



MTA Insurance Limited

Tyre and Rim Insurance

Product Disclosure Statement

This document must be read in conjunction with the Application/Certificate of Insurance for MTA Tyre and Rim Insurance. Together these documents form the Product Disclosure Statement for MTA Tyre and Rim Insurance.

This Product Disclosure Statement is effective from 20 March 2012.

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This Tyre and Rim Insurance is issued by:

MTA Insurance Limited
ABN 35 070 583 701
Australian Financial Services Licence No: 239912

Contact Details:
PO Box 4824
Eight Mile Plains QLD 4113

Building 23, Garden City Office Park
2404 Logan Road
Eight Mile Plains QLD 4113

Toll Free: 1800 634 294
Facsimile: 1300 729 094

Email: enquiries@mtai.com.au
Website: www.mtai.com.au

What is Tyre and Rim Insurance?

Tyre and Rim insurance is a policy designed to assist with the repair or replacement costs if your tyre/s are punctured, suffer a blowout, or are damaged by various road hazards such as potholes, roadside kerbs and road debris. It also provides cover for damage to wheel rims as a result of the same hazards subject to policy terms and conditions.

Cooling Off Period

You have fourteen (14) days from the commencement date on the Application/Certificate of Insurance to check this insurance meets your needs.

If you wish, you can cancel your policy during the cooling off period by writing to MTA (please refer to the contents page for contact details) Provided you have not made a claim, a full refund of the premium will be paid to you or your credit provider.

Information about the cost of the insurance

Tyre and Rim Insurance is purchased at the time you arrange the purchase of your vehicle. The cost of the insurance is called the premium. The premium for Tyre and Rim Insurance is a once only payment that covers you for the term noted on the Application/Certificate of Insurance. The premium is payable at the issuing date of the insurance application. The amount of premium payable is shown on your Application/Certificate of Insurance.

The amount of premium payable includes GST and Stamp Duty and will vary depending on the level of cover you select.

Other costs and fees

Type of cost, fee or charge	Details
Cancellation Fee - <i>Within cooling off period</i>	No cancellation fee is charged. A full refund of the premium paid will be forwarded to you or your credit provider providing no claim has been made.
Cancellation Fee - <i>Outside the cooling off period and during the Period of Insurance</i>	An administration fee of \$66 (inclusive of GST) will be charged. A partial refund of premium will be made in accordance with the Rule of 78 formula (or more if required by relevant legislation). If the refund is less than the administration fee, no refund will be issued.

OUR AGREEMENT WITH YOU - TERMS AND CONDITIONS

The Product Disclosure Statement consists of this document and the Application/Certificate of Insurance which together form the complete policy between you and MTA Insurance Limited.

Information on when coverage commences and expires is noted in the Cover Details section of the Application/Certificate of Insurance.

This policy is issued based on information you provided in the Application/Certificate of Insurance.

All benefits will be paid directly to you or your nominated payee.

This Product Disclosure Statement has been prepared without taking into account any of your objectives, financial situation or needs. You should therefore consider this Product Disclosure Statement and the appropriateness of the product having regard to your own objectives, financial situation and needs before deciding whether to apply for Tyre and Rim Insurance. If you decide to apply for tyre and Rim Insurance, you should carefully read and keep this Product Disclosure Statement and the Application/Certificate of Insurance with your important papers.

Important Definitions

The following list explains the meaning of some of the terms that are used in this Product Disclosure Statement.

Application/Certificate of Insurance means the document you completed when you applied for this insurance cover. The Application/Certificate of Insurance sets out the particular details applicable to your insurance policy and forms part of the Product Disclosure Statement.

Authorised Representative means a person or body corporate authorised by MTA Insurance Limited to provide financial services on behalf of MTA Insurance Limited.

Cooling off period means the 14 days from the commencement date on the Application/Certificate of Insurance (or such later date specified by law) during which you are able to cancel the policy and obtain a full refund of the premium paid.

Rule of 78 Formula is an industry formula used to work out a refund of premium on a fixed term policy. The formula compares the amount of time the policy has left to run against the total term of the policy to allow a refund to be calculated.

