



**FINANCIAL
SERVICES**

Nissan Gap Insurance



Combined Product Disclosure Statement,
Financial Services Guide and Policy Wording



**FINANCIAL
SERVICES**

QM1895



About This Booklet

**This booklet contains 2 separate sections:
Part A and Part B**

Part A – Product Disclosure Statement (PDS)

Part A of this booklet contains a Product Disclosure Statement (PDS). The PDS is designed to assist you to make informed choices about your insurance needs. It gives a summary of the significant benefits and risks associated with this product (you should refer to Part B – Terms and Conditions for full details).

The PDS also contains information about costs, our dispute resolution system, your cooling off rights and other relevant information, including other rights, terms, conditions and obligations attaching to this product. Please read Parts A and B of this booklet carefully.

Part B – Policy Terms and Conditions

Part B of this booklet contains the Policy Terms and Conditions, which detail all the terms, conditions and exclusions relating to the policy. It is Part B which forms part of your legal contract with us.

If you are issued with an insurance policy, you will be given a Policy Schedule. The policy schedule sets out the specific terms applicable to your cover and should be read together with the Policy Terms and Conditions.

The Policy Terms and Conditions and the Policy Schedule given to you form your legal contract with us so please keep them in a safe place for future reference.

If you require further information about this product, please contact Nissan Financial Services Pty Ltd on 1300 304 808 or customerenquiry@nissan.com.au

This booklet also contains a Financial Services Guide.

Financial Services Guide (FSG)

The FSG contained in this booklet is designed to assist you in deciding whether to use the Financial Services we can provide you.

About QBE Australia

QBE Insurance (Australia) Limited is a member of the QBE Insurance Group (ASX: QBE). QBE Insurance Group is Australia's largest international general insurance and reinsurance group, and one of the top 25 insurers and reinsurers worldwide. The company has been operating in Australia since 1886 and provides industry-leading insurance solutions focused on the needs of intermediaries and their clients.

About Nissan Financial Services Australia

Nissan Financial Services Australia Pty Ltd is a wholly owned subsidiary of Nissan Motor Co (Australia) Pty Ltd, and is committed to providing you with a comprehensive and highly competitive range of innovative finance products and solutions suited to both individual and business needs.

Nissan Financial Services is dedicated to assisting you in finding the ideal finance solution.

Our expertise and consistent first class service will ensure the process of financing and insuring your Nissan vehicles will be every bit as pleasurable as driving it.

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PART A – PRODUCT DISCLOSURE STATEMENT (PDS) FOR NISSAN GAP INSURANCE POLICY

Insurer

The policy is underwritten by QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFS Licence No. 239545 of 82 Pitt Street, Sydney

This PDS is issued by QBE Insurance (Australia) Limited.

Other documents may form part of the PDS. Any such documents will be dated and will include a statement identifying them as part of the PDS. If any major omissions, updates or corrections need to be made to the PDS a Supplementary PDS may be provided. In either case the relevant document will be provided to you with the PDS.

It is very important that you read our Nissan Gap Insurance policy carefully and make sure that you are satisfied with this insurance.

Important information about Nissan Gap Insurance

Nissan Gap Insurance is designed to meet any finance loss you incur as a result of your vehicle being stolen and not recovered or being declared a total loss by your comprehensive motor vehicle insurer.

Before you purchase a Nissan Gap Insurance policy, you should find out what is covered and what is not covered by reading this PDS and Policy Wording in full.

It is up to you to choose the cover you need. This document contains information which can help you decide.

Any advice contained in this document is of a general nature only and has not considered your objectives, financial situation or needs. You should therefore consider the information provided having regard to your personal circumstances before deciding whether to apply for Nissan Gap Insurance.

This insurance is not compulsory and a credit provider cannot insist upon you taking out a Nissan Gap Insurance policy as a condition of providing you with a finance contract. You should also be aware that you can effect cover with an insurer of your choice.

