



Auto Auto Australia

Mechanical & Electrical Breakdown Warranty

Sample Product Disclosure Statement and Product Document



PRODUCT SCHEDULE

Product Number:			
Customer Details			
Name:	Phone:	Mobile:	
Address:	Email:		
Selling Agents Details			
Trading Name:	ABN:	AR:	
Address:	Phone:	Fax:	
Motor Vehicle Details			
Purchase Date:	Vehicle/Other:		
Rego:	Cylinders:	Transmission:	
Odometer Reading:	VIN:		
Engine No:	Stock Number:		
Product Details			
Coverage:	Application Date:		
Cover Commencement Date:	Expiry Date:		
Benefit Limit:			
Total Benefit Limit: Market Value of Motor Vehicle or \$120,000, whichever is the lesser			
Premium:			
Optional Roadside Assistance Details			
Coverage:	Application Date:		
Cover Commencement Date:	Expiry Date:		
RSA Premium:			
Total Premium Details			
Financed by:			
Total Premium:	GST Amount:		

AWN Insurance

PO Box4301

Loganholme, qld 4129

Phone: (07) 3802 5577

Email: administration@awninsurance.com.au



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WELCOME

This Mechanical & Electrical Breakdown Warranty is designed to help reduce the financial impact of unexpected and potentially expensive mechanical & electrical repairs to Your Motor Vehicle by providing the parts and labour coverage on Covered Components as listed under this Cover (Section 2).

When You purchase this Product, You benefit from having the certainty of the period of cover and the remedy You will receive together with the convenience of having these remedies managed for You by Us.

Please carefully read this Mechanical & Electrical Breakdown Warranty document for the full Terms and Conditions.

Important Notice: AWN is authorised by ASIC to provide miscellaneous financial risk products designed to help You manage financial risk associated with **Your Motor Vehicle**. While this **Product** offers You protection for **Your Motor Vehicle**, it is **NOT** an insurance product, and You should seek Your own financial advice if You do not understand the **Product**.

LANGUAGE

All Product documents and all communications with You about this product will be in easy-to-understand English. If You have any disability that makes communication difficult, please tell AWN and they will be pleased to help.

ADVICE WARNING

Any financial product advice given to You by Auto Auto Australia, or their representative is factual advice only, limited to this Mechanical & Electrical Breakdown Warranty, and does not take into account Your personal objectives, needs or financial circumstances. Please read the Product Disclosure Statement to consider whether the product is appropriate for Your personal objectives, needs or financial circumstances before purchasing.

OVERVIEW OF PRODUCT COVERAGE

This Mechanical & Electrical Breakdown Warranty covers only the Covered Components of the Motor Vehicle listed below. Any component or item not listed below is not covered by this Mechanical & Electrical Breakdown Warranty. Please see Section 2. Coverage, for a full description of the Product coverage.

Covered Components	You are covered against the failure of the mechanical & electrical Covered Components that would have been covered by the original Manufacturer's Warranty if it had not expired.
Benefit Limit	You are covered up to the Market Value of Your Motor Vehicle as recorded on the Product Schedule.
Total Benefit Limit	The Total Benefit Limit for the total of all Claims (including the Customer Care Package) is limited to the Market Value of Your Motor Vehicle at the time of purchase, or the limit of \$120,000, whichever is the lesser.

Please note: Claims relating to the engine, transmission and differential are conditional on servicing requirements as per Your manufacturers servicing schedule. All other covered mechanical & electrical components are not conditional on any servicing requirements. Please see Section 8 "Your Obligations" of this Mechanical & Electrical Breakdown Warranty for full details.

WHO PROVIDES THE SERVICE?

Australian Warranty Network Pty Ltd trading as AWN Insurance,

ABN 78 075 483 206

Australian Financial Services (AFS) Licence No. 246469

PO Box 4301, Loganholme QLD 4129

Phone: (07) 3802 5577

Web: www.awninsurance.com.au

AWN Insurance provides this Mechanical & Electrical Breakdown Warranty Product in respect of the Motor Vehicle specified on the **Product Schedule**.

AUTO AUTO AUSTRALIA

AWN has relationships with Auto Auto Australia and their representatives who have been authorised by AWN to deal in relation to this Product. We may pay a remuneration to Auto Auto Australia when they sell Our Products. For further details see the Financial Services Guide (FSG) supplied by Auto Auto Australia.

PRODUCT DISCLOSURE STATEMENT

ABOUT THIS PRODUCT DISCLOSURE STATEMENT

This Product Disclosure Statement (PDS) contains information designed to help You make an informed decision about whether to purchase the Mechanical & Electrical Breakdown Warranty. This PDS was prepared on the 29th August 2023. Certain words have special meanings which are explained in the Definitions section of the Terms and Conditions.

UPDATING THE PDS

We may need to update this PDS from time to time if certain changes occur when required and permitted by law. We will issue You with a new PDS or a supplementary PDS or other compliant documents to update the relevant information except in limited cases, such as, where the information is not something that would affect You negatively, where We may issue You with notice of this information in other forms or keep an internal record of such changes. You can get a paper copy free of charge by contacting AWN using Our details provided in the next section of this document.

DISCRETIONARY RISK OF THE MECHANICAL & ELECTRICAL BREAKDOWN WARRANTY

AWN has discretion as to whether it will or will not pay a Claim that falls within the Mechanical & Electrical Breakdown Warranty Terms and Conditions and Limitations. AWN will not exercise that discretion in a way that is unfair and unconscionable, within the Terms and Conditions and limitations of the Mechanical & Electrical Breakdown Warranty and will always consider the merits of the Claim and the requirements of the applicable State and Commonwealth legislation.

We also have a comprehensive Complaints Resolution Process which is explained in Section 19 of this document.

As this Mechanical & Electrical Breakdown Warranty is a discretionary product it does not offer the same level of protection as an insurance product. The level of protection is limited to the Covered Components listed under the heading Significant Characteristics of this Product only. However, AWN has satisfied the Australian Securities and Investments Commission (ASIC) requirements for an Australian Financial Services Licence.

This Mechanical & Electrical Breakdown Warranty is not associated with the manufacturer of your Motor Vehicle nor is it an extension of any warranty that was provided by the manufacturer or the selling agent. Claims against the manufacturer or the selling agent may be available under the Australian Consumer Law. This Mechanical & Electrical Breakdown Warranty is not a repair or maintenance program for your Motor Vehicle.

