



***Off-Road
Motorcycle Insurance***

PRODUCT DISCLOSURE STATEMENT

Contents

Introduction	1
Things You should do when purchasing mi-bike Off Road Motorcycle Insurance.....	2
Making a claim	3
What do We pay.....	6
Other exclusions applicable	8
General Conditions.....	8
What do Our words really mean?	8
Our obligations to You.....	9
How We protect Your privacy.....	10
Other important information.....	13
Claim payment examples.....	13

Introduction

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:

- I. information about key benefits and significant features of this insurance;
- II. important information about your rights and obligations such as the duty of disclosure and cooling off period and complaint procedures; and
- III. 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
Facsimile: 02 8920 1275
Email: customerservice@nminsurance.com.au.

For AIG Australia

Level 19, 2 Park Street
SYDNEY NSW 2000
Telephone: 1300 030 886
Facsimile: 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.

Understanding

So that You understand exactly what Your insurance covers and does not cover, make sure You read the cover sections as well as the limits (including any Excess), conditions and exclusions that apply. Certain exclusions for each cover are listed next to the Insured Events or cover to make it simple. Also read the general exclusions which apply to all covers. Other limitations, conditions or exclusions may be listed in other documents which make up the Policy.

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).

No Claim Bonus

A 'No Claim Bonus' is a discount on Your premium We may apply depending on Your riding history when You buy the Policy. We tell You what Your discount is when You apply for the Policy and on renewal.

Quality Guaranteed

If We choose and instruct a repairer to repair any of Your insured property, We guarantee the quality of those repairs for as long as You are the owner of the insured property, subject to and in accordance with relevant law.

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:

- call 1300 780 446
- customerservice@mi-bike.com.au
- write to mi-bike Motorcycle Insurance
P.O. Box 6156, North Sydney NSW 2060
- visit www.mi-bike.com.au
- claims call 1300 781 448

A summary of Your Cover

Please note that this is a limited summary of the available covers only and not a full description. Each cover noted is subject to terms, conditions, exclusions and limitations that are not listed so read the cover sections and the Policy to properly understand the cover provided. You are automatically insured for every insured event.

You need to ensure that the cover You choose is suitable for Your needs and that the level of cover provided is adequate.

The covers under this insurance are:

- Fire and Theft cover.

Additional benefits are also provided for:

- Emergency Towing
- Transit Damage
- Accidental Damage

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. See page 2 for information about Your duty of disclosure.

The Certificate of Insurance will contain important information relevant to Your insurance including the Period of Insurance, Your premium, details of Your Motorcycle, any Excess that will apply 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 document;
- Your Certificate of Insurance; and
- any other document We tell You forms part of the terms and conditions of Your cover, including any endorsements issued by Us.

You need to keep these documents in a safe place together with receipts and other evidence of ownership and value of items You insure.

Determining Your Premium

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

The factors that impact the premium costs include:

- Your Excess. The higher the applicable Excess the lower the premium.
- The limits that apply. The higher the limits the higher the premium.
- The make, model and value of Your Motorcycle. If Your Motorcycle is a high performance vehicle or rare the premium will be higher.
- The type of Accessories or Modifications to the Motorcycle. The more Accessories or Modifications fitted to the Motorcycle, the higher the premium.
- Your insurance history and any previous claims You have made under similar policies. Your premium will be lower if You have a good claims history under similar policies.
- Your premium might be reduced if You are entitled to a no-claim bonus (see page 1).

Your total cost also includes an administration fee and amounts that take into consideration 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 irrespective of any discount that applies. The amount of premium We charge will not be less than this amount.

Things You should do when purchasing mi-bike Off Road Motorcycle Insurance

Understand this Insurance Cover

Cover provided under this Policy is exclusively for off road motorcycles which are:

- unregistered, or
- registered for recreational use only.

It is not available for any other motorcycles.

This insurance is designed to provide cover for Your off road Motorcycle against some of the most common events such as Fire and Theft (see page 6).