What you should read

To understand the features, benefits and risks of this insurance and to determine if it is appropriate for you, it is important that you read and understand:

- the Policy Terms and Conditions;
- what makes up the insurance (i.e. your contract with us which we call a policy);
- words with special meanings which set out the important definitions of certain words;
- the cover we can provide (see Part B);
- when you are not covered;
- what you and we need to do in relation to claims ;
- your and our cancellation rights;
- when your policy ends;
- the policy schedule when it is issued to you; and
- any other documents we may give you which vary our standard terms of cover set out in this document.

These documents should be read carefully together. It is important that they are kept in a safe place.

Applying for Nissan Gap Insurance

You may apply for the insurance if you have a finance contract on your vehicle and comprehensive motor vehicle insurance covering the vehicle.

Assuming that you meet all eligibility criteria, you will be issued with a policy schedule confirming your cover including the following information:

- your name and address;
- which cover you have selected;
- the premium (including government charges) that you have paid; and
- the period of insurance.

Significant benefits and features

You are only able to take this policy out at the time that you commence your finance contract.

Nissan Gap Insurance provides you with cover in the event that you receive a total loss payment, from your comprehensive motor vehicle insurer, which is not sufficient to finalise the finance contract on your vehicle.

A table summarising the benefits follows.

Summary of Benefits

Levels of Cover

Level of Cover	Loan balance up to	Additional benefits up to	Application Fee Refund up to
1	\$10,000	\$3,000	\$700
2	\$15,000	\$4,000	\$700
3	\$20,000	\$5,000	\$700
4	\$30,000	\$7,500	\$700

What we will pay

Your policy will pay the difference between:

- the amount paid by your comprehensive motor vehicle insurer (in the event of a total loss, which occurs during the period of insurance); and
- the outstanding balance of your finance account up to the limit of the level of cover you have selected.

Additional benefits

In addition, we will pay the following additional benefits

(as shown above and not included in the total loss payment from your comprehensive motor vehicle insurer and which are not recoverable from a third party) for:

- the excess paid by you in relation to the total loss claim;
- the following costs associated with replacing your vehicle:
 - registration costs (first 12 months);
 - stamp duty payable;
 - compulsory third party insurance premium;
 - replacement vehicle dealer delivery costs; and
 - replacement vehicle comprehensive insurance premium.

up to the limit of the level of cover you have selected.

Application Fee Refund

This policy will also pay you up to \$700 to refund you for any application fee incurred by you when arranging the finance contract for your replacement vehicle.

Significant risks

This product may not meet your expectations

This product may not meet your expectations (for example, because an exclusion applies). You should read the PDS (Part A of this booklet) and the Policy terms and Conditions (Part B of this booklet) carefully. Please ask us if you are unsure about any aspect of this product.

The policy does not cover certain things

Claims may be refused in certain circumstances. Please refer to Part B which follows this PDS for full details of the terms and conditions of cover and exclusions.

Please read the Nissan Gap Insurance Policy Terms and Conditions which follows this PDS for full details of all relevant policy exclusions.

The amount of any claim may be reduced

The amount of any claim made against this policy may be reduced if you do not comply with any policy condition.

What you are not covered for

There are times when this insurance may not provide cover. Please see the "Events we will not cover" table in Part B, for full details.

We may also refuse to pay or may reduce the amount that we pay under a claim, if:

- you do not comply with the policy conditions. Please read Part B of this document for details of the conditions to make sure that you understand your obligations;
- you do not comply with your Duty of Disclosure; or
- you make a fraudulent claim.

Our contact details

If you have any questions or you would like further information about this insurance product, you can contact Marsh, our Policy Administrator. Their telephone number is 1300 304 808 or you can email them at customerenquiry@nissaninsurance.com.au. You can also contact Marsh in writing via the address shown on your Policy Schedule.

The cost of this insurance policy

The total premium is the amount that we charge you for this insurance policy. It includes the amount which we have calculated will cover the risk, and any taxes and government charges. The premium and any taxes and government charges will be shown on your policy schedule.