There is also a risk when purchasing this Mechanical & Electrical Breakdown Warranty that one or more of Your Claims may exceed the applicable Benefit Limit for a particular Covered Component under this Mechanical & Electrical Breakdown Warranty.

Detailed information about the Mechanical & Electrical Breakdown Warranty Benefit Limits for each benefit under Your Product is listed under the "Warranty Cover" in Section 2. There is also a risk that if You fail to meet any of the conditions set out in this Mechanical & Electrical Breakdown Warranty Contract, AWN may not exercise its discretion in Your favour. Make sure You carefully read the Terms and Conditions for details of the servicing and other conditions that apply to this Mechanical & Electrical Breakdown Warranty.

BENEFITS OF THE MECHANICAL & ELECTRICAL BREAKDOWN WARRANTY

This Product will benefit You should a mechanical and/or electrical failure occur, and that failure is caused by a defect, failure or fault of a Covered Component under the terms of this Mechanical & Electrical Breakdown Warranty. In the event of a failure, Covered Components will be rectified up to the limits allowed. Terms of coverage and limits of liability are set out on the following pages.

The Mechanical & Electrical Breakdown Warranty terms and limits of liability should be read in conjunction with Your Obligations (Section 8 of the Terms and Conditions).

The cover provided by this Mechanical & Electrical Breakdown Warranty saves You the cost of repairs should a failure in a Covered Component occur. Further, AWN's experience, knowledge and expertise allow AWN to direct Your Motor Vehicle to the closest Approved Repairer or Dealer Service Outlet. Parts for repairs can generally be sourced at a lower cost by AWN, which also represents a saving to You were a claim may exceed the limits of Our liability.

COST OF THE MECHANICAL & ELECTRICAL BREAKDOWN WARRANTY

The cost of the Mechanical & Electrical Breakdown Warranty is dependent on the type of Motor Vehicle and the cover term You select. In addition to the retail Mechanical & Electrical Breakdown Warranty price, You also need to pay any applicable Commonwealth and State taxes and charges, such as Goods and Services Tax (GST) and Stamp Duty. The retail Mechanical & Electrical Breakdown Warranty price and the amount of these taxes and/or charges will be shown on Your Product Schedule.

The cost of the Mechanical & Electrical Breakdown Warranty will also be determined by the payment method used by You. If the Mechanical & Electrical Breakdown Warranty is financed or if You use a credit card, interest charges may apply but will differ depending on Your provider. Administration charges may also apply if You select to pay by instalments option.

COOLING OFF PERIOD

You may cancel this Mechanical & Electrical Breakdown Warranty for any reason within 30 days from the Application Date of the Product by notifying Us in writing, or by calling Us or emailing Us at claims@theclaimshub.com.au. This is known as the "Cooling Off Period". You will need to return the Product Schedule to Us, together with a letter to request cancellation of the Mechanical & Electrical Breakdown Warranty during the Cooling Off Period. If the Mechanical & Electrical Breakdown Warranty has been issued to more than one person each person must sign the cancellation request. Provided no claim has been paid or You have not made a valid claim, We will refund the Premium paid, less any taxes or duties We cannot recover from other sources. After the Cooling Off Period ends You still have cancellation rights (see Section 13).

QUALITY GUARANTEE

All repairs to Covered Components authorised by Us prior to the commencement of work will also be covered by this Product for the remaining period of cover under this Mechanical & Electrical Breakdown Warranty. You may also have the additional benefit of consumer guarantees under the Australian Consumer Law in relation to the quality of the repairs and any replacement components. Please tell Us if You are not satisfied with the authorised repairs.

PAY BY INSTALMENTS

You can choose to pay the Premium by instalments to help spread Your payment over time. This facility is not part of the Product Terms and Conditions as it is an additional service provided by a third-party provider, independent of AWN. Additional administration charges will apply to use this facility; therefore the cost will be more than if You choose to pay the full Premium by a single payment. The third-party provider will provide all disclosure documentation for Your perusal and acceptance if you select this payment option. The following additional conditions apply using the pay by instalments option:

- If You are paying by instalments and an instalment remains unpaid for 14 days or more, without notice to or arrangement with the third-party provider, We may refuse a Claim.
- If an instalment remains unpaid for a period of one month past its due date, We can, after giving notice to You, cancel the Product.
- If You have an authorised Claim during the pay by instalment term, We may, after giving notice to You, deduct any outstanding instalments from the Claim amount We authorise.
- If You transfer the Product to a new owner throughout the term of the Instalment Plan, the balance of the Instalment Plan must be paid in full before the Product can be transferred (see Section 14 for all other Transfer details).
- If you fail to make a payment or repayment of the Instalment Plan in full by the due date the provider may, at its absolute discretion, charge a late fee proportionate to the additional fees and administrative duties applicable to the transaction.

SUMMARY OF RIGHTS AND REMEDIES UNDER THE ACL

The protection afforded to **You** under this **Product** is in addition to and does not substitute for, the rights **You** have under the **Australian Consumer Law (ACL)**. If and to the extent that **You** have a right to claim under the **ACL**, **You** may also need to claim under **Your Product** when not covered by the **ACL**.

The **ACL** protects consumers by automatically giving them basic, guaranteed rights for goods they purchase ('Consumer Guarantees') at no charge. For example, the **ACL** requires that, taking account of the nature of goods, the price, any representations made by the supplier or manufacturer and other relevant circumstances, the goods must be free of defects, do what they are meant to do, be safe, durable and acceptable in appearance and finish, be fit for any particular purpose that the consumer makes known, and comply with any description given or any demonstration model used.

In the event of a breach of a Consumer Guarantee where there is a major failure of the goods, consumers are entitled to reject the goods and choose a replacement or refund and claim compensation for any reasonably foreseeable loss or damage suffered by consumers as a result of the failure. Where the failure does not amount to a major failure, consumers are entitled to have the supplier repair or replace the goods (at the supplier's choice). Whether a specific failure breaches a Consumer Guarantee, and a consumer is entitled to a remedy under the **ACL** will depend on the circumstances.

Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable to expect in the circumstances, given factors including the age, cost and quality of the goods, the use made of the goods, or any representation made by the supplier or manufacturer. Consumer Guarantees may continue even at the expiry of the **Manufacturer's Warranty** for the goods or this **Product**. The exact amount of time that Consumer Guarantees last in the case of a specific purchase varies depending on the circumstances.

Your Motor Vehicle may also have an additional **Selling Agent Statutory Warranty**. The provisions of such warranties vary from State to State. Any **Selling Agent Statutory Warranty** may be in addition to or overlap the **ACL** and may also operate concurrently to the **ACL**.

