



PRESIDIAN

### Information on your Safeguard Ultimate Warranty.

#### Attached in this policy pack is:

- **Your Policy Schedule:** this provides a summary of your cover and details of your insurance including the vehicle covered, your premium and the term.
- **Product Disclosure Statement and Policy Wording:** this contains the details of the insurer, Virginia Surety Company Inc., and the essential details you need to know about your insurance contract, its benefits and limitations.
- **Financial Services Guide and Profile:** this contains information about Coverforce and Presidian. It explains the services offered, the fees charged and the process for handling complaints.
- **How to Make a Claim guide:** this provides information on how to make a claim with the claims administrator for this warranty, Presidian.

Please carefully read the documentation to fully understand both the coverage your warranty provides you and the details of the administration of your policy.

TO MAKE A CLAIM ON  
THIS POLICY CALL  
PRESIDIAN ON:

 **1300 363 149**

PRIOR TO ARRANGING  
ANY REPAIR WORK.

This Warranty has been issued and underwritten by Virginia Surety Company Inc ABN 63 080 339 957 AFSL 245579 (Insurer). Coverforce Insurance Broking Victoria Pty Limited ABN 45 127 707 813 AFSL 345986 (Coverforce) has a binding authority with the Insurer to act as its agent for the purpose of issuing policies. Presidian Management Services Pty Ltd ABN 99 166 382 369 is an Authorised Representative (No. 1268955) of Coverforce and will administer claims for this Warranty.

Any features of the Warranty described are subject to terms and conditions and have not detailed any warranty exclusions. There may be some features of the Warranty which overlap with customer rights under the Australian Consumer Law. Nothing in the purchase of a Warranty excludes, restricts or modifies customer rights under the Australian Consumer Law. A customer is not required to pay for rights and remedies under the Australian Consumer Law. It is recommended a customer carefully reads the PDS and Policy Wording for the full terms, conditions and exclusions and a summary of the rights and remedies available under the Australian Consumer Law before making any decision to purchase the warranty. You can obtain a copy of the PDS and Policy Wording by contacting Presidian on 1300 363 149.



## Safeguard Ultimate Warranty

### Product Disclosure Statement and Policy Wording

Product Disclosure Statement  
Prepared on the 1 November 2018  
Insurer:

Virginia Surety Company, Inc. (ARBN 080 339 957)  
Australian Financial Services Licence number 245579

# Section 1: Product Disclosure Statement

## Important Information About This Policy

### The Purpose Of This Product Disclosure Statement

The purpose of this Product Disclosure Statement (PDS) is to give You the information You require to make an informed decision about whether or not to apply for the Cover provided by Safeguard Ultimate Warranty. Before deciding to purchase this Policy, You should read this PDS and Policy carefully to understand the Cover provided by the Policy. This PDS details the significant features of the Policy, including the Policy's benefits, risks and information about how the insurance premium is calculated. The information is general and does not take account of Your individual needs.

This PDS, in addition to the Proposal and Policy Schedule, forms Your contract of insurance with Us. Provided You have paid the premium, and serviced Your Vehicle in accordance with the service requirements specified within this Policy, We will insure You during the Period of Cover subject to the terms, conditions and exclusions set out in this PDS.

Capitalised terms and expressions used in this PDS have the meanings given to them at the beginning of the Policy Wording in Section 2.

We recommend that You store these documents in a safe place.

### Who Is The Insurer?

This insurance policy is issued and underwritten by Virginia Surety Company, Inc. (VSC) (ARBN 080 339 957) of Level 2, 693 Burke Road, Camberwell VIC 3124. In this PDS, the insurer is called 'We', 'Us' or 'Our'. We hold an Australian Financial Services Licence, number 245579. The Warranty Group Australasia Pty Ltd (The Warranty Group) (ABN 37 005 004 446) performs operational functions on Our behalf.

You can contact Us:

- by phone on 1300 131 306
- by writing to Us at PO Box 246, Balwyn VIC 3103
- by emailing Us at [vscau@thewarrantygroup.com](mailto:vscau@thewarrantygroup.com)

Coverforce Insurance Broking Victoria Pty Limited (ACN 127 707 813) (Coverforce) hold an Australian Financial Services Licence, number 345986 and performs policy administration functions on Our behalf. In effecting this insurance Policy, the Distributor is acting as an agent of Coverforce who authorised the Distributor to distribute this Policy, and not as Your agent. Details of the Australian Financial Services Licensee who authorised the Distributor to distribute this Policy are set out in the Financial Services Guide that the Distributor will provide to You. Some of Your insurance premium is paid to the Distributor as commission. Details of the commission received by the Distributor are also set out in the Financial Services Guide that the Distributor will provide to You.

Presidian Management Services Pty Ltd (ABN 99 166 382 369) (Presidian) perform claims administration functions for Coverforce. Coverforce and Presidian collectively is called the Administrator.

### To Be Eligible For This Policy:

- You must be at least 21 years of age.
- Your Vehicle must have a minimum purchase price of \$10,000.
- The Vehicle must be in a roadworthy condition, mechanically sound, been serviced according to manufacturer recommendations and have a current motor Vehicle registration at the time of Policy purchase.
- There are three (3) Cover Options available when selecting a Cover for Your Vehicle. Each Cover Option offers varying levels of Cover. Not all Vehicles are eligible for each of the Cover Options. Vehicle eligibility for each of the Cover Options available is:

Silver	Vehicle must be 10 years old or less and travelled less than 160,000 km's
Gold	Vehicle must be 8 years old or less and travelled less than 120,000 km's
Platinum	Vehicle must be 5 years old or less and travelled less than 100,000 km's

- Vehicles are categorised into different classes, please refer to Your Distributor to obtain a list of Vehicle categories.
- Certain vehicles are excluded for Cover, please refer to Your Distributor to obtain the list of excluded vehicles.

## Significant Features And Benefits Of The Policy

The Policy is an insurance Policy with the following significant features and benefits:

- Extends the Factory Warranty (subject to the terms and conditions of this Policy).
- Provides protection after the Factory Warranty, Statutory Warranty or a 90-day waiting period has expired.
- Offers You a choice of four Cover Terms;
  - 12 months or 30,000Kms;
  - 24 months or 60,000kms;
  - 36 months or 90,000kms;
  - 48 months or 120,000kms.
- The Period of Cover ceases on the first to occur of the following:
  - Upon expiry of the selected Cover Term either by time or kilometres travelled; and
  - The Vehicle is sold and no valid Transfer of Ownership Form is accepted by Us.
- Subject to Our approval, the Policy can be transferred to the Vehicle's new owner when a private sale takes place.
- Includes additional benefits (accommodation, car rental, locksmith service and towing) in the event of a valid claim as detailed on page 10.

## Policy Exclusions

The Policy is not a repair and maintenance plan but intended to Cover unforeseen Defect/s, Failure/s or Fault/s of an electrical or mechanical nature of certain parts of the Covered Components of Your Vehicle. There are a number of Policy Exclusions, including:

- Normal Wear & Tear or deterioration of parts;
- Parts other than those covered by the Factory Warranty;
- Circumstances where the Vehicle has been subjected to misuse, abuse, or negligence;
- Fluids and parts which have not failed and which are replaced during servicing;
- Any claims where We are not contacted for authorisation prior to the commencement of repairs; or
- Losses resulting from accidental damage.

This list does not include all Policy Exclusions. Please refer to the 'Policy Exclusions' section of the Policy Wording to ensure that You are aware of all exclusions which apply to the Cover provided.