When calculating your premium we take into account the level of cover that you have selected, the average cost of claims and the frequency for which claims occur.

This is a single premium policy, that is, it provides cover for the period of insurance which will usually be the term of which the finance is arranged. You can pay us the premium up front or it can be included in your loan contract.

The policy is not renewable.

Duty of Disclosure

What you must tell us

Under the Insurance Contracts Act 1984 (the Act), you have a Duty of Disclosure. The Act requires that before a policy is entered into, you must give us certain information we need to decide whether to insure you and anyone else to be insured under the policy, and on what terms. Your Duty of Disclosure is different, depending on whether this is a new policy or not.

New business

Where you are entering into this policy for the first time (that is, it is new business and is not being renewed, varied, extended or reinstated) you must tell us everything you know and that a reasonable person in the circumstances could be expected to tell us, in answer to the specific questions we ask.

When answering our questions you must be honest.

Who needs to tell us

It is important that you understand you are answering our questions in this way for yourself and anyone else whom you want to be covered by 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 worked.

Our Privacy Promise

QBE Insurance (Australia) Limited

The Privacy Act 1988 (Cth) regulates the way private sector organisations, such as QBE, collect, use, protect and disclose personal information. We are committed to safeguarding your privacy and the confidentiality of your personal information.

We will only collect personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claims made by you.

Without this personal information we may not be able to issue insurance cover, administer your insurance or process your claim.

The distributor, the Policy Administrator or QBE, may disclose your personal information:

- To any person authorised by you;
- To any financier of your loan;
- To a mail house (for the purpose of printing and/or delivery of your mail or processing mail you have sent us);
- To an organisation who provides you with banking facilities (for the purpose of confirming the reasons for payment made by you to us);
- To an insurance agent who is arranging your insurance (for the purpose of confirming your personal and insurance details);
- To another person named as a co-insured on your policy (for the purpose of confirming if full disclosure has been made to us);
- To another insurer (to assess insurance risks or to assist with an investigation) or to another insurer or re-insurer who may be located overseas (for the purpose of seeking recovery from them);
- To a records management company (for the purpose of recording or storing our records which may contain your personal information);
- To an external dispute resolution organisation (for the purpose of resolving a dispute between us or between ourselves and a third party);
- To a market research company (for the purposes of conducting marketing research on our behalf);
- To our related entities so that they can also offer you products and services.

In addition to the above, in the event of a claim we or our authorised agent may disclose your personal information:

- To a repairer or supplier (for the purpose of replacing your insured items);
- To an assessor or investigator (for the purpose of assessing your claim);
- To a lawyer or a recovery agent (for the purpose of defending an action by a third party against you or for recovering our costs including your excess or seeking a legal opinion regarding the acceptance of a claim);
- To an insurance reference bureau (for the purpose of recording any claims you make on your policy);
- To a witness to a claim (for the purpose of obtaining a witness statement);
- To another party in a claim (for the purpose of obtaining a statement from them or seeking recovery from them or to defend an action by a third party).

Personal information may also be obtained about you from the above people or organisations.

In addition we will:

- Give you an opportunity to obtain access to your personal information and when necessary, correct any errors to this information. Generally we will do this without restriction or charge.
- Provide our dispute resolution procedures to you in respect of any complaint you may have regarding your personal information.

For further information about our Privacy Policy or to access or correct your personal information, please contact the Compliance Manager QBE Insurance (Australia) Limited, GPO Box 82, Sydney NSW 2001. Telephone (02) 9375 4656, Fax (02) 8275 9022 or Email compliance.manager@qbe.com.

The General Insurance Code of Practice

QBE Insurance (Australia) Limited is a signatory to the General Insurance Code of Practice. The Code aims to:

- promote more informed relations between insurers and their customers;
- improve consumer confidence in the general insurance industry;
- provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and

- commit insurers and the professionals they rely upon to higher standards of customer service.

