

Fleet Partners Novated Lease Protection

Product Disclosure Statement
and Insurance Policy

Preparation date: 10th October 2006

Insurer:

Swann Insurance (Aust.) Pty. Ltd.

ABN 80 000 886 680

AFS Licence No. 238292

An IAG Company

Welcome to the security of Swann Insurance

This document is important

Product Disclosure Statement

This Product Disclosure Statement (PDS) contains important information required under the Corporations Act 2001. It is important that Eligible Fleet Partners lease customers and Fleet Partners (FP) read this PDS carefully so that the Eligible Fleet Partners lease customers and FP understand the extent of cover provided and the limitations of the policy.

Introduction

Who is the insurer

Swann Insurance (Aust.) Pty. Ltd., an IAG Company, is the insurer of the insurance policy. Our Australian Business Number is 80 000 886 680. Our Australian Financial Services Licence Number is 238292. In this document the insurer is called 'we', 'us', 'Swann Insurance' or 'our'.

How to contact us

Eligible Fleet Partners lease customers or FP may contact us by any of the following ways:

- ◆ by telephone on 1300 307 926.
- ◆ by writing to us at Swann Insurance, GPO Box 9916 Melbourne VIC 3001.

Who is insured

Fleet Partners Pty. Limited ABN 63 006 706 832, trading as Fleet Partners is insured under the insurance policy. In this document Fleet Partners Pty. Limited trading as Fleet Partners is called 'FP'.

The purpose of this PDS

This PDS has been prepared to assist Eligible Fleet Partners lease customers and FP in understanding the insurance policy and making an informed choice about their insurance requirements. This PDS sets out the significant features of the insurance policy including its benefits, risks and information about how the insurance Premium is calculated. Eligible Fleet Partners lease customers and FP still need to read and retain the policy wording that commences on page 4 for a full description of the terms, conditions and limitations of the insurance policy.

General Insurance Code of Practice

Swann Insurance proudly supports the General Insurance Code of Practice. The purpose of the Code is to raise the standards of practice and service in the general insurance industry. Details about the Code are shown in the policy wording under 'General Insurance Code of Practice' on page 4.

Cooling-off period

We will refund all Premium paid for cover under the insurance policy if FP request us to cancel the insurance policy within 28 days of its commencement. To do this, FP must advise us in writing. FP will not receive a refund if a claim is made under the insurance policy. Details about the cooling-off period are shown in the policy wording under 'Cooling-off period' on page 5.

What to do if an Eligible Fleet Partners lease customer or FP have a dispute

If an Eligible Fleet Partners lease customer or FP have a concern about the product, our decision on a claim, sales and marketing, changes to Premium, declined insurance, our service or the service of our representatives, loss adjusters or investigators, the Eligible Fleet Partners lease customer or FP may contact us and access our internal dispute resolution process.

If we are unable to resolve their concern, the Eligible Fleet Partners lease customer or FP may request it be reviewed by the Insurance Ombudsman Service (Service). This is a free service available by calling 1300 78 08 08. The Service is administered by the Insurance Ombudsman Service Limited ABN 23 062 284 888.

Details about the dispute resolution system are shown in the policy wording under 'Our service commitment' on page 11.

Privacy

We treat Eligible Fleet Partners lease customers and FP personal information with care. We will not release personal information to anyone else other than another insurer, an insurance reference service, any third party who they have been dealing with in respect to this insurance policy who referred them to Swann Insurance, or as permitted or required by law. In the event of a claim, we may disclose information to and/or collect additional information about an Eligible Fleet Partners lease customer and FP from investigators or legal advisers. Details about privacy are shown in the policy wording under 'The way we handle personal information' on page 5.

Duty of disclosure

We rely upon the information FP provide in answer to our questions when FP apply for insurance. FP must tell us anything that FP know, or should know, in answer to our questions, that could affect our decision to insure FP and/or the terms on which we insure FP.

Details about disclosure information are shown in the policy wording under 'Duty of disclosure' on page 4.

How to apply for insurance

Complete our application. If we accept FP's application for insurance, FP will receive a Policy schedule that confirms cover and sets out details of the insurance FP have taken out.

Eligible Fleet Partners lease customers can request to be included in this insurance by completing Fleet Partners Novated Lease Protection Customer Request and Acknowledgment.

How to make a claim

To make a claim please call us on 1300 307 926 when something happens that Eligible Fleet Partners lease customers or FP believe Eligible Fleet Partners lease customers or FP can claim for.

