



**Motorcycle
Insurance**

Product Disclosure Statement

/ Effective 4th September 2021

Contents

User guide

This Product Disclosure Statement (PDS) has been designed so that **you** can easily navigate the document:

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- **Contents (opposite)**
Click on the sub-headings to go to a specific page.
- **Product guide (overleaf)**
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Important information

About your cover

Claiming

Product guide

This guide provides a list of standard and optional product features applicable to **Comprehensive, Third Party, Fire and Theft**, and **Third Party Property Only cover**. The guide does not replace or vary **our** Product Disclosure Statement (PDS), so please read the entire PDS for details of features and benefits.

	Comprehensive	Third Party, Fire and Theft	Third Party Property Only
<ul style="list-style-type: none"> • Covered o Optional cover x Not covered 			
Accidental Damage	•	x	x
Intentional Damage	•	x	x
Storm or Flood	•	x	x
Fire	•	•	x
Theft	•	•	x
Earthquake	•	•	x
Legal Liability	•	•	•
Towing Costs	•	•	x
Emergency Accommodation, Transport and Repairs	•	•	x
Locks and Keys	•	•	x
Personalised Registration Plates	•	•	x
Riding Gear	•	•	x
Temporary Replacement Cover	•	•	•
Counselling Services	•	•	•
Funeral Expenses	•	x	x

	Comprehensive	Third Party, Fire and Theft	Third Party Property Only
<ul style="list-style-type: none"> • Covered o Optional cover x Not covered 			
Youi Assist - Roadside	•	x	x
Hire Car	o	o	x
Motorcycle Trailer	o	o	x
Personal Items and Riding Gear Upgrade	o	o	x

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Youi is a registered general insurance company licensed to provide general advice only about **our** products that does not take into account **your** personal objectives, financial situation and needs which **you** should consider with this PDS before making a decision to acquire this product.

Product Disclosure Statement

This Product Disclosure Statement (PDS) is designed to help **you** make an informed decision about **our** insurance products and explains the features, benefits, conditions, and exclusions to help **you** to compare it to similar products.

If **you** buy a **policy** from **us**, the cover **you** choose will be shown on **your policy schedule**.

Your contract with **us** is made up of the PDS together with **your** most recent **policy schedule** and **your** application for insurance. However, some sections of this PDS do not form part of **your** insurance contract. Where this is the case, it will be clearly indicated in the relevant section.

Any terms in this PDS that are in bold have a defined meaning. Refer to the What Do These Words Mean? section to obtain the full meaning of these terms.

Please read all the information in this PDS and **your policy schedule** carefully and contact **us** if **you** have any questions. If any special conditions apply to **your** cover, they will be listed on **your policy schedule**.

You can ask **us** for a confirmation of a transaction relating to **your policy** or claim.

For additional details, including information about how **we** are paid, please read **our** Financial Services Guide (FSG) available on **our** website at www.youi.com.au.

Updates to this PDS

Information in this PDS is subject to change from time to time if it is not materially adverse information. Updated information may be found on **our** website at www.youi.com.au. If **you** request it, an electronic copy of the updated information will be made available to **you** without charge.

Our promise of cover

If **you** pay **your** premium by the due date/s and fulfil the conditions of **your** contract, **we** will provide **you** with cover for **insured events**, plus the extra covers and any optional covers which have been added to **your policy**, that occur in the **contract period** as shown on **your** most recent **policy schedule**, in accordance with the terms and conditions of this PDS.

Cooling off period

The cooling off period is the first 20 calendar days from:

- the **policy** start date (if **you** change the start date, the cooling off period applies from the original start date); or
- the renewal date.

Cancelling your policy

You may cancel **your policy** at any time during the cooling off period and **we** will refund **your** payment in full and waive the cancellation fee. This does not apply if a claim has been made under **your policy**. **You** may cancel **your policy** at any time after the cooling off period and **we** will refund the unused pro-rata portion of **your** premium.

To cover **our** administrative costs, a cancellation fee of \$22.00 inclusive of GST will be deducted from any premium refund **we** give **you** if **you** cancel **your policy** after the cooling off period but before the end of the **contract period**.

The cancellation fee will not apply if:

- at the time of cancellation, **you** replace the cancelled **policy** with another motorcycle policy with **us**;
- the **policy** was cancelled by **us**; or
- where **we** are no longer able to continue to provide cover due to a change in **your** circumstances; for example, emigration out of Australia.

