges and all other claimed charges, and confirming that you have paid all amounts that you are claiming,
- if another proof of payment is not available, a copy of your credit card or bank statement showing payment of the charges you are claiming,
- if you are claiming for expenses for damages caused by a third party in a multi-vehicle accident where the Nominated Driver is not at fault, the Rental Provider's final invoice issued after completion of its damages recovery process indicating total amounts paid by, and refunded to, you (note that this process may take several months or longer),
- if you are claiming for personal baggage, a police report or other evidence of theft or damage to personal baggage occurring during the Period of Cover,
- if you are claiming for reimbursement of a Prepayment made to a rental vehicle provider or travel agent, evidence demonstrating:
  - that the Prepayment was made, and the value of it, including an invoice, receipt or bank statement,
  - the Emergency which caused you to cancel your rental vehicle booking,

## 5 OTHER INFORMATION ABOUT YOUR POLICY

### You must give us accurate and complete information

Before you complete the purchase of your Policy, and before each renewal, you have a duty of disclosure under the Insurance Contracts Act 1984. If we ask you questions that are relevant to our decision to insure you and on what terms, you must tell us anything that you know and that a reasonable person in the circumstances would include in answering the questions. You have this duty until we agree to insure you (for the initial purchase) or to renew the Policy. Also, before a renewal, we may give you a copy of anything you have previously told us and ask you to tell us if it has changed. If we do this, you must tell us about any change or tell us that there is no change. If you do not tell us about a change to something you have previously told us, you will be taken to have told us that there is no change. You have this duty until we agree to renew the Policy. If you do not tell us anything you are required to tell us, we may cancel your Policy or reduce the amount we will pay you if you make a claim, or both. If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the Policy as if it never existed.

### By purchasing insurance from us, you agree:

- that information and notices we are legally required or authorised to give you in writing may be given by;
  - sending you a digital link by which you can access the information or notices, or
  - by delivering them digitally, including via email,but only where the process is permitted by law at the time we give you the information or notice;
- to receive from us the forms, correspondence, notices, and documents that we choose to send by digital link or by delivering them digitally, including via email or made available to you online; and
- to make every effort to update your Policy information, confirm transactions, and report claims via our online claims portal at [prosura.com/claims](https://prosura.com/claims).

### How we determine your premium

In order to calculate the Policy premium we consider many factors including duration of the rental period, vehicle type, rental provider, vehicle excess amount, pick up location, residencies of insureds, historical claims data for the product, the cost of providing and administering the Policy, the cost of providing legal liability cover, our profitability targets, the expenses we incur to sell policies and settle claims and government charges and taxes.

The total premium displayed on your Certificate of Insurance includes any government charges, taxes, and levies, such as GST, stamp duty or emergency services levy that we are obliged to pay

- that you notified the rental vehicle provider or travel agent of your cancellation as soon as reasonably possible,
  - the steps you took to recover the Prepayment from the rental vehicle provider or travel agent, and
  - that the Prepayment was not refunded; and
- all other supporting documentation reasonably requested by our claims officer.

We may be unable to process your claim until all required documents are received.

If we suspect that you have paid for expenses which you were not responsible for under the terms of the Rental Agreement, for example, where you have been excessively charged for repairs, we may take investigative actions, including engaging a third party loss assessor to determine whether expenses charged by the Rental Provider were reasonable. If a third party loss assessor determines that the expenses charged by the Rental Provider were excessive, not reasonable, or above market rates, we will only indemnify you for reasonable charges.

Approved claim payments will be paid in Australian Dollars (AUD) by direct credit into the bank account nominated by the Nominated Driver who made the claim. Claimants will be responsible for fees and charges levied by financial institutions for transfers to accounts not domiciled in Australia, these fees will be deducted from approved claims payments where applicable. The rate of currency exchange that will apply is the rate determined by our bank or payment intermediary at the time the claims payment is approved by us.

Any Nominated Driver has the authority, as if they were a Policy Holder, to make a claim and direct claims payments.

### GST and your claim

All insured amounts shown in the Policy are in Australian Dollars and include Goods and Services Tax (GST), if applicable. When you claim under the Policy with us, all amounts we pay will be inclusive of any applicable GST, up to the maximum benefit amount shown in this PDS.

If you are registered for GST purposes, we will reduce any claimed amounts paid to you by the appropriate input tax credit percentage that you have told us you are entitled to claim from the Australian Taxation Office.

### Our right of recovery

After we pay a claim under this Policy, we can decide to take legal action in your name to recover money from the person or entity who caused the loss, damage or liability. You must give us all the help we need to do this. If we recover money that belongs to you and it is more than the claim that we paid or expenses we incurred in recovering it, we will pay you the recovered money after deducting amounts paid to you in connection with a claim and our expenses.

## How we handle complaints

Prosura welcomes every opportunity to improve customer experiences and encourages you to contact us if you're unhappy with our service or products. You can raise a complaint by contacting our Customer Service team. We will acknowledge your complaint within one business day of receiving it, or as soon as possible.