MTA Insurance Limited, we, us, our, insurer means MTA Insurance Limited ABN 35 070 583 701.

Period of insurance means the period shown on your Application/Certificate of Insurance as the period of insurance. The period of insurance will not continue beyond 3 years from the commencement date of cover.

Policy means the contract of insurance between you and MTA Insurance Limited as set out in the Product Disclosure Statement.

Product Disclosure Statement means the documents that set out the full terms and conditions applicable to your policy. The Product Disclosure Statement includes the Application/Certificate of Insurance.

Retread 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 wheel rims including covers on your vehicle, excluding any part of the wheel assembly, such as wheel hub, brakes, bearings or axle.

Roadworthy means vehicle being fit for use on Australian public roads in compliance with standard vehicle requirements in the state or territory in which it is registered.

Space saver wheel means any non standard wheel that is not intended to be used as a permanent wheel and is not of the configuration, make, model or rating as the other tyres and rims fitted to your vehicle.

Tyres means any tyre that was attached to your motor vehicle (excluding a space saver tyre) at the time this policy was purchased. **Vehicle** or **the vehicle** or **your vehicle** means the vehicle described in the Application/Certificate of Insurance,

including any standard equipment and accessories (either factory fitted or supplied by the manufacturer) which were part of the vehicle at the time it was purchased

You or **your** means the person(s) set out in your Application/Certificate of Insurance as the insured.

What We Will Pay

Tyres

During the period of insurance if any tyre on your vehicle is accidentally punctured, or damaged by driving over potholes, kerbs, nails, screws, metal, glass, road debris or blowouts, we will pay for the cost of the repairs or replacement of the damaged tyre including fitting and balancing and wheel alignment costs up to the maximum amount as shown in your policy schedule for each policy year.

The table below details the maximum benefits for each level of cover.

Rims

During the period of insurance if any wheel rim on your vehicle is accidentally physically cracked, warped or damaged by driving over a pothole, kerbs, nails, metal, glass, road debris or blowouts, we will pay for the cost of the repairs or replacement of the damaged rim including wheel covers and wheel alignment costs up to the maximum amount as shown in your policy schedule for each policy year.

The table below details the maximum benefits for each level of cover.

Levels of Cover

Private Vehicles

Cover	Tyre	Rim
Standard	\$375 maximum per tyre per year to a maximum payable of \$750 for all claims in any one year	\$1,100 in total for all claims in any one year.
Luxury	\$750 maximum per tyre per year to a maximum payable of \$1,400 for all claims in any one year	\$1,100 in total for all claims in any one year.

Commercial & 4 x 4 Vehicles

Cover	Tyre	Rim
Standard	\$375 maximum per tyre per year to a maximum payable of \$750 for all claims in any one year	\$1,100 in total for all claims in any one year.
Luxury	\$750 maximum per tyre per year to a maximum payable of \$1,400 for all claims in any one year	\$1,100 in total for all claims in any one year.

Towing

If damage to a tyre or rim is claimable we will pay up to \$120 towing fees to the nearest tyre outlet. Provided there is no spare wheel or tyre in your vehicle at that time.

Optional Cover

Emergency Accommodation

If you selected the option of emergency accommodation cover and we accept a claim under the Tyre and /or Rim cover/s and you are over 200km from your home, we will reimburse the cost of emergency accommodation for you, your spouse, your de facto or dependant children. The emergency accommodation cover will be up to \$150 per night to a maximum amount of \$750 for all claims in any one year.