It also provides some additional benefits (see the table on page 6). These additional benefits are:

- Transit Damage cover; and
- Accidental Damage cover. You are only covered for 50% of the cost to repair loss or damage to Your Motorcycle under this benefit. If You make a claim and We agree to repair Your Motorcycle You will be required to pay 50% of the cost of repairs to Us before repairs commence. The maximum amount which will be paid under this benefit is 50% of the Market Value of Your Motorcycle.

There are limits to the cover provided and while some of these are fixed, others may be extended by simply notifying Us of the items You own and their value.

There are also exclusions which apply to cover under this Policy (see pages 7-8).

Certain words have defined meanings You need to understand (see pages 8-9).

You should read this PDS and all other documents that make up the Policy in full to ensure You understand the cover provided as well as the limits, any Excess and exclusions that apply.

See page 13 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 property 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 from any loss or damage. If You make a claim and knew about something that could cause loss or damage to Your Motorcycle 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 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 will require proof that You owned the item/s and of its value/s or Your claim may not be paid.

The easiest way to do this is by keeping receipts, valuations and other forms of purchase confirmation such as model and serial numbers.

Changes to Your Policy

You must immediately tell Us about any changes to the information You gave Us when You took out or last changed Your Policy, including but not limited to:

- the registration status of Your Motorcycle;
- the address where Your Motorcycle is normally kept;
- the use of Your Motorcycle; and
- regular Riders who will ride Your Motorcycle.

You must tell Us as soon as possible of any:

- modifications that are made to Your Motorcycle;
- accessories that are added to 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.

Interested Parties

We will not insure the interests of any person other than You, unless You have notified Us in writing of such interest, and the interest has been noted in the Certificate of Insurance.

If a Financier is noted on Your Certificate of Insurance as having an interest in Your Motorcycle and, if You have a claim and We agree to settle on a cash basis, We have the option of making this payment to the Financier in full or part settlement of Your claim.

In this situation We will pay the Financier the amount We agree to settle the claim, up to the amount outstanding under Your Loan, whose receipt will discharge Us completely in relation to the loss or damage.

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.

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 will be 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, proof of purchase and/or 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.

First You should:

- do what You can to prevent any further loss, damage or cost;
- notify the police if the event involves Theft;
- contact a Motorcycle Dealer;
- Call Our claims team on 1300 781 448; or
- email: 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 proof of value and ownership of any insured property 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 to 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 document or on Your Certificate of Insurance, the Purchase Price or Market Value, whichever is the lesser.

If We pay You the reasonable cost of repairing Your insured property Our payment will be based on the cost required to repair it as near as possible to its appearance and condition immediately prior to the claimed loss or damage (refer to page 13 for Claim payment examples).

What You must pay in the event of a claim

Excess

If You make a claim, You will be liable to pay the Excess. We will not make any payments to You or any other party in relation to a claim until the Excess has been paid in full.

There are 2 types of Excess:

- Basic Excess, and
- Additional Age Excess

Basic Excess

The Basic Excess is the standard Excess applicable to all claims and is specified in the Certificate of Insurance. The factors that We take into account in assessing Your Basic Excess are the same as those We consider when We assess Your premium (see page 2).

Additional Age Excess

The Additional Age Excess is based on the age of the Rider at the time of the incident giving rise to a claim.

If an Additional Age Excess applies, the amount will be shown on the Certificate of Insurance.

The Additional Age Excess must be paid in addition to the Basic Excess that applies in the event of a claim.

Repairing Your Motorcycle

In the event of a claim We may ask You to get one quotation from a Motorcycle repairer whom We may nominate.

We may also decide which repairer is to repair Your Motorcycle.

We will guarantee the quality of workmanship and materials on authorised repairs, including any sub-let repairs, for the life of Your Motorcycle at no extra cost to You, while the Motorcycle is under Your ownership. For example, Our workmanship guarantee would apply to respraying a replaced panel.

