



SHARE THE PASSION

MOTOR INSURANCE ADDITIONAL INFORMATION GUIDE

INSURANCE FOR MOTORING ENTHUSIASTS

ADDITIONAL INFORMATION GUIDE

This Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and worked dollar examples. You should read this AIG together with our Shannons Motor Insurance Product Disclosure Statement (PDS) dated 3/12/2020.

Shannons Pty Limited ABN 91 099 692 636 is an authorised representative AR No. 239594 of AAI Limited ABN 48 005 297 807 AFSL 230859, the product issuer.

You can ask us for a confirmation of a transaction relating to your policy or any claim by calling us on 13 46 46.

This AIG is relevant if your policy has a commencement or renewal date on or after 30 June 2025.

Claims examples – how Shannons Motor Insurance claims are paid

The following examples are a guide only and are designed to illustrate how a claim payment might be calculated. The examples don't cover all scenarios or all benefits and don't form part of your policy terms and conditions.

Shannons always determines real claim payments on an individual basis, after we have assessed each claim.

Notes about the claims payment examples:

- if any excess(es) apply to your claim, we'll choose whether to deduct the applicable excess from the amount we pay or direct you to pay the excesses to us. The excess amounts stated are examples only and may be different to your excess(es)
- all amounts are shown in Australian dollars and are GST inclusive (where applicable)
- all examples assume that the policyholder is not registered for GST.

Example 1 – Total loss

Your motor vehicle is 5 years old and is comprehensively insured for an agreed value of \$40,000. The basic excess shown on your certificate is \$650 and you have not chosen a flexible excess. The motor vehicle is damaged in an accident that is the fault of the driver of your vehicle and we assess the cost of repairs to be \$50,000. The salvage value of the motor vehicle is \$8,000. The motor vehicle is a total loss because the cost of repairs is significantly more than the agreed value.

HOW MUCH WE PAY		FURTHER INFORMATION
Agreed value	\$40,000	Your motor vehicle is a total loss if it would be unsafe or uneconomical to repair; which it is in this case.
Less basic excess	-\$650	Only a basic excess applies in this example. We deduct your excess from the amount we pay you.
Total Claim	\$39,350	We pay this directly to you.

If instead of owning your motor vehicle outright, your motor vehicle was purchased under a finance lease, we will pay the total finance amount that you owe on your motor vehicle to the financier up to the agreed value, and then pay you the balance of the agreed value (if any), less the excess, that applies.

As you do not have the Salvage rights optional cover (see PDS page 36) your motor vehicle becomes our property and we are entitled to keep the proceeds of its sale (\$8,000) after we have paid you for the total loss. This does not affect the calculations above.

If you do not have the Salvage rights optional cover, and your motor vehicle is not stolen and we settle your claim as a total loss, we give you the option to purchase your unrepaired motor vehicle. If you choose to purchase your unrepaired motor vehicle we will obtain an estimate of the salvage value of your unrepaired motor vehicle and deduct this amount from your claim payment. In this example, if you purchase your unrepaired motor vehicle for \$8,000 we would deduct this from your claim payment and pay you your claim balance of \$31,350.

If you have the Salvage rights optional cover and this is shown on your certificate, you will have the right to keep your unrepaired motor vehicle at no cost to you. In this situation, we will not deduct any salvage amount. You keep your unrepaired motor vehicle and we pay you \$39,350.

If you are paying your insurance premium by instalments, we will deduct the remaining instalments that are due for the period of insurance from the total loss settlement.

For example, if there are 4 instalments left when the total loss occurs and you were paying \$55 per month, the amount deducted from your claim settlement would be \$220.

Example 2 – New vehicle after a total loss for vehicles less than 2 years old

Your motor vehicle is comprehensively insured for an agreed value of \$29,800. Your basic excess is \$650 and you have chosen a flexible excess of \$500. Your motor vehicle is damaged by fire and your motor vehicle is a total loss. Your motor vehicle is less than 2 years old and you qualify for the 'New vehicle after a total loss for vehicles less than 2 years old' additional cover (see page 22 of the PDS for full details). The cost to replace your motor vehicle with a new one of the same make, model and series, including all on road costs, is \$31,300.