## Significant Risks

You should be aware of the following risks associated with the Cover:

**Service Requirements:** For Cover Options Gold and Platinum if the Vehicle is not maintained in accordance with the manufacturer's service recommendations as detailed in the Vehicle Owner's Manual, We may cancel the Policy or refuse to pay a claim. For Cover Option Silver it is a condition of Cover that Your Vehicle is maintained in a roadworthy, mechanically sound condition and serviced regularly every 10,000 kilometres or 6 months (whichever occurs first) by a Fully Authorised Mechanic (see page 8 of the Policy Wording for further details).

**Disclosure Obligations:** Failure to comply with disclosure obligations may have consequences in relation to the Cover being provided or may affect a claim being paid. These consequences are outlined on page 6 under 'Your Duty of Disclosure' in the Policy Wording.

**Period of Cover:** The Period of Cover depends on a number of factors including the Cover Term, the number of kilometres travelled, the maximum Policy Benefit and whether the Vehicle is sold. The Cover Term is not necessarily the Period of Cover (see page 9 of the Policy Wording for further details).

**Limit of Liability:** Depending on the type of Cover you choose, there will be differing per claim benefits and a Maximum Policy Benefit. (see page 7 of the Policy Wording for further details).

## How To Apply

To apply for Cover, the Proposal & Policy Schedule will need to be completed by the Distributor. Upon completion You will be given a copy of the Proposal & Policy Schedule detailing the Cover purchased.

## What Is The Cost?

The premium payable for Your insurance policy will be shown on Your Proposal & Policy Schedule. In setting premiums, the following factors are taken into consideration:

- the Cover Option selected;
- the Cover Term chosen; and
- the Vehicle category.

The premium will vary depending on the Cover Option You choose, with Silver being the least expensive and Platinum being the most expensive. It also varies depending on the Cover Term chosen (that is, how long it will last). The longer the Cover Term the more the Cover will cost. The Vehicle category will also influence the premium. The premium amount will be calculated and provided to You in the Proposal & Policy Schedule before You acquire the Cover.

In the event that the premium is not received in full, within 30 days from the date of purchase, all Cover will cease. For further details please refer to the Cancellation section in the Policy Wording.

## Taxation Information

Premiums are subject to Goods and Services Tax (GST) and stamp duty imposed by Commonwealth and State Governments. These amounts will be shown separately on Your Proposal & Policy Schedule. GST will also affect any claim You make under this Policy. Please refer to the claims section on page 10 for full details.

Generally, Your premiums are not tax deductible and claims payments are not assessable income for tax purposes unless You purchase Your Policy for business purposes and Your Vehicle is registered for business purposes. This taxation information is a general statement only. You should seek professional taxation advice for information about Your personal circumstances.

## Your Duty Of Disclosure

When entering into a policy of insurance, We rely on the information You provide to Us. You must tell Us anything known to You, or that should be known by You, that could affect Our decision to insure You. Please refer to the full details under 'Your Duty of Disclosure' on page 6 of the Policy Wording.

## Cooling-off Period

You may cancel Your Policy within 28 days of the earlier of:

- receiving confirmation from the Administrator of the purchase of the Policy; and
- the end of the fifth day after the day on which the Policy is issued to You.

If You wish to cancel Your Policy during this period, You must notify the Administrator in writing at the following address:

Administrator  
Safeguard Ultimate Warranty  
PO Box 159  
Traralgon VIC 3844

or by email at [enquiries@presidianwarranty.com.au](mailto:enquiries@presidianwarranty.com.au). The Administrator may also be contacted by telephone on:

1300 363 149

If You do so, the Administrator will refund the premium in full. However, the Administrator will not refund the premium if a claim has been lodged on Your insurance Policy.

To cancel Your Policy at other times, please refer to the 'How Can Your Policy be Cancelled' section on page 9 of the Policy Wording.

## Dispute Resolution

Should You have a concern relating to any area of Our business or Your Policy You may request that it be dealt with by the Administrator's supervisor or manager directly responsible for that area. If You have a complaint contact the Administrator's Complaints Officer on 1300 363 149. If Your complaint is not resolved, the Administrator's Complaints Officer will refer Your dispute to Our Internal Dispute Resolution Panel. You can contact Our Internal Dispute Resolution Panel:

- by phone on 1300 654 611;
- in writing to PO Box 246, Balwyn VIC 3103; or

- by emailing Us at [customerfeedback@thewarrantygroup.com](mailto:customerfeedback@thewarrantygroup.com) .

We will respond to Your complaint in writing provided We have all the necessary information. If You are not satisfied with the outcome You may refer the matter to the external disputes resolution body. The external disputes resolution body is the Australian Financial Complaints Authority (AFCA). AFCA may be contacted:

- by phone on 1800 931 678 (free call)
- by post: GPO Box 3, Melbourne VIC 3001
- by emailing them at: [info@afca.org.au](mailto:info@afca.org.au)
- on the web: [www.afca.org.au](http://www.afca.org.au)

AFCA provides an independent service which will investigate Your complaint and provide a ruling at no cost to You.

## How To Make A Claim

You should refer to page 10 of the Policy Wording for the information regarding making a claim under the Policy.

## The General Insurance Code Of Practice

Virginia Surety Company, Inc. adheres to the General Insurance Code of Practice (Code). The Code was developed with the objective of raising the standards of service and practices in the insurance industry to a level that seeks to achieve total customer satisfaction. The Code aims to improve the quality of policy documentation and information provided to consumers; employee and agent training; claims handling and dispute resolution. Please contact Us if You would like to obtain a copy of Our brochure on the Code.

## Your Privacy

Virginia Surety Company, Inc. is bound by the Privacy Act 1988. In order for Us to provide You with insurance We need to collect certain personal information about You. We collect personal information from You and Our business partners and service providers in connection with the insurance. Collection of Your personal information from Our business partners and service providers usually occurs at the point of sale of the insurance. If You do not provide Us with this information Your application may not be processed or, We may not be able to administer claims or handle inquiries in connection with the insurance. The purposes for which We collect Your personal information are to provide the insurance, handle inquiries about the insurance, for security checks to verify Your identity, to administer claims and related, secondary or ancillary purposes. The personal information We collect may be disclosed to assessors, loss adjusters, and other service providers who perform activities in connection with the purposes for which We collect, as well as companies within The Warranty Group including Our companies within the regions of Asia-Pacific, UK, USA, and South Africa. In accordance with Our Privacy Policy You have rights of access to, and correction of, Your personal information upon request. You also have the right to complain about Our management of Your personal information, which is also detailed in Our Privacy Policy. If You would like a copy of Our Privacy Policy, would like access to the information We have about You or wish to make a complaint, please contact Our Privacy Officer on 1300 654 611 or visit <https://www.thewarrantygroup.asia/privacy> . By submitting a Proposal & Policy Schedule, You consent to Us managing Your personal information in accordance with Our Privacy Policy.

## Australian Consumer Law

Your rights under Australian Consumer Law commence from the date of purchase and may run for the life of the Vehicle that You have purchased.

The benefits of the Safeguard Ultimate Warranty range as set out in this PDS and Policy Wording, work alongside and in addition to the rights and remedies to which You may be entitled under Australian Consumer Law. In no way does the Safeguard Ultimate Warranty range limit Your rights under the Australian Consumer Law.

Subject to the exclusions and limitations set out in this Policy, the Safeguard Ultimate Warranty range gives You a guaranteed minimum remedy where Your Vehicle suffers a Mechanical Breakdown covered by the Safeguard Ultimate Warranty range.

