

RIDESURE MOTORCYCLE WARRANTY

3, 4 & 5 STAR WARRANTY

Thank you for choosing **RideSure Extended Warranty Insurance**. This insurance is a Contract of General Insurance underwritten by Swann Insurance (Aust) Pty Ltd ABN 80 000 886 680 AFS Licence No. 238292 (Swann).

This document sets out the terms, conditions and limits that apply to this insurance. Before completing our application, please spend a few minutes to read this document to gain a full understanding of what this insurance covers.

Under the Australian Consumer Law (ACL), your motorcycle comes with guarantees that cannot be excluded. This insurance provides you with benefits that are in addition to your rights and remedies under the ACL. In summary, these additional benefits include:

- Ease of claims lodgement – simply return the motorcycle to the selling dealer (or an Authorised service facility), provide them with your policy details and the claim lodgement will be taken care of for you. No claim form is required.
- Speed of claim approval – over 90% of reported claims are assessed on the same day the claim is reported, so approved repairs are acted on quickly and you get your motorcycle back on the road as soon as possible.
- Cover for costs relating to towing, car rental and accommodation.
- Transfer of policy – we may approve transfer of this policy to the new owner upon private sale of your motorcycle.
- Complaints and dispute handling process –if you are not satisfied in any way with this policy, the quality of repairs or our service, we have an easy to follow process to help with your complaint, please contact us on 1300 767 127.

Please keep this document together with your Policy schedule (which will be sent to you) in a safe place.

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INTRODUCTION

Who is the insurer

Swann Insurance (Aust) Pty Ltd is the insurer, Australian Business Number 80 000 886 680, Australian Financial Services Licence Number 238292. In this document the insurer is called 'we', 'us', 'our', or 'Swann Insurance'.

Who is insured

The person or persons named as the insured when you applied for this insurance and named on the Policy schedule. In this document that person or persons are called 'you' or 'your'.

The purpose of this document

This document has been prepared to assist you in understanding this insurance and making an informed choice about your insurance requirements.

How to apply for insurance

Complete our application. If we accept your application for insurance, you will receive a Policy schedule that confirms cover and sets out details of the insurance you have taken out.

IMPORTANT INFORMATION

General Insurance Code of Practice

Swann Insurance has adopted the General Insurance Code of Practice. 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 commit us to high standards of service,
- to promote better, more informed relations between us and you,
- to maintain and promote trust and confidence in the general insurance industry,
- to provide fair and effective mechanisms for the resolution of Complaints and disputes between us and you, and
- to promote continuous improvement of the general insurance industry through education and training.

If you would like more information about the code, please contact us.

We rely on the information you provide us

When we agree to insure you, vary your policy or decide on your claim, our decision relies on the accuracy of information you give us.

If that information is not accurate we may reduce a claim, or cancel the policy, or refuse to pay a claim made by you or anyone else insured by this insurance. We therefore ask you to answer honestly, correctly and completely any questions we ask about you, your Motorcycle, a claim or any other person insured or to be insured by this insurance.

We do not require you to comply with the general duty of disclosure. We do require you to be truthful, honest and accurate whenever you interact with us in relation to this insurance.

How we protect your privacy

We use information provided by our customers to allow us to offer our products and services. This means that, from time to time, we will need to collect your personal information, and sometimes your sensitive information, (for example, health information or criminal records). We will collect this information directly from you where possible, but there may be occasions when we do collect this information from someone else.

Swann Insurance will only use your information for the purposes for which it was collected, other related purposes and as permitted or as required by law. You may choose not to give us your information, but this may affect our ability to provide you with insurance cover.

We may share this information with companies within our group, government and law enforcement bodies if required by law and others who provide services to us or on our behalf, some of which may be located outside of Australia.

For more details on how we collect, store, use and disclose your information, please read our Privacy Policy located at www.swanninsurance.com.au/privacy. Alternatively, contact us at swann.compliance@swanninsurance.com.au and we will send you a copy of our Privacy Policy.

By applying for, using or renewing any of our products or services, or providing us with your information, you agree to this information being collected, held, used and disclosed as set out in our Privacy Policy.

Our Privacy Policy also contains information about how you can access and seek correction of your information, complain about a breach of the privacy law, and how we will deal with your complaint.