HOW MUCH WE PAY		FURTHER INFORMATION
Cost to replace your motor vehicle including on road costs	\$31,300	We pay \$31,300 because your motor vehicle is less than 2 years old and you qualify for the 'New vehicle after a total loss for vehicles less than 2 years old' additional cover (see page 22 of the PDS for full details) and you decide you would like to use this feature. We pay the car dealership directly for the new motor vehicle.
Less basic excess	-\$650	As your motor vehicle has been damaged by fire the basic excess applies. You pay your excess directly to us.
Less flexible excess	-\$500	As you have chosen a flexible excess this applies in addition to your basic excess. You pay your excess directly to us.
Less unexpired registration and compulsory third party (CTP) insurance	-\$400	You can collect a refund from your state or territory roads authority. If instead we collect the refund from the relevant authority or insurer ourselves, this amount will not be deducted from your claim.
Plus Towing costs	+\$500	We arranged for your motor vehicle to be towed to our closest preferred repairer or another facility of our choice as the motor vehicle was not able to be driven (see page 20 of the PDS for details on towing costs). The towing company has invoiced us. We will pay the towing company.
Total Claim	\$30,250	

NOTE: Your policy will continue to its expiry date. The salvage becomes our property and we keep the proceeds of its sale. This doesn't affect how much we pay. If instead you elect not to receive a new car or we can't agree on the replacement car, we'll pay you the amount covered on your certificate, less applicable deductions (see page 22 of the PDS for details), and your insurance comes to an end.

Example 3 – Partial loss or damage

Your vehicle is comprehensively insured for an agreed value of \$50,000. Your policy has a basic excess of \$650 and a theft excess of \$500. These are shown on your certificate. You have not chosen a flexible excess. The vehicle is stolen and recovered 5 days later. It has been damaged and we assess the cost of repairs to be \$10,000 and estimate it will take 14 days to repair the vehicle.

HOW MUCH WE PAY		FURTHER INFORMATION
Damage to vehicle	\$10,000	A vehicle is normally repairable if the cost of repairs is significantly less than the agreed value. We normally pay repair costs directly to the repairer.
Towing expenses	+\$150	We would tow the vehicle to the repairer of your choice (if you choose to use your own repairer) or to a place of safety. We will pay the towing company directly.
Less basic excess	-\$650	As your vehicle has been stolen and is damaged the basic excess and the theft excess applies. You pay your excess directly to us.
Less theft excess	-\$500	
Total claim	\$9,000	

Example 4 – Partial loss or damage – Motorcycle

Your motorcycle is comprehensively insured for an agreed value of \$20,000. Your motorcycle is involved in an accident and the rider of your motorcycle is at fault. The rider of the motorcycle is 23 years old and is not listed on your certificate. The motorcycle has been damaged and we assess the cost of repairs to be \$10,000. As a result of the accident, the rider falls off the motorcycle and damages their jacket worth \$1,500 and helmet worth \$750. Your policy has a basic excess of \$650 which is shown on your certificate. A young driver excess of \$1,500 also applies to this claim.

HOW MUCH WE PAY		FURTHER INFORMATION
Damage to motorcycle	\$10,000	A motorcycle is normally repairable if the cost of repairs is significantly less than the agreed value. As your vehicle has been damaged the basic excess and the young driver excess applies. You pay your excess directly to us.
Less basic excess	-\$650	
Less young driver excess	-\$1,500	
Plus riding apparel cover	+\$1,750	This feature covers you for up to \$1,000 for any individual item up to a total limit of \$3,000 for the rider's riding apparel. The jacket is worth \$1,500 so we pay the limit of \$1,000 plus \$750 for the helmet.
Total claim	\$9,600	

Example 5 – Not at fault incident

Your motor vehicle is insured for the agreed value of \$25,600. Your basic excess is \$650 and you have not chosen a flexible excess. Your vehicle is hit in the rear whilst stopped at a red traffic light and you obtain the name and address of the at fault driver and the registration number of the at fault vehicle. The other driver was at fault. You are eligible for 'Hire car after a not at fault incident' additional cover (see page 24 of the PDS).