Details about making a claim are shown in the policy wording under 'How to make a claim' on page 9.

Important information

Eligible Fleet Partners lease customers and FP are not obliged to purchase this insurance cover, and cover can be arranged through a different insurer. An Eligible Fleet Partners lease customer may choose to withdraw from being covered under this policy after the commencement of their Lease agreement by providing FP with one (1) full calendar month's written notice.

Taxation information

Swann Insurance shows all taxes and charges as separate items on all Policy schedules (e.g. stamp duty and the Goods and Services Tax).

Any tax enquires should be referred to a tax adviser who can take into consideration your personal circumstances.

Significant features and benefits

This insurance has been developed to assist Eligible Fleet Partners lease customers to meet their obligations under their lease agreements in the event they become Involuntarily unemployed.

We will not cover leases over \$110,000 (including balloon or residual amounts).

To make a claim the Eligible Fleet Partners lease customer must remain Involuntarily unemployed for 30 days. We will make one initial Lease repayment. The Eligible Fleet Partners lease customer can then select from 2 settlement options for further payments. Full details of the settlement options are shown in the policy wording under 'What we pay' on page 7.

Significant risks

Disclosure

FP have certain disclosure obligations that FP need to comply with. Failure to comply with these obligations may have consequences in terms of both the insurance cover or in the event that a claim is made. These disclosure obligations and the consequences of not complying with these obligations are outlined in the policy wording under 'Duty of disclosure' on page 4.

FP are required to be truthful in all their dealings with us.

Payment limit

For each Eligible Fleet Partners lease customer the overall limit for all claims paid by this policy is \$15,000.

Exclusions

This insurance is designed to provide protection for Eligible Fleet Partners lease customer in the event of their Involuntary unemployment. Under some circumstances, this insurance will not provide any insurance cover to them. In the policy wording we show 'What we will not pay' on page 8 and 'When this policy will not apply' on page 9.

Costs

The Premium payable by FP will be shown on their Policy schedule.

The key factors that influence the Premium calculations are reflected in the questions asked, and information sought, at the time of their enquiry or application for insurance.

These include factors relating to:

- ◆ the frequency claims occur.
- ◆ the period of Involuntary unemployment claims.
- ◆ the term of Eligible Fleet Partners lease customers leases.
- ◆ the amount of Eligible Fleet Partners lease customers leases and their repayments.

Premiums are subject to Commonwealth and state taxes and/or charges. These include the Goods and Services Tax and stamp duty. The amount of these taxes and/or charges will be shown on FP Policy schedule.

Fleet Partners Novated Lease Protection Insurance Policy

Welcome to the security of Swann Insurance

This policy document is important

Please read this policy before applying for insurance.

This policy sets out the terms, conditions and limits that apply for the insurance we offer. If we accept the proposal for insurance, FP will receive a Policy schedule that sets out details of the insurance FP have taken out.

This insurance policy is a contract between FP and us made up of each of the following:

- ◆ this insurance policy, and
- ◆ the proposal, and
- ◆ the Policy schedule, and
- ◆ any endorsements.

Endorsements are notices we send to FP to confirm any change the insurance.

Keep this insurance policy in a safe place. FP may want to refer to it from time to time.

General Insurance Code of Practice

Swann Insurance proudly supports the General Insurance Code of Practice. The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The Code aims to improve:

- ◆ the quality, comprehension and accuracy of policy documents and other information provided to consumers.
- ◆ employee and representative training and supervision.
- ◆ claims handling and dispute resolution.

Duty of disclosure

What FP need to tell us

FP must tell us anything that FP know, or should know, could affect our decision to insure FP and/or the terms on which to insure FP. FP must do this when FP apply for a policy, renew the policy or when FP change or reinstate the policy. When we ask FP specific questions, FP must answer these questions truthfully and in a way that a reasonable person in the circumstances would answer them. It is important that every person who will be insured by the policy answers all questions in this way. These requirements are part of the Insurance Contracts Act 1984.

What FP do not need to tell us

FP do not need to tell us anything that:

- ◆ reduces our risk.
- ◆ is of common knowledge.
- ◆ we know, or as an insurer should know.
- ◆ we indicate that we do not want to know.

What will happen if FP do not tell us

If FP withhold relevant information or FP do not answer our questions in the way we have described, we can reduce the amount we pay FP for a claim, or we can cancel the policy. If the failure to tell us is fraudulent, or the answers are untruthful, we can treat the policy as if it never existed.