ADDITIONAL BENEFITS UNDER THIS MECHANICAL & ELECTRICAL BREAKDOWN WARRANTY NOT AVAILABLE UNDER THE ACL

We appreciate that **You** may want the certainty of knowing that, if the Motor Vehicle **You** buy is faulty, it is covered for specific events and a specific time period. When **You** purchase AWN's Warranty **You** are obtaining certainty as to the period of coverage and the remedy **You** will receive and the convenience of having the repair and/or replacement process managed for **You** by AWN and work undertaken by an Approved Repairer or Dealer Service Outlet.

You will be entitled to the benefits set out in this Product that are not available under the **ACL** which, subject to the terms and conditions of **Your Product**, they are:

- Certainty as to the exact period of cover **You** have for **Your Covered Components**;
- Specific repair time guarantee provided by repairers (dependent on diagnosis and parts availability);
- Expert advice and assistance;
- Specified cover amounts and Additional Benefits; and
- A network of Approved Repairers.

It is **Your** choice as to whether **You** buy the Product, and it is **Your** choice as to whether **You** choose to seek a remedy from AWN under the Product or whether **You** directly seek a remedy from the selling agent who supplied you the Motor Vehicle or the Motor Vehicle manufacturer.

DEFINITIONS

There are a number of words in this document that have a specific meaning:

Additional Benefits mean those benefits in addition to the rights and remedies available under the Australian Consumer Law.

Application Date means the date the Mechanical & Electrical Breakdown Warranty application was submitted to AWN as specified in the Product Schedule.

Approved Repairer means a licensed workshop approved by AWN to carry out repairs.

Australian Consumer Law/ACL means the Competition and Consumer Act 2010 (Cth) Schedule 2 (as adopted by each Australian State and Territory).

Authorisation Number means the number issued by AWN's claims department to an Approved Repairer after receiving the Approved Repairers quote authorising the Approved Repairer to proceed with the repairs.

Auto Auto Australia means McCarroll's of Mossvale Pty Ltd trading as Auto Auto Australia.

AWN means Australian Warranty Network Pty Ltd trading as AWN Insurance (ABN 78 075 483 206).

Benefit Limit means the monetary limit for each authorised Claim under this Mechanical & Electrical Breakdown Warranty indicated on the Product Schedule, and also as set out in the Limits of Liability (Section 10) of this Mechanical & Electrical Breakdown Warranty document.

Claim means a Claim for authorised repair submitted in accordance with these terms and approved by AWN.

Covered Component(s) means the failure of the mechanical & electrical components that would have been covered by the original Manufacturer's Warranty if it had not expired. Please see Section 4 "Exclusions" for a comprehensive description of components not covered.

Dealer Service Outlet means the servicing outlet licensed by the manufacturer to provide servicing or repairs for Your nominated Motor Vehicle.

Manufacturer's Warranty means the warranty provided by the manufacturer applicable to the Motor Vehicle at the time Your Motor Vehicle was purchased as new, but for the purposes of this Mechanical & Electrical Breakdown Warranty, limited to only those mechanical & electrical components of the Motor Vehicle covered by the Mechanical & Electrical Breakdown Warranty.

Market Value means the reasonable pre-mechanical failure retail value of Your Motor Vehicle. We will use industry/trade guides or independent assessors to determine the amount at the time We assess Your Claim, having regard to the age and condition of Your Motor Vehicle and the kilometres it has travelled.

Mechanical & Electrical Breakdown Warranty means this document.

Motor Vehicle means the used Motor Vehicle specified on the Product Schedule and Product Application Page in this document.

Normal Wear and Tear means the gradual reduction in the operating performance of a Covered Component due to the use of the Motor Vehicle (relative to the age of the Motor Vehicle, service history and kilometres travelled).

Pre-Existing or Known Fault means a mechanical or electrical fault with a Covered Component of the Motor Vehicle, reasonably determined on inspection by an Approved Repairer to have occurred or existed, and which You knew, or ought reasonably to have known existed, or where in the opinion of an independent repairer it may reasonably be assumed to have occurred or existed, prior to the Application Date and is not the direct consequence of or result from a known manufacturing fault.

Premium means the amount paid for this Product.

Product means this document.

Product Schedule means the document We provide to You, which that You as the Product holder and sets out what this Product covers You for including relevant limits and sums insured. We will replace Your Product Schedule whenever You make any changes to the Product.

Selling Agents Statutory Warranty means the warranty required by the relevant State or Territory law to be provided to You by the originating selling agent (where applicable).

Total Benefit Limit means the total monetary limit for all valid Claims under this Mechanical & Electrical Breakdown Warranty specified on the Product Schedule, and also as explained in the Limits of Liability (Section 10) of this document. The Total Benefit Limit is limited to the Market Value of Your Motor Vehicle at the time of purchase, or the limit of \$120,000, whichever is the lesser.

We, Our, Us means Australian Warranty Network Pty Ltd trading as AWN Insurance.

You, Your means the person(s) named on the Product Schedule and Application Page.

TERMS AND CONDITIONS

Please read these Mechanical & Electrical Breakdown Warranty Terms and Conditions and Product Disclosure Statement (PDS) for full details of what We cover, as well as what limits, conditions and exclusions apply.

1. ELIGIBILITY

This Mechanical & Electrical Breakdown Warranty is available for certain makes, and models (please note that not all makes and models are eligible, Auto Auto Australia will advise whether the make and model are eligible). For eligible makes and models, the Motor Vehicle:

- Has a Market Value of at least \$3,000;
- Has not been modified from the manufacturer specification which would have any effect on the Covered Components; and
- Is registered in Australia.

We will not authorise or pay a Claim or may reduce the overall Benefit Limit payable if your Motor Vehicle is:

- Used in competitions, rallies, racing, pacemaking, reliability trials, speed or hill climbing, or any other type of motor racing or competitive activity;
- Carrying and/or towing loads above the gross combination weight of the trailer and your Motor Vehicle, as specified by the manufacturer’s logbook recommendations;
- A rental vehicle;
- Carrying passengers for hire or reward;
- Used for the purposes of:
 - Deliveries or as a courier vehicle;
 - Police or emergency services activities;
 - Driver instruction or tuition for reward; or
 - Mining and or excavation activities.
- Determined reasonably to be unroadworthy or unregistered;
- Being used outside of Australia at the time of the event resulting in a claim under this Product.