Cover

The cover provided by your insurance may contain unusual terms. It is therefore important that you read, retain and understand your insurance.

It is your choice as to whether or not you insure with us.

Authority to act

Swann Insurance has relationships with authorised representatives and other licensees who sell Swann Insurance policies. Swann Insurance may pay remuneration to authorised representatives and other licensees when they sell Swann Insurance policies.

Cooling-off period

If you decide that you do not wish to continue with this insurance, you have 21 days from the date you purchased this insurance to request cancellation. To do this, you must advise us by mail, by email or by calling us. We will provide you with a full refund of the Premium paid, providing you have not made a claim under this insurance.

Costs

The Premium payable by you will be shown on your Policy schedule.

The key factors that influence the Premium calculations are reflected in the questions asked, and information sought, at the time of your enquiry or application for insurance.

These include factors relating to:

- the frequency with which claims will occur and the average cost of each claim,
- the level of cover you have selected,
- the make, model, and type of your Motorcycle,
- the value of your Motorcycle,
- the type and value of any accessories and modifications fitted or made to your Motorcycle, and
- payment of your Premium by instalments.

Premiums may be subject to Commonwealth and State taxes and/or charges. These include the Goods and Services Tax and stamp duty. The amount of these taxes and/or charges will be shown on your Policy schedule.

If we are unable to issue your insurance, we are required to hold your Premium in a trust account on your behalf until your insurance can be issued. We will retain any interest payable by our bank to meet, among other things, bank fees and other bank costs we incur in operating the account.

Pay your Premium by instalments

You can pay your Premium by instalments to help spread your payment over 12 months (where available).

The full Premium must be paid within the first 12 months from the date you applied for this insurance.

The full Premium will be spread over 12 months.

An administration charge will apply to use this facility. If you do choose to pay your Premium by instalments, your Premium will be more than if you choose to pay by a single payment.

If you are paying by instalments and an instalment is 14 days or more overdue, we may refuse a claim. We may cancel this insurance if the instalment is one month or more overdue. If we cancel your insurance where an instalment is unpaid, your insurance cover will end on the due date of the first unpaid instalment payment.

OUR AGREEMENT WITH YOU

Provided the Premium has been paid and you have not received a letter of decline, we agree to repair any Covered component of the Motorcycle that suffers a Mechanical failure during the period of cover, subject to the terms and conditions of this insurance.

If you are a registered business for GST purposes, you may be entitled to claim an input tax credit of the GST component of your Premium, where it was paid separately by you and was not part of the purchase price of the Motorcycle. We recommend that you obtain independent advice from your professional tax adviser prior to claiming any input tax credit.

Your contract

Your insurance is a contract between you and us.

Your contract is made up of:

- your application,
- this policy wording, and
- your current Policy schedule.

Together, these documents set out the terms, conditions and limitations of your insurance.

It is your responsibility to ensure that all details shown on your Policy schedule are correct.

Period of cover

This insurance will commence the later of:

- the date you accept delivery of your Motorcycle, or
- the date that the Dealer statutory warranty expires, or
- the date that any part of the Manufacturer's motorcycle warranty expires.

This warranty will cease at 12 midnight on the date that the selected Term in months has elapsed from the day the warranty commenced.

WORDS THAT HAVE A SPECIAL MEANING

Some of the words in this document have special meanings. These words and their meanings are listed below.

Authorised service facility

A registered mechanical repair business employing at least one (1) fully qualified automotive mechanic who has the relevant equipment and skill level to carry out all maintenance and repair work to the standard of the manufacturer of your Motorcycle.

Covered component

Varies according to the RideSure Extended Warranty Plan you have chosen below:

3 Star Plan

The components described under the heading 'Covered components – 3 Star Plan'.

4 Star Plan

The components described under the heading 'Covered components – 4 Star Plan'.

5 Star Plan

Any part of your Motorcycle that was originally covered by the Manufacturer's motorcycle warranty, but excludes those components described under the heading 'What is not covered – 3, 4 and 5 Star Plans'.

Covered components are limited to those manufactured by the manufacturer of your motorcycle or their Original Equipment Manufacturer (OEM) supplier. Any upgrade or modified components must be designed for your motorcycle and meet all requirements of the applicable laws for your motorcycle.