## Financial Claims Scheme

If We become insolvent, this Policy may be protected under the Federal Government's Financial Claims Scheme administered by APRA. This means that if You meet certain eligibility criteria You may receive payment under the scheme. For more information please refer to the following website: <https://www.fcs.gov.au> .

## Subrogation

When We pay a claim under the Policy, We have the right to take over and enforce any right You may have to recover the loss from another party. We may do this in Your name and You have an obligation to assist Us as required.

## Section 2: Policy Wording

### Definitions

**APRA:** means the Australian Prudential Regulation Authority.

**Cover:** means the protection provided by this Policy.

**Covered Component:** means a part of Your Vehicle that was originally covered by the Factory Warranty, unless specified in the Exclusions.

**Cover Option:** means the three types of Cover available under this Policy i.e. Silver, Gold or Platinum.

**Cover Term:** means the number of months specified in the Proposal & Policy Schedule as the term of the Cover.

**Current Market Value:** means the current trade value as defined by Glass's Guide and/or independent assessor.

**Defect/s, Failure/s or Fault/s:** means electrical or mechanical defect, failure or fault in factory material or workmanship of a Covered Component but does not include Normal Wear & Tear.

**Distributor:** means the person or entity introducing You to the Policy.

**Duly Authorised Mechanic:** means a repairer or mechanic with appropriate trade qualifications for the work being conducted.

**Factory Warranty:** means the original equipment warranty coverage provided by the manufacturer from the date of first registration of the Vehicle. May also be referred to as the manufacturer warranty.

**Maximum Policy Benefit:** means the maximum amount of all claims, in aggregate, that may be paid under the Policy.

**Mechanical Breakdown:** means the sudden and unforeseen failure of a Covered Component of the Vehicle, not by Normal Wear & Tear, normal deterioration or negligence.

**Normal Wear & Tear:** means the gradual reduction in operating performance of a Covered Component of the Vehicle, having regard to the age of the Vehicle and the distance it has travelled.

**Period of Cover:** means the period beginning on the date the Cover commences and ending on the date the Cover ceases, as defined under the heading 'When Am I Covered?' in the Policy Wording.

**Policy:** means Safeguard Ultimate Warranty.

**Policy Exclusions:** means the circumstances which the Policy does not cover, as set out under the heading 'Policy Exclusions' in the Policy Wording.

**Policy Wording:** means the policy wording set out in Section 2 of this PDS.

**Proposal & Policy Schedule:** refers to the form on which You provide information about yourself and the type of Cover You have selected and includes any written amendments We send You.

**Statutory Warranty:** means the minimum statutory warranty obligations of motor vehicle dealers as dictated by legislation in each state and any warranty coverage provided by the dealer.

**Transfer of Ownership Form:** means the form of that name included in this PDS.

**Vehicle:** means the Vehicle described in the Proposal & Policy Schedule including factory or manufacturer fitted equipment or accessories.

**We, Us, Our:** means the insurer, Virginia Surety Company, Inc. (ARBN 080 339 957).

**You, Your:** means the person(s) named as the insured in the Proposal & Policy Schedule.

### Your Duty Of Disclosure

**What You must tell Us and why:** When entering into a policy of insurance with Us You must answer Our questions truthfully and You have a duty under law to tell Us anything known to You and which a reasonable person in the circumstances would include in response to Our questions. We will use Your answers to decide whether or not to insure You and anyone else named on the Policy, and on what terms We will provide Cover.

**Who needs to tell Us:** It is important that You understand You are answering questions for yourself and those answers will affect anyone else You want to be covered by the Policy. You have the same duty to disclose this information to Us before You extend, vary or reinstate the Policy.

**If You do not tell Us:** If You do not answer Our questions in this way, We may reduce or refuse to pay a claim, or cancel the Policy. If You answer Our questions fraudulently, We may refuse to pay a claim and treat the Policy as never having existed.

### Type of Cover

Safeguard Ultimate Warranty is not a repair and maintenance plan, but an insurance Cover against sudden and unforeseen Defect, Failure or Fault of an electrical or mechanical nature of certain parts of the Covered Components of the Vehicle during the Period of Cover.

We agree to pay for the reasonable cost to repair or replace the parts of the Covered Components of the Vehicle, or reimburse You, at Our option, due to Defect, Failure or Fault (subject to the Limit of Liability for the Cover as shown

below). If a part of a Covered Component requires replacement the repairer may replace with a similar or reconditioned part.

You can also choose a Cover Term of:

- 12 months or 30,000Kms;
- 24 months or 60,000kms;
- 36 months or 90,000kms;
- 48 months or 120,000kms.

Your Proposal and Policy Schedule will show the Cover Term You have selected. The Cover Term is not necessarily the Period of Cover. You should refer to page 9 for details of the Period of Cover.

## Limit of Liability

The maximum benefit per claim is limited to the amount specified for the Cover Option You have selected. Regardless of the number of claims made the Maximum Policy Benefit amount payable under Your Policy is limited to the Maximum Policy Benefit listed below for the Cover Option You have selected.

Cover Option	Maximum claim benefit (inclusive of GST)	Maximum Policy Benefit
Silver	No more than \$3,000	Current Market Value
Gold	No more than \$7,500	Current Market Value
Platinum	No more than the Current Market Value	Current Market Value

## Policy Coverage

Safeguard Ultimate Warranty extends the Factory Warranty subject to the terms and conditions of this Policy. Hence if Your Vehicle suffers a Defect, Failure or Fault, We will repair, refund or replace any Covered Component of the Vehicle that suffers a Defect, Failure or Fault.

## Policy Exclusions

Our liability to pay a claim under the Policy is excluded in the following circumstances:

- failure arising from Normal Wear & Tear and the gradual reduction in operating performance of the Vehicle or part;
- any item that requires periodic replacement as part of normal Vehicle maintenance including but not limited to: tyres, batteries, filters, hoses, brake pads and linings, spark plugs, belts, worn clutch, wiper blades, lubricants, and coolants;
- parts other than those covered by Factory Warranty;
- parts subject to recall by the Vehicle manufacturer;
- parts and repairs subject to manufacturer technical bulletins;
- parts which have not failed and which are replaced during routine servicing or maintenance;
- any loss caused through modification of covered parts or to any non-manufacturer fitted part or directly related to or caused by the fitting of any non-manufacturer fitted part;
- any part which is covered but not available (Our liability will be restricted to repairing, replacing or paying the value of the required part only and not to any replacement or repair of an entire Component);
- consequential loss or damage of any kind;
- Vehicles that have not been maintained in accordance with the service requirements of this Cover (see section below, titled 'Service Requirements');
- failure caused by misuse, neglect, abuse or improper servicing or any repairs required as a result of continued operation of the Vehicle once a Defect, Failure or Fault has occurred;
- any problem caused by the failure to maintain proper levels of fluids, fuels, lubricants or coolants or contamination of fluids;
- any problem caused by the use of contaminated or incorrect types and grades of fuel, oil or lubricants;
- any claims where We have not been contacted prior to the commencement of repair or repairs and where We have not issued an authorisation number;