How to make a claim

Please contact Nissan Financial Services Pty Ltd on 1300 304 808 to make a claim.

Full details of what you must do for us to consider your claim are provided in the 'Claims' section in Part B of this booklet.

Dispute Resolution

We will do everything possible to provide a quality service to you. However, we recognise that occasionally there may be some aspect of our service or a decision we have made that you wish to query or draw to our attention. We have a Complaints and Dispute Resolution Procedure which undertakes to provide an answer to your complaint within 15 working days.

If you would like to make a complaint or access our internal dispute resolution service please contact your nearest QBE office and ask to speak to a dispute resolution specialist.

If you are not happy with our answer, or we have taken more than 15 working days to respond, you may take your complaint to the Financial Ombudsman Service (FOS). FOS is an ASIC approved external dispute resolution body.

The FOS resolves certain insurance disputes between consumers and insurers and will provide an independent review at no cost to you. QBE is bound by the determination of the FOS but the determination is not binding on you.

We will provide the contact telephone number and address of the FOS office upon request.

Taxation Implications

With this insurance, or your loan, there may be taxation implications affecting you, depending upon your own circumstances. We recommend that you seek professional advice.

In the event of a claim, we will seek information from you in regard to any Input Tax Credit entitlement.

Cancelling your policy

The ways by which your policy may be cancelled are set out in Part B under General Conditions.

Cooling-off information

If you want to return your insurance after your decision to buy it, you may cancel it and receive a full refund. To do this you must put your request in writing to the Policy Administrator within 21 days from the date the policy commenced.

This cooling-off right does not apply if you have made or are entitled to make a claim. Even after the cooling-off period ends, you still have cancellation rights.

PART B – POLICY TERMS AND CONDITIONS FOR NISSAN GAP INSURANCE POLICY

Insurer

The policy is underwritten by:

QBE Insurance (Australia) Limited, ABN 78 003 191 035, of 82 Pitt Street, Sydney, AFS Licence No. 239545.

It is very important that you read the Nissan Gap Insurance policy carefully and make sure that you are satisfied with this insurance.

Our agreement with you

This policy is a legal contract between you and us. You pay us the premium, and we provide you with the cover as set out in the policy, and shown on your policy schedule.

The exclusions in the section headed 'When you are not covered' and conditions in the section headed 'General Conditions' apply to this policy.

Eligibility criteria

If you wish to take a Nissan Gap Insurance policy, you must

- apply for it at the commencement of your finance contract;
- have your vehicle covered by a Comprehensive Motor Vehicle Insurance policy; and

your vehicle must be either:

- a motor vehicle of no more than 2 tonnes carrying capacity;
- a campervan; or
- a motorcycle.

Your policy

Your Nissan Gap Insurance policy consists of Part B (Terms and Conditions) of this booklet and the policy schedule we give you. Please read your policy carefully, and satisfy yourself that it provides the cover you require.

If you want more information about any part of your policy, please ask us.

You should keep your policy booklet and policy schedule together in a safe and convenient place for future reference.

Paying your premium

Your premium must be paid on or before the commencement date of the policy. If payment is not received by this date, or if the payment is dishonoured, then there will be no cover under this policy.

Goods and Services Tax (GST) is included in the premium.

Words with special meanings

Some key words and terms used in this policy have a special meaning.

Wherever the following words or terms are used in the policy, they mean what is set out below:

Word or Term	Meaning
Additional benefits	<p>any amount that we may pay you for costs (shown below) which are not included in your total loss payment from your motor comprehensive insurer and not recoverable from a third party, and which you reasonably incur:</p> <ul style="list-style-type: none"> ▪ the excess paid by you in relation to the claim for total loss payment; ▪ registration (first 12 months) including stamp duty, compulsory third party insurance, comprehensive motor vehicle insurance and dealer delivery costs associated with your replacement vehicle; <p>- up to the limit of the level of cover selected by you.</p>
Application fee refund	the application fee incurred by you when arranging the finance contract for your replacement vehicle.
Commencement date	the date that we accepted your insurance and on which the policy commences, and which will be shown in the policy schedule.