HOW MUCH WE PAY		FURTHER INFORMATION
Damage to motor vehicle	\$7,500	Your motor vehicle is repairable.
Less basic excess	-\$0	Your excess is waived because you have provided the name and address of the at fault driver and the registration number of the at fault vehicle. The driver of the other vehicle was at fault.
Claim so far	\$7,500	We normally pay the repairer directly for the repairs.
As you provided the name and address of the at fault driver and the registration number of the at fault vehicle involved in the incident and the other driver is at fault, you qualify for the additional feature 'Hire car after a not at fault incident' (see page 24 of the PDS).		
Plus hire car costs	+\$600	You are entitled to a hire car that meets your transport needs for the time it takes to repair your motor vehicle and return it to you (\$75/day for eight days). The hire car provider has invoiced us. We will pay them directly.
Total claim	\$8,100	

Example 6 – Windscreen and window glass cover

Your motor vehicle is insured with the additional cover 'One excess free windscreen and window glass claim'. Your windscreen has been damaged by a stone from loose gravel whilst you were driving and needs to be replaced. It will cost \$800 to replace the windscreen.

HOW MUCH WE PAY		FURTHER INFORMATION
Replacement windscreen	\$800	The windscreen company has invoiced us. We will pay the windscreen company.
Less basic excess	-\$0	As this claim is your first windscreen claim in the period of insurance, no excess applies.
Total claim	\$800	

Your excess(es)

The amount and type of excesses that apply to your policy are shown on your certificate. Depending on the circumstances, you might have to pay more than one type of excess when you claim.

The different types of excesses are:

Basic excess

The basic excess is determined at the time your policy is issued and is reviewed at each renewal. When we apply a basic excess to your policy, it is calculated based on the factors shown in the below table. Your basic excess amount is shown on your certificate and applies to all claims under this policy unless we tell you otherwise.

The table below summarises the factors that may affect your basic excess.

BASIC EXCESS FACTOR
How the vehicle is used
Vehicle make and model
Modifications level
Agreed value of the vehicle
Year of manufacture
The address where the vehicle is usually kept
Your claims history

Flexible excess

If you have comprehensive cover and your frequency of vehicle use is regular use, you can choose a flexible excess from the options we offer (between \$100 and \$1,000). This excess is payable in addition to any other excess that applies. Choosing a flexible excess reduces your premium. A flexible excess is not available on motorcycle cover.

Theft excess

The theft excess will be applied to all theft and attempted theft claims. This excess is payable in addition to any other excess that applies. The amount of the theft excess is calculated based on the same factors shown in the Basic Excess Factor table above. The theft excess applicable to your policy will be shown on your certificate.

Young driver excess

If the driver is under 25 years of age and is listed on your certificate, the age excess is \$400. If the driver is under 25 years of age and isn't listed on your certificate, the age excess is \$1,500. This excess is payable in addition to any other excess that applies.

The young driver excess will not apply to:

- hail, flood, storm, bushfire damage or other natural disasters
- windscreen or glass only claims
- vehicles aged 35 years or more
- loss or damage if your vehicle is being used by a driver in an extreme medical emergency
- learner drivers who are accompanied by a fully licensed driver 25 years of age or older
- claims for loss or damage caused by an employee of a hotel, restaurant, service station or licensed garage using your vehicle for the purpose of parking, upkeep or repair.

Racing excess

This excess will be applied to all claims made under the optional racing cover (where you have selected this option). The amount of the racing excess is \$500. This excess is payable in addition to any other excess that applies.

When does an excess apply?

The table below explains the excesses that apply to common claim types. For other types of claims, we'll tell you what excesses apply when you make a claim.

WHEN YOU MAKE A CLAIM FOR:	BASIC EXCESS + ANY FLEXIBLE EXCESS	OTHER EXCESSES (IF APPLICABLE)
Theft or attempted theft of your vehicle	Yes	Theft excess
Storm, hail, flood, or fire damage	Yes	None
Malicious act or vandalism	Yes	None
Damage to your vehicle whilst parked caused by an unidentified person or driver	Yes	None
Collision with an animal	Yes	If applicable: Young driver excess
Windscreen or window glass damage only*	No*	None
An accident where the driver of your vehicle caused or contributed to the damage	Yes	If applicable: Young driver excess
An incident where the driver of your vehicle was not at fault and you can give us the name and address of the at fault driver, and the registration number of the at fault vehicle	No	None
An incident where the driver of your vehicle was not at fault but you can't give us the name and address of the at fault driver, and the registration number of the at fault vehicle	Yes	If applicable: Young driver excess
Loss or damage to your motor vehicle or motorcycle whilst participating in, preparing for or practicing for a motor sport event as defined under the optional racing cover (where you have selected this option).	Yes	Racing excess and if applicable: Young driver excess

*If only your windscreen or window glass (including a sunroof) is damaged we'll cover the cost to repair or replace it without you having to pay an excess for the first claim in the period of insurance. Where the damage is a chipped windscreen or window glass that hasn't cracked, and can be safely repaired, we'll cover the cost of one repair without you having to pay an excess or losing your one excess free claim.