Dealer statutory warranty

The warranty a seller of a used Motorcycle is obliged to give the customer under applicable state or territory legislation (if any).

Manufacturer's motorcycle warranty

The warranty provided by the motorcycle manufacturer covering the mechanical components of your Motorcycle (excludes rust, corrosion and perforation warranties, and battery or tyre warranties).

Mechanical failure

The sudden or unforeseen failure of a Covered component, excluding failure due to Normal wear.

Motorcycle

The Motorcycle described on your Policy schedule.

Normal wear

The gradual reduction in operating performance of a Covered component, having regard to the age of the Motorcycle and the distance the Motorcycle has travelled since the date of first registration. This includes corrosion and rust.

Policy schedule

The most recent Policy schedule we give you describing the terms and conditions that are specific to your insurance. This also includes any amendments we send you in writing.

Premium

The amount paid for this insurance as shown on your Policy schedule.

Term in months

The time period for which you have requested this insurance. This is shown on your Policy schedule.

3 STAR PLAN

What is covered

If your Motorcycle suffers a Mechanical failure of a Covered component, we will pay the cost of having the failure repaired by us.

The most we will pay in relation to any one Mechanical failure is shown on your Policy schedule, inclusive of any 'Additional benefits'. The most we will pay for the total of all claims is limited to the purchase price of the Motorcycle, as stated at the time of your warranty application.

Any amount we pay under this insurance includes GST.

Covered components – 3 Star Plan

Engine

Pistons, piston rings, camshaft, connecting rods and bearings, gudgeon pins and bushes, main bearings, crankshaft, balance shaft, balance shaft bearings, oil pump. Cylinder head/s if damaged as a result of a Mechanical failure of above components, excluding the oil pump.

Transmission

All internally lubricated mechanical components contained within the transmission system.

Electrical

Alternator, voltage regulator, starter motor.

Cooling system

Water pump assembly.

Suspension

Front and rear suspension shock absorbers, excluding oil seals, linkages and bushes.

Brakes

Hydraulic callipers, excluding disc rotors and pads.

4 STAR PLAN

What is covered

If your Motorcycle suffers a Mechanical failure of a Covered component, we will pay the cost of having the failure repaired by us.

The most we will pay in relation to any one Mechanical failure is shown on your Policy schedule, inclusive of any 'Additional benefits'. The most we will pay for the total of all claims is limited to the purchase price of the Motorcycle, as stated at the time of your warranty application.

Any amount we pay under this insurance includes GST.

Covered components – 4 Star Plan

Engine

Pistons, piston rings, camshaft, connecting rods and bearings, gudgeon pins and bushes, main bearings, crankshaft, balance shaft, balance shaft bearings, oil pump. Cylinder head/s if damaged as a result of a Mechanical failure of above components, excluding the oil pump.

Transmission

All internally lubricated mechanical components contained within the transmission system.

Electrical

Alternator, voltage regulator, starter motor.

Cooling system

Engine cooling fan, water pump assembly and radiator.

Suspension

Front and rear suspension shock absorbers, excluding oil seals, linkages and bushes.

Brakes

Hydraulic callipers, excluding disc rotors and pads and master cylinder.

Engine management system

Electronic control unit, ignition coil and module, fuel pump.

5 STAR PLAN

What is covered

Our 5 Star Plan warranty provides extensive coverage similar to the Manufacturer's motorcycle warranty.

If your Motorcycle suffers a Mechanical failure of a Covered component, we will pay the cost of having the Mechanical failure repaired by us.

Your 5 Star Warranty is not limited to a schedule of Covered components and covers any component of your Motorcycle that was originally covered by the Manufacturer's motorcycle warranty, but excludes those components described under the heading 'What is not covered – 3, 4 and 5 Star Plans'.

Examples of what is not covered include damage caused by impact, or paint, panel and trim and/or cosmetic items.

We will pay up to the amount shown on your Policy schedule, under the section 'Claim benefit limits' – 5 Star claim limit, for any one individual claim, inclusive of any 'Additional benefits'.

The most we will pay for the total of all claims during the period is limited to the purchase price of the Motorcycle, as stated at the time of your warranty application.