If the repairs to Your Motorcycle will put it in a better condition than what it was prior to the damage, You may be required to pay part of the cost of repairs.

Parts used in repairing Your Motorcycle by an authorised repairer may be manufactured by persons other than the Motorcycle manufacturer and will be compatible with the age and condition of Your Motorcycle.

If Your Motorcycle is Accidentally Damaged and We agree to repair Your Motorcycle You will be required to pay the balance of the cost (50%) of repairs to Us before repairs commence.

If Your Motorcycle is a Total Loss

If Your Motorcycle is a Total Loss and We decide to pay You a Total Loss Payout, the Motorcycle (or what's left of it) including any Accessory or Modification becomes Our property and We will keep the proceeds of any salvage sold.

If We pay You a Total Loss Payout, the Policy will cease and no refund of premium will be available.

This is because all of Our obligations under this Policy will have been met.

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 or reduce a claim

We may refuse 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:

- prevent Theft of the Motorcycle;
- 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 do any of the following without Our knowledge and consent:

- make or accept any offer or payment, or in any other way admit You are liable;
- settle or attempt to settle any claim;
- defend any claim.

What do We pay

COVER	WHAT WE PAY		WHAT WE DO NOT PAY
	COVER PROVIDED	ADDITIONAL BENEFITS	
Fire and Theft	<p>If, during the Period of Insurance Your Motorcycle is:</p> <ul style="list-style-type: none"> partially damaged, or a Total Loss, as a result of Fire or Theft, We will at Our option either: repair Your Motorcycle, pay You the cost of repairing Your Motorcycle, or pay You the lesser of the Purchase Price or the Market Value of Your Motorcycle. 	<p>Emergency Towing</p> <p>If during the Period of Insurance Your Motorcycle is partially damaged or a Total Loss as a result of Fire or Theft covered by this Policy and cannot be ridden as a result, We will pay up to \$500 per claim for the reasonable cost of towing Your Motorcycle to the nearest repairer or place of safety. No Excess applies to this benefit. The most We will pay for the cost of towing for each claim is \$1,000.</p> <p>Transit Damage cover</p> <p>We will pay for loss or damage to Your Motorcycle whilst it is being transported during the Period of Insurance.</p> <p>We will only pay if the loss or damage is caused by:</p> <ul style="list-style-type: none"> Fire, Flood, collision or overturning of the conveying vehicle; or lightning, earthquake or explosion. <p>We will not pay an amount under this additional benefit for any loss or damage that occurs when Your Motorcycle is being loaded onto or unloaded from the conveying vehicle.</p> <p>Accidental Damage cover</p> <p>If, during the Period of Insurance Your Motorcycle is Accidentally Damaged We will at Our option either:</p> <ul style="list-style-type: none"> contribute 50% to the cost of repairing Your Motorcycle; pay You a contribution of 50% to the cost of repairing Your Motorcycle, or pay You a contribution of 50% to the Market Value of Your Motorcycle. <p>The amount We will pay under this Additional Benefit is the lesser of 50% of the cost of repairing Your Motorcycle or 50% of Market Value of Your Motorcycle, less any applicable Excess.</p>	<p>We will not pay for any claim arising directly or indirectly from, or in any way connected with:</p> <ul style="list-style-type: none"> Your Motorcycle being ridden on a road, unless that use was permitted by law; Your failure to store and secure Your Motorcycle in a fully enclosed and locked building or behind locked gates whilst at Your Usual Residence; Your failure to lock Your Motorcycle with a security device to the building or an immovable fixed object inside the building at Your Usual Residence; Your failure to store and secure Your Motorcycle in a fully enclosed and securely locked building, fully enclosed and securely locked trailer or fully enclosed and securely locked vehicle whilst Temporarily Removed from Your Usual Residence; Your failure to lock Your Motorcycle with a security device to the building or an immovable fixed object inside the building, trailer or vehicle, when the Motorcycle is not at Your Usual Residence; loss or damage where Your Motorcycle has been Temporarily Removed for a period of more than 14 days, unless We have agreed to extend the period of Temporary Removal for a longer period in writing; the cost of repairing damage Your Motorcycle had prior to an incident which results in a claim; the cost of repairing faulty workmanship or incomplete repairs previously carried out on Your Motorcycle prior to an incident, which results in a claim, unless You are claiming under the terms of Our repair guarantee; wear and tear, depreciation or corrosion; You being unable to use Your Motorcycle, including the cost of hiring a motorcycle/vehicle; mechanical, structural, electronic or electrical failure; any repairs to Your Motorcycle that have been carried out without Our permission; the failure to properly safeguard Your Motorcycle after it was stolen and found; loss or damage deliberately caused by You or a person using Your Motorcycle with Your permission, a person acting on Your instructions or on the instructions of a person using Your Motorcycle with Your permission; Your Motorcycle being used to carry hazardous or inflammable goods in quantities above those allowed by government regulation.