2. COVERAGE

This Mechanical & Electrical Breakdown Warranty covers only the Covered Components of the Motor Vehicle listed below. Any component or item **not** listed below is not covered by this Mechanical & Electrical Breakdown Warranty. Please tell Us if You do not understand any of the exclusions or which components are covered.

Covered Components	You are covered against the failure of the mechanical & electrical Covered Components that would have been covered by the original Manufacturer’s Warranty if it had not expired. Please see Section 4 “Exclusions” for a comprehensive description of components not covered.
Benefit Limit	You are covered up to the Market Value of Your Motor Vehicle as recorded on the Product Schedule.
Total Benefit Limit	The Total Benefit Limit for the total of all Claims (including the Customer Care Package) is limited to the Market Value of Your Motor Vehicle at the time of purchase, or the limit of \$120,000, whichever is the lesser.

Please note: Claims relating to the engine, transmission and differential are conditional on servicing requirements as per your manufacturers servicing schedule. All other covered mechanical & electrical components are not conditional on any servicing requirements. Please see Section 8 “Your Obligations” of this Mechanical & Electrical Breakdown Warranty for full details.

For all limits of liability and exclusions of the Mechanical & Electrical Breakdown Warranty, please refer to the Limits of Liability (Section 10), Exclusions (Section 4) and Miscellaneous (Section 12).

3. ADDITIONAL BENEFITS - CUSTOMER CARE PACKAGE

Where We approve a claim in relation to the failure of a Covered Component under this Product, We will provide the following additional benefits where expenses are incurred, by reason of that claim. Customer Care Package runs for the term of the Product selected. Refer to Limits of Liability (Section 10).

TOWING ASSISTANCE: (Claim Limit: Up to \$100 per claim) - Reimbursement up to the Claim Limit for towing charges in the event of a covered mechanical & electrical failure where Your Motor Vehicle is unable to be quickly repaired where it is located or safely driven to an AWN Approved Repairer or Dealer Service Outlet.

ACCOMMODATION ASSISTANCE: (Claim Limit: Up to \$100 per claim) - Reimbursement up to the Claim Limit for emergency accommodation, arrangements and costs in the event of a covered major vehicle breakdown where You are more than 400 km's from Your registered residence and the covered breakdown takes more than 48 hours to repair.

CAR HIRE ASSISTANCE: (Claim limit: Up to \$100 per claim) - Reimbursement up to the Claim Limit for car hire costs in the event of a covered major vehicle breakdown where You are more than 400 km's from Your registered residence and taking more than 48 hours to repair.

4. EXCLUSIONS

The following are not covered under this Product:

- Damage to the Covered Components as a result of:
- Overheating or failure to properly maintain coolants and lubricants;
- Impact or a road traffic accident;
- Modifications to the Motor Vehicle outside of manufacturer's logbook recommendations;
- Non-manufacturer fitted parts, which have not been fitted to the Australian Design Rules;
- Not being maintained in accordance with the appropriate service requirements of this Product (see Section 8. Your Obligations);
- Misuse, neglect, abuse or inappropriate servicing or any repairs required as a result of continued operation of the Motor Vehicle once a defect or fault has occurred;
- Failure to maintain recommended levels or use of incorrect types and grades of fuel, oil, coolants or lubricants or use of any contaminated fuel, oil, coolants or lubricants;
- Corrosion, rust, fire, illegal use (including damage as a result of the theft of the Motor Vehicle), malicious damage, impact, accident, earthquake, flood or other occurrences of nature, riot or civil commotion, war, terrorism, invasion, strikes or resulting from nuclear fission, fusion or radioactivity;
- The Motor Vehicle is fitted with an LPG unit other than a unit supplied, fitted and endorsed or approved by the manufacturer's logbook recommendations;
- Deterioration due to Normal Wear and Tear or the gradual reduction in operating performance of the Motor Vehicle or any Covered Component; (refer to the definition of Normal Wear and Tear);
- CV joints or any shafts where the dust boot is damaged; or
- Water leaks, oil leaks, oil seals, O-rings, belts, timing belts & hoses.
- Any Pre-Existing or Known Faults existing prior to the commencement of cover, or which can be reasonably determined to have arisen or occurred during the Manufacturer's Warranty and/or the Selling Agents Statutory Warranty period for the Motor Vehicle;
- Any repairs or failures where we have not been provided with a reasonable opportunity to assess the damage/fault for the purpose of determining that the repair/replacement was required to remedy a fault or reduce the likelihood of the failure;
- Tyres or wheels (unless covered elsewhere in the Product), batteries, mechanical adjustments, exhaust system components, replacement or other servicing (including items scheduled as routine servicing in accordance with the manufacturer's logbook recommendations for Your selected Motor Vehicle) which in the judgement of the manufacturer are made or should be made as part of appropriate servicing or maintenance;
- Any Covered Components or Parts subject to recall by the manufacturer, component parts or design elements which are found to have been an inherent design fault, including parts subject to:
 - An Australian Competition and Consumer Commission (ACCC) recall;
 - A manufacturer recall; or
 - Any notice of faults issued by the manufacturer;
- Noisy parts or components, in the absence of their mechanical failure;
- Any tapping's, threads, fixings and/or fastening devices or repairs as a result of these components not being fitted correctly or in accordance with manufacturer's logbook recommendations;
- Interior trim components, including but not limited to seats, seat belts (excluding mechanical and electrical components), storage compartments, cup holders, ashtrays, components made of glass and/or decorative fascia components;
- Paintwork, panel and bodywork and all related Motor Vehicle Components, including but not limited to, lamps and lamp units, weather-strips and seals, components made of glass, and/or any exterior trim or decorative components;

- Any consequential financial or non-financial loss, damage or liability of any kind incurred as a result of the incident giving rise to a Claim, except unavoidable damage caused by the failure of a Covered Component.
 - Subsequent failure or damage to other components caused by the failure of the Covered Component where you continue to operate your Motor Vehicle, except where: You could not have reasonably prevented the subsequent damage; or
 - You could have prevented the subsequent damage and took the steps which a reasonable person in the circumstances would have taken to prevent it.
- Costs, loss, liability or damage associated with or related to:
 - any hacking event including any loss, damage, liability, cost or expense caused by or associated in any way with malicious or non-malicious use of any computer application, process, software, code or programme, including computer virus, malware, ransomware (or any other computer-related hoax, scam, data breach or other unauthorised access to a computer system of any kind).
 - Software modifications, upgrades/updates, unless connected to the replacement of a Covered Component;
 - Improving or reconditioning the Motor Vehicle or parts to a condition superior to that at the time of purchase or contrary to the manufacturer's logbook recommendations; or
 - Any damage due to misuse, fire, accident, theft, police incident, submersion in water, neglect, rust, excessive loading or towing without suitable equipment or any use or modification other than in accordance with the manufacturer's logbook recommendations.
 - Costs associated with or related to diagnosing, dismantling and reassembling the Motor Vehicle, or consumables lost or required to be replaced unless accepted as part of an authorised Claim.