- the costs incurred in improving or reconditioning the Vehicle or parts to a condition superior to that at the time of purchase;
- component parts or design elements which are found to have been defective at the commencement of Cover, or can be described as having an inherent design fault;
- repairs to the Vehicle caused by corrosion, electrolysis, rust, fire, illegal use, malicious damage, impact, accident, earthquake, flood or other occurrence of nature, riot or civil commotion, war, invasion, strikes or resulting from nuclear fission, fusion or radioactivity;
- any freight costs for shipping parts;
- any workshop consumables and environmental disposal levy;
- diagnostic or dismantling costs unless accepted as part of an authorised claim;
- software upgrades, reprogramming or technical channel/upgrade;
- any loss caused through having Your Vehicle modified from factory specifications (for example, addition of turbocharger, or instillation of oversize piston valves), unless the modifications are manufacturer approved or installed;
- any loss attributed to the Vehicle being fitted with an LPG unit parts expressly excluded for engines running on LPG includes (but not limited to): air flow motors, fuel, pumps, injections, inlet and exhaust valves and/or seals, exhaust systems and all inlet tract components;
- any loss caused by not accepting service recommendations for additional repairs or adjustments;
- any loss caused by not following the Vehicle manufacturer's operating guidelines or exceeding the manufacturer's operating limits;
- repairs on superficial damage such as cosmetic or surface corrosion from stone chips or scratched in the paint;
- any loss covered by any other warranty or guarantee including Statutory Warranty, Factory Warranty and/or repairer's guarantee;
- any repairs performed by a non-authorised repairer;
- any loss arising from the mechanical failure of a Covered Component which has prior to the mechanical failure, been repaired by someone other than an authorised repairer;
- the cleaning of any component including the removal of any carbon or sludge;
- any loss outside of the Period of Cover;
- any fraudulent loss; or
- for Cover Options Silver and Gold any failure of navigation equipment or tracking device, reversing cameras, parking sensors, immobiliser, radio, CD player, DVD player, television, car phone or any other related audio/visual equipment.

The Policy will cease, and no claims will be accepted for any Vehicle which:

- is being or has been used in competitions, rallies, racing, pace making, reliability trials, speed or hill climbing or by overloading of the Vehicle;
- is being used for or has previously been used for the conveyance of passengers for hire or reward, rental, delivery or courier use, Police or emergency vehicle, driver's instruction or tuition for reward;
- has been used for towing without suitable equipment as recommended by the Vehicle manufacturer; or
- has an odometer reading that cannot be accurately determined.

In relation to the Policy Exclusions, You should also read the next section, titled 'Service Requirements' carefully.

## Service Requirements

- For Cover Options Gold and Platinum it is a condition of Cover that Your Vehicle is maintained in accordance with the manufacturer's service recommendations as detailed in the Vehicle Owner's Manual.
- For Cover Option Silver it is a condition of Cover that Your Vehicle is maintained in a roadworthy, mechanically sound condition and serviced regularly every 10,000 kilometres or 6 months (whichever occurs first).
- A Duly Authorised Mechanic must carry out any service or repairs.
- Any Defect, Failure or Fault or any parts identified as needing repair or replacement or which are identified as a potential problem, prior to Your Cover commencing, must be immediately rectified.
- Upon becoming aware of the development of any mechanical problem, You or any other person driving the Vehicle must take all necessary steps to minimise any damage that might arise.

The Vehicle must at all times be operated in accordance with the manufacturer's instructions and in a manner consistent with the Vehicle's design and specifications.

Failure to comply with servicing and repairs of the Vehicle in accordance with these requirements will end Your Warranty Cover.

## When Am I Covered?

The Period of Cover is the period beginning on the date Cover commences and ending on the date Cover ceases. Provided You have paid the premium, We will insure You during the Period of Cover subject to the terms, conditions and exclusions set out in this PDS.

### The start of Your Cover

Your Cover will commence on the later of:

- the date the Factory Warranty expires;
- the date the Statutory Warranty expires; and
- if no Factory Warranty or Statutory Warranty exists, upon expiry of 90 days from the date the Proposal & Policy Schedule is issued to You.

### The end of Your Cover

Your Cover will cease on the first to occur of:

- at 4 pm on the date that the Cover Term has elapsed from the date the Cover commences;
- when the Vehicle has not been serviced in accordance with the Service Requirements;
- when the Vehicle exceeds the maximum kilometres allowed for the chosen Cover Term;
- when the policy is cancelled; and
- if the Vehicle is sold and no valid Transfer of Ownership Form is accepted by Us, within the specified timeframe;

## How Can Your Policy Be Cancelled?

**Cooling-Off Period:** You may cancel Your Policy during the cooling-off period.

Other Cancellations:

### Cancellation by You

You may cancel this Policy at any time:

- by emailing the Administrator at [enquiries@presidianwarranty.com.au](mailto:enquiries@presidianwarranty.com.au) ;
- by writing to the Administrator at PO Box 159, Traralgon VIC 3844; or
- by contacting the Administrator on 1300 363 149.

Upon cancellation, no premium is refunded if a claim has been paid. If a claim has not been paid and the Policy is cancelled, the requisite amount of premium for the time that Cover has been provided will be retained.

### Cancellation by Us

The Administrator may cancel this Policy on Our behalf by giving You notice in writing in accordance with the Insurance Contracts Act 1984 for reasons including:

- |                     |  |
|---------------------|--|
| • non-disclosure    | • failure to comply with the conditions of this Policy |
| • misrepresentation | • non-payment of premium.                              |

If the Administrator cancels Your Policy, no premium is refunded if You have already had a claim on the Policy. If You have financed the premium for this Cover, the Administrator will require the approval of the finance company before cancelling the Policy. Any refund will be made to the financier.

Provided You have not already had a claim paid on the Policy, if You or We via the Administrator cancel Your Policy the Administrator will refund the premium for the unexpired Period Of Cover. Refunds are calculated on a pro-rata basis.

## What Happens If You Sell Your Vehicle?

A valid Policy can be transferred to a new owner at Our discretion. Transfer can only occur if the recommended service schedule of Your Cover Option has been complied with and can be verified and evidenced by supplying copies of tax invoices or service history.

If ownership of the Vehicle is transferred, Cover ends immediately, unless the Transfer of Ownership Form in this PDS is completed and submitted to the Administrator, together with, Your local traffic authority transfer of registration/ownership form within 14 days after the transfer.

Transfer is not available if the Vehicle is sold to or through a motor dealer, trader or auction house.

## How To Make A Claim

Important conditions relating to claims:

- **Repairs must not commence unless authorised by the Administrator.**
- You may be asked to contribute toward the repair costs if the repairs being performed will restore the Vehicle to a better condition than that immediately prior to the Mechanical Breakdown. When settling a claim We have the right to take Normal Wear & Tear into consideration.
- You must ensure You take all reasonable steps to protect the Vehicle from further damage, when damage to any of the Vehicle's Covered Components is suspected, otherwise We have the right to decline Your claim.

### How do I make a claim?

If a claimable event arises You must:

1. Call the Administrator and take Your Vehicle and Your Proposal & Policy Schedule to any Duly Authorised Mechanic authorised by the Administrator.
2. Provide proof of Your Vehicle's service history.
3. The repairer will contact the Administrator on 1300 363 149 and provide their diagnosis of the problem, its cause and the estimated cost of parts and labour. If appropriate, the Administrator will authorise the claim, supply them with an authorisation number and approval to commence repairs.
4. When work is completed You will need to sign the invoice and the repairer will forward it to: Administrator, Safeguard Ultimate Warranty, PO Box 159, Traralgon VIC 3844. The invoice must show the number of hours, hourly rate, cost of individual parts, copies of sublet invoices and the authorisation number.

If You experience any problems, please contact the Administrator on 1300 363 149 or via email at [enquiries@presidianwarranty.com.au](mailto:enquiries@presidianwarranty.com.au) and the Administrator will contact the repairer on Your behalf.

