

## **SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT**

This supplementary product disclosure statement (SPDS) is a supplement to the CRISP Commercial Motor Vehicle Product Disclosure Statement dated 20 May 2007 (ref: ComMotF-CRISP CALv1.1)

This supplementary product disclosure statement forms a part of and should be read together with the product disclosure statement.

This supplementary product disclosure statement is dated 1 July 2008 and takes effect from that date.

1. Under the heading 'Introduction' the second paragraph is deleted and replaced with the following:

This PDS is dated 20 May 2007 (ref: ComMotF-CRISP CALv1.1) and is issued by:  
Calliden Limited  
Level 7, 100 Arthur Street  
North Sydney NSW 2060  
Phone: 02 9551 1111  
Fax: 02 9551 1155

2. Under the heading 'How to contact CRISP or Calliden' the first paragraph is deleted and replaced with the following:

You may contact Calliden in any of the following ways:

- By telephone on 02 9551 1111;
- By fax on 02 9551 1155;
- By writing to us at Calliden Limited, PO Box 348, Milsons Point NSW 1565;
- By email through our website [www.calliden.com.au](http://www.calliden.com.au)

3. The paragraph 'General Insurance Code of Practice' is deleted and replaced with the following:

### **General Insurance Code of Practice**

Calliden is a signatory to the General Insurance Code of Practice (Code). The Code aims to raise standards of service between insurers and their customers. Calliden's service standards are in accordance with the Code.

For any information about the Code, including a copy of the Code, contact us or the Financial Ombudsman Service on 1300 78 08 08 or look at [www.codeofpractice.com.au](http://www.codeofpractice.com.au)

4. The paragraphs titled 'Calculation of Your Premium' and 'Payment of Premium' are deleted and replaced with:

### **Cost of Your Policy**

The amount that we charge you for this insurance when you first acquire your policy and when you renew your policy is called the premium. The premium is the total that we calculate when considering all of the factors which make up the risk, such as:

- the type of vehicles to be insured
- the value of the vehicles to be insured

The total cost of your policy is shown on your policy schedule and is made up of your premium plus Government Taxes such as, GST, Stamp Duty and Fire Service Fees.

### **What happens if you do not pay the cost of your policy by the due date?**

We will have the right to cancel your policy if you do not pay your premium by the due date or if your payment method is dishonoured and therefore we have not received your payment by the due date. Unless we tell you, any payment reminder we send does not change the expiry of your cover or the due date of your premium.

## Paying By Instalments

- Where you pay your premium by instalments:
  - we will not pay any claim if at the time the incident giving rise to the claim occurred, at least one instalment of premium remained unpaid for 14 days or more;
  - if any instalment of premium has remained unpaid for 30 days, the policy will come to an end without notice to you.
- In the event of a claim, any balance of the annual premium will become due before settlement of the claim. Alternatively, it may be deducted from the settlement of your claim.
- If the financial institution holding your account return or dishonour a direct debit payment due to lack of funds in your account, we will charge you for any direct or indirect costs which we incur arising from the payment being returned or dishonoured.

## Other costs, fees and charges

Other costs, fees and charges which may be applicable to the purchase of your insurance policy include:

<b>COSTS OR FEES</b>	<b>DETAILS</b>
Cancellation Fee	You may cancel your policy at any time. If you choose to cancel your policy we will retain a portion of premium which relates to the period for which you have been insured. We will refund the residue for the unexpired period, less any non-refundable government taxes or charges or , provided that: <ul style="list-style-type: none"><li>• no event has occurred where liability arises under the policy; and</li><li>• you pay the applicable cancellation fee.</li></ul> For details of your cancellation fee please refer to your Financial Services Guide (FSG), Statement of Advice (SOA) or contact your broker or insurance intermediary directly.
Monthly Instalment Fee	If you choose to pay your premium in monthly instalments you may incur a monthly instalment fee. For details of your monthly instalment fee please refer to your FSG, SOA or contact your broker or insurance intermediary directly.
Administration Fee	Your broker or insurance intermediary may charge an administration fee for issuing your policy documentation, For details of your administration fee please refer to your FSG, SOA or contact your broker or insurance intermediary directly.
Commissions	Your broker or insurance intermediary may receive a commission payment from us when your policy is issued and renewed. If you cancel your policy, this commission payment may be non-refundable. For details of the relevant commission paid, please refer to your FSG, SOA or contact your broker or insurance intermediary directly.

5. The paragraph titled 'Duty of Disclosure' has been deleted and replaced with:

## Duty of Disclosure

Whether you are entering into a policy for the first time or are proposing to renew, vary, extend or reinstate a policy you have a duty of disclosure:

### **Your Duty of Disclosure for New Policies**

When answering our questions you must be honest and you have a duty under law to tell us anything known to you, and which a reasonable person in the circumstances, would include in the answer to the question. We will use the answers in deciding whether to insure you and anyone else to be insured under the policy, and on what terms.