For **you** to cancel **your policy**, **we** must speak with **you** to ensure **your** privacy is protected and to verify the cancellation date. Please call **us** on 13 YOUI (9684) or notify **us** in writing and **we** will call **you**.

If **we** cancel **your policy** due to **you** not fulfilling **your** responsibilities or as permitted by law, **we** will give **you** 3 business days written notice of the cancellation. If **we** cancel **your policy**, **we** will refund to **you** the unused pro-rata portion of **your** premium.

If **you** are paying **your** premium by instalments and any payment remains unpaid for a period of 1 calendar month or more, **we** can cancel **your policy** without giving **you** prior notice of cancellation.

Privacy Policy

We are committed to protecting **your** personal details. For further information, refer to **our** Privacy Policy which is available on **our** website at www.youi.com.au/privacy-policy.

What if I have a complaint?

We welcome any feedback **you** may have about **our** products or services. If **you** have a complaint, **we** will try to resolve it with **you** at the time. If **we** are unable to, or **you** are not satisfied with the outcome, **we** will refer it to **our** Customer Relations Team to work with **you** to resolve the matter. If it remains unresolved, **you** can also request a review by **our** Internal Dispute Resolution Service. **Our** team can be contacted on:

Email: complaints@youi.com

Phone: 13 YOUI (9684)

International: +61 7 3719 4800

If **you** are not satisfied or if **we** cannot resolve **your** complaint within 30 calendar days of the date on which the complaint is made, **you** can contact the Australian Financial Complaints Authority (AFCA). AFCA is an independent entity, approved by the Australian Securities and Investments Commission, which provides a free service for resolving disputes between insurers and their customers. Their contact details are:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne
VIC 3001

Premium

When **you** buy a **policy** from **us**, **you** will be told the premium payable. The total amount **you** need to pay and the due date for **your** annual or periodic premium instalment/s will be shown on **your policy schedule**.

We decide how much to charge **you** based on commercial considerations and other reasons that **we** consider important; including:

- the make, model and age of the **motorcycle** and what it is **used** for;
- the address and security of where **you** normally park the **motorcycle**;
- the age, driving and **riding** experience and claims history of any proposed **rider**;
- any optional covers added to **your policy**;
- **your** choice of payment frequency;
- **your** payment history with **us**;
- **your** claims history;
- **your** previous insurance history; and
- administration costs, taxes and government charges.

Any changes to **your policy** can result in premium changes, which will be noted in the amended **policy schedule we** send to **you**.

Goods and services tax

All insured amounts shown in **your policy** are in Australian Dollars and include goods and services tax (GST). When **you** claim under **your policy** with **us**, all amounts **we** pay will be inclusive of GST up to the maximum claim amount shown in **your policy**. If **you** are registered for GST purposes, **we** will reduce any claimed amounts paid to **you** by the appropriate input tax credit percentage that **you** have told **us you** are entitled to claim from the Australian Taxation Office.

Fees and government charges

In addition to the premium, there are compulsory government taxes and charges which apply to **our** insurance products, which include GST and insurance (stamp) duty. In some cases, **we** may also charge a state emergency services levy.

These charges, levies and any other fees will be included in **your** quotation and on **your policy** documents.

Discounts and special offers

We may introduce offers and discounts from time to time. The applicable terms and conditions, and eligibility criteria, will be available on **our** website at www.youi.com.au. Where an offer or discount is applied to a **policy** which is subsequently renewed, the offers and/or discounts will no longer apply if they have been amended or discontinued.

When answering our questions

Under Australian insurance law, **you** have a duty to take reasonable care not to make a misrepresentation when answering **our** questions. This means that when getting a quote, or buying or amending a policy, **you** need to answer **our** questions accurately and completely.

This duty applies in the same way to someone answering **our** questions on **your** behalf, as well as anyone else who answers **our** questions and is to be covered by this **policy**.

If **we** send **you** a renewal invitation, **you** also need to check if all of the information on it is accurate and complete.

If **our** questions are not answered accurately and completely, **we** may reduce or not pay a claim, cancel **your policy** or treat it as if it never existed.

Authorised persons on your policy

If **you** have an authorised person on **your policy**, the authorised person will be able to manage **your policy** and holds the same authority to purchase, amend, cancel, and claim, as **you** do as the policyholder.

To add an authorised person, **you** need to advise **us** and **we** need to agree. Once this is agreed by **us**, **we** will ask **you** to nominate a contact person for any communications **we** have in relation to the **policy** (either **you** as policyholder or **your** authorised person). Communications will only be sent to the appointed contact person. **You** must keep the contact details of the nominated contact person up to date.

