



Motorcycle Tyre & Rim Insurance Product Disclosure Statement

Contents

1. Introduction	2	6. What Our Words Mean?	5
2. Things You Should Do When Purchasing Motorcycle Tyre & Rim Insurance	2	7. Our Obligations To You	5
3. Making A Claim	3	8. Other Important Information	9
4. Your Cover	4	9. Claim Payment Example	9
5. What Is Not Covered	5		

About This Document

In this document, the insurer, AIG Australia Limited ABN 93 004 727 753 AFSL 381686 ("AIG Australia") acting through their agent, NM Insurance Pty Ltd ABN 34 100 633 038 AFSL 227186 ("NM Insurance"), is referred to as "We", "Us", and "Our".

Throughout this document, words appearing capitalised will have special meanings. These meanings are set out in the Policy section below headed "Definitions".

This Product Disclosure Statement (PDS) was prepared on 8 December 2016 and tells You about mi-bike Motorcycle Insurance to help You decide if the cover is right for You and whether to use Our services.

It also contains:

- information about key benefits and significant features of this insurance;
- important information about your rights and obligations such as the duty of disclosure and cooling off period and complaint procedures; and
- information about the remuneration received by NM Insurance and other entities involved in the distribution of the mi-bike Motorcycle Insurance.

Any advice provided in this document is general only and does not take into account Your individual circumstances. You should carefully read it, and any other documentation We send You such as Your Certificate of Insurance to determine if the cover is appropriate for You. Keep them in a safe place for future reference.

About the insurer

The underwriter of this insurance is AIG Australia. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc.

American International Group, Inc. (AIG) is a leading insurance organization serving customers in more than 100 countries and jurisdictions.

AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

AIG Australia acts through their agent, NM Insurance as set out in "About NM Insurance and its Services".

Our contact details are:

For NM Insurance

Level 5, 50 Berry Street
North Sydney NSW 2060
Telephone: 1300 780 533
Facsimilie: 02 8920 1275
Email: customerservice@nminsurance.com.au

For AIG Australia

Level 19, 2 Park Street
SYDNEY NSW 2000
Telephone: 1300 030 886
Facsimilie: 1300 634 940

About NM Insurance and its services

NM Insurance has been given a binder authority by the insurer AIG Australia, which allows NM Insurance to enter into this Policy, to administer it and to handle and settle claims made under it within the terms of the binder authority. In doing so NM Insurance acts for the insurer not You. NM Insurance's Australian Financial Services Licence ("AFSL") authorises it to provide these services and is providing these services under its own AFSL. Any general advice provided by NM Insurance in relation to this insurance is authorised and provided under its AFSL on its own behalf.

1. INTRODUCTION

This PDS and the information We send You about Your cover is designed to be simple and straightforward to make it easy for You to understand what is included in Your cover and what isn't.

This Motorcycle Tyre & Rim Insurance helps to protect You in the event of a crisis such as a puncture or a blowout. Additionally, We give You an added benefit to help You get back on road sooner.

Terms, conditions, limits and exclusions apply to the cover provided under the Policy. You need to read all of the information provided by Us on this insurance to properly understand the cover provided. By entering into the Policy You agree to do so and be bound by those provisions.

Cooling off period

If You decide that Your insurance cover doesn't meet Your needs, for whatever reason, and You have not made a claim, You can cancel the Policy within 21 days of the start of Your insurance. You will receive a full refund of any premiums paid (less any taxes or duties We cannot recover).

Service

We are here to answer any questions You have about Your cover. If You have any questions about this insurance or would like to update or change Your cover, please:

- email: customerservice@mi-bike.com.au
- telephone: customer service: 1300 780 446
- write to: NM Insurance Pty Ltd,
P.O. Box 6156, North Sydney NSW 2060
- visit: www.mi-bike.com.au
- call claims: 1300 781 448

Applying for cover

When You apply for this insurance, You will need to answer questions that we ask you. We will use and rely on the information supplied by You to decide the terms of cover We will provide.