### **Your Duty of Disclosure for Renewals**

If you have already entered into a policy and you are proposing to renew, vary, extend or reinstate the policy your duty of disclosure changes. You have a duty to tell us of everything that you know, or could reasonably be expected to know, that is relevant to our decision to insure you and to the terms of that insurance. If you are not sure whether something is relevant you should inform us anyway.

### **Who Needs to Tell Us?**

It is important that you understand you are answering our questions in this way for yourself and anyone else that you want to be covered by the policy.

### **What You Are Not Required to Disclose:**

Your duty does not require disclosure of matters that:

- reduce the risk
- are common knowledge
- we know or, in the ordinary course of our business, ought to know, and
- we have indicated we do not want to know.

### **If you do not tell us**

If you do not answer our questions in this way or disclose everything you know, we may reduce or refuse to pay a claim, or cancel the policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat this policy as never having been in force.

6. The paragraph titled 'What to do if you have a dispute or a complaint' is deleted and replaced with:

### **What to do if you have a dispute or a complaint**

#### **How You Can Resolve A Complaint You Have With Us**

If you would like to make a complaint, we will do everything we can to try to resolve it as quickly and fairly as possible. The following paragraphs provide details on how you can lodge your complaint and how Calliden will try to resolve it.

You may contact us at any time if you are dissatisfied with any matter relating to your insurance with Calliden, including:

- our decision on your claim;
- our handling of your claim;
- the service of our representatives, assessors, loss adjusters or investigators; and
- your insurance policy.

### **Contact us**

- If you have a complaint regarding your claim, please contact your claims consultant.
- If you have a complaint regarding your insurance policy, please contact us on 02 9551 1111 and we will try to resolve your complaint straight away.
- You can write to us at:
  - Fax: 02 9551 1155
  - Address: PO Box 348, Milsons Point NSW 1565

### **How we resolve complaints**

- We will address all complaints, except where specific circumstances apply, in accordance with Calliden's Complaints Handling Process. This process is compliant with the Insurance Council of Australia's Code of Practice. Both the Code of Practice and our Complaints Brochure, which contains a guide to our process, are available upon request.
- We will handle all complaints without cost to you.
- A complaints consultant will be assigned to the management of your complaint and will acknowledge your complaint within 2 business days of receipt. If further information is required to consider the complaint, it will be requested at this time.
- The complaints consultant will aim to resolve your complaint within a further 13 business days. In certain circumstances a longer period may be required, and we will request a later response date.
- The outcome of the complaint will be advised to you in writing, stating our reasons and any corrective action that will be undertaken.

### **If your complaint is still unresolved**

If we cannot resolve your complaint within 15 business days or you are not happy with our response to your complaint, you can seek an external review via our external dispute resolution scheme, administered by the Financial Ombudsman Service (FOS).

This national scheme is for consumers, free of charge and is aimed at resolving disputes between insured's and their insurance companies.

For more information call 1300 78 08 08 or visit [www.fos.org.au](http://www.fos.org.au)

If the FOS is unable to address your complaint then Calliden may be able to provide you with details of an alternate external dispute resolution service.

7. The paragraph titled 'Privacy Statement' has been deleted and replaced with the following:

#### **Privacy**

Calliden respects your privacy and operates at all times in accordance with its privacy policy. This privacy notification provides a summary of how Calliden treats your privacy, and it is recommended that you read the policy in conjunction with this notice.

Calliden collects personal information to assess your request for insurance, to administer your policy, provide other insurance services as requested by you, and also to notify you about other Calliden services or promotions from time to time. At the time of collecting your information we will inform you of the purpose for the collection and the consequences if you choose not to provide the information.

In order to provide its insurance services Calliden may need to share your information with third parties including your agent or broker and Calliden's reinsurers and claims providers (for a full list see Calliden's privacy policy).

In accordance with Calliden's privacy policy you may obtain access at any time to information that Calliden or its service providers hold on you. If you would like to contact Calliden about privacy, or would like to obtain a copy of the privacy policy you may do so through one of the following means:

- obtain the privacy policy online at [www.calliden.com.au](http://www.calliden.com.au).
- by phone 02 9551 1111.
- by email to [privacy@calliden.com.au](mailto:privacy@calliden.com.au).
- by letter to Privacy Officer, PO Box 348, MILSONS POINT NSW 1565.

8. The paragraph titled 'Excesses' is deleted and replaced with the following:

## **Excesses**

The excess is the amount you must contribute towards the cost of any claim you make. The excess applicable will be shown on your schedule.

The standard excess applicable to all claims is \$300, however this excess will not apply:

- if you have a claim where the damage to your vehicle is wholly or predominantly damage to your windscreen or windows
- if you have a claim where a third party is at fault and you can identify the third party.

We may at our discretion increase the standard excess or impose additional excesses based on our overall assessment of the risk and your claims or loss history. If we increase the standard excess or impose additional excesses, this will be shown on your schedule.