## GST On Claim Payments

When We make a payment under this Policy (to You directly) for the acquisition of goods, services or other supply, We will reduce the amount of any payment by the amount of input tax credit (ITC) that You are entitled to, whether or not that acquisition is actually made. In the case that a compensation payment is made under this Policy in lieu of payment for the acquisition of goods, services or other supply, We will reduce the amount of that payment by the amount of ITC You would have been entitled to had the payment been used to acquire goods, services or other supply.

## Claim Recovery

We reserve the right to take action to recover costs incurred by Us where We believe the incident is the responsibility of another party. When We do this, We may take action in Your name and You will be required to cooperate with Us and provide any information We may require.

## Additional Benefits

In the event of an authorised Warranty claim, the following additional benefits are provided and will be reimbursed upon receiving receipts:

### Accommodation

We will pay up to \$200 per day, subject to an overall limit of \$600 for all claims during the Period of Cover, if Your Vehicle is immobilised beyond 100km from Your usual home address and the repair is not completed on the day of Our authorisation of repairs.

### Car Rental

We will pay up to \$100 per day for car rental, subject to an overall limit of \$600 for all claims during the Period of Cover if Your Vehicle is immobilised for more than two consecutive days after Our authorisation of repairs.

### Locksmith Service

We will pay up to \$200 for the services of a professional locksmith, subject to an overall limit of \$600 for all claims during the Period of Cover, if Your Vehicle's ignition or door key is lost, broken or accidentally locked in Your Vehicle.

### Towing

We will pay up to \$200 for any one claim, subject to an overall limit of \$600, for all claims during the Period of Cover. Cover is only provided for costs incurred in excess of that provided by Your motoring organisation.

## SERVICE RECORDS

These records will be required in the event of a claim.

Please ensure that Your Duly Authorised Mechanic completes and stamps to verify each service.

**Service No:** \_\_\_\_\_

Date of Service \_\_\_\_\_

Kms at service \_\_\_\_\_

Repair Shop \_\_\_\_\_

Invoice No \_\_\_\_\_

Service Adviser

Name \_\_\_\_\_

Repair Shop Stamp

Service Adviser

Signature \_\_\_\_\_

**Service No:** \_\_\_\_\_

Date of Service \_\_\_\_\_

Kms at service \_\_\_\_\_

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Service Adviser

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Repair Shop Stamp

Service Adviser

Signature \_\_\_\_\_

# Safeguard Ultimate Warranty Transfer Of Ownership Form

Should You sell Your Vehicle privately within the Period of Cover this cover is transferable, subject to Our approval. Service and maintenance must have been carried out in accordance with the Service Requirements specified in this PDS. Transfer is not available if the Vehicle is sold to or through a motor dealer, trader or auction house.

Please complete this Transfer of Ownership Form and return it within 14 days of sale with a copy of Your service history records and Your local traffic authority transfer of registration/ownership form to:

Administrator  
Safeguard Ultimate Warranty  
PO Box 159, Traralgon VIC 3844

I certify that I have sold my Vehicle and request that this Cover is transferred and confirm that the service book has been passed to the new owner.

Policy Number: .....

## Current Owner's Details

First Name ..... Last Name .....

Address .....

City ..... State ..... Postcode .....

Phone ..... Vin No ..... Reg No .....

Model ..... Kms at sale date .....

Signature ..... Date .....

## New Owner's Details

First Name ..... Last Name .....

Address .....

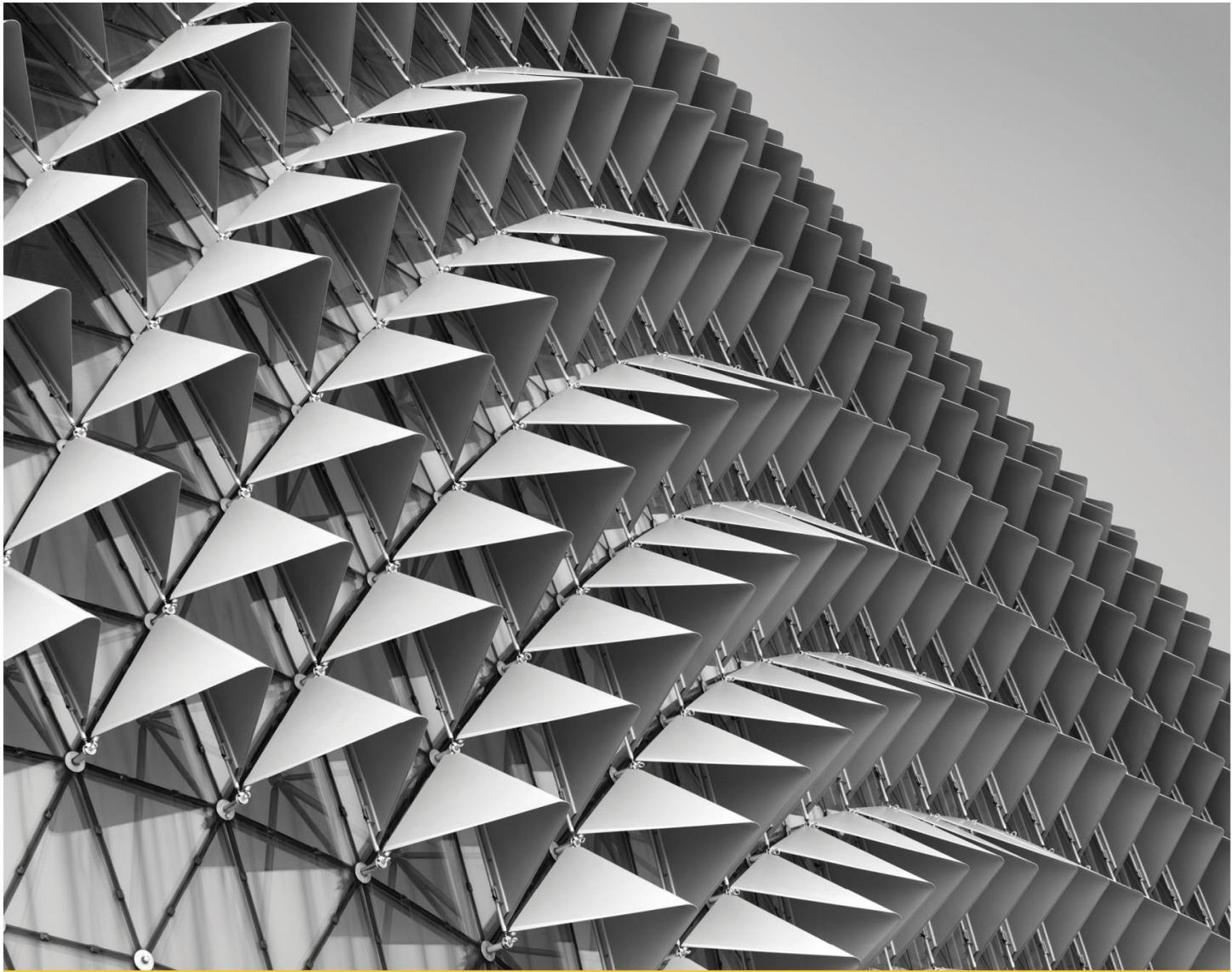
City ..... State ..... Postcode .....

Phone .....

Date of Transfer ..... Use:  Private  Business/Private  Commercial

I have been provided with the PDS, including the Proposal & Policy Schedule, and accept the terms, conditions and exclusions of the Safeguard Ultimate Warranty.