We provide cover to You on the provisions contained in this PDS and any other document that We tell You forms part of Your Policy, including the Certificate of Insurance. You need to ensure that the cover is suitable for Your needs and that the level of cover provided is adequate.

The Certificate of Insurance contains important information relevant to Your insurance including the Period of Insurance, Your premium, details of Your insured property and whether any standard terms have been varied by way of endorsement.

Where We agree to enter into a Policy with You, Your Policy with Us is made up of:

- this PDS;
- Your Certificate of Insurance; and
- any other documented correspondence We tell You forms part of Your Policy, including any endorsements issued by Us. You need to keep these documents in a safe place.

Renewal

At least 14 days before the Policy expires We will send You a renewal notice, outlining Our renewal terms, if any. You are not obliged to renew the Policy with Us.

This Policy (together with any amendments, updates or endorsements that We give You in writing) also applies for any offer of renewal We make, unless We tell You otherwise or issue You with a new updated Policy.

Your cooling off period continues to apply on each renewal. Each renewal is a separate contract and not an extension of the prior contract.

Determining your premium

When You buy Your insurance We tell You the premium You must pay and note it in Your Certificate of Insurance.

To determine the Premium We consider factors such as the Motorcycle, Tyres and Rims You want to insure and Your claims history.

The total cost also includes an administration fee and amounts that take into account Our obligation to pay any relevant compulsory government charges, taxes or levies (e.g. Stamp Duty and GST) for Your insurance. We set these out in Your Certificate of Insurance.

A minimum premium applies for this insurance. The amount of premium We charge will not be less than this amount.

2. THINGS YOU SHOULD DO WHEN PURCHASING MOTORCYCLE TYRE & RIM INSURANCE

Understand This Insurance Cover

Cover provided under the Policy is exclusively for Motorcycles which are road registered for private use.

You will only be entitled to the cover provided by Motorcycle Tyre & Rim Insurance for which You have paid the applicable premium and which is noted on Your Certificate of Insurance.

This Motorcycle Tyre & Rim Insurance provides cover for Your insured property for the covered events such as a puncture or a blowout (see page 4).

It also provides an additional benefit to cover the cost of towing Your Motorcycle. This additional benefit is only payable if we accept Your claim for the above covered events (see page 4).

There are limits to the cover provided and these limits are fixed (see page 4).

There are exclusions and limitations which apply to all cover under this insurance (see page 5).

Certain words have defined meanings You need to understand (see page 5) You should read this PDS in full to ensure You understand the cover provided as well as the limits, exclusions and limitations to this cover.

See page 9 for claim payment examples.

Understand your Duty of Disclosure

YOUR DUTY OF DISCLOSURE

Before you enter into an insurance contract, You have a duty of disclosure under the Insurance Contracts Act 1984.

We may ask you questions that are relevant to our decision to insure You and on what terms. If We do, You must tell Us anything that you know and that a reasonable person in the circumstances would include in their answer.

You have this duty until We agree to insure You.

IF YOU DO NOT TELL US SOMETHING

If You do not tell Us anything You are required to, We may cancel your contract or reduce the amount We will pay you if You make a claim, or both.

If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

Keep insured property in good condition and repair and always protected

You must maintain Your insured Motorcycle's Tyres and Rims in a good state of repair and condition. Any loss or damage caused by poor maintenance is not covered under the Policy. You must also make reasonable efforts to protect Your Motorcycle's Tyres and Rims from any loss or damage. If You make a claim and knew about something that could cause loss or damage to Your Motorcycle's Tyres and/or Rims and You did not make reasonable efforts to avoid it before the loss or damage occurred, then Your claim may not be paid. If You do suffer loss or damage to Your Motorcycle's Tyres and/or Rims You must also make reasonable efforts to prevent any further loss or damage.

Keep proof of ownership and value

When You make a claim for loss or damage, We may require proof that You owned the Motorcycle Tyre(s) and/or Rim(s) and of their value/s or Your claim may not be paid.