### Internal Dispute Resolution (IDR) Process

**Step 1** If we can't immediately resolve your complaint, we'll arrange for our Customer Resolutions team to contact you within two (2) business days. The Customer Resolutions team will work as quickly as possible to investigate your complaint in a fair and efficient way.

**Step 2** If the Customer Resolutions team can't resolve your complaint, it will be reviewed by our IDR Committee. The IDR Committee is made up of representatives from various parts of the business. We will review your complaint in an objective and fair way. The IDR Committee will send you a written IDR response no later than 30 calendar days from the date you first lodged your complaint. If the IDR Committee cannot meet this timeframe, we will tell you why.

### External Dispute Resolution

If you remain dissatisfied, you can contact the Australian Financial Complaints Authority (AFCA) on the details set out below. AFCA is free to consumers and provides fair and independent financial services complaint resolution.

Phone: 1800 931 678 (free call) | Email: [info@afca.org.au](mailto:info@afca.org.au) | Website: [www.afca.org.au](http://www.afca.org.au)  
In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

### The General Insurance Code of Practice

Pacific is a member of the Insurance Council of Australia (ICA) and has adopted its General Insurance Code of Practice. This code provides information and education about insurance and sets forth standards of customer service and procedures to promote better relations between customers and insurers. It addresses insurance buying, claims handling, catastrophe and disaster response, education, and dispute resolution.

For more information about the Code, you can access a copy of it at [codeofpractice.com.au](http://codeofpractice.com.au).

### Financial Claims Scheme

Pacific is authorised under the Insurance Act 1973 to carry on general insurance business. This Act contains prudential standards and practices to ensure that financial promises made by us are met. The protection provided under the Federal Government's Financial Claims Scheme applies to us. If we are unable to meet our financial obligations a person may be entitled to payment under this Scheme. Information about this Scheme can be obtained from the website at [fcs.gov.au](http://fcs.gov.au) or by calling 1300 55 88 49.

## Protecting Your Privacy

For the purposes of this clause, "we", "us" and "our" means Pacific and our agents and representatives. We respect your privacy and safeguard your information. We're committed to handling your personal information in a responsible manner in accordance with our Privacy Policy and Australian Privacy Principles. By purchasing this Policy, you consent to the collection, use, disclosure, storage, and processing of your personal information as provided in our Privacy Policy.

In addition to you, our Privacy Policy applies to Nominated Drivers about whom you give us personal information, other persons who have cover under this Policy, and persons who claim against a driver with cover under this Policy. We may collect, use, disclose, store, and process the personal information of those persons like we do your personal information. Your Personal Information may also be disclosed to some of our service providers who are located overseas. Who they are may change from time to time and we may need to disclose Personal Information to other countries not listed. At the date of this document our overseas providers include Singapore, New Zealand, United States, South Africa and the Philippines. You can contact us for a detailed listing.

By providing personal information to us about Nominated Drivers, you are representing that you are authorised by them to do so. You also represent that you have informed the nominated drivers and any other person whom you authorise to use your vehicle, of the terms of our Privacy Policy and they have consented to them. Prosura's privacy policy is available at [prosura.com](http://prosura.com).

## 6 GLOSSARY

**Basic Cover** means the basic insurance held by the Rental Provider to cover loss of or damage to the Rental Vehicle. Basic Cover may exclude damage to vehicle windscreens, tyres, internals, roof, undercarriage, extras, expenses incurred in connection with roadside assistance, loss of use, loss of keys, misfuelling and single vehicle accidents.

**Certificate of Insurance** means the document we give you which confirms that we have issued a Policy to you and explains the details of your cover. Where you have been issued with more than one Certificate of Insurance, for example, where you have modified your Policy, the most recent version of the Certificate of Insurance will supersede all previous versions.

**Excess Amount** means the maximum Excess Charge specified in the Rental Agreement.

**Excess Charge** means the excess charge you pay to the Rental Provider if the Rental Vehicle is accidentally damaged or stolen or otherwise involved in an accident while in your custody where the loss or damage is covered by the Basic Cover. Rental Providers use different terms for Excess Charges, these may include, damage liability fee, loss damage waiver, damage recovery fee and accident damage excess.

**Nominated Driver** means a person authorised by the Rental Provider to drive the Rental Vehicle, and whose name is listed on the Rental Agreement or any other legally binding authorisation document issued by the Rental Provider.

**Personal Baggage** means your suitcases, trunks and similar containers including their contents and articles worn or carried by you. Personal Baggage does not include any Valuables, any bicycle, scooter, business samples or items that you intend to trade, passport or travel documents, electronic data, software, intangible assets, watercraft of any type, furniture, furnishings, household appliances, or hired items.