Any amount we pay under this insurance includes GST.

ADDITIONAL BENEFITS

If the Motorcycle suffers a Mechanical failure during either the period of cover or the Manufacturer's motorcycle warranty period, and we or the manufacturer have agreed to pay the claim, we will also reimburse the following costs:

Towing

We will pay the reasonable cost of one tow for the Motorcycle to be taken to the nearest Authorised service facility or place of safety. The most we will pay for this benefit is \$120 per claim.

Car rental benefits

If your Motorcycle is immobilised for more than three consecutive days after repair authorisation, and is subject to a valid claim, we will contribute a total of \$75 per day for a maximum of 4 days towards the cost of hiring a rental vehicle.

The most we will pay for this benefit during the period of cover is \$300.

Any hire car must be arranged through a bona fide rental car operator and prior approval must be obtained from the National Claims Control Centre.

All rental vehicle running costs, i.e. petrol, toll charges, insurance excess reduction and consumables are your responsibility. In the event of an accident, the accident excess is also your responsibility. The hire will be subject to the vehicle rental company's usual terms and conditions.

Accommodation

We will reimburse up to \$100 per day towards the cost incurred for overnight accommodation up to a maximum of \$300 during the period of cover, provided that the Mechanical failure occurs more than 200 kilometres from your current home address and your Motorcycle cannot be repaired on the same day.

WHAT IS NOT COVERED – 3, 4 AND 5 STAR PLANS

A. This insurance does not cover:

- any Mechanical failure or costs covered by any other warranty, guarantee, entitlement or recall campaign, including any Manufacturer's motorcycle warranty, Dealer statutory warranty, and/or repairer's guarantee, or
- any Mechanical failure attributable to your failure to comply with the Motorcycle servicing requirements, or
- any repairs required as a result of continued operation of the Motorcycle once a defect or fault has occurred. This includes the loss of lubricants and coolant, or
- damage resulting from impact, road traffic accident, fire, flood or your Motorcycle being stolen, or
- any consequential loss, damage or liability you incur as a result of Mechanical failure, or
- any claim where we have not been contacted before repairs commence, or
- any claims where we have not issued a work authorisation number, or
- any claim where the damage to a Covered component was caused by a non-covered component, or
- any Mechanical failure caused by misuse, neglect, abuse, negligence or lack of normal maintenance or improper servicing, or
- any Mechanical failure caused by the incorrect grade of any fluids or lubricants, or

- any Mechanical failure caused by contamination of any fluids or lubricants, or
- any component of the Motorcycle not specifically listed as a Covered component (3 and 4 Star Plans), or
- any claim where the repair has not been performed by an Authorised service facility, or
- any claim resulting from any repair, work or adjustment performed by anyone who is not a registered motorcycle technician employed by an Authorised service facility, or
- items that require replacement as part of your normal Motorcycle maintenance, or
- wheels, tyres, paintwork, frame, panel, fairings and bodywork and their components, including trim and accessory components, or
- the deterioration of any component due to Normal wear, unless due to a Mechanical failure, or
- any claim on the Engine Control Unit (ECU) arising from the loss of ignition keys, or
- any Mechanical failure due to improper storage, high-pressure cleaning or steam cleaning, or
- any loss or damage to your motorcycle resulting from any upgrade or modified components of your motorcycle that are manufactured by anyone other than your motorcycle manufacturer or their Original Equipment Manufacturer (OEM) supplier, or
- any adjustment, upgrade, modification, and/or re-programming required to any Covered components, or
- the cleaning of any components, including the removal of any carbon or sludge, or
- any failure caused by corrosion, electrolysis or rust, or
- any tappings, threads, and/or fixing or fastening devices, or
- diagnostic costs, unless accepted as part of an authorised claim, or
- any faults that existed prior to the commencement of this insurance. This includes faults occurring during any Manufacturer's motorcycle warranty and/or Dealer statutory warranty.
- any claim by war, warlike activities, civil disturbance, nuclear waste or any nuclear material.
- contamination by chemical and/or biological agents which results from an act of terrorism. Terrorism is 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, ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public.