Changes to your policy

You must immediately tell Us about any changes to the information contained in your Certificate of Insurance or the following matters:

- the address where Your Motorcycle is normally kept;
- if You replaced the Tyres and/or Rims on Your Motorcycle
- modifications that are made to Your Motorcycle;
- accessories that are added to Your Motorcycle;
- regular riders who will ride Your Motorcycle; and
- driving or criminal offences that have been committed by anyone who regularly rides Your Motorcycle. You do not need to tell Us about parking offences that a regular rider may receive.

Ensure that your premiums are always paid

You are responsible for ensuring that Your premiums are paid or Your cover could be put at risk. Please call Us if You are ever unsure about Your premiums.

Meeting your other obligations

You will need to meet other conditions of the Policy, such as claims conditions, or We may reduce or refuse to pay a claim and/or cancel the Policy to the extent permitted by law.

Goods And Services Tax (GST)

If You are registered, or required to be registered, for Goods and Services Tax ("GST") purposes You must provide Us in writing with Your Australian Business Number ("ABN") when requested. You must also advise Us in writing what Your Input Tax Credit ("ITC") entitlement is for the insurance premium either:

- i) on or before entry into, renewal or variation of this policy; or
- ii) if permitted under the GST Law, at any other time at or before You first notify Us of a claim under this policy.

If You have told Us Your ITC entitlement under (i) above and Your ITC entitlement later alters, You must tell Us in writing about that alteration.

If You are registered and You cease to be registered for GST purposes You must tell Us immediately in writing.

GST and claims

Any claim payments made under this insurance will be based on GST inclusive costs, up to the relevant Sum Insured, Market Value or Agreed Value or maximum amount that We pay.

However, if You are or would be entitled to claim any input tax credit for the repair or replacement of the insured property or for other things covered, We will reduce any claim under the Policy by the amount of such input tax credit. You must advise Us of Your correct input tax credit percentage where You are registered for GST. You are liable to Us for any GST liability We incur arising from Your incorrect advice or inaction.

3. MAKING A CLAIM

What happens if you need to make a claim?

We understand that it can be very stressful if You need to make a claim. Our claims team are there to help You with advice and assistance when You need it most.

Provide proof of ownership

In the event of a claim, You must provide adequate proof of value and ownership of any insured property for which You claim.

Notify Us of all incidents within thirty (30) calendar days

You must notify Us of any incidents involving the insured property within thirty (30) calendar days of becoming aware of the incident/s. The details that must be provided include: the location, date and time of the incident; the particulars (name, address, phone number, license number, insurance company) of any third party that was involved in the incident and a description of the circumstances surrounding the incident. This requirement applies whether You intend to claim or not.

Failure to do so may prejudice You in lodging a claim or may prejudice Us.

If an event occurs that is likely to result in a claim, the following checklist will help You ensure that You have done everything You need to do, so that Your claim can be assessed quickly. Not all items may be applicable to Your claim.

- do what You can to prevent any further loss, damage or, cost;
- contact an authorised dealer;
- ask Your repairer to call 1300 781 448;
- claims@mi-bike.com.au

You must never, without Our consent:

- approve any repairs or arrange replacements (other than emergency repairs necessary to minimise or prevent further loss or damage);
- dispose of any damaged property.

We will also require You to:

- provide Us with the proof that We require regarding lost or damaged items or out of pocket expenses;
- help Us manage the claim, which may include Us inspecting Your insured property or asking You questions, or You providing written statements to Us under oath;
- keep items that have been damaged and allow Us assess repair costs;
- allow Us to take possession of damaged property that is the subject of a claim;
- help Us to exercise for Our benefit Your legal right of recovery against any other party;
- tell Us about any other insurance that may be relevant to the claim.

Costs of dismantling, diagnosis and reassembly

If You make a claim for loss or damage to Your Motorcycle, We may require You to dismantle it or authorise Us to dismantle it, so We can assess Your claim and/or decide if it is valid. We may refuse to assess or pay Your claim if You do not agree to this.

If We determine that the claimed loss or damage is not covered, You will be responsible for the costs of the above dismantling as well as any costs associated with it (including but not limited to any diagnosis, reassembly, repair, and/or replacement costs).