Word or Term	Meaning
Comprehensive motor vehicle insurance	<p>the insurance policy covering your vehicle against</p> <ul style="list-style-type: none"> ▪ accidental loss or damage; ▪ theft of your vehicle; and ▪ legal liability.
Excess	the amount that you have to contribute towards any claim under your comprehensive motor vehicle insurance.
Finance contract	the original finance agreement that you arranged with the financier to enable you to purchase or lease the vehicle shown in the policy schedule.
Financier	the company, shown on the policy schedule, with which you arranged your finance contract.
Outstanding balance	the amount outstanding in relation to the finance contract (excluding any arrears in repayments) at the date of the incident that led to the total loss of your vehicle.
Period of insurance	the period shown in the policy schedule.
Policy	your insurance contract which consists of this PDS and policy wording and the policy schedule.
Policy schedule	the schedule of insurance, which sets out details of the cover provided to you.
Total loss	<p>Your vehicle has been</p> <ul style="list-style-type: none"> ▪ damaged beyond what your comprehensive motor vehicle insurer considers to be economical to repair; or ▪ has been stolen and not recovered.
Total loss payment	the full amount agreed to be paid to you (after deduction of any Excess) being the value of your vehicle under your comprehensive motor vehicle insurance, following a total loss.

Word or Term	Meaning
Your vehicle	<p>the motor vehicle, registered for use on public roads, which you have financed under the finance contract and which is described on the policy schedule including:</p> <ul style="list-style-type: none"> ▪ standard tools, modifications or accessories that were part of the original supply at time of purchase; and ▪ any non-standard accessories or modifications which have been listed on the comprehensive motor vehicle policy as being part of the vehicle <p>but not</p> <ul style="list-style-type: none"> ▪ a courier vehicle ▪ taxi; ▪ any other vehicle used for the carriage of people or goods for reward; or ▪ a vehicle used for driver education (other than for your immediate family)
You, Your	the person(s) named on the current policy schedule as the 'Insured'.
We, Our, Us	QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFS Licence No. 239545 of 82 Pitt Street, Sydney

Levels of Cover

Level of Cover	Loan balance up to	Additional benefits up to	Application Fee Refund up to
1	\$10,000	\$3,000	\$700
2	\$15,000	\$4,000	\$700
3	\$20,000	\$5,000	\$700
4	\$30,000	\$7,500	\$700

What we will pay

Your policy will pay the difference between:

- the amount paid by your comprehensive motor vehicle insurer (in the event of a total loss, which occurs during the period of insurance); and

- the outstanding balance of your finance account up to the limit of the level of cover you have selected.

Additional benefits

In addition, we will pay the following additional benefits

(as shown above and not included in the total loss payment from your comprehensive motor vehicle insurer and which are not recoverable from a third party) for:

- the excess paid by you in relation to the total loss claim;
- the following costs associated with replacing your vehicle:
 - registration costs (first 12 months);
 - stamp duty payable;
 - compulsory third party insurance premium;
 - replacement vehicle dealer delivery costs; and
 - replacement vehicle comprehensive insurance premium

up to the limit of the level of cover you have selected.

Application Fee Refund

This policy will also pay you up to \$700 to refund you for any application fee incurred by you when arranging the finance contract for your replacement vehicle.

When you are not covered

There are exclusions to the cover provided by this policy.

Events that we will not cover are listed in the following table are marked by a "x".