**Policy** means this PDS, Certificate of Insurance and any written document we tell you forms part of your policy.

**Policy Holder** is the person named on the Certificate of Insurance.

**Policy Start Date** is the first date noted in your Certificate of Insurance under the words Period of Cover.

**Policy End Date** is the second date noted in your Certificate of Insurance under the words Period of Cover.

**Prepayment** means a fee you were required to pay to a rental vehicle provider or travel agent to secure your rental vehicle booking, such as a deposit or a full payment in advance.

**Processing Fees** are expenses incurred in connection with the third party payment gateway used to process the purchase transaction.

**Qualifying Rental Vehicle** is defined in section 2.2, Eligibility Requirements and Conditions of Cover.

**Rental Agreement** means the legally binding agreement that you enter into with the Rental Provider to hire a Rental Vehicle.

**Rental Vehicle** means the Qualifying Rental Vehicle hired from a Rental Provider pursuant to the Rental Agreement.

**Rental Provider** means the provider who is a party to the Rental Agreement.

**Self Service Portal** means the Prosura online self service portal linked in your Policy confirmation email via the "Manage Policy" button and accessible via [prosura.com/my-policy](https://prosura.com/my-policy).

**Valuables** means all valuables including all electronics such as mobile phones, computers, tablets, cameras, watches, jewellery, furs, gold, silver, precious metals, gems, stones, money, cash, bank notes, currency notes, cheques, negotiable instruments.



# 7. Financial Services Guide ('FSG')



This FSG provides information about Vroom Vroom Vroom Pty Ltd ABN 19 050 417 037 ('VroomVroomVroom'), the financial products and financial services they are authorised to provide, how they are remunerated and how complaints are dealt with. This FSG is designed to assist you in deciding whether to use any of these products and services.

This FSG is part of a combined Product Disclosure Statement ('PDS') and FSG document, which includes the policy inclusions, exclusions and terms and conditions. The PDS contains information a person would reasonably require when deciding whether to purchase the product. Before you acquire the product, you should read the PDS carefully and use it to inform your decision.

## Financial products and services authorisations

VroomVroomVroom is an Authorised Representative (AR number: 001280762) of Prosura, Australian Financial Services Licensee (Licence Number: 530275) ('Prosura'), and is authorised, as Prosura's representative, to

- provide general financial product advice for general insurance products; and
- deal in general insurance products by issuing, applying for, acquiring, varying or disposing of the products, to retail clients.

When Prosura provides these services, it does so on behalf of the insurer, Pacific International Insurance Pty Ltd ABN 83 169 311 193 ('Pacific'), pursuant to a binding authority. Prosura and VroomVroomVroom act for the insurer, not for you. The product Prosura offers on behalf of Pacific as at the date of this FSG is rental vehicle excess travel insurance.

Prosura is also authorised to handle and settle claims (AFSL 530275). Where it handles and settles claims under the rental vehicle excess travel insurance products it does so on behalf of Pacific, as Pacific's agent, not for you.

VroomVroomVroom and Prosura are not authorised to provide personal advice to anyone. Any advice they give will not take into account your personal objectives, financial situation or needs. You should carefully consider whether you should get advice regarding your personal objectives, financial situation or needs. If you do need personal advice, you should seek advice from a licensed or authorised financial adviser.

## Remuneration information

VroomVroomVroom and Prosura receive a fee or commission, which is a percentage of the premium, for each product sold. Prosura's remuneration also includes a profit component.

Distributors or referrers may also receive a commission for each product sold.

Prosura also charges a processing fee, which represents expenses incurred in connection with the third party payment gateway used to process purchase transactions.

Employees are paid a market salary that may include bonuses based on business performance. VroomVroomVroom and Prosura closely monitor these activities to ensure that they do not create conflicts of interest.

The premium amount is agreed with you before the product is purchased. The remuneration, fees and commissions outlined above are included in the total charges you pay for the insurance product.

For more information about remuneration or other benefits received, please contact us.

## Complaints and disputes

If you have a complaint about the financial services provided by Prosura you can find information on how your complaint can be resolved in the Complaints section of the PDS.

## Professional indemnity insurance

Prosura holds a professional indemnity insurance policy which satisfies the requirements of the Corporations Act 2001 (Cth).

## Privacy policy

Prosura is committed to ensuring the privacy and security of your personal information. Prosura does not trade, rent or sell your information. You can find more information in the 'Protecting your privacy' paragraph of the PDS or on [prosura.com/privacy-policy](https://prosura.com/privacy-policy).

## Contact us for more information

If you have any questions please contact us using the contact details provided on the following page.



Sales, general enquiries and claims

**1300 677 180**

You can lodge your claim online 24 hours a day at:

[prosura.com](https://prosura.com)

**Prosura Pty Ltd**

ABN 59 638 142 720

Level 1, 10 Finchley St, Milton, QLD 4064 Australia

This insurance is underwritten by

**Pacific International Insurance Pty Ltd**

ABN 83 169 311 193