If We determine that the claimed loss or damage is covered, We will settle Your claim in accordance with the terms and conditions of the Policy. However, We will never pay more than the relevant limit specified in this PDS or on Your Certificate of Insurance.

If We pay You the reasonable cost of repairing or replacing Your insured property Our payment will be based on the cost required to repair or replace it as near as possible to its appearance and condition immediately prior to the claimed loss or damage.

Claim recovery

We reserve the right to take action to recover any money paid by Us as a result of a claim. When We do this, We may need to take such action in Your name. You must cooperate with Us and give Us any information We may require. We will pay for any legal costs.

Agreements affecting rights of subrogation

We will not pay a claim if, without prior agreement from Us, You make any agreement that will prevent Us from recovering the loss from a third party.

When we may refuse to pay or reduce the claim amount

We may refuse to pay a claim or reduce the amount We pay in relation to a claim (to the extent permitted by law) if amongst other things:

When making a claim, You:

- are not truthful;
- have not given Us, or refuse to give full and complete details; or
- have not told Us something You should have.

You do not at all times take reasonable care to:

- protect Your Motorcycle against any initial or further loss or damage;
- keep Your Motorcycle in good order.

You do not give Us the documentation and information We may need to help Us decide on any amount that We may pay You.**You make or accept any offer or payment, or in any other way admit You are liable without Our knowledge and consent.**

4. YOUR COVER

Tyres

Subject to all the provisions of the Policy and if, during the Period of Insurance, a Tyre:

- is punctured, damaged by a pothole, kerbs, nails, screws, metal, glass, road debris; or
- suffers a blowout,

We will:

- pay up to \$500 to repair the Tyre; or
- pay up to \$500 per Tyre to replace the Tyre if it cannot be repaired.

We will also pay for fitting and balancing and wheel alignment costs required because of the above up to \$500.

We will only pay to replace or repair 2 Tyres in the Period of Insurance.

We will only cover Tyres that are Roadworthy or where the tread is not below any tread wear indicator.

We will not pay more than \$1,000 in the aggregate for all claims made in relation to repair or replacement of Tyres and/or fitting or balancing or wheel alignment costs in the Period of Insurance.

Rims

Subject to all the provisions of the Policy and if, during the Period of Insurance, Your Motorcycle's Rim is cracked, warped and/or misshapen by potholes, kerbs, nails, screws, metal, glass, road debris or a blowout and is rendered not Roadworthy or fails to seal:

We will:

- pay up to \$1,500 to repair the Rim if it is repairable; or
- pay up to \$1,500 to replace the Rim if it cannot be repaired.

We will also pay for fitting and balancing and wheel alignment costs required because of the above up to \$1,500.

We will only cover Rims that are Roadworthy and We will only pay to replace or repair 2 Rims in any Period of Insurance.

We will not pay more than \$3,000 in the aggregate for all claims made in relation to repair or replacement of Rims and/or fitting or balancing or wheel alignment costs in the Period of Insurance.

Towing

If Your Tyre and/or Rim is damaged and if We accept Your claim for that damage, We will also pay up to \$500 per claim for the reasonable cost of towing Your Motorcycle to the nearest retail tyre outlet, repairer or place of safety.

5. WHAT IS NOT COVERED

We will not cover damage to a Tyre or a Rim caused by, arising from or in any way connected with:

- a motor vehicle or Motorcycle collision involving your Motorcycle and another vehicle;
- any negligence, vandalism, malicious damage, abuse, or misuse in respect of the Tyre or Rim, including failure to maintain the tyre pressure recommended by the manufacturer;
- a manufacturer's defect, dry rot, or flat spots;
- the Motorcycle being ridden off any road or on a road that is not regularly maintained.

We do not provide cover for Tyre(s) or Rim(s) where the Motorcycle:

- is unregistered;
- is not in Australia;
- has been modified from the manufacturer's original specifications and the modification causes or is associated with damage to the Tyre or Rim;
- is used otherwise than for Private Use;
- is not Roadworthy;
- is used for any fast food delivery;
- is used for riding instruction or tuition for reward;
- is used for conveying passengers for hire or reward, including Motorcycle rental.
- is used for racing or motor sports;
- is used for police or other emergency vehicle purposes; or
- is used for courier use.