Event or Circumstance	
War or warlike activities (not including peace time manoeuvres)	x
Acts of terrorism which are directly or indirectly related to biological, chemical, or nuclear weapons, pollution or contamination	x
Engaging in a criminal act	x
Where your comprehensive motor vehicle insurer has not made a total loss payment in full	x

Event or Circumstance	
Any arrears on the repayments of your finance contract, including deferred payments and penalty costs associated with late or deferred payments	x
Additional costs which you incur as a result of <ul style="list-style-type: none"> ▪ there being amounts due under the finance contract which are not directly linked to the purchase or lease of your motor vehicle; ▪ any variation to your original finance contract; ▪ early discharge of your finance contract. 	x
Using your vehicle for <ul style="list-style-type: none"> ▪ hire; ▪ carriage of passengers for fare or reward (but not including car pooling arrangements); ▪ courier purposes; and ▪ driver instruction (other than for your immediate family) 	x
Using your motor vehicle in motor sport of any kind including testing	x
Removal of your vehicle from Australia	x
More than one claim during the period of insurance	x

General Conditions

Cancelling your policy

How you may cancel this policy

You may cancel this policy at any time. To do this you must put your request in writing to the Policy Administrator.

Where 'you' involves more than one person, we will only cancel the policy when a written agreement to do so is received from all persons named as the insured.

How we may cancel this policy

We may cancel the policy in any of the circumstances permitted by law, by informing you in writing.

We will give you this notice in person or send it to your address last known to us.

Refund of premium

On cancellation of your policy, a refund of premium will be paid to you.

The refund will be calculated after deducting a portion of the premium for time on risk, reasonable administrative costs and any government taxes or duties (where these are not refundable under the applicable State legislation).

Notices

Any notice we give you will be in writing, and it will be effective:

- if it is delivered to you personally, or
- if it is delivered or posted to your address last known to us.

It is important for you to tell us of any change of address as soon as possible.

Changes to information previously advised

You must tell us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss.

Claims

What you must do

Notification of an incident

You must advise QBE as soon as possible of an incident which could lead to a claim on this policy.

How to make a claim

When you, or your Estate, make a claim you must:

- contact us by phone as soon as practicable and be ready to provide details of the incident;
- return the completed claim form, (if we require it and that we provide you), promptly together with all letters, or other documentation that you have been asked to provide, otherwise we cannot process your claim;
- provide written statements under oath if we require it;
- be interviewed about the circumstances of the claim, if we require this.

If you require assistance or have any questions regarding a claim, please contact us on 1300 304 808.

How a claim is paid

Once we have calculated the amount of any claim we will pay:

- the difference between the total loss payment from your comprehensive motor vehicle insurer and the balance outstanding on your finance contract up to the amount of the policy limit selected by you and shown on the policy schedule.

If the policy limit is insufficient to fully cover your loss, we will only pay the amount of the policy limit.

We will also pay the GST amount involved (in addition to the policy limit shown in the policy schedule) where you are liable for such, in regard to any acquisition of goods, services or other supply in relation to the claim.

If the policy limit is insufficient to fully cover your loss, we will pay only the GST amount applicable to the amount that we pay in settling your claim.

How claim administration and legal proceedings are undertaken

When a claim is admitted under this policy, we have the right at our discretion, to exercise all the legal rights of you relating to the incident and to do so in your name

We will take full control of the administration, conduct or settlement of the claim.

You must assist us

Before we will pay anything under this policy, you must have complied with all the requirements of this Section and provided us with all information and assistance that we have requested.

Input tax credit entitlement

You are required to tell us of any entitlement to an input tax credit.

If you fail to do so, you may be liable to GST on any claim we pay.

The policy does not provide cover for any GST liability, or for any fine or penalty for which you become liable.

What you must NOT do

False or misleading information

We may deny part or all of your claim if you are not truthful and frank in any statement you make in connection with a claim, or if the claim is fraudulent or false in any respect.

What we do

We may take over and conduct the defence or settlement of any claim or issue legal proceedings for damages. If we do this we will do it in your name.

We have full discretion in the conduct of any legal proceedings and in the settlement of any claim. You must co-operate by giving us any statements, documents or assistance we require. This may include giving evidence in any legal proceedings.

What can affect a claim

We may refuse to pay a claim if you are in breach of your Duty of Disclosure or any of the conditions of this policy, including any endorsements noted on or attached to the policy schedule.

