
Car Insurance

Additional Information Guide



This Additional Information Guide (AIG) is designed to provide you with additional information about excesses, how we calculate premiums and the discounts available under the policy. You should read this AIG together with our GIO Car Insurance Product Disclosure Statement (PDS) dated 25/11/2020.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 24 January 2025.

Your excess

The excesses that apply to your policy are stated on your certificate of insurance.

The different types of excesses are:

Standard excess

Your standard excess depends on the state or territory where your car is kept, the type of cover you have chosen, and whether we have imposed an additional amount in your standard excess. We take into account a number of factors when determining whether we will include an additional amount in your standard excess, such as:

- the type of car you are insuring;
- our assessment of your (or a listed driver's) driving and/or overall accident and claim history in the last 3 years.

Note: The standard excess cannot be reduced. For our GIO Platinum and Comprehensive levels of cover, you can increase your excess level by choosing a voluntary excess.

Voluntary excess

The range of voluntary excesses we offer for our GIO Platinum and Comprehensive levels of cover are between \$200 and \$2,000. Choosing a higher voluntary excess reduces your premium. The higher the voluntary excess, the greater the premium reduction.

Age excess

If the driver is under 25 years of age and is listed on your certificate of insurance, the age excess is \$400. If the driver is under 25 years of age and is not listed on your certificate of insurance, the age excess is \$1,400. If the driver is a learner driver, the age excess that applies is as if the learner driver was listed on the certificate of insurance.

Note: Learner drivers are not required to be listed on the policy.

The age excess will not apply if, at the time of the incident, the person in control of the car was being paid for a service (not ride-sharing), i.e. where the car is being serviced or test driven, or driven by a car park attendant or valet.

Inexperienced driver excess

If the driver is 25 years of age or over, has held their driver's licence for less than two years, and they are listed on your certificate of insurance, the inexperienced driver excess is \$400. If the driver is 25 years of age or over, has held their driver's licence for less than two years and they are not listed on your certificate of insurance, the inexperienced driver excess is \$1,400. If the driver is a learner driver, the inexperienced driver excess that applies is as if the learner driver was listed on your certificate of insurance.

Note: Learner drivers are not required to be listed on the policy.

The inexperienced driver excess will not apply if, at the time of the incident, the person in control of the car was being paid for a service (not ride-sharing), i.e. where the car is being serviced or test driven, or driven by a car park attendant or valet.

Driver history excess

The driver history excess is \$800.

When does an excess apply?

The table below explains the excesses that apply to common claim types. For other types of claims, we will tell you what excesses apply when you make a claim.

When you make a claim for:	What excess will apply		
	Standard excess	Voluntary excess	Other excesses (if applicable)
Theft or attempted theft of your car	Yes	Yes	• none
Storm, hail, flood or fire damage	Yes	Yes	• none
Malicious act or vandalism	Yes	Yes	• none
Damage to your car whilst parked caused by an unidentified person or driver	Yes	Yes	• none
Collision with or by an animal	Yes	Yes	• age excess • inexperienced driver excess • driver history excess
Windscreen or window glass damage only*	Yes*	Yes*	• none
An incident where you or the driver of your car caused or contributed to the incident	Yes	Yes	• age excess • inexperienced driver excess • driver history excess
An incident where another driver was entirely at-fault and you give us the at-fault driver's name, address and registration number	No	No	• none
An incident where another driver was entirely at-fault but you cannot give us the at-fault driver's name, address and registration number	Yes	Yes	• age excess • inexperienced driver excess • driver history excess

* If you have chosen and paid for the 'Windscreen and window glass cover' option (see page 24 of the PDS) or you have the 'GIO Platinum windscreen and window glass cover' additional feature (see page 13 of the PDS), then you will not have to pay an excess for one claim in the period of insurance.

About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate of insurance.

We'll calculate your premium based on:

- your risk.
- any discounts applied.
- whether you choose a voluntary excess.
- government charges such as stamp duty and GST.

Your risk – we work this out using factors we consider important, including but not limited to the type of car, how your car is financed, address where the car is kept, how you use your car, as well as information about the listed drivers and the level, type and amount of cover you have chosen. When you have GIO Platinum or Comprehensive cover we also take into account additional factors such as previous insurance and claims history of drivers (but not where Rating 1 for Life applies), any optional covers you have chosen, and for our existing customers, whether you have previously paid by instalments. Your premium costs less if you pay annually, rather than by instalments.

This is not a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

The premium you pay is also affected by other things including the cost of claims we have paid to other customers and claims we expect to pay in the future; new and updated data we use to calculate your premium; changes in government taxes and any state or territory duties or levies; our expenses of doing business; and other commercial factors.

When determining your renewal premium, we also consider your previous premium. As such we may limit premium movements up or down at renewal.

Premium discounts

Discounts are also a factor that can affect your premium. Any discounts are usually applied in a set order to the already discounted premium and before the application of government taxes and charges.

The main discounts we offer are:

- Family discount;
- Multi-policy discount; and
- Combined NSW CTP Green Slip discount.

From time to time we might also offer discounts or some other special offers as part of a marketing campaign. If we do this, separate terms and conditions may apply and you might not be eligible for our usual discounts. The amount and type of discount offered can change or be withdrawn.

We determine eligibility for a discount on your renewing policy when we calculate your renewal offer.

Discounts do not apply to GIO Roadside Assist optional cover.

If you believe you are eligible for a discount but it is not shown on your certificate of insurance, please contact us.

Family discount

You may be eligible to receive a family discount on GIO Platinum or GIO Comprehensive Car insurance if you are under 25 years old and your parents have either GIO Platinum or GIO Comprehensive Car insurance. Please contact us to enquire about this discount.