If FP do not understand

If FP do not understand their duty, please contact us.

Important Information

The way we handle personal information

We collect personal information from Eligible Fleet Partners lease customers for the purpose of providing FP with insurance products, services, and processing and assessing claims. We will not use such personal information for direct marketing purposes unless we obtain prior consent from Eligible Fleet Partners lease customers.

FP can choose not to provide this information, however, we may not be able to process the requests.

We may disclose information we hold about Eligible Fleet Partners lease customers or FP to other insurers, an insurance reference service, any third party who FP have been dealing with in respect to this insurance policy and who referred FP to Swann Insurance, or as permitted or required by law. In the event of a claim, we may disclose information to and/or collect additional information about Eligible Fleet Partners lease customers or FP from investigators or legal advisers.

If FP wish to update or access the information we hold about FP, contact Swann Insurance.

Cooling-off period

If FP decide that FP do not wish to continue with this policy, FP have 28 days after the commencement of this insurance to request cancellation. To do this, FP must advise us in writing. We will provide FP with a full refund of Premium paid, providing nothing has occurred for which a claim is payable under the policy.

Policy term and renewal

This is an annually renewable contract that will expire every 12 months after the Commencement date and time set out in the Policy schedule. If we have agreed to renew this policy, each period of cover will be for a further 12 months unless cancelled by FP or us.

At least 14 days prior to the expiry of the latest period of cover we advise FP in writing:

- ◆ that we will offer renewal to FP and that the policy will be automatically renewed for a further 12 months, or
- ◆ that we are unable to offer FP continuation of cover.

Our agreement with FP

Provided FP have paid the Premium, we agree to insure FP during the period of insurance for the type of cover selected and stated on the Policy schedule, subject to the terms, conditions and limits of the policy.

We issue the policy relying on the following:

- ◆ the information FP disclose to us, and
- ◆ the payment of the Premium for the cover provided in the policy.

This contract

This insurance policy is a contract between FP and us. The contract is made up of:

- ◆ the proposal, and
- ◆ this policy wording, and
- ◆ the current Policy schedule, and
- ◆ any endorsements.

Endorsements are notices we send to FP to confirm any change to the insurance.

Together, these documents set out the terms, conditions and limits of the policy.

It is FP responsibility to make sure that all details contained on the Policy schedule are correct.

Who is insured under this policy

Fleet Partners Pty. Limited trading as Fleet Partners. In this policy Fleet Partners Pty. Limited trading as Fleet Partners is called 'FP'.

Who is the insurer

Swann Insurance (Aust.) Pty. Ltd., an IAG Company, is the insurer of the insurance policy. Our Australian Business Number is 80 000 886 680. Our Australian Financial Services Licence Number is 238292. In this policy the insurer is called 'we', 'us', 'our', or 'Swann Insurance'.

Words that have a special meaning

In this policy there are words that have a special meaning. These words are listed below.

Commencement date

The date FP advance lease monies for an Eligible Fleet Partners lease customer.

FP

Fleet Partners Pty. Limited trading as Fleet Partners ABN 63 006 706 832

Eligible Fleet Partners lease customer

An individual who has entered into a Lease agreement with FP and who is nominated by FP to us on commencement of this policy (or later registration) as an Eligible Fleet Partners lease customer entitled to benefits under this policy.

Excess

The excess is the amount an Eligible Fleet Partners lease customer must contribute in relation to each claim on this policy.

Fair sale price

The value achieved by FP to dispose of the Vehicle. The Fair sale price is calculated using the FP standard process in place at the Commencement date. The Fair sale price cannot be reduced by any damage to the Vehicle that is not considered fair wear and tear as defined by the FP guidelines, or if this is not defined by FP, it will be defined by the Fair Wear and Tear Guide issued by the Australian Fleet Lessors Association.

Involuntary unemployment

The termination from permanent and gainful employment, not by an Eligible Fleet Partners lease customer's own choice, and being certified as unemployed by the appropriate government agency.

This does not include any termination that was due to:

- ◆ voluntary unemployment, or
- ◆ voluntary redundancy, or
- ◆ reaching retirement, or
- ◆ willful misconduct.

Involuntarily unemployed

The outcome of Involuntary unemployment.

Initial payment

The first payment we make for the first period of Involuntary unemployment.

Lease agreement

The agreement between FP and an Eligible Fleet Partners lease customer.

This agreement must be in writing and state:

- ◆ the term of the agreement, and
- ◆ the amount the Eligible Fleet Partners lease customer agrees to pay FP.

