

Excess Plus Reimbursement Insurance

Key Fact Sheet



This Excess Plus Reimbursement Insurance is a complimentary product giving coverage for only a 12-month period and is only applicable for one claim.

Q. What event needs to occur that allows me to make a claim with the AutoME Assurance Excess Reimbursement Certificate?

A. The AutoME Assurance Excess Reimbursement will pay up to:

- \$2,000 for any At-Fault Collision excluding any weather event Claim relating to hail, storm, cyclone, bushfire, or flood damage; or
- \$500 for any At-Fault Collision Claim relating to a weather event including hail, storm, cyclone, bushfire, or flood damage.

With regard to 'at-fault', this means you or an approved driver are to blame or are responsible for a particular 'situation' that has incurred an insured event. This 'situation' would be a collision between your car and another object, and that object can be another car, a tree, a kangaroo or a similar animal, a bollard in a car park or something that has been classified by the insurer as an at-fault situation.

Q. When would a car accident not be an at-fault incident?

A. This would apply when you have satisfied your insurer that you were not at fault, and they have not held you responsible for any payment of an excess.

Q. If a storm caused a tree branch to fall on a car, would this be an at-fault for collision damage?

A. A \$500 limit applies to an at-fault claim of this nature.

Q. If I have a car hit mine and I am not at fault, but I have to pay the excess, can I get a reimbursement?

A. If the insurer has charged you an excess in this situation, they have determined it as a at-fault claim, therefore we would pay a reimbursement up to the limit based on the type of claim that was approved. In this situation it was a non weather related at-fault collision and therefore would be payable up to \$2,000.

Q. Can I forward this product to my insurer and have AutoME Assurance pay them directly?

A. No, this is a reimbursement product and we will require confirmation from you that you have paid the excess directly to the insurer.

Q. What happens if I am not driving the car?

A. As long as the car is being driven by a person approved by your car's comprehensive insurance provider, the benefits of this product still apply; keeping in mind that the driver must be over 21 and hold a full Australian driver's licence to be eligible to claim a benefit from this certificate.

Q. Does this cover the age excess?

A. No, this only covers what is considered the Basic Excess. This terminology varies from insurer to insurer, but this product does not cover age excesses or special condition excesses.

Q. What happens if the repair is under the Limit of the Certificate?

A. If the repair is under the Limit of the Certificate, you as the customer must make an economic decision to pay it directly or claim on your comprehensive motor vehicle insurance and risk losing your no-claim bonus.

Q. What happens if I change insurers within the year, am I still covered?

A. This product is valid regardless of which comprehensive car insurance provider you are covered with. The only applicable condition is that you must purchase comprehensive car insurance through the originating motor dealer where you purchased your car.

Q. Is car theft covered?

A. No, this is not considered an at-fault collision and is therefore excluded from this coverage.

Q. Can the Certificate be issued under a business name?

A. Yes, if the comprehensive car insurance is in a business name this can be replicated on the AutoME Assurance Excess Reimbursement Certificate, but please keep in mind if the car is used for commercial purposes this is an exclusion to receiving any benefit from this certificate. This means the covered vehicle cannot be used for commercial use; namely, the business of transporting goods or passengers for reward (Uber, Taxi, courier, etc).

Q. If I have one claim in a year, can I renew for the second year?

A. This is a renewable product and AutoME Assurance will reach out to you closer to the expiry date and offer you a renewable product, keeping in mind there are terms and conditions applicable in the issuing of this product.

Q. If I want a lower excess than \$2,000 for a non weather related at-fault collision, can I still issue an AutoME Assurance Excess Reimbursement Certificate?

A. Yes, whilst the maximum benefit is \$2,000 for a non weather related at-fault collision if the excess was only \$800 that's all that would get paid (\$500 for a weather related at-fault collision).

Please refer to the relevant Product Disclosure Statement for the full terms and conditions, exclusions and other vital information.

This Key Fact Sheet is designed as an overview only. For full terms and conditions please refer to the Product Disclosure Statement and Target Market Determination which apply to your purchase (both available at www.awninsurance.com.au). Benefits offered by these products are in addition to any other warranties and guarantees relating to your Motor Vehicle under the Competition and Consumer Act 2010 (Australian Consumer Law) and State and Territory legislation. This product is offered by Australian Warranty Network Pty Ltd trading as AWN Insurance, ABN 78 075 483 206, holder of AFS Licence No. 246469, and underwritten by Sovereign Insurance Australia Pty Ltd, ABN 85 138 079 286, holder of AFS Licence No 342516. AWN Insurance does not take into account your personal or financial circumstances when offering these products.