COVER	WHAT WE DO NOT PAY (CONT'D)
Fire and Theft	<ul style="list-style-type: none"> • Your Motorcycle being used or tested in preparation for any motor sports. This does not apply where You are participating in an approved rider training course provided: <ul style="list-style-type: none"> – the rider training course is conducted by an established business, – the business conducting the rider training course is accredited or approved by the relevant State or Territory traffic authority, and – the rider training course is conducted on private property, which is used solely for the purpose of rider instruction; • Theft of Your Motorcycle whilst being tested by a prospective purchaser; • whilst Your Motorcycle was outside of Australia; • Your Motorcycle being used for towing and/or motorcycle haulage in connection with the motor trade or breakdown service; • Your Motorcycle being used in connection with emergency or law enforcement services; • Your Motorcycle having been modified from the manufacturer's specifications, unless We had agreed to cover those Modifications; • the legal seizure of Your Motorcycle; • war, warlike activities, civil disturbance, nuclear waste or any nuclear material; • You or a person using Your Motorcycle with Your permission, stealing, absconding or otherwise misappropriating Your Motorcycle; • any malicious act of any person; • loss or damage that occurs whilst Your Motorcycle is in the care, custody or control of a licensed Motorcycle dealer for the purpose of sale; • loss or damage to any clothing or protective wear; • loss or damage caused by a person acting with the express or implied consent of You or others in charge of Your Motorcycle; • locating, importing or transporting parts as a result of a claim, where such parts are not normally available from the Motorcycle manufacturer or its recognised distributor within Australia. Furthermore, if any part is unavailable in Australia, the most that We will pay in relation to any such part will be the lesser of: <ul style="list-style-type: none"> – the manufacturer's most recent Australian list price; – the list price of the closest equivalent part available in Australia; and – the actual cost of having a new part made in Australia. • contamination by chemical and/or biological agents, which results from an act of Terrorism. <p>Rider Exclusions</p> <p>We will not pay for any claim where at the time of the incident resulting in the claim the Rider or the person in charge of Your Motorcycle:</p> <ul style="list-style-type: none"> • was under the influence of alcohol or drugs; • was in excess of the statutory prescribed legal limit for blood alcohol content; • refused to take a test for alcohol or drug content; • failed to comply with all obligations that by law he/she is required to comply with following an incident that may result in a claim; • was carrying a load or towing a trailer or side car illegally or in an unsafe condition or in excess of the maximum weight specified by the manufacturer of Your Motorcycle; • was using Your Motorcycle for an illegal purpose; • is/was not truthful in any statement made in connection with a claim; • did not immediately make a report to Police when he or she suspected that the Motorcycle or items attached to the Motorcycle have been stolen; • failed to report the loss or damage to the Police or to remain at the scene long enough for interested persons to attend.