Lease repayment

The regular monthly repayment amount that a Eligible Fleet Partners lease customer, or any other person, entity or company has agreed to pay FP under the terms of the Eligible Fleet Partners lease customer's Lease agreement. This does not include any residual or any balloon payments.

Maximum benefit

For each Eligible Fleet Partners lease customer the Maximum benefit we will pay is \$15,000.

Permanent and gainful employment

The Eligible Fleet Partners lease customer must be working on a permanent and continuous basis for wages or income for a minimum of 30 hours every week, and they are not in employment of a seasonal, casual, temporary or non-renewable contract nature or working in a government funded scheme intended to provide short term training or employment.

Policy schedule

The most recent schedule or renewal notice we give FP describing the terms and conditions that are specific to this policy. This also includes any amendments we send FP in writing.

Premium

The amount FP pay to us for cover under this policy.

Remaining balance due

The amount owing by an Eligible Fleet Partners lease customer to FP at the time that they become Involuntarily unemployed. This does not include:

- ◆ any arrears due by an Eligible Fleet Partners lease customer or any other person, entity or company responsible for the repayments, or
- ◆ any amount charged for early discharge of the lease.

Terrorism

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

War or warlike activities

War (including war service), an act or a foreign enemy, hostilities or warlike operations (whether war is declared or not), civil commotion, civil war or rebellion.

Vehicle

The vehicle that an Eligible Fleet Partners lease customer has leased under a Lease agreement with FP.

What we pay

We will pay a benefit under this policy if an Eligible Fleet Partners lease customer becomes Involuntarily unemployed. We will pay these benefits during the period that an Eligible Fleet Partners lease customer has a current Lease agreement with FP.

Initial payment

If an Eligible Fleet Partners lease customer becomes Involuntarily unemployed and remains Involuntarily unemployed for 30 consecutive days we will pay one Lease repayment to FP. This payment is only applicable to the first period of Involuntary unemployment of the Eligible Fleet Partners lease customer and not to any subsequent periods of Involuntary unemployment of the Eligible Fleet Partners lease customer.

Further payments

If we have accepted a claim from an Eligible Fleet Partners lease customer for an Initial payment, the Eligible Fleet Partners lease customer can select 1 of the following 2 settlement options that will apply to remainder of the Eligible Fleet Partners lease customers claim. These are:

Settlement option 1 – Lease repayment cover

If an Eligible Fleet Partners lease customer chooses to retain their Vehicle and to continue with their lease, for each day the Eligible Fleet Partners lease customer remains Involuntarily unemployed after the initial 30 days of Involuntary unemployment, we will pay 1/30th of the Eligible Fleet Partners lease customer Lease repayments to FP. We will pay this to FP until we have paid for a maximum of 150 days after the end of the initial 30 days, or we have paid a Maximum benefit of \$15,000 including the Initial payment, whichever happens first. With this settlement option, if we pay either of the maximums, cover for the Eligible Fleet Partners lease customer will end and no further claims can be made by the Eligible Fleet Partners lease customer on this policy.

Additional benefit period

If we have accepted a claim from an Eligible Fleet Partners lease customer under Settlement option 1 – Lease repayment cover and the Eligible Fleet Partners lease customer has returned to Permanent and gainful employment before the Maximum benefit shown above have been paid, the Eligible Fleet Partners lease customer can lodge a claim for the balance of their Section 1 – Lease repayment cover for any subsequent periods of Involuntary unemployment occurring during the remaining period of their lease provided that:

- ◆ the Eligible Fleet Partners lease customer remains Involuntarily unemployed for a further 30 consecutive days, and
- ◆ the total maximum number of days of Involuntary unemployment covered by the policy for all claims for the Eligible Fleet Partners lease customer, including the Initial payment, cannot exceed 180 days or the Maximum benefit limit of \$15,000, whichever is the lesser, and
- ◆ the Eligible Fleet Partners lease customer must be in Permanent and gainful employment for a minimum of 6 months prior to a subsequent event of Involuntary unemployment, and
- ◆ any subsequent period of Involuntary unemployment must be at least 12 months after the last day of Involuntary unemployment for which we have made a Lease repayment cover payment.

Settlement option 2 – Hand back cover

This cover is only available for the first period of Involuntary unemployment.