5. PERIOD OF COVER

This Mechanical & Electrical Breakdown Warranty will commence on the later of;

- The date that the Manufacturer Warranty expires;
- The date that the Selling Agent's Statutory Warranty expires; and
- If no Manufacturer Warranty or Selling Agent's Statutory Warranty exists, upon the expiry of 90 days after the Product is issued to You.

Any coverage provided by the purchase of this Product is managed by Our systems to ensure that any statutory warranty applicable to the Motor Vehicle does not overlap with this coverage.

This Mechanical & Electrical Breakdown Warranty will cease on the sooner of:

- The date selected by You as the Product expiry date listed under Warranty Details on the Product Schedule; or
- When the maximum benefit of the Product has been reached; or
- When the Motor Vehicle has travelled a total distance of 200,000 km's since new; or
- In the event You fail to comply with the Product service requirements; or
- When the Product is cancelled by You in accordance with the Cooling-Off Period.

6. PRECONDITIONS

It is a precondition of this Mechanical & Electrical Breakdown Warranty that:

1. The Mechanical & Electrical Breakdown Warranty is purchased from Auto Auto Australia; and
2. At the commencement of Your Mechanical & Electrical Breakdown Warranty, the Motor Vehicle is in good operational condition, with no Pre-Existing or Known Faults. Failure to disclose any Pre-Existing or Known Faults may void this Mechanical & Electrical Breakdown Warranty (See Section 4: Exclusions); and
3. The Motor Vehicle is currently registered; and
4. The Motor Vehicle servicing is current as per the manufacturers specification at the Application Date; and
5. The Premium and the acknowledged Product Application Page must be received and approved by AWN on the Product Application Date.

7. OUR OBLIGATIONS

- 1. AWN will process Your application within five (5) business days of receipt and either accept or decline cover.
- 2. If AWN does not receive a payment within twenty-one (21) days of the Application Date, the Mechanical & Electrical Breakdown Warranty Product will be considered never to have commenced and AWN will advise You of the declined coverage.
- 3. Provided cover is granted, We will pay for the repairs or replacement of any broken or damaged Covered Components causing mechanical & electrical failure always considering that the Motor Vehicle purchased is a used Motor Vehicle. If a Covered Component requires replacement, We may replace it with a reconditioned or similar component.
- 4. You should advise Your repairer that any repairs We agree to pay for must be undertaken by an AWN Approved Repairer or Dealer Service Outlet at a price acceptable to AWN. Your repairer will know if they are approved by Us, otherwise, they can call AWN to confirm.
- 5. The monetary limits of Our obligations are set out in Limits of Liability (Section 10 of the Terms and Conditions of this Mechanical & Electrical Breakdown Warranty).

8. YOUR OBLIGATIONS

You agree that from the Product Application Date You must comply with the following essential terms:

Covered Components	Servicing Requirements
Engine, Transmission and Differential.	Claims relating to the engine, transmission and differential are conditional on servicing requirements as per Your manufacturer’s servicing schedule. This regular service schedule can be completed at any licensed service facility of your choosing.
All other components	No servicing requirements required. Coverage on all other mechanical & electrical Covered Components for the term of the Product.

Service Invoice Records:

Service Invoice Records:

- i. Submit Your service records via Our website by going to; www.awninsurance.com.au search for Your Mechanical & Electrical Breakdown Warranty, and submit Your service details but no later than at a Claim time; or
- ii. To post the relevant service coupon attached to this Mechanical & Electrical Breakdown Warranty and the Mechanic’s Tax Invoice (or legible copy) to AWN, P.O. Box 4301, Loganholme, QLD 4129, promptly after the service is completed.

Minimise Damage: That You, or any person in control of the Motor Vehicle, must take all reasonable precautions to minimise damage to the Covered Components and/or the Motor Vehicle, and must not continue to operate the Motor Vehicle if damage to a Covered Component is reasonably suspected.

Coolants and Lubricants: Must be checked and maintained regularly.

Road Worthiness: You must take all reasonable care to maintain the roadworthy condition of the Motor Vehicle.

Note: Failure to comply with these essential terms may delay, reduce or invalidate Your Claim.

9. ASSESSMENT AND AUTHORISATION

- 1. Upon receipt of a Claim enquiry, AWN will check whether Your Claim is valid under this Mechanical & Electrical Breakdown Warranty and that all service requirements have been adhered to; and
- 2. If so, AWN may ask for the Motor Vehicle to be inspected by one of their Approved Repairers; and
- 3. If the Claim is valid, AWN will give approval for their Approved Repairer or Dealer Service Outlet to repair the Motor Vehicle within the terms of this Mechanical & Electrical Breakdown Warranty.
- 4. Where We need to dismantle Your Motor Vehicle to diagnose for the purpose of assessing Your Claim, We may ask You to contribute if it becomes apparent the Claim is not a successful Claim. In this circumstance We will;
 - i. Ask Your permission to dismantle the Motor Vehicle;
 - ii. Give You an estimate of the cost to dismantle and diagnose;
 - iii. Make clear to You that those costs will not be reimbursed if the Claim is rejected.
- 5. No reimbursement shall be given for any work commenced without official authorisation being issued by AWN to the Approved Repairer.

10. LIMITS OF LIABILITY

- 1. The Benefit Limit per Claim, including the Customer Care Package, is specified on the Product Schedule. The Benefit Limit indicates the limit of each Claim at any one time on any one Claim regardless of the number of Covered Components claimed against.
- 2. The Total Benefit Limit for the total of all Claims (including the Customer Care Package) is limited to the Market Value of Your Motor Vehicle at the time of purchase, or the limit of \$120,000, whichever is the lesser.
- 3. Customer Care Package: \$100 per Claim (up to a maximum of \$300 for the term of the Mechanical & Electrical Breakdown Warranty). A Claim will only be considered where a Claim is made in relation to a failure of the Covered Component that is approved by Us under this Mechanical & Electrical Breakdown Warranty and will be reimbursed to You on submission of paid tax invoices or receipts.
- 4. All Authorised Claims will be at the discretion of AWN Insurance
- 5. Subject to the satisfactory completion of the repairs, You agree to accept such payments to cover the full cost of repairs to the Covered Components of the Motor Vehicle whether paid to You or to the Approved Repairer on Your behalf to be in full satisfaction of the Claim.
- 6. Acceptance of the payment and/or Motor Vehicle after the repairs have been satisfactorily completed shall also be deemed to be in full satisfaction of the Claim.
- 7. All Benefit Limits are the GST-inclusive cost of the repairs.