New Owner's Signature ..... Date .....



Smart  
Insurance

# solutions.

## Financial Services Guide

Presidian Management Services Pty Ltd  
V.1.4 - 17<sup>th</sup> June 2019

Coverforce Insurance Broking Victoria Pty Limited  
V. 2.3 - 1<sup>st</sup> February 2021

# Coverforce

## Financial Services Guide V 2.3

### Financial Services Guide

This Financial Services Guide (FSG) sets out the products and services that we offer you. It is designed to assist you in making an informed decision about whether to use any of those products or services and contains important information about:

- > the services we offer you;
- > how we and others are paid;
- > any potential conflict of interest we may have;
- > our internal and external dispute resolution procedures and how you can access them; and
- > arrangements we have in place to compensate clients for losses.

The information in the FSG is current at the date of issue and is general information only. In this FSG, the words "we", "our" or "us" is a reference to Coverforce Insurance Broking Victoria Pty Limited. "You" and "your" refer to you as our client or the insured person.

This FSG is also available on our website at [coverforce.com.au](http://coverforce.com.au)

The financial services referred to in this FSG are offered by:

Coverforce Insurance Broking Victoria Pty Limited  
ABN 45 127 707 813  
AFSL 345986

Level 2, 476 St Kilda Rd,  
Melbourne VIC 3004

T 03 9864 4444  
E [vic\\_info@coverforce.com.au](mailto:vic_info@coverforce.com.au)

### When we provide advice

If we provide you with General Advice, or assist you in obtaining a Retail insurance product (as defined in the Corporations Act 2001), we provide you with a general recommendation or opinion about a product which does not take into consideration your financial needs, situation or objectives. In these circumstances we will provide you with a General Advice Warning. We recommend that you read the relevant Product Disclosure Statement (PDS) in order to determine if that product is right for you. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

We will provide you with further information whenever we provide you with Personal Advice which takes into account your objectives, financial situation and needs. This information may include the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a Statement of Advice (SOA).

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to all other policies available, other than from those insurers we deal with regularly.

### How can I instruct you?

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned in the adjacent column of this FSG.

### Who is responsible for the financial services provided?

Coverforce Insurance Broking Victoria Pty Limited (CIBV) is responsible for the financial services that will be provided to you including the distribution of this FSG. CIBV holds a current Australian Financial Services License No: 345986. The contact details for CIBV are on the first page and last page of this FSG.

In some cases our services may be provided by Authorised Representatives or Distributors who have been provided with specific authority to provide services on our behalf. When dealing with our Authorised Representatives or Distributors as a Retail Client they will provide you with information on their relationship with us and the services they are authorised to provide. Each of our Authorised Representatives or Distributors are authorised by us to issue this FSG to you on our behalf.

# Coverforce

## Financial Services Guide V 2.3

### What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

CIBV is authorised to issue, deal in and provide financial product advice in relation to General Insurance products and Life Insurance products (limited to consumer credit insurance only) to Retail and Wholesale clients. We will do this for you as your broker unless we tell you otherwise.

Sometimes we will act under a binder or agency agreement from the insurer. When we act under a binder or agency agreement we will be acting as the agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or arrangement.

CIBV acts under a binding authority given by AAI Limited trading as Vero Insurance to act as its agent for the purpose of administering arranging, varying, issuing and renewing policies with respect to Motor Vehicle Insurance products.

CIBV acts under a binding authority given by QBE Insurance (Australia) Limited to act as its agent for the purpose of administering arranging, varying, issuing and renewing policies with respect to Motor Vehicle Insurance products.

CIBV acts under a binding authority given by Virginia Surety Company, Inc to act as its agent for the purpose of administering arranging, varying, issuing and renewing policies with respect to Warranty products.

When we provide these products to you we do so as the agent for the insurer and not for you.

### How will I pay for the services provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. In some cases we will also charge you an administration fee.

These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice.

You are required to pay us within the time set out on the invoice. We consider our remuneration is fully earned at the time the invoice is issued.

We make all attempts to provide you with the correct calculations of premium, statutory and other charges that apply to your insurance.

In the event that there is an error in these amounts (either because we or a third party have made an unintentional error), we reserve the right to correct the amount. Where permitted by law, you will not hold us responsible for any loss that you may suffer as a result of any such error.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in our commission.

When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

You may also pay your invoice utilising premium funding. If you do use premium funding you are able to pay your premium by instalments, although you will incur a fee and interest. Any benefit we may receive as a result of premium funding being arranged for you is set out in this document.

# Coverforce Financial Services Guide V 2.3

## How are any commissions, fees or other benefits calculated for providing the financial services?

Generally we are remunerated in the following ways:

- > a commission paid to us by the relevant insurer;
- > a service fee; or
- > a combination of fees and commission.

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer.  
Our commission varies between 0 and 30%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be itemised on our invoice or Statement and for Retail Clients we disclose the dollar value of the commission earned.

If you pay by credit card we may charge you a fee which is non-refundable and reimburses us for bank fees, interests and charges associated with the use of a credit card.

If you are no longer a client of CIBV, we may charge you a fee associated with the ongoing cost of managing your claims. Depending on any written agreement with us, this fee is up to \$250 per hour.

## Employee remuneration

Our employees are paid a market salary and may be entitled to a performance bonus depending on the quality of work that they provide to clients during any financial year and the achievement of company goals.

Our employees may also be invited to annual conferences, receive sponsorship for conferences, functions, meals or other non-monetary benefits from external parties such as insurers, underwriting agencies or reinsurers.

You do not bear the cost of these events and such relationships are managed under our conflicts of interest policy. Our policy is that any of the above received by us or our representatives that exceed \$300 per item or transaction in estimated value are potentially material and must be disclosed to our Conflicts Manager in writing.

## Authorised Representatives, Distributors and Referrers

Authorised Representatives and Distributors that provide financial services to you on our behalf are also remunerated. Authorised Representatives and Distributors are not employees and are not paid a salary. Instead, they are paid a percentage of the remuneration we receive (not in addition to those amounts) based on the services they provide.

Generally they will receive between 10% and 75% of our remuneration. We may pay our Authorised Representatives and Distributors for services provided in the sale, distribution and administration of this product. These costs may be passed on to you and included as part of the total amount payable

The remuneration paid to the Authorised Representative or Distributor is disclosed in their Profile which is provided to you at point of sale.

If you were referred to CIBV by a third party we may pay that third party a referrer fee which is calculated on a percentage of the commission that we receive, generally between 10% – 60%

This does not impact on the amount that you are charged for your insurance and the services that we provide.

## Premium funding

If we arrange premium funding for you we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

We have preferred supplier agreements in place with Hunter Premium Funding Pty Limited, Macquarie Premium Funding Pty Ltd and QPR Limited.

Our commission rates for premium funding are in the range of 0% to 6% of funded premium.

When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you.

## The Coverforce Group and other related entities

Coverforce Insurance Broking Victoria Pty Limited is a wholly owned subsidiary of Coverforce Victoria Holdings Pty Limited (ACN 610 837 431). Coverforce Insurance Broking Victoria Pty Limited is part of a group of financial services companies that consists of Coverforce Pty Limited (ACN 067 079 261),

# Coverforce

## Financial Services Guide V 2.3

Quanta Insurance Group Pty Ltd (ACN 118 886 927), Coverforce Insurance Broking Pty Ltd (ACN 118 883 542) and Coverforce Partners Pty Ltd (ACN 089 245 465).

All mentioned companies are a part of the Coverforce Group.