When answering any of **our** questions, the authorised person is deemed to have the appropriate authority and knowledge to do so.

This authority stays in place until the policyholder removes the authorised person from the **policy**.

Your responsibilities

Your responsibilities are important requirements that **you** must fulfil.

1. Check your policy schedule

Read and check **your policy schedule** carefully to ensure the information on it is accurate and up to date. If any information is inaccurate or incomplete, please make all necessary changes immediately by calling 13 YOUI (9684). Any updates may result in a change in premium.

2. Make your premium payment/s

You must ensure that **your** first and any subsequent instalment premium payments are made by the due dates. **You** are responsible for paying any outstanding premium if **we** settle **your** claim. If any payment remains

unpaid for a period of 1 calendar month or more, **we** can cancel **your policy** without giving **you** prior notice.

3. Provide proof of ownership

In the event of a claim, if requested, **you** must provide adequate proof of value and ownership of any **insured property** for which **you** claim; for example, registration documents, finance agreements, tax invoices and receipts, and bank statements.

4. Maintain a valid email address and phone number

We will only send **your policy** documents and information to **you** by email. **You** must provide **us** with, and maintain, a valid email address and phone number that **you** have regular access to and that **we** can reach **you** on. **You** must notify **us** of any change to **your** email address or phone number during the course of the **contract period**. If **you** do not maintain or notify **us** of a change to **your** email address or phone number, **we** cannot continue to insure **you** and this means **we** may need to cancel **your policy**.

5. Keep the motorcycle and trailer in a good and safe condition

Keep the **motorcycle** and **motorcycle trailer** in a well maintained and safe operating condition, and **roadworthy** if it is a **registered motorcycle** or **motorcycle trailer**. This includes servicing the **motorcycle** and **motorcycle trailer** as required by the manufacturer, replacing worn out tyres or brakes, and fixing any defective lights.

The **motorcycle** or **motorcycle trailer** may no longer be **roadworthy** or in a safe operating condition immediately after an **incident**. It is important that **you** do not **ride** the **motorcycle** or tow the **motorcycle trailer** after an **incident** if it is no longer **roadworthy** or safe to do so.

If **you** do not meet this responsibility, **we** can reduce or refuse **your** claim or cancel **your policy** as permitted by law.

6. Take reasonable precautions

You must take all reasonable precautions to prevent or reduce loss or damage to any **insured property**, even after an **incident** covered by

your policy; for example, moving the **motorcycle** to a safe location in the event of a **flood** or **storm** where it is safe to do so, and not leaving **riding gear** unattended and unsecured.

If **you** do not take reasonable precautions, **we** can reduce or refuse **your** claim, or cancel **your policy** as permitted by law.

7. Notify us of incidents

You must notify **us** of any **incidents** covered by **your policy** involving the **insured property** as soon as it is practically possible. Any further loss or damage to the **insured property** that arises because of **your** delay in reporting the **incident** will not be covered.

When **you** notify **us** of an **incident** covered by **your policy**, the following information will assist **us** with processing **your** claim:

- the location, date and time of the **incident**;
- a description of the circumstances surrounding the **incident**; and
- the full name, address and phone number of the **third party**, their driver's licence number, and the registration number of their vehicle that was involved in the **incident**.

8. Treat our people with respect

You, any authorised persons and anyone covered on **your policy** are required to treat **us** and **our** representatives with respect, and not use threatening or inappropriate conduct during **your** interactions with **us** and **our** representatives. **We** can cancel **your policy** if **you** fail to meet this requirement.

Renewing your policy

Before **your policy** expires, **we** will review **your policy**, payment/s and claim/s, and will send **you** a renewal notice or an expiry notice.

A renewal notice will confirm the terms on which **we** will renew **your policy**.

An expiry notice will advise **you** that **we** will not renew **your policy** and will advise **you** of the time and day **your** cover will expire.

When **we** renew **your policy**, **we** may choose not to offer optional covers.

If **you** have **agreed value** cover, **we** will review **your insured value** as part of **your** renewal notice and the updated amount will be noted on **your policy schedule**.

You must check all the information recorded in the renewal notice and tell **us** immediately if any of it is inaccurate or incomplete. This includes any changes that have occurred during the term of **your policy**; for example, changes to the **insured property**, the address where the **insured property** is kept, and the people covered by **your policy**.