11. HOW TO MAKE A CLAIM

Claim directed to an AWN Insurance Approved Repairer	You take Your Motor Vehicle directly to Dealer Service Outlet
Follow the Claims Process below and AWN will step you through the process.	<p>You can consent Your Dealer Service Outlet to call AWN direct and make a Claim on Your behalf following the below Claims Process.</p> <p>AWN reserves the right use their discretion in all repairs undertaken by a Dealer Service Outlet and will only undertake a Claim under the following conditions:</p> <ul style="list-style-type: none">▪ The parts and labour charges have been approved and accepted by AWN prior to any work being undertaken; and▪ AWN in all instances obtains the consent of You prior to that Claim being given an Authorisation Number.▪ If the Dealer Service Outlet does not provide a fair and reasonable quote to undertake the Claim We reserve the right to arrange for the Motor Vehicle to be transported to an Approved Repairer

The Claims Process

- 1. Read the Mechanical & Electrical Breakdown Warranty carefully to ensure Your Claim is covered by this Product.
- 2. Telephone, write or lodge online. Contact details are:
AWN Insurance
PO Box 4301, Loganholme, Qld 4129
Web: lodge online 24/7 at www.awninsurance.com.au
Phone: 07 3802 5577
Email: claims@theclaimshub.com.au
Office Hours: Monday to Friday 8:15 am to 5:15 pm (AEST).
- 3. Quote the Mechanical & Electrical Breakdown Warranty Product number, registration number and current odometer reading.
- 4. Explain fully the nature of the problem remembering that You are required to disclose to Us all information that is relevant in assisting Us to consider Your Claim. If You fail to disclose such information Your rights to Claim may be seriously affected and/ or the Claim may be rejected.Upon receipt of the above information, We will process and consider Your Claim.

5. Upon receipt of the above information, We will process and consider Your Claim.

Additional Requirements:

- i. Repairs will not be paid by Us unless an Authorisation Number is issued by Us to the Approved Repairer prior to the commencement of the repairs.
- ii. In some cases, You will be given the opportunity to contribute something towards the cost of the repairs, i.e. any repairs that restore the Motor Vehicle to a better condition than the condition prior to the failure.
- iii. You are to pay for any work not included in an approved Claim.
- iv. In the event of a mobile mechanic being called by Us, You agree that any work carried out by that or any mechanic that is not part of the cover or if the call is of a service nature then this cost shall be Your responsibility.
- v. If You have a problem with Your Motor Vehicle that is not Claim-related, just call Our claims department and We can still assist You through Our network of Approved Repairers Australia-wide.

12. MISCELLANEOUS

1. This is a Mechanical & Electrical Breakdown Warranty for used motor vehicles, therefore a part may be worn but still quite safe and serviceable.
2. We will not be liable or held responsible for any damage occurring while the Motor Vehicle is left unattended or being towed.
3. We will not be held responsible for any delays due to a lack of supply of parts or any materials needed to complete any work undertaken.
4. The odometer must be accurate and maintained in good working order. If at any time the odometer has been tampered with, made inoperative or altered, or should any false statement be made by You or any person acting on Your behalf or otherwise, with Your knowledge, in support of any Claim, then this Mechanical & Electrical Breakdown Warranty will become void and Your rights to Claim will be forfeited in respect of any present and future claims (applicable if the Motor Vehicle has an odometer fitted at time of manufacturer). Nothing in this clause prevents you from the undertaking, at your own expense, repairs or maintenance to the odometer at a licensed service facility of your choosing in order to maintain it in good working order.

13. CANCELLATION

You may cancel Your Product at any time by providing Your cancellation requests in writing to P.O. Box 4301, LOGANHOLME, QLD, 4129. If You cancel Your Product, Your cover will end on the date We receive Your cancellation request, unless You inform Us otherwise and We agree to a mutually agreed date. Cancellations will be a proportionate rebate based on insurance standards for the unexpired portion of the Product less any authorised or paid Claims.

If the Mechanical & Electrical Breakdown Warranty Premium is financed, any refund will be made to the financier or whomever the financier directs Us to pay.

We may cancel the Mechanical & Electrical Breakdown Warranty if:

- You fail to comply with Your obligations;
- You, or a person acting on Your behalf, or otherwise with Your knowledge, provide false or misleading information in relation to a Claim;
- If the Motor Vehicle's odometer has been tampered with or is defective;
- If the Motor Vehicle has at any time been used for rallying, racing, and competitive driving or tested for any such events.

14. TRANSFER

If You are not in breach of the terms of this Mechanical & Electrical Breakdown Warranty You may transfer the benefits of this Mechanical & Electrical Breakdown Warranty to a new owner of the Motor Vehicle. As a prerequisite to transferring the Mechanical & Electrical Breakdown Warranty We require the following:

- Confirmation that the Motor Vehicle servicing schedule is current and has not lapsed.
- You must provide the above and request to transfer the Mechanical & Electrical Breakdown Warranty in writing to Us within 7 days of the change of ownership of the Motor Vehicle; and
- A transfer and administration fee of \$75 is payable to Us by the new owner.

Apply for and submit Your transfer of Mechanical & Electrical Breakdown Warranty application via AWN's website:

www.awninsurance.com.au.

This Mechanical & Electrical Breakdown Warranty cannot be transferred to another motor vehicle or motor vehicle dealer.

15. DOCUMENT REPLACEMENT

In the event You lose or are unable to locate Your Product Schedule, You may apply for a replacement document. A Fee of \$33 will be payable to Us for this service. No fee will be charged if it is sent by email to You.

16. PRIVACY NOTICE AND CONSENT

Why We collect Your personal information

We collect personal information (including sensitive information) so We can:

- Identify You and conduct necessary checks; and
- Determine what service or products We can provide to You e.g. offer Our insurance products; and
- Issue, manage and administer services and products provided to You or others, including Claims investigation, handling and settlement; and
- Improve Our services and products, e.g. training and development of Our representatives, product and service research and data analysis and business strategy development.

What happens if You don't give Us Your personal information?