If we recommend a product or service of a company in the Coverforce Group, we may receive benefits as a result of that referral including a share of any commission generated by that referral, dividends and in some cases a share of that entities profits

We ensure that all negotiations and discussions with entities in the Coverforce Group are conducted as if that entity was an unrelated party and the relationship between the entities does not influence us in our recommendation of a product to you.

We will always recommend products to you that are an appropriate solution for your needs.

Where there is potential conflict of interest in our remuneration or arrangements generally with entities in the Coverforce Group we manage those in accordance with our conflicts of interest policy which all staff, Authorised Representatives and Distributors must comply with.

Should you have any questions in relation to or remuneration please do not hesitate to contact us.

### What do we do with our remuneration?

CIBV utilises the remuneration it receives for a variety of purposes including:

- a. staff salaries;
- b. payments to Authorised Representatives, Distributors and Referrers; and
- c. funding of normal business operating expenses including rent and IT management.

### Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

CIBV is a Steadfast Group Limited (Steadfast) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (Partners) under which Steadfast will receive between 0.5 – 1.5% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker we have access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These broker services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

In some instances we have agreements with various insurers to pay us a commission based on the volume of, or profitability, of work that we place with them. Some of those agreements include a profit share. Please let us know should you require more information about those insurers which we have these agreements.

These arrangements do not impact on the amount you are required to pay for your insurance and does not influence us in the deciding where to place your insurance.

### What arrangements do you have in place to compensate clients for losses?

CIBV has a professional indemnity insurance policy (PI policy) in place that complies with section 912B of the Corporations Act 2001.

The PI policy covers us and our employees (both past and present) for claims made against our employees, Distributors, Referrers and Authorised Representatives by clients as a result of negligent conduct by us in the provision of financial services.

### What information do you maintain in my file and can I access my file?

We maintain a record of your personal profile, including details of insurance policies that we arrange or issue for you. We may also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you for the period required by law.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website [coverforce.com.au](http://coverforce.com.au).

# Coverforce

## Financial Services Guide V 2.3

If you wish to look at your file please ask us. We will make arrangements for you to do so.

### Contractual liability and your insurance cover

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses).

Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

### Making a claim

Please contact us immediately if you need to lodge a claim.

If any claims are outstanding when you terminate our appointment as your insurance broker, we will provide details of the claim(s) to your new insurance broker so that they may continue to negotiate settlement on your behalf. Alternatively, we can continue to manage your claims for you at a fee of \$250 per hour.

### Duty of disclosure

Before you enter into an insurance contract with an insurer, you have a duty to disclose to the insurer every matter that you know, or could reasonably be expected to know, that is relevant to the insurer's decision whether to accept the risk of the insurance and, if so, on what terms. Your duty is not limited to answering specific questions in a proposal. Any additional relevant matters must also be disclosed. You have this duty until the insurer agrees to cover your risk. You have the same duty before you renew, extend, vary or reinstate an insurance contract.

Your duty however does not require disclosure of a matter:

- > that diminishes the risk to be undertaken by the insurer;
- > that is of common knowledge;
- > that your insurer knows, or in the ordinary course of its business, ought to know; or
- > as to which compliance with your duty is waived by the insurer.

For eligible contracts (where a natural person is purchasing Motor Vehicle, Home, Contents, Accident & Sickness, Consumer Credit or Travel Insurance) the insurer may provide you with a copy of all information previously disclosed to them by you, and request you provide updated information where required. If you do not advise of any

changes to previous information, the insurer will be under the impression that no changes have occurred to the risk.

### Non-disclosure

If you fail to comply with your duty of disclosure, the insurer may be entitled to reduce his liability under the contract in respect of a claim or may cancel the contract. If your non-disclosure is fraudulent, the insurer may also have the option of voiding the contract from its beginning.

### Material changes

You must also notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to fully cover you. We can assist you to do this and to ensure that your contract of insurance is altered to reflect those changes.

### Cooling off period - retail insurance only

If you decide that you do not need the retail insurance which has been arranged on your behalf, you have a minimum of 14 days from the earlier of the date you receive confirmation of the contract and the date it was arranged to change your mind. You must tell the insurer in writing that you wish to return the insurance contract and have the premium repaid. If you do so, the insurance contract will be terminated from the time you notified the insurer and the premium will be returned.

The insurer may retain its reasonable administration and transaction costs and a short term premium. You cannot return the contract of insurance if it has already expired or if you have made a claim under it.

We note that the above is the standard cooling off period and that you should check your Insurer's Product Disclosure Statement for the specific cooling off period that relates to your product.

### What should I do if I have a complaint?

Contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 15 Business Days, please contact our National Compliance Manager at [compliance@coverforce.com.au](mailto:compliance@coverforce.com.au). We will try and resolve your complaint quickly and fairly. A response will be provided to you within a maximum of 45 days from the date your original complaint was received.

If, after 45 days the dispute is still not resolved in a manner acceptable to you, you have the right to contact our external dispute resolution service. CIBV is a member of the Australian Financial Complaints Authority:

# Coverforce Financial Services Guide V 2.3

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

Time limits can apply to complain to AFCA and so you should act promptly or otherwise visit the AFCA website to determine when the time limit relevant to your circumstance expires.

## **Client Contact Agreement**

To ensure that we provide you with appropriate products and services, you agree to us calling you to discuss any new products and services.

If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

## **Any questions?**

If you have any further questions about the financial services CIBV provides, please contact us.

Please retain this document for your reference and any future dealings with CIBV.

## **Changes to this FSG**

Information in this document may change from time to time. We may make changes by amending the FSG and publishing an updated version on our website. You may also obtain a printed copy of the updated information by calling your broker.

# Presidian Management Services Pty Ltd

## Authorised Representative Profile V 1.4

Coverforce Insurance Broking Victoria Pty Limited (ABN 45 127 707 813) (Coverforce) is an Australian Financial Services Licence holder (No. 345986) under the Corporations Act 2001 (Cth). Further details regarding our products, services, remuneration and other important information may be found in our Financial Services Guide (FSG) attached to this Authorised Representative Profile.

### Introduction

Coverforce has appointed Presidian Management Services Pty Ltd (ABN 99 166 382 369) (Presidian) to act as its Authorised Representative (No. 1268955).

This Authorised Representative Profile explains:

- > the services provided by Presidian;
- > the authorisations provided to Presidian; and
- > the remuneration that Presidian receives for its services.

Presidian is authorised to distribute the Coverforce FSG and this Authorised Representative Profile which forms part of the FSG.

### Presidian company profile

Presidian is a subsidiary of McMillan Shakespeare Limited a leading provider of salary packaging, fleet and finance solutions. Presidian specialises in the administration of warranties.

### Authorisations

Coverforce authorises Presidian to provide the following services on behalf of Coverforce:

- > factual product information, general advice but not personal financial product advice on the products listed below; and
- > deal and arrange for the application and issue of the products listed below.