Any changes to the information in the renewal notice may cause **us** to change **our** decision to offer renewal of **your policy** or the terms on which **we** offer such renewal. If **you** do not tell **us**, **we** may reduce or not pay a claim, cancel **your policy** or treat it as if it never existed.

To make changes to any of **your** details, please call **us** on 13 YOUI (9684) before the renewal date shown on **your** renewal notice.

If **we** send **you** a renewal notice, please read it carefully. **We** will normally automatically renew **your policy** on the terms specified in that notice, which may not include optional covers that appeared in **your** expiring **policy**. **We** will normally continue to debit the applicable premium from the payment account **you** gave **us**, unless **you** call **us** on 13 YOUI (9684) and ask **us** not to renew **your policy**. Alternatively, **you** can ask **us** to opt **you** out of automatic renewal of **your policy**. If **you** send **us** a written request to cancel this automatic renewal, **we** will call **you** to ensure **your** interests and privacy are protected and to verify **your** request.

Code of Practice

We are a signatory to the General Insurance Code of Practice (the Code). The Code sets standards for insurers that cover buying insurance, making a claim, customers experiencing financial hardship, complaints, and customers experiencing vulnerability. **We** encourage **you** to tell **us** if **you** are experiencing vulnerability, so that **we** can best assist **you**.

The Code Governance Committee is an independent body which monitors and enforces the Code and has powers to impose sanctions on Code subscribers for non-compliance.

Should **you** require more information or a copy of the Code, go to www.codeofpractice.com.au or contact **us**.

As part of the Code and **our** commitment to **you**, if **you** are not completely happy with this product or **our** service, please tell **us** about it (refer to the What If I Have a Complaint? section).

The Code does not form part of **your** contract of insurance.

What do these words mean?

When the following words appear in **bold** in this PDS, they have the meaning given below.

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. For more information, refer to the Accessories and Modifications section.

Accident / accidental / accidentally means an unforeseen, unintended, and unexpected event which occurs suddenly and at a specific place and time.

Agreed value means the amount **we** agree to insure the **motorcycle** for at the time of loss, which is shown on **your policy schedule**. The agreed value includes any **accessories** and **modifications** to the **motorcycle**.

Breakdown / breaks down means a mechanical or electrical fault which has caused the vehicle to become **immobilised** and/or unsafe to **ride** or tow. Breakdown also includes a flat tyre, flat or faulty battery, a vehicle which has run out of fuel, or keys that are lost or locked inside a lockable compartment.

Business use means a motorcycle that is **used** as an essential part of any work or business, or that is **used** to generate income or reward.

Call out/s means where a service provider is dispatched to provide assistance at the **breakdown** location.

Comprehensive cover means the **motorcycle** on the **policy schedule** is covered for the events listed under Insured Events. It includes additional cover listed under Extra Cover where that extra cover is specified as applying to Comprehensive cover.

Contract period means the period, including the time and date, from the start or renewal of **your policy** to its expiry, as noted on **your policy schedule**.

Earthquake means an earthquake, volcanic eruption, hydrothermal activity, or tsunami.

Excess/es means the first amount **you** must pay in relation to each and every claim made under **your policy**.

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

- (a) a lake (whether or not it has been altered or modified);
- (b) a river (whether or not it has been altered or modified);
- (c) a creek (whether or not it has been altered or modified);
- (d) another watercourse (whether or not it has been altered or modified);
- (e) a reservoir;
- (f) a canal; or
- (g) a dam.

Household member/s means any person who lives at the overnight address where the **motorcycle** is kept and which is noted on **your policy schedule**.

Immobile / immobilised means not capable of moving using the **motorcycle's** own power.

Incident/s means an unforeseen, unintended, and unexpected event which occurs suddenly and at a specific place and time.

Insured event/s means an event that is described in the Insured Events section in this PDS.

Insured property means the **motorcycle** and any other property that is insured by this **policy**.

Insured value/s means either the **market value** or **agreed value** as shown on **your policy schedule**.

Leaves / leaving the scene of an accident without lawful excuse means not remaining at an **accident** scene where required by law to remain until the duties at that location are complete or there is a valid reason for leaving. These duties may vary according to state or territory laws; for example:

- obtaining details of all parties involved;
- checking if any person is injured;
- checking if damage has occurred to private or public property; and
- contacting the police.

Relevant **regional** requirements should be checked at either a state or territory government department, motor registry, or through the police.

