



These are

the things you

should know

Product Disclosure Statement -Part B

Car Insurance Policy General Terms and Conditions

This document prepared on 1 March 2021
Product Issuer: Auto & General Insurance Company Limited
ABN 42 111 586 353 AFS Licence No. 285571
Registered Office: Level 13, 9 Sherwood Road, Toowong QLD 4066



do your thing

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What is a Product Disclosure Statement?

This Product Disclosure Statement (PDS) will assist you to make an informed decision about our insurance product. It consists of two parts, which you should read before making a final decision to purchase:

1. PART A contains the general terms and conditions of all our policies.
2. **PART B** contains specific details about the product option that you selected.

If you have already purchased our Policy:

This PDS becomes your INSURANCE CONTRACT together with the most recent:

- INSURANCE CERTIFICATE
- YOUR DECLARATIONS
- COVER LETTER

After reading the documents carefully, you should keep them in a safe place for future reference.



Limits Referred to in Part A

Personal Effects (including theft and forced entry)	\$500 (and also up to \$500 for child seats or capsules while in the car)
Hire Car Following Theft	\$1,000
Replacement Keys	\$1,000
Trailer / Caravan	\$1,000
Emergency Transport and Accommodation	\$200 per day, up to \$1,000 in total
New Car Replacement	The earlier of 2 years or 40,000 kilometres from original registration

Excess on Claims

The following excesses may apply to your claim and will be shown on your Insurance Certificate:

Basic Excess applies to all claims.

Additional Excesses apply when the car is driven by a person who is not an excluded driver, but who:

- is not listed as a driver on the Insurance Certificate; and/or
- is under 25 years of age; and/or
- has not held a full Australian licence for 2 or more years.

More than one additional excess may apply. The total excess you may have to pay is the sum of the Basic Excess and all of the Additional Excesses which apply to the driver of the car at the time of the incident.

For more information about excesses that apply to your policy, please refer to our Premium, Excess and Discount Guide which is available at ing.com.au or by calling us.

The product option you have selected features the following additional benefits:

Accident Clean Up

We will pay up to \$500 for removal of your car debris from the scene of an accident.

Death Benefit

We will pay \$5,000 to your legal representative if your death results within 12 months from injury caused in an accident while driving the car. The maximum payable for any accident is \$5,000.



No Claims Discount Protection (optional)

This optional benefit applies only if shown as included on your Insurance Certificate.

You are entitled to make 1 claim during the current period of insurance, or 2 claims in a 3-year period without affecting your NCD. For additional claims, your NCD will be reduced on renewal.

However, if “Rating 1 for Life” is shown on your Insurance Certificate, you will keep your maximum NCD (Rating 1) for life, as long as you continue your policy with this NCD Protection.

If “Rating 1 for Life” is not shown on your Insurance Certificate, you will qualify for this extra benefit after holding this policy for 2 years continuously with NCD protection and without making any claim.

For more information about NCD, please refer to our Premium, Excess and Discount (PED) Guide which is available at ing.com.au or by calling us.

IMPORTANT: No Claim Discount Protection is not available from 28th September 2020. If ‘NCD Protection’ is shown as included on your Insurance Certificate, it will continue to form part of your policy until it is removed.

Reduced Window Glass Excess (optional)

This optional benefit applies only if noted on your Insurance Certificate, and only to front, rear or side windows.

Accident Hire Car (optional)

This optional benefit is only available with “Comprehensive” cover and applies only if shown as included on your Insurance Certificate.

If we accept your at fault claim, we will arrange and pay the daily cost for a hire car that meets your needs. You must not arrange your own hire car without our approval.

If we are unable to arrange a hire car for you, we will reimburse you what it would reasonably cost you to fulfil your usual day to day mobility requirements, up to a maximum of \$75 per day.

We will pay for this benefit until the first of the following occur:

- the car is repaired;
- your claim is paid; or
- 14 days of hire have been used.



Where the car is safe to drive, the hire car will only be available from the date:

- the authorised repairs are due to start; or
- we assess the car to be a total loss.

We will not pay any additional costs of hiring, including but not limited to fuel, insurance or damage to the hire car. You need to agree to the hire car company hiring conditions (including paying a rental bond, insurance and any excess if you damage the hire car) and collect and return the hire car.

Note: Hire Car Following a No Fault Accident and Hire Car Following Theft are standard policy benefits (refer to PDS Part A).

Choice of Repairer (optional)

This optional benefit is only available with “Comprehensive” cover and applies only if shown as included on your Insurance Certificate.

If you have purchased this option, you may choose to nominate your preferred repairer, which may be a repairer from our repair network.

See ‘If you have the Choice of Repairer optional cover’ in PDS Part A for how this affects your claim.

Fees That May Be Charged

Once you have taken out a policy, our agent, as shown on your Insurance Certificate, may charge any of the fees below (if applicable):

Early Cancellation	\$40.00
Monthly Instalment Processing	12 payments of 66 cents per \$100 of premium or part thereof.
Fortnightly Instalment Processing	26 payments of 31 cents per \$100 of premium or part thereof.



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For the curious: ING Car Insurance is issued by Auto & General Insurance Company Limited (AGIC) ABN 42 111 586 353 AFSL No 285571 as insurer. It is distributed by Auto & General Services Pty Ltd (AGS) ABN 61 003 617 909 AFSL 241411 and by ING Bank (Australia) Limited ABN 24 000 893 292 (ING) as an Authorised Representative AR 1247634 of AGS. ING is a business name of ING Bank (Australia) Limited. An ING Car Insurance policy does not represent a deposit with or liability of, and is not guaranteed or otherwise supported by, ING Bank (Australia) Limited or any of its related bodies corporate. ING INS0010 | 03/21