If You choose not to provide Us with the information We have requested, We may not be able to provide You with Our services or products or properly manage and administer services and products provided to You or others.

How We collect Your personal information

Collection can take place through Websites (from data input directly or through cookies and other Web analytic tools), email, by telephone or in writing.

We collect it directly from You; unless You have consented to collection from someone other than You, it is unreasonable or impracticable for Us to do so, or the law permits Us to.

If You provide Us with personal information about another person You must only do so with their consent and agree to make them aware of this privacy notice.

Who We disclose Your personal information to

We share Your personal information with third parties for the collection purposes noted above.

The third parties include: Our related companies and Our representatives who provide services for Us, Auto Auto Australia, Our legal, accounting and other professional advisers, data warehouses and consultants, investigators, loss assessors and adjusters, other parties We may be able to claim or recover against, and anyone either of Us appoints to review and handle complaints or disputes and any other parties where permitted or required by law.

We may need to disclose information to persons located overseas who will most likely be located in the region of Asia-Pacific, UK, USA and South Africa. Who they are may change from time to time. You can contact Us for details or refer to Our Privacy Policy available on Our Website. In some cases, We may not be able to take reasonable steps to ensure they do not breach the Privacy Act and they may not be subject to the same level of protection or obligations that are offered by the Act. By proceeding to acquire Our services and products You agree that You cannot seek redress under the Act or against Us (to the extent permitted by law) and may not be able to seek redress overseas.

More information, access, correction or complaints

For more information about Our privacy practices including how We collect, use or disclose information, how to access or seek correction to Your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled, please refer to Our Privacy Policy. AWN's Privacy Policy is available at www.awninsurance.com.au or by contacting AWN on (07) 3802 5577 EST 9 am-5 pm, Monday-Friday.

Your choices

By providing Us with personal information, You and any person You provide personal information for, consent to these uses and disclosures unless You tell Us otherwise. If You wish to withdraw Your consent, please contact Us by calling (07) 3802 5577, alternatively, You can opt-out by emailing processing@processinghub.com.au. We will cancel Your Mechanical & Electrical Breakdown Warranty and accordingly refund the Premium.

17. TAXATION INFORMATION

Premiums are subject to Goods and Services Tax (GST) and stamp duty imposed by Commonwealth and State Governments. GST will also affect any Claim You make under the Mechanical & Electrical Breakdown Warranty. Please refer to the 'Limits of Liability' (Section 10).

Generally, Your Premium is not tax-deductible and Claims payments are not assessable income for tax purposes unless You purchase Your Mechanical & Electrical Breakdown Warranty for business purposes. This taxation information is a general statement only. You should seek professional taxation advice for information about Your personal circumstances.

18. SUBROGATION

When We pay a claim under the Product, We have the right to take over and enforce any right You may have to recover the loss from another party. We may do this in Your name, and You have an obligation to assist Us as required.

19. DISPUTES RESOLUTION

Complaints about product & Claim administration matters

If You wish to make a complaint about service matters such as the general administration of Your Product, You may request that it be dealt with by the supervisor or manager directly responsible for that area. If You are not satisfied Your complaint will be referred to Our Internal Dispute Resolution Committee (IDRC) to review the dispute at no cost to You. You can contact Our Internal Dispute Resolution Panel at;

Internal Dispute Resolution Committee Contact details	
Phone: 07 3802 5577	Post: P.O. Box 4301, Loganholme, QLD 4129
Email: idr@awninsurance.com.au	Web: www.awninsurance.com.au

If You are still not satisfied with the outcome of AWN’s review, You may take the matter to the external disputes resolution body. The external resolution body is the Australian Financial Complaints Authority (AFCA). AFCA can be contacted at:

AFCA Contact details	
Phone: 1800 931 678 (free call)	Post: GPO Box 3, Melbourne VIC 3001
Email: info@afca.org.au	Web: www.afca.org.au

They provide an independent service that will investigate Your complaint and provide a ruling at no cost to You. Further details will be provided at the appropriate stage of the complaints process. This complaints procedure does not affect Your legal rights.

Service Coupons



Service Coupon - Customer Copy <i>Please retain for your records</i>		Service Coupon - AWN Copy <i>Please attach Service Invoice to this Service Coupon</i>				
DATE	ODOMETER	DATE	REGO	ODOMETER	PRODUCT NO	INVOICE NO
PRODUCT NO		NAME		ADDRESS		
INVOICE NO		VEHICLE				PHONE
Affix Service Centre Stamp Here		Affix Service Centre Stamp Here		Submit Coupon Online at: awninsurance.com.au/SubmitCoupons.aspx or Cut Out Coupon And Post To: AWN, P.O. Box 4301, Loganholme, Qld 4129		

Service Coupon - Customer Copy <i>Please retain for your records</i>		Service Coupon - AWN Copy <i>Please attach Service Invoice to this Service Coupon</i>				
DATE	ODOMETER	DATE	REGO	ODOMETER	PRODUCT NO	INVOICE NO
PRODUCT NO		NAME		ADDRESS		
INVOICE NO		VEHICLE				PHONE
Affix Service Centre Stamp Here		Affix Service Centre Stamp Here		Submit Coupon Online at: awninsurance.com.au/SubmitCoupons.aspx or Cut Out Coupon And Post To: AWN, P.O. Box 4301, Loganholme, Qld 4129		

Service Coupon - Customer Copy <i>Please retain for your records</i>		Service Coupon - AWN Copy <i>Please attach Service Invoice to this Service Coupon</i>				
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PRODUCT NO		NAME		ADDRESS		
INVOICE NO		VEHICLE				PHONE
Affix Service Centre Stamp Here		Affix Service Centre Stamp Here		Submit Coupon Online at: awninsurance.com.au/SubmitCoupons.aspx or Cut Out Coupon And Post To: AWN, P.O. Box 4301, Loganholme, Qld 4129		

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DATE	ODOMETER	DATE	REGO	ODOMETER	PRODUCT NO	INVOICE NO
PRODUCT NO		NAME		ADDRESS		
INVOICE NO		VEHICLE				PHONE
Affix Service Centre Stamp Here		Affix Service Centre Stamp Here		Submit C oupon Online at: awninsurance.com.au/SubmitCoupons.aspx or Cut Out Coupon And Post To: AWN, P.O. Box 4301, Loganholme, Qld 4129		

IMPORTANT! PLEASE READ THE FOLLOWING

It is now possible to print/submit service coupons online at the AWN website. Simply go to the following address:
www.awninsurance.com.au/WarrantySearch.aspx

Enter in the details for your Product in the fields provided. Once you enter in the details correctly and your Product is found, you will be given access to the membership area where you can print new coupons and submit any services that have been completed.