Listed rider/s means any **rider** listed on **your policy schedule** and who is legally allowed to **ride** the **motorcycle**. The **regular rider** is also a listed rider.

Market value means the reasonable and expected cost of replacing the **motorcycle** with a motorcycle of the same or a similar make, model, mileage, and condition immediately before an **incident** covered by **your policy**. Market value includes an allowance for **accessories** and **modifications**, up to the amount noted on **your policy schedule** for After Market Accessories. Market value does not include any warranty costs, future stamp duty, transfer fees, or allowance for dealer profit.

Metropolitan means the capital city of each state or territory, including the following surrounding towns and cities: in QLD this includes all suburbs of the Sunshine Coast and Gold Coast; in VIC all suburbs of Geelong; in NSW Newcastle, Central Coast and Wollongong; and in WA all suburbs of Rockingham and Armadale.

Mobile / mobilised means moving or capable of moving using the **motorcycle's** own power.

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. For more information, refer to the Accessories and Modifications section.

Motorcycle means the motorised vehicle, including all **accessories** and **modifications**, shown on **your policy schedule**.

Motorcycle trailer means the trailer which is towed by the **motorcycle** in accordance with state or territory government transport laws.

Pillion means any passenger on the **motorcycle** or in the sidecar.

Personal item/s means any items normally worn or carried by a **rider**; for example, a mobile phone, a portable computer, photographic and video equipment, audio equipment, sunglasses, and sports equipment. Personal items do not include jewellery, watches or cash.

Policy means this PDS, **your** most recent **policy schedule**, and **your** application for insurance.

Policy schedule means the document **we** give **you** that confirms **we** have issued **you** insurance cover and includes details of that cover.

Private use means a motorcycle that is **used** solely for social, domestic and pleasure purposes, including **riding** to and from **your** or a **listed rider's** regular place of work or study.

Reckless manner means any intentional and dangerous act by the **rider** of the **motorcycle**; for example, excessive speeding, failing to stop at a red light or stop sign, or texting while **riding**.

Regional means all **incidents** occurring outside of those areas defined above as **metropolitan**.

Registered means that a motorcycle or motorcycle trailer is **registered** or licensed in an Australian state or territory for **use** on a public road.

Regular rider means the person who **rides** the **motorcycle** most of the time or more than anyone else.

Restricted access area means an area that is protected by security and/or systems designed to prevent access by unauthorised people; including airports, security controlled zones and community events.

Ride / riding / ridden means the **use** or operation of the **motorcycle**, including the **use** or operation of any part of the **motorcycle**.

Rider/s means the person **using** or operating the **motorcycle**, or the person legally responsible for its **use** or operation.

Riding gear means any riding apparel or protective clothing purposely made for motorcycle riding; including helmets, gloves, riding jackets, pants, boots, and any other motorcycle-specific gear, such as body armour and knee guards.

Roadworthy means that a motorcycle or motorcycle trailer complies with the roadworthy requirements for the Australian state or territory where it is being **used**.

Service area means an area in mainland Australia, Tasmania, and Phillip Island that is accessible by a two-wheel drive recovery vehicle, or an island that is accessible by a two-wheel drive via road or bridge (excludes ferries).

Storm means a violent atmospheric event which includes a thunderstorm, cyclone, or strong wind with or without rain, hail or snow, but not rain showers alone.

Substitute motorcycle means a loan motorcycle of similar type, and **used** for similar purposes, that is provided free of charge by the service provider whilst the **motorcycle** is out of order due to it being serviced or repaired. A hired or rented motorcycle is not a substitute motorcycle.

Third party means any person involved in an **accident** with the **motorcycle**, excluding the **rider** or pillion of the **motorcycle**.

Third Party Property Only cover means the **motorcycle** on the **policy schedule** is covered for damage caused to other vehicles and property, as defined under Extra Cover: Legal Liability. It excludes damage caused to the **motorcycle** insured on this **policy**, other than what is described under Extra Cover: Uninsured Third Party. It includes additional cover listed under Extra Cover where that extra cover is specified as applying to Third Party Property Only cover.

Third Party, Fire and Theft cover means **Third Party Property Only cover** plus cover for the **insured events** of Fire, Theft and Earthquake. It includes additional cover listed under Extra Cover where that extra cover is specified as applying to Third Party, Fire and Theft cover.

Total loss means when the **motorcycle** is either stolen and not recovered, or it is damaged to the extent that it is not economical or safe to repair; for example, where the combined repair costs and salvage value are likely to be more than the **insured value** or any other value **we** are required to use by law, or where the **motorcycle** is a statutory write off as required by law.