What We Will Not Cover

We will not cover any damage to the tyre(s) or the rim(s) as a result of:

- Any manufacturer's defect or recall, dry rot or flat spot
- Any form of which results in a claim under your comprehensive motor vehicle insurance policy.
- Any pre-existing damage
- The vehicle being driven on a road that is not regularly maintained
- Your motor vehicle being driven on any beach, 4 wheel drive track or off-road.
- Any deliberate, intentional, misuse, malicious or criminal act
- Vandalism, misuse or abuse
- Damage caused by scratching or bruising
- Failing to maintain the manufacturer's recommended tyre pressure

We will not provide cover for tyre(s) or rim(s) where the vehicle:

- Is unregistered
- Is greater than 5 years of age at the commencement date of the policy
- Tyres fail to seal, wear, tear, rust or corrosion of tyres and rim and depreciation
- Has been modified from the manufacturer's specifications and the modification causes or is associated with damage to the tyre or rim
- Tyres and rims are in an un-roadworthy condition
- Exceeds 2 tonnes gross carrying capacity
- Is used to carry goods or passengers for fare or reward
- Is used for driver instruction or tuition for reward
- Is used for racing or motor sports
- Is a police or other emergency vehicle

We will not provide cover for:

- Tyres and/or rims that have previously been repaired other than punctures
- Tyres and/or rims on any towed item.
- Temporary and space saver tyres and rims
- Re-treads
- Non damaged rims for the purpose of matching a set of rims
- Racing tyres and/or rims made for racing

We will not pay any claim for damage that occurs whilst the vehicle is driven by anyone:

- Who is not authorised to drive the vehicle

- Who does not hold a current legal drivers licence
- Who is under the influence of alcohol or drugs
- Whose blood alcohol reading at the time of a claimable incident exceeds the legal limit
- Who, after the event giving rise to the claim refuses to provide or allow the taking of a sample of breath, blood or urine for testing analysis as required by the law of any state or territory in which the accident occurred

Making a Claim

Telephone notification must be given to MTA Insurance Limited as soon as possible after the event

Contact details for MTA Insurance can be found under the Table of Contents

You will be asked a series of questions which will be used to assess your claim, you may be required to supply any relevant documentation that we may request.

We may appoint a loss adjuster to help settle your claim, this may include inspection of the damaged item(s).

GST

If we are reimbursing you for the payment of a claim, we will reduce any payment we make by an amount equal to your input tax credit entitlement. This applies to any amount we pay, including where we state that an amount will include GST.

Any payment we make to settle your claim will be considered to be made in full even if the amount we pay has been reduced as described above.

Cancellations

You may cancel this policy at any time by giving us written notice. Cancellation shall take effect from the date we receive your written request.

We may cancel this policy by advising you in writing only for reasons allowed under law.

If the policy is cancelled outside of the cooling off period, we will deduct an administration fee of \$66 (inclusive of GST) as well as any non-refundable government charges. We will also retain that proportion of the premium which applies to the period during which the policy has been in force (using the Rule of 78 formula) or any lesser amount as may be required, in accordance with applicable legislation. If the amount of the premium to be refunded is less than the administration fee, a refund will not be issued.

No refund will be payable if a claim has been paid under this insurance policy.

If you have financed the premium for this Tyre and Rim Insurance the rebate will be directed to them, or with their permission will be paid to you.

When Insurance Stops

This Policy will automatically cease and all benefits shall cease on the earliest of the following:

- cancellation of this policy;
- the expiry date of the period of insurance;
- from the time your ownership of your vehicle ends

IMPORTANT NOTICES

General Insurance

The Authorised Representative is acting under an authority given to the Authorised Representative by MTA Insurance Limited ABN 35 070 583 701 to effect this Contract of Insurance. The Authorised Representative will be effecting this insurance as Authorised Representative for MTA Insurance Limited and not as an Authorised Representative for the intending insured.

Similar insurance may be arranged with an insurer of your own choice. The purchase of this insurance is optional.

Your Duty of Disclosure

For Contracts of General Insurance

Before you enter into a contract of general insurance with an insurer, you have a duty, under the Insurance Contracts Act 1984, to disclose to the insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer's decision whether to insure you and, if so, on what terms.

You have the same duty to disclose those matters to the insurer before you renew, extend, vary or reinstate a contract of general insurance.

Your duty, however, does not require disclosure of a matter:

- that reduces the risk to be undertaken by the insurer;
- that is of common knowledge;
- that your insurer knows or, in the ordinary course of business, ought to know; or
- that your insurer has waived your duty to disclose.