Auto Auto Australia

Mechanical & Electrical Breakdown Warranty

Sample Product Disclosure Statement and Product Document



PRODUCT APPLICATION PAGE

Product Number:

Customer Details

Name: Phone: Mobile:
Address: Email:

Selling Agents Details

Trading Name: ABN: AR:
Address: Phone: Fax:

Motor Vehicle Details

Purchase Date: Vehicle/Other:
Rego: Cylinders: Transmission:
Odometer Reading: VIN:
Engine No: Stock Number:

Product Details

Coverage: Application Date:
Cover Commencement Date: Expiry Date:
Benefit Limit:
Total Benefit Limit: **Market Value of Motor Vehicle or \$120,000, whichever is the lesser**
Premium:

Optional Roadside Assistance Details

Coverage: Application Date:
Cover Commencement Date: Expiry Date:
RSA Premium:

Total Premium Details

Financed by:
Total Premium: GST Amount:

Customer Declaration

PRIVACY NOTICE AND CONSENT: A Privacy Statement with disclosure and consent notices are contained within the product documents provided to me. I understand the consent I am giving and will notify the issuer directly if I have any other questions or concerns about my rights or obligations under these clauses or wish to withdraw my consent.

DECLARATION: I confirm that I have received a copy of the Product Disclosure Statement (PDS) relating to this product for my attention. I understand that I have the opportunity to consider and ask any questions regarding these documents or the terms of the product prior to my acceptance. I have also been advised and am aware that this product has a cooling-off period of 30 days after application for cover. By signing this declaration, I acknowledge that I have received the disclosure documents, I understand the product application, and how the product is being funded.

- I declare that I:
- have received and understand it is my obligation to review the product disclosure documents;
 - have not relied on any representations or promises made about the products.
 - can contact the issuer if I have any questions or concerns during or after the product cooling-off period; and
 - agree to be bound by the terms and conditions contained in the documents after the expiration of the cooling-off period.

Customer Signature: Selling Agent Signature:

Please fax, email or mail this page to: AWN Insurance, PO Box 4301, Loganholme, Qld 4129

Fax: (07) 3801 1539

Email: administration@awninsurance.com.au

Financial Services Guide

Date of Issue:

Authorised Representative Details

"WE", "US", "OUR":

ABN:

Address:

AR Number:

Phone:

Third Party Introducer (TPI) Details (if applicable)

TPI:

ABN:

Address:

Phone:

WHAT IS THE PURPOSE OF THE FINANCIAL SERVICES GUIDE?

This Financial Services Guide (FSG) is designed to assist you in deciding whether you wish to use any of the services We provide. It contains information about how We and others are remunerated in relation to the services, and about how you may access AWN's internal and external dispute resolution procedures.

THIS FSG CONTAINS INFORMATION ABOUT:

- The services We are authorised to provide to You;
- How We are remunerated for providing these services;
- How complaints are dealt with; and
- Other important information.

WHAT DOCUMENTS WILL YOU RECEIVE?

When providing you with a quote or issuing the Extended Warranty, We will give you:

- The FSG, which has been approved for distribution by AWN.
- A Product Disclosure Statement (PDS), contains sufficient information so that a retail client may make an informed decision about whether to purchase a financial product.

HOW YOU CAN PROVIDE INSTRUCTION TO US

If you want to provide Us with instructions in relation to the financial services and products We can offer, contact Us using the details provided above.

ABOUT US AND OUR SERVICES

We are an Authorised Representative of the following licensee:

Australian Warranty Network Pty Ltd trading as AWN Insurance (AWN)

ABN: 78 075 483 206 | AFSL No: 246469.

Address: 3801 - 3803 Pacific Highway, Tanah Merah QLD 4128

Tel: (07) 3802 5577 | **Fax:** (07) 3806 1505

Email: claims@theclaimshub.com.au

Products:

- Mechanical & Electrical Breakdown Warranty.

HOW ARE WE REMUNERATED?

Authorised representatives

We receive a commission from AWN when We arrange Your Products. The amount is calculated as a percentage of the Premium (excluding taxes and statutory charges) and is included in the Premium quoted to You. Depending on the retail price elected by Us, this may vary between 0% and 40% of the Premium.

AWN may also provide benefits in the form of advertising and promotional material, admission to sales seminars, business related conferences and attendance at sporting or hospitality events. These are provided to Us at no additional cost to You.

Third party introducer (if applicable and noted above)

The TPI receives from AWN in the form of an agreed fee, an amount to complete relevant duties as agreed by AWN and the TPI. These fees are included in the Premium quoted to You.

If You require more detailed information about the remuneration that is received, please contact AWN within a reasonable time after the FSG is provided to You and before the financial service is provided to You.

Authorising licensee

AWN is paid a commission by the Underwriter when You are issued with a Product. The commission is included in the premium charged by the Authorised Representative. AWN's employees are paid an annual salary and may be paid a bonus based on performance criteria. If You require more detailed information about the remuneration that is received please contact AWN within a reasonable time after the FSG is provided to You and before the financial service is provided to You.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

Whether or not We are able to resolve your problem ourselves We are obliged to promptly refer all complaints or disputes to the relevant licensee. All licensees have internal dispute resolution procedures and are required to be a member of an ASIC approved external dispute resolution service ("EDRS").

If a complaint arises during the course of your dealings with the licensee or Us, please contact the licensee Claims Manager to discuss the matter.

Should the complaint remain unresolved, you may request the licensee Internal Dispute Resolution Committee (IDRC) to review the dispute at no cost to you. This review will normally be completed within 30 business days before the final decision. **Internal Dispute Resolution Committee, AWN, PO Box 4301, Loganholme, Qld, 4129, Phone (07) 3802 5577.**

If you are still not satisfied with the outcome of the IDRC review of your complaint, you are entitled to take your complaint to the Australian Financial Complaints Authority (AFCA), the licensee External Resolution Scheme. The AFCA details and complaints process will be supplied with the IDRC written response to your complaint review.

PROFESSIONAL INDEMNITY INSURANCE OF LICENSEE

AWN holds Professional Indemnity (PI) insurance. The PI cover is maintained in accordance with the law; is subject to its terms and conditions; and provides indemnity up to the sum insured for the activities of the employees and Authorised Representatives in respect of the financial services authorised under the Australian Financial Services Licence of AWN.