About your premium

The amount you pay for this insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate.

We'll calculate your premium based on:

- Your risk
- Any discounts applied
- GST, stamp duty, and other government charges and levies (as applicable).

Your risk – we work this out using significant factors we consider important, including but not limited to:

FACTOR	COMPREHENSIVE COVER	THIRD PARTY LEGAL LIABILITY
Agreed value of the vehicle	✓	✗
Address where vehicle is kept	✓	✓
Type of vehicle	✓	✓
Age of vehicle	✓	✓
Vehicle characteristics and modifications	✓	✓
How frequently the vehicle is used	✓	✗
Age of the listed drivers	✓	✓
Whether the vehicle is financed	✓	✗
Usage of vehicle	✓	✓
The policy options you have chosen	✓	✓
Whether you choose a flexible excess	✓	✗

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This is not a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

The premium you pay is also affected by other things including:

- the cost of claims we've paid to other customers and claims we expect to pay in the future
- our expenses of doing business
- other commercial factors.

When determining your premium on renewal, we also consider your previous premium. As such, we may limit movements up or down.

Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we've given you. Discounts are applied before we add government taxes and charges. We determine eligibility for a discount on your renewing policy when we calculate your renewal offer, except for Multi vehicle discount.

From time to time we might also offer a discount or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions may apply. The amount and type of discounts that may be offered can change or be withdrawn.

If you receive more than one discount, we apply each further discount to the already discounted premium.

The optional Shannons Roadside Assist portion of the premium is not discounted.

No claim discount

A No Claim Discount (NCD) is a discount that rewards you for your good claims history for comprehensively insured vehicles. A separate NCD applies to each vehicle on your comprehensive insurance policy. The NCD doesn't apply to the optional Shannons Roadside Assist.

Your NCD for a vehicle will be shown on your certificate and will affect the premium you pay at commencement and on renewal of your comprehensive insurance policy. If you make a claim under your policy and that claim affects your NCD, only the NCD for the vehicle being claimed on will be affected.

The NCD levels start at 0% and increase to 65%. If you start on the lowest rating, you would reach the maximum NCD after four consecutive periods of insurance with no claims that impact your NCD. After you have remained on a NCD of 65% for 3 consecutive years it will become protected.

Your NCD will increase or stay on the maximum on renewal if you don't make a claim during the preceding period of insurance.

If your NCD isn't protected and you make a claim, your NCD will reduce unless:

- another person was entirely at fault for the loss or damage; and
- you tell us the at fault driver's name, address, and the registration number of their vehicle.

For all other claims (such as for storm damage) your level will be reduced. Your NCD also won't be affected by your first claim for windscreen or window glass only damage, in any one period of insurance.

If your NCD for a vehicle is protected, your NCD won't be reduced for any claim you have made during the period of insurance.

The following table shows different claim scenarios where your NCD will or won't be impacted by a claim, if your NCD isn't protected.

WHEN YOU MAKE A CLAIM FOR	DOES THIS IMPACT A NCD THAT IS NOT PROTECTED?*
Theft or attempted theft of your vehicle	Yes
Storm, hail, flood, or fire damage	Yes
Malicious act or vandalism	Yes
Damage to your vehicle whilst parked caused by an unidentified person or driver	Yes
Collision with or by an animal	Yes
An incident where you or the driver of your vehicle caused or contributed to the incident.	Yes
An incident where another driver was entirely at-fault and you give us the at fault driver's name, address, and vehicle registration number.	No
An incident where another driver was entirely at-fault but can't give us the at-fault driver's name, address, and vehicle registration number.	Yes

*On renewal, NCD is determined using the status of claim(s) on your policy when we calculate your renewal premium.

Multi vehicle discount

If you insure more than one vehicle on your policy, you might be eligible for a multi vehicle discount.

Government taxes and charges

After we've calculated the amount to cover your vehicle, GST, stamp duty, and other government charges and levies are then applied (as applicable).

Financial Claims Scheme

In the unlikely event of an insurer becoming insolvent, a person entitled to claim under protected policies may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria.

You can find more information about the FCS from the APRA website at www.fcs.gov.au.