We also do not provide cover for:

- racing Tyres and/or Rims made for racing;
- Tyres and/or Rims that are not Roadworthy;
- Tyres and/or Rims that have previously been repaired, other than punctures, unless those repairs have been authorised by Us;
- Retreaded Tyres; or
- damage caused by scratching and bruising.

6. WHAT OUR WORDS MEAN?

Certificate of Insurance means the relevant Insurance certificate We give You. We give You a Certificate of Insurance when You first buy the Policy or whenever any part of the Policy is changed.

Motorcycle means the registered Motorcycle (including scooters) as described in Your Certificate of Insurance.

Period of Insurance means the period of time that You are covered by the Policy. This period is shown on Your Certificate of Insurance (subject to the specified period ending earlier in accordance with the Policy provisions). Each renewal of the Policy gives rise to a new and separate period of insurance.

Policy means Your insurance contract with Us. It includes this PDS, the Certificate of Insurance and any other documented correspondence We tell You forms part of Your Policy, including any endorsements issued by Us.

Private Use means the Motorcycle is used for social, domestic and pleasure purposes. This includes the Motorcycle being ridden between Your home and place of work.

Retread/Retreaded means a previously-worn tyre which has been subject to a remanufacturing process in order to be fitted with a new tread.

Rim means the rim of the wheel(s) on Your Motorcycle that was attached to Your Motorcycle at the commencement of the Period of Insurance (or as replaced under the Policy). Rim excludes any other part of the wheel assembly, such as the wheel hub, brakes, bearings or axle.

Roadworthy means, with respect to Your Motorcycle, Tyre or Rim, that it is fit for use on Australian public roads in compliance with standard vehicle requirements in the state or territory in which it is registered.

Tyre means any tyre that was attached to Your Motorcycle at the commencement of the Period of Insurance (or as replaced under the Policy).

We, Us and Our means the insurer acting through its agent NM Insurance as set out in this document.

You and Your means the person or persons named as the insured on Your Certificate of Insurance.

7. OUR OBLIGATIONS TO YOU

Cancelling your insurance

You can cancel the Policy at any time by calling Us. We will explain the cancellation process to You. Provided there have been no claims or entitlement to claim, We will refund any premium You have paid, less an amount that covers the period for which You were insured, any government or statutory charges We are not able to recover and a cancellation fee of \$30. If any refund is less than the cancellation fee, no refund will be made.

We can cancel Your insurance to the extent permitted by law, for example if You do not comply with the Policy terms and conditions, fail to pay Your premium, make a fraudulent claim or if You did not comply with Your Duty of Disclosure or misrepresented information when You entered into the Policy. If We cancel the Policy We will send You a cancellation letter.

Confirming transactions

You may contact Us in writing or by phone to confirm any transactions under Your insurance if You or Your adviser do not already have the required Policy confirmation details.

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice. This aims to raise the standards of practice and service in the insurance industry, improve the way claims and complaints are handled and help people better understand how general insurance works. Information brochures on the Code are available upon request. As We act through Our agent, NM Insurance, NM Insurance will also be subject to (where applicable) the same found in the Code of Practice.

Sanctions

We are not liable to make any payments for liability under any coverage sections of this Policy or make any payments under any extension for any loss or claim arising in, or where the insured person or any beneficiary under the Policy is a citizen or instrumental in the government of, any country(ies) against which any laws and/or regulations governing the Policy and/ or the insurer, its parent company or its ultimate controlling entity have established an embargo or other form of economic sanction which have the effect of prohibiting the insurer to provide insurance coverage transacting business with or otherwise offering economic benefits to the insured person or any other beneficiary under the policy.

How we protect your privacy

AIG Australia and NM Insurance are committed to protecting Your privacy in accordance with the Privacy Act 1988 (Cth) (the "Act") and the Australian Privacy Principles (APPs). In this section dealing with Privacy, "We", "Our" and "Us" refers to both AIG Australia and NM Insurance.