B. This warranty ends and we will not provide any cover for your Motorcycle and no claims will be accepted when your Motorcycle:

- has been fitted with a non standard or aftermarket turbo charger or supercharger, or
- has been fitted with any components designed for any form of motor sport, or
- has been fitted with a sidecar, towbar, trailer or any other attachment, or
- has not been serviced in accordance with the service requirements detailed under the heading "Motorcycle servicing", or
- is being or has been used or tested in preparation for or participation in any form of motor sport, or
- is being used for hire, rider instruction or carrying passengers and you get paid for doing so. This does not include a private transport pooling arrangement, or
- is used by the Police or other emergency services, or
- is used outside of Australia, or
- was not imported into Australia by the Motorcycle manufacturer or their authorised Australian distributor, or
- is used for any purpose other than that for which the Motorcycle was made, or
- odometer reading cannot be determined as accurate if it has been removed, tampered with or is not working, or
- is being used for commercial or courier purposes, or
- engine and VIN numbers do not match the numbers as stated at the time of your warranty application.

MOTORCYCLE SERVICING

It is a condition of this insurance that you have the Motorcycle properly, regularly and punctually serviced in accordance with the Motorcycle manufacturer's specified service intervals.

All Motorcycle servicing should be carried out by the selling dealer, an Authorised service facility or a dealer holding a franchise for vehicles of the same make as your Motorcycle.

All Motorcycle servicing should be carried out by the selling dealer or an Authorised service facility holding a franchise for motorcycles of the same make as your Motorcycle.

Once a service has been completed, you must make sure that the Authorised service facility completes and stamps the service record contained in this document at the time of the service.

You must also retain all documentation, invoices, etc. relating to your Motorcycle servicing. This information will be required in the event of a claim.

You are responsible for all the costs related to the servicing of your Motorcycle.

If you do not fully comply with these servicing requirements, we may refuse a claim and this insurance may cease to operate.

HOW TO MAKE A CLAIM

To make a claim on this insurance, you must:

- Return the Motorcycle to the selling dealer. If this is not convenient, you may take the Motorcycle to any dealer holding a franchise for motorcycles of the same make as your Motorcycle, or any Authorised service facility.
- Provide details of this insurance when delivering the Motorcycle to the repairer and ask the repairer to lodge a claim on your behalf.
- Contact the National Claims Control Centre if you experience any difficulties. We will contact the repairer.

You are responsible to make sure that the Authorised service facility contacts us before repairs are commenced.

We ask that you provide all reasonable assistance when requested in relation to your claim. You must give us the information and assistance we reasonably request and any information you give us must be honest, correct and complete. We may also require other documentation or statutory declarations from you depending on the circumstances of your claim. Where this is required, we will ask for it. Any communication from other parties involved must be referred to us.

If you need to contact the National Claims Control Centre, the contact details are as follows:

National Claims Control Centre
Swann Insurance (Aust) Pty Ltd
PO Box 14459 Melbourne VIC 8001
Telephone: 1300 767 127

CLAIM BENEFIT LIMITS

The most we will pay for the total of all claims, under the plan you have selected, is limited to the purchase price of the motorcycle as stated at the time of your warranty application.

The most we will pay in relation to any one Mechanical failure, under the plan you have selected, is:

Warranty Star Plan Claim limit*

3 Star	\$750
4 Star	\$1,500
5 Star	\$5,000

*Inclusive of any 'Additional benefits' and GST.

WHAT YOU MUST PAY IN THE EVENT OF A CLAIM

Contribution

You may also be asked to contribute toward the repair costs if the type of repair being performed will restore the Motorcycle to a better condition than that prior to the Mechanical failure.

Important note:

There will be some instances where repairs cannot be authorised until the Motorcycle has been dismantled. In this case, we will need your authority to dismantle the Motorcycle for proper diagnosis prior to commencing any repairs.

Provided that the problem is covered by this insurance, repairs will be authorised. In instances where the problem is not covered by this insurance, you will be responsible for all costs associated with dismantling the Motorcycle.

Parts used in repairing your Motorcycle may be manufactured by other than the Motorcycle's manufacturer and will be compatible with the age and condition of your Motorcycle.