If the Eligible Fleet Partners lease customer remains Involuntarily unemployed for 30 days and within the first 30 days of their Involuntary unemployment they surrender the Vehicle to FP, we will pay to FP:

- ◆ the Remaining balance due on the Eligible Fleet Partners lease customers lease,
- ◆ less the Fair sale price of the Vehicle,
- ◆ less the Initial payment we have made to FP,
- ◆ less the Hand back excess of \$250.

The maximum we will pay under this settlement option is \$15,000 including the Initial payment. With this settlement option, cover for the Eligible Fleet Partners lease customer will end and no further claims can be made by the Eligible Fleet Partners lease customer on this policy.

If an Eligible Fleet Partners lease customer has not surrendered their Vehicle to FP within 30 days of the commencement of their Involuntary unemployment claim we will be unable to settle their claim under Settlement option 2 – Hand back cover.

Eligible Fleet Partners lease customers' responsibilities

If within 30 days of becoming Involuntarily unemployed, an Eligible Fleet Partners lease customer does not advise us of their choice of settlement option, their claim will be settled using Settlement option 1 – Lease repayment cover.

Excess

With settlement option 1 – Lease repayment cover no Excess will apply. With settlement option 2 -Hand back cover a \$250 Excess will apply.

What we will not pay

We will not pay for:

- ◆ any balloon or residual payment.
- ◆ Involuntary unemployment arising from:
 - War or warlike activities, or
 - Terrorism, or
 - any intentionally self-inflicted illness or injury, or
 - an Eligible Fleet Partners lease customer engaging in a criminal act, or
 - misconduct, or
 - an Eligible Fleet Partners lease customer being unable to perform the work that they were employed to undertake, or
 - an Eligible Fleet Partners lease customer taking part in or being subject to lockouts, riots, labour disputes or strikes, or

- childbirth, abortion or pregnancy, including conditions accelerated or caused by childbirth, abortion or pregnancy, or
- maternity or paternity leave, or
- alcoholism, drug addiction or the influence of intoxicating liquor or drugs, or
- engaging in professional motor racing, or
- death or disablement, or
- overseas transfer, or
- an Eligible Fleet Partners lease customers' employer, or part of an Eligible Fleet Partners lease customers employer, being sold and the Eligible Fleet Partners lease customer is transferred or offered transfer to the new owner, or
- any illness, injury or condition known to be present to an Eligible Fleet Partners lease customer, whether treated or not, prior to the Eligible Fleet Partners lease customer signing their Lease agreement, or
- a decision made by a Eligible Fleet Partners lease customer or a relative of a Eligible Fleet Partners lease customer about the continuation of the Eligible Fleet Partners lease customers employment, or
- an Eligible Fleet Partners lease customer refusing to accept a reasonable alternate position offered to the Eligible Fleet Partners lease customer by their employer within their state of residence.

When this policy will not apply

The benefits provided by this policy will not apply to an Eligible Fleet Partners lease customer when:

- ◆ they have not remained Involuntarily unemployed for 30 consecutive days, or
- ◆ Involuntary unemployment occurs within 6 months of the date they signed their Lease agreement, or
- ◆ they have selected to settle their claim under Settlement option 1 – Lease repayment cover and they cannot demonstrate to us that they are actively seeking re-employment, or
- ◆ they are no longer an Australian resident, or
- ◆ their Lease agreement is terminated, or
- ◆ they do not have a current Lease agreement, or
- ◆ they are self employed, or
- ◆ they are less than 18 years of age, or more than 60 years of age, when they signed their Lease agreement, or
- ◆ they are not engaged in Permanent and gainful employment and under notice of dismissal when they sign their Lease agreement, or
- ◆ they are aware of a pending event that could lead to them becoming Involuntarily unemployed.

Claim payments

In the event of a claim, payment will be made to FP, or as directed by FP.

How to make a claim

- ◆ To make a claim an Eligible Fleet Partners lease customer must give us written notice within 30 days of an event occurring that may give rise to a claim. A claim form may be obtained by calling us on 1300 657 318.
- ◆ We will send a claim form that must, within 14 days of receipt, be fully completed and returned to us with all relevant evidence we may need.
- ◆ We may make any reasonable enquiries about the claim. This includes understanding the circumstances that lead to an Eligible Fleet Partners lease customers' Involuntary unemployment.

Certain additional information must be supplied

Depending on the type of claim an Eligible Fleet Partners lease customer makes, they will be required to assist us by providing information we require from them in writing. This can include:

- ◆ certification of registration as unemployed by the appropriate Australian government agency, and

- ◆ details of the Remaining balance due to FP and how the amount is calculated including their payment history, and
- ◆ a copy of a report made by FP detailing the condition of their Vehicle when they surrendered the vehicle to FP.