Further information about our Privacy Policies is available at:

- For AIG Australia at www.aig.com.au or by contacting AIG at australia.privacy.manager@aig.com or on 1300 030 886; and
- For NM Insurance at www.nminsurace.com.au or by contacting NM Insurance at customerservice@nminsurace.com.au or on 1300 780 533.

This Privacy Statement outlines why, how we collect, disclose and handle Your personal information (including sensitive information) as defined in the Act about:

- You, if an individual; and
- other individuals you provide information about.

Why we collect your personal information

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

- underwrite and administer Your insurance cover
- advise You about and determine what other service or products We can I. provide to You, or; II. that may interest You;
- identify You and conduct necessary checks;
- issue, manage and administer services and products provided to You or others, including processing requests for quotes, applications for insurance, underwriting and pricing policies, issuing You with a policy, managing claims, claims investigation, handling and settlement;
- maintain and improve Our services and products;
- make special offers or offer other services and products provided by Us or those We have an association with, that might be of interest to You.

You also have a legal obligation under the Insurance Contracts Act 1984 to disclose certain information. Failure to disclose information required may result in AIG Australia declining cover, a cancellation of Your insurance cover or reducing the level of cover, or declining claims.

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 by telephone, email, or in writing and through websites (from data You input directly or through cookies and other web analytic tools).

We collect it directly from You or Your agent.

There may, however, be occasions where We collect Your personal information from someone else.

This may include:

- our authorised representatives;
- other Insurers;
- our legal or other advisors;
- anyone You have authorised to deal with Us on Your behalf;

- our distributors or referrers, agents or related companies;
- service providers;
- another party involved in a claim including parties who assist Us in investigating or processing claims;
- third parties who may be arranging insurance cover for a group that You are a part of;
- providers of marketing lists and industry databases;
- publically available sources;
- third parties claiming under Your Policy;
- witnesses and medical practitioners;
- family members; and
- in the case of AIG, personal information provided to them by NM Insurance or vice versa.

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;
- that You will, or may, provide their information to Us and third parties We may provide it to;
- the relevant purposes We and any of such third parties will use it for; and
- how such persons can access their personal information.

If it is sensitive information We rely on You to have obtained such other persons consent on these matters. If You have not done so, or will not do so, You must tell Us before You provide their relevant personal information.

To whom we disclose your personal information to

In the course of underwriting and administering Your Policy as well as providing services to You, we may disclose Your information to entities to which We are related, in the case of NM Insurance, their insurers, reinsurers, contractors Our representatives or third party providers providing services related to Us or who are administering Your policy;

- other insurers and reinsurers;
- banks and financial institutions for Policy payments;
- assessors, third party administrators, emergency providers, retailers, medical providers, travel carriers, in the event of a claim;
- other entities to enable them to offer their products or services to You;
- government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law;
- Your agents;
- Our legal, accounting and other professional advisers;
- data warehouses and consultants;
- mailing houses and marketing companies;
- insurance reference bureaus;
- credit providers;
- social media and other similar sites and networks, membership;
- loyalty and rewards programs or partners;
- providers of medical and non-medical assistance and services;
- investigators, loss assessors and adjusters;
- other parties We may be able to claim or recover against;
- anyone either of Us appoint to review and handle complaints or disputes; and
- any other parties where permitted or required by law.

You can contact NM Insurance or AIG Australia for details or refer to the AIG Privacy Policy or the NM Insurance Privacy Policy available at Our respective websites www.aig.com.au and www.nautilusinsurance.com.au.

More information, access, correction or complaints

Our Privacy Policies contains information about how you may access and seek correction of personal information we hold about You. In summary, you may gain access to your personal information by submitting a written request to Us.

In some circumstances permitted under the Privacy Act 1988, we may not permit access to Your personal information.

Circumstances where access may be denied include where it would have an unreasonable impact on the privacy of other individuals, or where it would be unlawful.

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 the AIG Privacy Policy or the NM Insurance Privacy Policy available at Our respective websites www.aig.com.au and www.nautilusinsurance.com.au or by contacting Us (Our contact details are below).