CLAIM RECOVERY

If you make a claim on this insurance for an incident where we believe costs could be recovered from another party, we reserve the right to take action to recover any money paid by us. When we do this, we may need to take such action in your name and therefore you must cooperate with us and give us any information we may require. We will pay for any legal expenses. All displaced parts become the property of the National Claims Control Centre.

TRANSFERRING THIS INSURANCE

Only you are entitled to make a claim or receive a benefit from this insurance. At our sole discretion, we may permit transfer to a new owner if you sell the Motorcycle privately. Transfer must be received and accepted by us within 30 days of the Motorcycle sale.

To request transfer, please complete the Transfer of ownership request form contained in this document and send it to the National Claims Control Centre, Swann Insurance (Aust) Pty Ltd, PO Box 14459 Melbourne VIC 8001, accompanied by each of the following:

- a copy of the motorcycle service record,
- a copy of the purchase receipt or bill of sale,
- the transfer fee of \$60, and
- a copy of the roadworthy certificate or motorcycle inspection report. If a roadworthy certificate is not required in your state, please contact us and we can provide you with a motorcycle inspection report which must be completed by an Authorised service facility.

If we accept the transfer, a confirmation will be forwarded to the new owner.

Transfer of ownership is only available where the Premium has been paid in full by you, and the Motorcycle is not sold to or through a motorcycle dealer or trader.

CANCELLING THIS INSURANCE

Cancellation by you

You can request the cancellation of this insurance policy at any time by mail, by email or by calling us. If we receive your cancellation request within 21 days of the policy start date and you have not made a claim on the policy, we will cancel your policy and refund your Premium in full. If we receive your cancellation request more than 21 days after the policy start date, we will deduct from your refund:

- an amount to reflect the period of time that the policy had been in force, and the frequency claims occur for this type of product, and
- our cancellation fee of \$50.

If you have obtained finance for the Premium, payments of refunded Premium will be made to the Financier or whomever the Financier directs us to pay.

Cancellation by us

We may cancel this insurance where circumstances described in insurance legislation allow us to do so.

If we cancel this insurance, we will retain an amount from the Premium that you have paid to cover the time that the insurance had been in force. We will refund the balance to you.

COMPLAINT AND DISPUTE HANDLING PROCESS

Swann Insurance has a well-deserved reputation for providing quality products, good customer service and settling claims promptly and equitably.

However, if you are not satisfied with:

- one of our products,
- our service,
- our sales and marketing,
- changes made to your Premium,
- declined insurance,
- the service of our representatives or service providers,
- your claim,

- our handling of your personal information, or
- any other matter,

we have a process to help if you wish to make a complaint.

The process

The first thing you should do is call us on 1300 767 127.

If the staff member you speak to cannot help, your complaint will be automatically referred to a manager who will review it and respond to you. The response will usually be provided within 15 business days from when you made your complaint to the manager.

If the manager cannot resolve your complaint you can request the complaint be referred to an internal Dispute Resolution Officer (DRO). The DRO will treat your complaint as a dispute. They will conduct a review of your dispute and provide you with a decision usually within 15 business days.

Our Dispute Resolution Procedure is completely free of charge to all of our customers.

If you do not agree with the DRO's decision, you may wish to seek an external review of the decision.

The DRO's letter outlining their decision will provide you with information on external review option(s), including, if appropriate, referring you to the dispute resolution scheme run by the Financial Ombudsman Service Australia (FOS). The FOS is administered by the Financial Ombudsman Service Limited ABN 67 131 124 448. The FOS is an external body that is independent of Swann Insurance. Your complaint should be put in writing and addressed to:

Financial Ombudsman Service Australia
GPO Box 3
Melbourne VIC 3001
Telephone: 1800 367 287
Email: info@fos.org.au

It will deal with all enquiries and disputes and make its decision at no cost to you.

If your dispute is about our collection, use, disclosure of, or access to your personal information, you may refer the matter to the Australian Privacy Commissioner who will investigate your concerns and make a decision at no cost to you.

Contact us if you need any help in understanding how our complaint and dispute handling procedure operates. Swann Insurance also has brochures available explaining the dispute resolution process in more detail.