Presidian acts on Coverforce's behalf, not your behalf, when providing these services. The products in respect of which Presidian has been authorised by Coverforce to provide the above services are:

- > Safeguard Warranty Insurance underwritten by Virginia Surety Company, Inc (ARBN 080 339 957) AFSL 245579 which has given a binding authority to Coverforce to issue policies
- > Safeguard Ultimate Warranty Insurance underwritten by Virginia Surety Company, Inc (ARBN 080 339 957) AFSL 245579 which has given a binding authority to Coverforce to issue policies

- > Caravan Warranty Insurance underwritten by Virginia Surety Company, Inc (ARBN 080 339 957) AFSL 245579 which has given a binding authority to Coverforce to issue policies
- > Motorcycle Warranty Insurance underwritten by Virginia Surety Company, Inc (ARBN 080 339 957) AFSL 245579 which has given a binding authority to Coverforce to issue policies
- > Total Loss Protect Insurance issued under a Distribution Agreement with Coverforce by Professional Risk Underwriting Pty Ltd (ABN 80 103 953) AFSL 308076 on behalf of certain Underwriters at Lloyd's London(Lloyd's Underwriters)
- > Loan Protection Insurance issued under a Distribution Agreement with Coverforce by Professional Risk Underwriting Pty Ltd (ABN 80 103 953) AFSL 308076 on behalf of certain Underwriters at Lloyd's London(Lloyd's Underwriters)
- > Financial Gap Assist Insurance issued under a Distribution Agreement with Coverforce by Professional Risk Underwriting Pty Ltd (ABN 80 103 953) AFSL 308076 on behalf of certain Underwriters at Lloyd's London(Lloyd's Underwriters)

Presidian is not authorised to provide personal advice in relation to the above products or any other financial products. If such advice is required, you must contact Coverforce at the contact details in this document.

The information provided to you by Presidian and its employees does not take into account your personal objectives, financial situations or needs.

# Presidian Management Services Pty Ltd

## Authorised Representative Profile V 1.4

### Remuneration

Presidian is paid the following remuneration in respect of its services:

- > Safeguard Warranty — commission payment of up to 30% of the total premium (ex GST and S/D ) which is paid to the Distributor who arranges your insurance and whose details are recorded on your Policy Schedule plus an Administration Fee of up to \$520 plus GST paid to Presidian to cover both Policy Management and Claims Administration
- > Safeguard Ultimate Warranty — commission payment of up to 30% of the total premium (ex GST and S/D ) which is paid to the Distributor who arranges your insurance and whose details are recorded on your Policy Schedule plus an Administration Fee of up to \$640 plus GST paid to Presidian to cover both Policy Management and Claims Administration
- > Caravan Warranty — commission payment of up to 30% of the total premium (ex GST and S/D ) which is paid to the Distributor who arranges your insurance and whose details are recorded on your Policy Schedule plus an Administration Fee of up to \$340 plus GST paid to Presidian to cover both Policy Management and Claims Administration
- > Motorcycle Warranty — commission payment of up to 30% of the total premium (ex GST and S/D ) which is paid to the Distributor who arranges your insurance and whose details are recorded on your Policy Schedule plus an Administration Fee of up to \$396 plus GST paid to Presidian to cover both Policy Management and Claims Administration.
- > Total Loss Protect Insurance - commission payment of 29% of the premium (ex GST and S/D ) which is paid to the Distributor who arranges your insurance and whose details are recorded on your Policy Schedule.
- > Loan Protection Insurance – commission payment of 20% of the premium (ex GST and S/D) which is paid to the Distributor who arranges your insurance and whose details are recorded on your Policy Schedule.
- > Financial Gap Assist Insurance – commission payment of 29 % of the premium (ex GST and S/D ) which is paid to the Distributor who arranges your insurance and whose details are recorded on your Policy Schedule

All these commissions and administration fees are included in the premium charged. Please refer to the attached FSG for a detailed explanation of commissions and fees that may be paid to Coverforce by the product issuer, namely the insurer. You can also contact Presidian within a reasonable time after receiving this FSG for details of the remuneration Presidian receives.

### Privacy

Presidian is committed to protecting your privacy. The information you provide will be provided to and used by the insurer to determine whether to provide you with insurance and on what terms as well as to administer claims. Presidian may use your information to contact you about their products and services and will handle your information in accordance with the privacy policy available at <https://www.mmsg.com.au/privacy/>

### How does Presidian resolve complaints?

If you have a complaint, please contact us and we will attempt to resolve it. If we cannot, we will refer it to Coverforce who will handle it in accordance with the procedure set out under the heading 'What should I do if I have a complaint?' If Coverforce cannot resolve your complaint after 45 days, you have the right to contact Coverforce's external dispute resolution service. Coverforce is a member of the Australian Financial Complaints Authority:

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

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

Time limits can apply to complain to AFCA and so you should act promptly or otherwise visit the AFCA website to determine when the time limit relevant to your circumstance expires

### Administration

The warranty products are administered by Presidian and Presidian supports dealers around Australia to become Distributors of Coverforce in order to be able to offer these warranties to their customers.

Presidian also manages the administration and processing of claims.

### How to contact Presidian

**Presidian Management Services Pty Ltd**  
P.O. Box 159, Traralgon VIC 3844  
P 1300 363 149  
E [enquiries@presidianwarranty.com.au](mailto:enquiries@presidianwarranty.com.au)



-  [facebook.com/coverforce](https://facebook.com/coverforce)
-  [twitter.com/coverforce](https://twitter.com/coverforce)
-  [youtube.com/coverforceaustralia](https://youtube.com/coverforceaustralia)
-  [linkedin.com/company/coverforce](https://linkedin.com/company/coverforce)

For more information

-  **1800 986 445**
-  **coverforce.com.au**

This financial services guide is  
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[www.coverforce.com.au](http://www.coverforce.com.au)

# YOUR WARRANTY



## HOW TO MAKE A CLAIM:

1. Call 1300 363 149 prior to arranging any repair work.
2. The Claims Teams will direct you to the nearest approved repairer for diagnosis.
3. The Claims Team will assess the claim\* promptly once repair report and quote received from repairer.
4. Authorised and approved claims\* are paid directly to the repairer once the repairs have been completed, saving time and reducing your out-of-pocket expenses!

## HOW TO MAINTAIN YOUR WARRANTY:

To maintain the warranty on your vehicle, regular servicing and maintenance needs to be carried out by a licensed mechanic in accordance with the warranty servicing requirements as outlined in the Product Disclosure Statement and Policy Wording for your chosen warranty.

You will also need to provide proof of your vehicle's servicing history.

### Submitting your Service Invoices:

1. **Presidian Online:** [www.presidianwarranty.com.au](http://www.presidianwarranty.com.au)
2. **Email:** [enquiries@presidianwarranty.com.au](mailto:enquiries@presidianwarranty.com.au)
3. **Post:** PO Box 159, Traralgon VIC 3844
4. **Fax:** 03 5177 4036

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**\*Claims:** All claims are subject to assessment to determine eligibility and level of cover, based on the Product Disclosure Statement and Policy Wording for your chosen warranty. To submit a claim or for more information regarding the assessment process, please contact 1300 363 149.

**Terms and Conditions:** For full terms and conditions including the servicing requirements of your warranty, please refer to the Product Disclosure Statement and Policy Wording for your chosen warranty. All benefits of the warranty operate alongside and in addition to any guarantees, rights and protections relating to your vehicle under the Competition and Consumer Act 2010 (Australian Consumer Law) and applicable State and Territory legislation. To obtain a copy of your Product Disclosure Statement and Policy Wording for your chosen warranty please contact us on 1300 363 149.

**Disclaimer:** Warranty issued and underwritten by Virginia Surety Company, Inc. ARBN 080 339 957 AFSL 245579 (Insurer). Coverforce Insurance Broking Victoria Pty Limited ABN 45 127 707 813 AFSL 345986 (Coverforce) has a binding authority with the Insurer to act as its agent for the purpose of issuing policies. Presidian Management Services Pty Ltd ABN 99 166 382 369 is an Authorised Representative (No. 1268955) of Coverforce and will administer claims for the Warranty.