Claim recovery

If for any reason we pay benefits to which FP or an Eligible Fleet Partners lease customer is not entitled, we shall have a right to recover those benefits.

Premium

FP must pay the Premium shown on their Policy schedule, together with any additional Premium we are entitled to request under the terms of this policy.

At the end of each calendar month, FP must notify us of each Eligible Fleet Partners lease customer whom FP have nominated as being entitled to benefits under this policy. FP must pay us any additional Premium we require by the end of the calendar month in which a tax invoice is provided to FP by us, or where the tax invoice is received within the last seven days of a calendar month, within seven days of receipt of the tax invoice.

Premiums are subject to Commonwealth and state taxes and/or charges. These include the Goods and Services Tax and stamp duty. The amount of these taxes and/or charges will be shown on their Policy schedule.

Cancelling this policy

Cancellation by FP

FP may cancel this policy at any time by requesting us to do so in writing.

If FP do request cancellation, we will retain an amount from the Premium FP have paid to cover the time that the policy had been in force and our cancellation fees. We will refund the balance to FP.

If FP cancellation request is received by us within 28 days from the policy start date and FP have not made a claim on the policy, we will refund the Premium in full.

Cancellation by us

We may cancel this policy where circumstances described in insurance legislation allow us to do so.

If we cancel this policy, we will retain an amount from the Premium that FP have paid to cover the time that the policy had been in force. We will refund the balance to FP.

When this policy ends

The policy ends on the day that any of the following occur:

- ◆ the policy is cancelled, or
- ◆ at the expiry of the period of cover if we advise FP in writing that we are not prepared to offer renewal of the policy.

When the benefits of this policy end

For each Eligible Fleet Partners lease customer the benefits provided by this policy ends when:

- ◆ they make a claim on the policy for settlement option 2 – Hand back cover, or
- ◆ the Maximum benefit limit has been reached, or
- ◆ their Lease agreement ends or was due to end, or is discharged or is refinanced, or
- ◆ their final Lease repayment is made, or
- ◆ 5 years have elapsed after they have signed their Lease agreement, or
- ◆ they turn 65 years of age, or
- ◆ they are no longer an Australian resident, or
- ◆ they default on their Lease repayment.

Our service commitment

We are committed to building mutually beneficial long-term relationships in general insurance by putting our service to FP, the customer, first. We value feedback on our products, people and services as a means of identifying opportunities to improve our service to FP. If FP are not satisfied with any of the following please contact us.

- ◆ One of our products.
- ◆ Our decision on a claim.
- ◆ Issues relating to our sales and marketing.
- ◆ Changes made to the Premium.
- ◆ Decline insurance.
- ◆ Our service.
- ◆ The service of our representatives, loss adjusters, or investigators.
- ◆ Issues relating to our handling of personal information.

Our staff will make every effort to resolve any concerns. If our staff are unable to assist FP, they will refer the matter to their manager and if they cannot resolve the concerns, FP may request that the matter be referred to our Internal Dispute Resolution Officer (DRO). The role of the DRO is to investigate customer concerns and to make a final decision with a view to resolving the matter satisfactorily, in accordance with our Internal Dispute Resolution Procedure (IDR Procedure). The DRO has the authority to make a final decision and will notify FP in writing within 15 business days of being notified of the dispute.

Our IDR Procedure is completely free of charge to all of our customers.

If FP do not agree with our DRO's final decision and the dispute is about:

- ◆ a claim, sales and marketing, changes to Premium, declined insurance, or the handling of a complaint, FP may refer the dispute to the Insurance Ombudsman Service (Service). The Service is administered by the Insurance Ombudsman Service Limited ABN 23 062 284 288.

The Service is an external body that is independent of this Company. It will deal with all enquires and disputes and make its decision at no cost to FP.

- ◆ our collection, use or access to personal information, FP may refer the matter to the Australian Privacy Commissioner who will investigate the concerns and make a decision at no cost to FP.

If FP need any help in understanding how our IDR Procedure operates, please contact Swann Insurance.

How to contact us

Swann Insurance (Aust.) Pty. Ltd.

ABN 80 000 886 680

An IAG Company

Mailing address:

GPO Box 9916, Melbourne VIC 3001

Phone Numbers:

Customer Service: 1300 307 926

Claims: 1300 657 318

Fax Numbers:

Customer Service: 1300 720 380

Claims: 1300 720 451