We may be entitled to refuse to pay or to reduce the amount of a claim if:

- it is in any way fraudulent, or
- any fraudulent means or devices are used by you or anyone acting on your behalf to obtain any benefits under this policy.

When the policy ends

The policy ends, and we stop paying benefits on the earliest of any of the following:

- the premium is not received;
- the date we receive a written request from you to terminate the insurance;
- the date given when we provide you with written notice to terminate the insurance in accordance with relevant legislation;
- the date upon which a claim is paid under the policy;
- the expiry date shown in the policy schedule; or
- seven years from the policy commencement date.

FINANCIAL SERVICES GUIDE (FSG)

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the Financial Services we can provide to you. It explains the kind of financial services we offer. It also contains general information about who we are, how we and others are remunerated in relation to those services and how you may access our internal and external dispute resolution procedures.

About Us

QBE Insurance (Australia) Limited (QBE)
 ABN 78 003 191 035, AFS Licence 239545G
 PO Box 82, Sydney NSW 2001

About Our Distributor

Our Distributor is authorised by us to deal in QBE insurance products on our behalf. We, as the insurer of the product and our Distributor, as our agent, do not act on your behalf. The employee of our Distributor, who provided you with this FSG, is authorised by our Distributor to act on their behalf in providing the services they are authorised to provide for us. Our Distributor and their employees do not have any authority to give you any advice (i.e. recommendation or opinion about the financial product). They can provide you with factual information on the product to help you decide whether it is right for you. The choice is yours.

The Corporations Act 2001 (Cth) requires that we have compensation arrangements in place, should you suffer any loss as a result of our Distributor breaching their obligations to you in their capacity as our Distributor. QBE is a general insurer, regulated by the Australian Prudential Regulation Authority (APRA) and satisfies the requirements of the Corporations Act. If you require further information please contact QBE.

Our Distributor's Remuneration

Our Distributor receives commission from us, which is part of the total amount payable by you to us for the product. The rate ranges up to 60% and is payable to our Distributor by us for each policy issued. Our Distributor's employees are paid an annual salary and may receive rewards or bonus payments if certain sales targets are achieved. Bonuses are based on sales targets for all activities of their staff, not just those related to financial services. From time to time they may receive rewards for achieving certain targets or outcomes as determined by

us which may include sales targets. The amount of such incentives may vary from time to time.

About Our Policy Administrator

Marsh Pty Limited ABN 86 004 651 512 (Marsh) has been appointed by QBE to perform all policy administration and systems support. They can directly issue or vary QBE insurance products in accordance with our underwriting guidelines. In some cases Marsh may need to arrange for us to do this if they are not able to act under the underwriting guidelines.

Marsh receives an administration fee from us, which is part of the total amount payable by you to us for the product. The rate is up to \$50 and is payable to Marsh by us for each policy issued. A policy fee of up to \$20 on each new business and renewal policy transaction processed is also paid by us to Marsh.

Marsh have appointed Nissan Financial Services ABN 70 130 046 794 as their Authorised Representative. Fees to Nissan are made by Marsh.

If You Have A Complaint

If you ever have a complaint, you should refer this matter to Marsh, using the contact details in the PDS. QBE and Marsh have procedures in place to help resolve any issues you may have.

If your complaint is not resolved to your satisfaction you may request that your complaint be referred to our dispute resolution process. Your complaint will be handled by a person with authority to resolve the matter. Your complaint should be dealt with within 15 business days unless we notify you of the reasons why it cannot be dealt with within that time.

If your complaint remains unresolved to your satisfaction you can request that it be reviewed by the Financial Ombudsman Service (FOS). FOS resolves certain insurance disputes between consumers and insurers and will provide an independent review at no cost to you. QBE is bound by the determination of FOS but the determination is not binding on you.

Contacting Us

If you have any queries, contact us at GPO Box 82, Sydney NSW 2001.

This FSG was prepared on 12th August 2008 and is authorised by QBE for distribution.