Other exclusions applicable

Changing Motorcycles

If You replace your Motorcycle with a Replacement Motorcycle in the Period of Insurance, the Policy will cover the Replacement Motorcycle for a maximum of 21 days from the time of purchase, provided You advise Us of the Replacement Motorcycle details within this period. The most We will cover You for the Replacement Motorcycle is the Market Value of the Motorcycle unless We agree to accept cover for the Replacement Motorcycle under this policy.

If You do not give Us the details of the Replacement Motorcycle within this period, cover will only be provided for the Motorcycle (as described on the Certificate of Insurance).

Cover for the Motorcycle will cease when We agree to accept cover on the Replacement Motorcycle or when You dispose of the Motorcycle, whichever is first to occur.

Cover will not be provided for any Replacement Motorcycle after 21 days unless We agree to provide cover for the Replacement Motorcycle. An extra premium may apply.

Changes to Residence

If Your Motorcycle is Temporarily Removed from Your Usual Residence for a period of longer than 14 days or if You change Your Usual Residence, please notify Us.

General Conditions

Modifying Your Motorcycle

You must tell Us if You modify Your Motorcycle from the manufacturers original specifications. If You do not provide Us with this information You may not be covered in the event of a claim.

When You provide this information to Us We may alter the terms and conditions of the Policy and this may involve the payment of an additional premium. Alternatively, We may cancel the Policy or decide not to offer renewal.

What do Our words really mean?

Certain words used in this document or in the other documents making up the Policy have special meanings. This definitions section contains such terms.

Accessories means extra items added to the Motorcycle before it was delivered new to its first owner, as well as items added to the Motorcycle by anyone at any time after it was delivered new to its first owner. You must tell us about any of these items and we must agree to insure them as Accessories under this Policy.

Accident means a sudden, unexpected, unusual, specific event, which occurs fortuitously at an identifiable time and place and is unforeseen or unintended by You.

Accidental Damage/Accidentally Damaged means damage caused to Your Motorcycle by an Accident. This does not include Theft, or loss or damage caused by Fire or Theft, or loss or damage to Your Motorcycle whilst it is being transported.

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

Excess means the first amount You must contribute when a claim is accepted under the Policy as shown on Your Certificate of Insurance or noted in the Policy.

Financier means the finance company or credit institution that provided the funds to acquire Your Motorcycle, as stated on the Certificate of Insurance where We have noted them as having an interest in Your Motorcycle.

Fire means burning accompanied by flame but does not include damage as a result of any intentional act or damage where no flame has occurred such as electrical damage or mechanical failure.

Flood means the covering of normally dry land by water that has escaped or been released from the normal confines any of the following:

- a lake (whether or not it has been altered or modified);
- a river (whether or not it has been altered or modified);
- a creek (whether or not it has been altered or modified);
- another natural watercourse (whether or not it has been altered or modified);
- a reservoir;
- a canal;
- a dam.

Loan means the legal agreement with the Financier which describes the terms and conditions under which the funds were provided to You.

Market Value means the market value of Your Motorcycle immediately prior to the incident resulting in the Total Loss. This value is determined by Us, at the time We assess Your claim, having regard to the kilometres travelled, age, condition and amount of use of Your Motorcycle. We may consider industry publications to help determine the amount.

The amount does not include any warranty costs, stamp duty or transfer fees or allowance for dealer profit. Market Value includes an allowance for after factory or non-standard Accessories up to the amount noted on Your Certificate of Insurance for aftermarket Accessories.

Modifications means all changes from the manufacturer's specifications made to the Motorcycle at any time after it left the factory where it was built that You have told us about and we have agreed to insure as Modifications under this Policy.

Motorcycle means the unregistered off road motorcycle or recreational registered off road motorcycle shown on Your Certificate of Insurance, including all fitted Accessories and Modifications.

Period of Insurance means the period of time that You are covered by the Policy. This period is shown on Your Certificate of Insurance. However, this period may end earlier at the time the Policy otherwise ends in accordance with its terms or the relevant law.