Complaints

Our Privacy Policies also contains information about how you may complain about a breach of the applicable privacy principles and how we will deal with such a complaint.

Consent

Your application includes a consent that you and any other individuals you provide information about consent to the collection, use and disclosure of personal information as set out in this notice.

Contact us and opting out

If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with, please contact Us.

NM Insurance:

By phone: 1300 780 533

By email: customerservice@nminsurance.com.au

In writing: Level 5, 50 Berry Street

North Sydney NSW 2060

We also may need to disclose information to persons located overseas.

AIG Australia is likely to disclose information to some of the entities listed above who are located in the following countries: United States of America, United Kingdom, Singapore, Malaysia, the Philippines, India, Hong Kong, New Zealand as well as any country in which you have a claim.

These countries may change from time to time and as may be notified in Our Privacy Policy from time to time.

AIG Australia:

By phone: 1300 030 886

By email: australia.privacy.manager@aig.com

In writing: Privacy Manager,

AIG Australia Limited,

Level 12, 717 Bourke Street,

Docklands Vic 3008

How we resolve your complaints

We welcome every opportunity to resolve any concerns You may have with Our products or service. Any enquiry or complaint relating to this insurance or NM Insurance should first be referred to:

NM Insurance Pty Ltd

Level 5, 50 Berry Street

North Sydney NSW 2060

Telephone: 1300 780 533

Facsimile: 03 5599 5099

Email: customerservice@nminsurance.com.au in the first instance.

If this does not resolve the matter or You are not satisfied with the way a complaint has been dealt with, please follow the procedure outlined below:

You can register a complaint by telephoning Us on 1800 339 669 or by writing to:

The Compliance Manager

AIG Australia Limited

Level 12, 717 Bourke Street,

Docklands VIC 3008

As soon as We receive Your complaint We will take all possible steps to resolve it. You will receive a written response to Your complaint within 15 working days, unless We agree a longer timeframe with You.

If You are not satisfied with Our response to Your complaint, You may wish to have the matter reviewed by Our Internal Dispute Resolution Committee ("Committee"). The Committee is comprised of Senior Management of the company who have the experience and authority to decide on matters brought to the Committee.

If You wish to have Your complaint reviewed by this Committee please telephone or write to the person who has signed the response letter to Your complaint and provide them with detailed reasons for requesting the review. This information will greatly assist the Committee in reviewing Your claim or enquiry. Your complaint will then be treated as a dispute. You may also make a request for a review by the Committee by contacting:

The Chairperson IDRC

AIG Australia Limited

Level 12, 717 Bourke Street,

Docklands VIC 3008

A written response setting out the final decision of the Committee and the reasons for this decision will be provided to You within 15 working days of the date You advise Us You wish to take Your complaint to IDRC.

If We are unable to provide a written response setting out the final decision We will keep You informed of progress at least every 10 days.

If You are not satisfied with the finding of the Committee, or if We have been unable to resolve Your complaint within 45 calendar days, You may be able to take Your matter to an independent dispute resolution body, the Financial Ombudsman Service (FOS). This external dispute resolution body can make decisions with which AIG are obliged to comply.

Contact details are:

Financial Ombudsman Service
GPO Box 3, Melbourne, VIC 3001
Tel: 1300 78 08 08 (local call fee applies)
Email: info@fos.org.au
Internet: <http://www.fos.org.au>

You should note that use of the FOS scheme does not preclude You from subsequently exercising any legal rights, which You may have if You are still unhappy with the outcome.

Before doing so however, We strongly recommend that You obtain independent legal advice.

If Your complaint does not fall within the Financial Ombudsman Service's terms of reference, We will advise You to seek independent legal advice or give You information about any other external dispute resolution options (if any) that may be available to you.

Updating this PDS

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. We will issue You with a new PDS or Supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, 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 calling Us).

Distribution of this insurance

Pursuant to the ASIC Corporations (Basic Deposit and General Insurance Product Distribution) Instrument 2015/682, certain persons, including selected authorised dealers, finance companies, and occasionally other persons have been authorised by NM Insurance as general insurance distributors to deal in this insurance on Our behalf.