Non-disclosure

If you are unsure as to whether you need to disclose something, it is better to tell us. This is because if you fail to comply with your duty of disclosure and do not tell us something that you know or should know is relevant to the insurance contract, we may be entitled to reduce our liability under the contract in respect of a claim or may cancel the contract.

If your non-disclosure is fraudulent, we may also have the option of treating the contract as if it was never entered into from the beginning.

PRIVACY STATEMENT

We, MTA Insurance Limited, ABN 35 070 583 701, respect the confidentiality of the personal information that you provide to us.

1. National Privacy Principles

The way we handle your personal information is governed by the National Privacy Principles. You can ask to obtain access to your personal information we and/or our contractors hold, although under some circumstances permitted by law you may not be provided with such information.

2. Our ability to collect personal information

We are permitted to collect this information under laws relating to insurance, credit, taxation and the provision of financial services.

3. How your personal information will be used

We collect your personal information so that we can assess the risk in providing you with the insurance for which you have applied, and, if your application is successful, provide

you with such insurance, and to assess any claim you may make on such insurance. If you do not provide us with your personal information, we will be unable to assess the risk or process your application for insurance.

4. Exchange of personal information with third parties

Your personal information may be disclosed to the parties described below to enable us to assess your application for insurance or any claim you may make in the future:

- current and future insurance agencies, or other insurers in relation to your application, the issue of insurance and any claim you may make in the future;
- our insurance underwriters/providers in relation to our insurance policies;
- claims investigators and assessors who may be assisting us in assessing any claim you may make;
- Centrelink, the Australian Taxation Office or other government departments, agencies or bodies to whom we may be required by law to disclose information regarding, but not limited to, any payout or benefit paid in respect of any insurance policy you may hold with us;
- your employer, in relation to your employment status; and
- our professional advisers and other contractors (e.g. insurance reference agencies, information technology consultants and mailing houses).

We may also be providing a copy of your application and personal information to:

- any finance company referred to in your application; and
- the motor dealer referred to in your application.

5. Access and correction of your personal information

It is important to us that the personal information that we hold about you is accurate, complete and up to date. If you are aware that this is not the case and would like your personal information corrected, or if you simply desire access to your personal information, please contact MTA Insurance Limited on 1800 634 294 or write to the address noted on the contents page of this Product Disclosure Statement. If we decide not to correct or provide you with access to your personal information, we will give you our reasons for our decision.

The General Insurance Code of Practice

MTA Insurance Limited has adopted the General Insurance Code of Practice (the Code). The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The objectives of the Code are:

- to promote better, more informed relations between insurers and their customers;
- to improve customer confidence in the general insurance industry;
- to provide access for resolution of complaints and disputes between insurers and their customers; and
- to commit insurers and their service providers to higher standards of customer service.

The sections in this Product Disclosure Statement entitled Making a Claim on page 10 and Procedures for resolving disputes about your policy (see below) provide more information about our claims and complaints procedures.

Procedures for resolving disputes about your policy

If you have a complaint about a Tyre and Rim Insurance claim, please contact:

MTA Insurance Limited
PO Box 4824
EIGHT MILE PLAINS QLD 4113
Toll Free: 1800 634 294
Facsimile: 1300 729 094
Email: enquiries@mtai.com.au
Website: www.mtai.com.au

Your complaint will receive prompt consideration.

If your complaint is not resolved to your satisfaction, it will be referred to our Internal Dispute Resolution (IDR) Officer who has the authority to deal with the dispute.

If your complaint remains unresolved after review by our IDR Officer, you can contact the Financial Ombudsman Service (FOS) at:

GPO Box 3
MELBOURNE VIC 3001
Phone: 1300 78 08 08 (for the cost of a local call)
Facsimile: (03) 9613 6399
Email: info@fos.org.au
Website: www.fos.org.au

FOS is an external dispute resolution scheme that provides a free service to customers and is a totally impartial body who will deal with your complaint directly or follow up the matter on your behalf.