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

Purchase Price means the amount You paid for Your Motorcycle including dealer delivery fees and Goods and Services Tax, but excludes all other costs.

Replacement Motorcycle means a motorcycle You have purchased during the Period of Insurance to replace the Motorcycle described on the Certificate of Insurance.

Rider means the person using or operating the Motorcycle, or the person legally responsible for its use or operation.

Temporarily Removed or Temporary Removal means when Your Motorcycle is temporarily removed from Your Usual Residence for a period of no longer than 14 days.

Terrorism means any act which may, or may not, involve the use of, or threat of, force or violence where the purpose of the act is to further a political, religious or ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public.

Theft means:

- if it occurred at Your Usual Residence, stealing as a result of visible, forcible and violent entry into a fully enclosed and securely locked building where the Motorcycle is securely fastened with a locking device to the building or an immovable fixed object inside a building at Your Usual Residence.
- If it occurred whilst Your Motorcycle was Temporarily Removed, stealing as a result of visible, forcible and violent entry into a:
 - fully enclosed and securely locked building,
 - fully enclosed and securely locked trailer, or
 - fully enclosed and securely locked vehiclewhere the Motorcycle is securely fastened with a locking device to the:
 - building or an immovable fixed object inside the building, or
 - trailer, or
 - vehicle,whilst Your Motorcycle is Temporarily Removed.

Total Loss means when Your Motorcycle is:

- stolen and not recovered; or
- damaged by Accident, Fire or Theft to the extent that We decide it is not economical or safe to repair.

Total Loss Payout means a payout of the full Market Value or the Purchase Price (whichever is the lessor) in respect of the Total Loss of Your Motorcycle.

Usual Residence means the place where You usually reside and Your Motorcycle is usually stored.

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

You, Your or Insured means the person or persons named as the insured in the Certificate of Insurance.

Our obligations to You

Renewing the policy

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.

Cancelling Your Insurance

You can cancel the Policy at any time by calling Us. We will explain the cancellation process to You. 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, unless there has been a Total Loss in which case there is no premium refund. 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
- provide to You, or;
- 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 administrating 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 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 motorcycle dealers, finance companies and occasionally other persons have been authorised by Us 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 insurer's base premium (i.e. premium excluding the amounts included by the insurer's 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 distributors (including renewals and some variations which increase the premium payable).

The insurer 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 Off Road Motorcycle 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 the insurer 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.

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.

The 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>

Claim payment examples

The following examples are designed to illustrate how a claim payment is calculated. These are only examples. We determine claim payments on an individual basis, based on the terms and conditions of the Policy. The examples do 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 1: Total Loss

You have cover for Your Motorcycle. The Basic Excess shown on Your Certificate of Insurance is \$500. The Motorcycle is damaged in a Fire and We assess the cost of repairs to be \$20,000. The salvage value of the Motorcycle is \$2,000. The Market Value is \$15,000 and the Purchase Price was \$22,000.

We decide Your Motorcycle is a Total Loss.

HOW MUCH WE PAY

Market Value	\$15,000
Less Excess	-\$500
Total Claim	\$14,500

Example 2: Accidental Damage

You have cover for Your Motorcycle. The Basic Excess shown on Your Certificate of Insurance is \$500. The Motorcycle is Accidentally Damaged while it is being ridden. We assess the cost of repairs to be \$14,000.

The Market Value is \$10,000.

We will pay You based on the Market Value of the Motorcycle.

HOW MUCH WE PAY

Damage to Motorcycle	\$5,000	(50% of \$10,000 Market Value)
Less Excess	-\$500	
Total Claim	\$4,500	



nminsurance

NM Insurance Pty Ltd

ABN 34 100 633 038 AFSL 227186

Level 5, 50 Berry Street North Sydney NSW 2060

Phone: 1300 780 533

Email: customerservice@mi-bike.com.au

Website: www.mi-bike.com.au