These persons are not authorised to provide any advice on this insurance and have no binding authority to enter into any Policy or settle any claim or otherwise act on behalf of the insurer. If You have any questions please contact NM Insurance.

Any person who provides financial services to You as Our general insurance distributor will tell You that they are acting in that capacity.

The Corporations Act 2001 (Cth) requires licensees such as NM Insurance to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of the Act, unless an exemption applies. NM Insurance has compensation arrangements in place that meets these requirements.

Distributors' remuneration

Distributors receive a commission whenever You enter into a policy arranged by them (including renewals and some variations which increase the premium payable). The commission excludes GST and is a percentage of the base premium (i.e. premium excluding the amounts included by Us in relation to applicable stamp duty, fire service levy, GST or any other government charges, taxes, fees or levies). The commission is included as part of Your premium.

How NM Insurance is remunerated for the services provided

NM Insurance also receives a commission whenever You enter into a policy arranged by them or their authorised dealer distributors (including renewals and some variations which increase the premium payable).

We may also advance it other money in the period to cover marketing and other costs and expenses which is agreed on a case by case basis.

For services in administering this insurance NM Insurance may be paid a profit share amount in relation to all mi-bike Motorcycle Tyre & Rim Insurance policies entered into in each annual period. The amount NM Insurance can receive is a percentage of the net profit amount (if any) which is determined by Us and is based on the total premium excluding certain costs, expenses, fees and liabilities in relation to the policies (e.g. taxes and charges on the policy, reinsurance costs, claims payments, commission paid and administrative costs) over a 12 month period.

If there is no net profit in the annual period, NM Insurance receives no profit share. Any profit share amount is paid 3 months after the annual period ends.

NM Insurance will also charge You a fee, which varies depending on the dealing service it provides You with. The fee is paid in addition to the premium and is specified in the Certificate of Insurance.

NM Insurance's staff receive an annual salary that may include bonuses based on performance criteria (which can include sales performance) and the achievement of company goals.

8. OTHER IMPORTANT INFORMATION

Remuneration payable to referrers

NM Insurance will in some cases pay a pre agreed fee and/or a commission which is a percentage of the premium, to persons who refer You to it if You buy the insurance.

The amount paid will depend on the person who refers You and their level of involvement in the transaction.

Further information about remuneration

If You would like more details about the remuneration (including commission) or other benefits NM Insurance, its distributors or referrers receive, please ask for it within a reasonable period after You receive this document and before this insurance is issued to You.

Financial Claims Scheme

The protection provided under the Federal Government's Financial Claims Scheme (the Scheme) applies to the Policy. In the unlikely event that the Insurer is unable to meet its obligations under the Policy, persons entitled to make a claim under the insurance cover under the Policy may be entitled to payment under the Scheme (access to the Scheme is subject to eligibility criteria). Information about the Scheme can be obtained from the APRA website at <https://www.fcs.gov.au>.

9. CLAIM PAYMENT EXAMPLE

The following example is designed to illustrate how a claim payment is calculated. This is only an example. We determine claim payments on an individual basis, based on the terms and conditions of the Policy. The example does not cover all claims scenarios or all benefits. The example assumes that the policy holder is not registered for GST. You should read this PDS and Your Certificate of Insurance for full details of what we cover as well as what policy limits and exclusions apply.

Example:

One Tyre on Your Motorcycle is punctured by a pothole and the Rim is also cracked by the pothole.

Your costs are as follows:

- cost to repair Tyre – \$600;
- cost for fitting and alignment of Tyre – \$300;
- cost to repair Rim – \$1,200;
- cost for fitting and alignment of Rim – \$600;
- cost to tow Your Motorcycle to the nearest repairer – \$400.

HOW MUCH WE WILL PAY

We will pay the repairer, the following amounts:

- for repair of Tyre – \$500 (This is the maximum We cover, You will need to pay the repairer the \$100 difference);
- for fitting and alignment of Tyre – \$300;
- for repair of Rim – \$1,200; and
- for fitting and alignment of Rim – \$600

We will also pay the towing company \$400.



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