Multi-policy discount

A multi-policy discount (MPD) rewards you with a discount off your premium for holding three or more eligible paid personal insurance policies with us. There must be a common mailing address and the person(s) seeking the discount must be nominated as an insured with the exact same name on each eligible policy. If you take out a new policy and qualify for the MPD, you are eligible to receive the discount on that new policy from its start date (if the discount is not applied at purchase, we endeavour to process the discount within 90 days from policy start date). You are eligible to receive the MPD on your other existing eligible policies from their next renewal date, provided you are eligible for the MPD when we calculate your renewal offer.

Eligible personal insurance policies are home, contents, landlord, car, motorcycle, caravan and boat insurance. A GIO NSW CTP Green Slip and a GIO ACT MAI insurance policy count as eligible policies, but the premium for these policies cannot be discounted. If you quote for a new policy via our website, we rely on your answers to our questions to establish eligibility.

The discount does not apply to the GIO Roadside Assist optional cover.

To find out more about the multi-policy discount or if you believe you are eligible for the multi-policy discount but it is not shown on your certificate of insurance, please phone us.

Combined NSW CTP Green Slip discount

If you have GIO Platinum or GIO Comprehensive Car insurance with us, when you combine it with a GIO NSW CTP Green Slip on the same car you may be eligible for a \$50 discount on your GIO Platinum or GIO Comprehensive Car insurance premium for that car. Any discount that applies will be applied on renewal, provided you still qualify. The discount cannot be applied to the GIO NSW CTP Green Slip premium. There must be a common NSW car registration number on the GIO CTP and GIO Platinum or GIO Comprehensive policy.

GIO Claims Free Savings

GIO Claims Free Savings recognises your years of good driving experience.

If you have GIO Claims Free Savings, each year you continuously insure your car with us on GIO Platinum or GIO Comprehensive Car insurance without making an excess payable claim, we will reward you with a percentage of the premium that you paid for your current policy, up to a maximum of 20%, as a credit on the renewal of your policy for that car. If a GIO Claims Free Savings credit applies to a car covered by your policy it will be shown on your certificate of insurance and any credit you qualify for will be applied on your renewal.

With GIO Claims Free Savings we will take into account your claims history when we calculate your premium. Your GIO Claims Free Savings credit will increase (up to the maximum) on renewal if you haven't made a claim that impacts your GIO Claims Free Savings before we calculate your renewal offer.

The GIO Claims Free Savings credit starts at 5% after 1 year of continuous GIO Comprehensive or Platinum Car Insurance with no claims that affect your GIO Claims Free Savings. It increases to a maximum of 20% after 15 plus years of continuous GIO Comprehensive or Platinum Car Insurance with no claims that affect your GIO Claims Free Savings.

From time to time we might have special offers which may mean that we acknowledge an extended car insurance history to determine your years of continuous insurance for GIO Claims Free Savings. Refer to the 'Your Rewards' section of your certificate of insurance for details of GIO's acknowledgement of your years of continuous insurance for the calculation of any applicable GIO Claims Free Savings credit.

GIO Claims Free Savings credits are not redeemable or payable as cash and cannot be used as a credit towards other policies you hold with us. If your policy is cancelled, we will refund the unexpired portion of the premium (which includes the unexpired portion of any credit that had applied). See 'What happens with cancellations' on page 43 of the PDS for more details. We have the right to alter the terms of or withdraw our GIO Claims Free Savings at any time.

How do claims on your policy affect your GIO Claims Free Savings?*

No claim made during the period of insurance	Claim made where no excess is payable	Claim made where an excess is payable
You will receive a credit on your next GIO Platinum or Comprehensive renewal	You will receive a credit on your next GIO Platinum or Comprehensive renewal	You will not receive a credit on your next GIO Platinum or Comprehensive renewal

*Your GIO Claims Free Savings credit is determined using the status of claim(s) on your policy when we calculate your renewal premium.

Maximum No Claim Discount/Rating 1 for Life

Maximum No Claim Discount/Rating 1 for Life is no longer offered, however if it applies to any car covered by your policy it will be shown on your certificate of insurance and you can continue to renew your policy with that feature included. Maximum No Claim Discount/Rating 1 for Life recognises your good driving and insurance history by guaranteeing that we will not take into account how many claims you make to calculate your premium while you insure your car with GIO Platinum or Comprehensive Insurance. We have the right to alter the terms of cover for Maximum No Claim Discount/Rating 1 for Life, including excess, premiums and acceptance of cover according to our underwriting rules. Please note that if you decide to remove Maximum No Claim Discount/Rating 1 for Life from your policy you cannot regain Maximum No Claim Discount/Rating 1 for Life for that car or any replacement of that car.

Changing your reward

If you have Maximum No Claim Discount/ Rating 1 for Life you can ask us to change your policy to receive GIO Claims Free Savings. Please note that you cannot receive both Maximum No Claim Discount/Rating 1 for Life and GIO Claims Free Savings on the same car. Any change from Maximum No Claim Discount/Rating 1 for Life to GIO Claims Free Savings will apply from your next renewal after the change is made and any reward credit you qualify for will not apply until the following renewal.

Please note that if you ask to change your policy to receive GIO Claims Free Savings for any car you cannot regain Maximum No Claim Discount/Rating 1 for Life for that car or any replacement of that car.

Government taxes and charges

After we have calculated the amount to cover your car insurance risk, any applicable stamp duty, charge and levy and GST are then applied and the total amount is your premium.

Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

You can find more information about the FCS at www.fcs.gov.au