FINANCIAL CLAIMS SCHEME

This Policy may be a 'protected policy' for the purposes of the Federal Government's Financial Claims Scheme (FCS), which is administered by the Australian Prudential Regulation Authority (APRA). The FCS entitles certain persons, who have valid claims in connection with protected policies, to be paid certain amounts by APRA in the event that an insurer becomes insolvent. Information about the FCS can be obtained from APRA at www.apra.gov.au or by calling APRA on 1300 55 88 49.

HOW TO CONTACT US

For any enquiry you have regarding this insurance, please contact us on 1300 767 127.

Alternatively, please address any correspondence to:

National Claims Control Centre
Swann Insurance (Aust) Pty Ltd
PO Box 14459
Melbourne VIC 8001

Fax numbers:

Claims: (03) 8804 9352

Policy enquiries: (03) 8804 9204

Email:

Policy enquiries: swann.warranty@swanninsuramnce

AUTHORISED SERVICE FACILITY INSTRUCTIONS

When you are contacted by a Swann Insurance policyholder, prior to commencing repairs, please contact the National Claims Control Centre on 1300 767 127 and advise them that you wish to make a Mechanical failure claim.

If the claim is accepted, we will authorise repairs and issue a repair authorisation number.

Once work is completed, please forward a valid tax invoice to the address below for payment.

Valid tax invoices must include the following details:

- Swann authorisation number,
- motorcycle registration number,
- customer's Policy schedule or application number,
- customer's name in full,
- odometer reading,
- breakdown of repair costs detailing parts, labour and GST content,
- copies of any sublet repair invoice, when requested,
- name, address and ABN of supplier,
- name, address and ABN of recipient, and
- date of issue.

Repairs must not commence unless authorised by Swann Insurance.

Claims will not be paid unless a valid tax invoice is received by Swann Insurance.

National Claims Control Centre
Swann Insurance (Aust) Pty Ltd
PO Box 14459 Melbourne VIC 8001
Telephone: 1300 767 127

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RIDESURE 3, 4 & 5 STAR WARRANTY

TRANSFER OF OWNERSHIP REQUEST

APPLICATION NUMBER

Should you sell your Motorcycle privately while your policy is still current, we will transfer the policy to the new owner subject to the policy conditions and approval. Transfer must be received and accepted by us within 30 days of the Motorcycle sale.

Please complete the details below and return this form accompanied by each of the following:

- a copy of the motorcycle service record,
- a copy of the purchase receipt or bill of sale,
- the transfer fee of \$60 (Do not send cash), and
- a copy of the roadworthy certificate or motorcycle inspection report. If a roadworthy certificate is not required in your state, please contact us and we can provide you with a motorcycle inspection report which must be completed by an Authorised service facility.

(PLEASE USE BLOCK LETTERS)

CURRENT OWNER'S DETAILS

Name of current owner

(include ABN if company)

Address

Postcode

Phone

Motorcycle Registration

Odometer reading at date of

No.

transfer

kms

Date sold

/

/

NEW OWNER'S DETAILS

Name of new owner

(include ABN if company)

Address

Postcode

Phone

Signature of current owner

Date

.....

Signature of new owner

Date

.....

Transfer Fee \$60.00

Transfer of ownership is only available where the premium has been paid in full by you and the Motorcycle is not sold to or through a motorcycle dealer or motorcycle trader.

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RIDESURE 3, 4 & 5 STAR WARRANTY

SCHEDULED MAINTENANCE SERVICE RECORD

APPLICATION NUMBER

This record will be required in the event of a claim.

1st Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>	2nd Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>
3rd Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>	4th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>
5th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>	6th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>

IMPORTANT: For your own protection, ensure that the workshop staff completes and stamps the service record at each service.

RIDESURE 3, 4 & 5 STAR WARRANTY

SCHEDULED MAINTENANCE SERVICE RECORD

APPLICATION NUMBER

This record will be required in the event of a claim.

7th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>	8th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>
9th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>	10th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>
11th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>	12th Service Date of service km at service Motorcycle Registration No. / / <input type="text"/> kms ----- Servicing Dealer Name R.O./Invoice No. ----- Service Adviser Name Service Adviser Signature ----- Dealer Stamp <input type="text"/>

IMPORTANT: For your own protection, ensure that the workshop staff completes and stamps the service record at each service.