Unregistered means a motorcycle or motorcycle trailer is not **registered** nor licensed in an Australian state or territory for **use** on a public road.

Use / used / using means **private use** or **business use**, as defined above.

We / our / us means Youi Pty Ltd.

You / your / yours means the persons shown as policyholder/s on the **policy schedule**.

Accessories and modifications

If **you** have an **agreed value policy**, **you** should select an **insured value** to reflect the replacement cost of the **motorcycle** plus all **accessories** and **modifications** (other than what is covered under Extra Cover: Personalised Plates) to the **motorcycle**.

If **you** have a **market value policy** and the **motorcycle** has **accessories** or **modifications** (other than what is covered under Extra Cover: Personalised Plates), **you** need to select an amount for these to be covered. This amount will then be specified on **your policy schedule**.

For more information about **accessories** and **modifications**, refer to the How We Settle Your Claim section.

Insured events

1. Accidental Damage

This only applies if **you** have **Comprehensive cover** with **us**.

What is covered?

Accidental damage to the **motorcycle**.

2. Intentional Damage

This only applies if **you** have **Comprehensive cover** with **us**.

What is covered?

Damage to the **motorcycle** caused intentionally.

What is not covered?

Intentional damage caused by:

- **you** or a **listed rider**; or
- any person who has been given permission by **you** or a **listed rider** to **ride** the **motorcycle**; or
- any person acting with **your** or a **listed rider's** consent.

3. Storm or Flood

This only applies if **you** have **Comprehensive cover** with **us**.

What is covered?

Accidental damage to the **motorcycle** caused by a **storm** or **flood**.

4. Fire

This only applies if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

Damage to the **motorcycle** caused by fire.

5. Theft

This only applies if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

Theft, or damage to the **motorcycle** caused by attempted theft of the **motorcycle**.

What is not covered?

Theft or attempted theft:

- if the keys were left in the ignition of the **motorcycle**;
- if the ignition keys were left near the **motorcycle** whilst unattended;
- if the **motorcycle** was given to any person to sell;
- if the **motorcycle** was shown or advertised for sale and reasonable precautions were not taken to prevent its theft or damage. Reasonable precautions include taking a front and back copy of the **rider's** motorcycle licence; or
- by deception. When selling the **motorcycle**, confirmation must be received from the seller's bank that payment for the sale has been made before releasing the **motorcycle** to any prospective buyer.

6. Earthquake

This only applies if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

Damage to the **motorcycle** caused by **earthquake**.

Extra cover

The extra covers listed below are automatically included in **your policy** where it is stated that they apply. Where applicable, the most **we** will pay for each claim is noted.

1. Legal Liability

This applies if **you** have **Comprehensive, Third Party, Fire and Theft** or **Third Party Property Only cover** with **us**.

What is covered?

The **rider's** legal liability arising from an **accident** in the **contract period** caused by the **motorcycle** or **substitute motorcycle** that results in **third party** property damage, where the **rider** of the **motorcycle** or **substitute motorcycle** is **you**, a **listed rider**, or anyone **you** have given permission to **ride** the **motorcycle** or **substitute motorcycle**. This includes when the **motorcycle** or **substitute motorcycle** is being **used** to tow a motorcycle trailer.

The most **we** will pay for each claim is \$20,000,000 (including all legal and defence costs and GST).

What is not covered?

Damage to the **motorcycle** or **substitute motorcycle**, or any motorcycle trailer being towed by the **motorcycle** or **substitute motorcycle**. If **you** have **Comprehensive cover**, refer to Insured Events: Accidental Damage for the cover provided for **accidental** damage to the **motorcycle**. If **you** want cover for the **motorcycle trailer**, refer to Optional Cover: Motorcycle Trailer.

Any claim for legal liability for loss or damage to property that belongs to or is under the legal control of **you** or any employees working for **you**; except where the property is a building that **you** are renting with a written rental agreement in place and **you** are not responsible for insuring the building.

Legal liability:

- for death or personal injury to any person;
- arising from any **motorcycle** that is being **ridden**, or any **motorcycle trailer** that is being towed, which is not **roadworthy**; or

- arising from any **unregistered motorcycle** that is being **ridden**, or any **motorcycle trailer** that is being towed, which is not in a safe operating condition.

2. Towing Costs

This only applies if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

The cost of towing and storage of the **motorcycle** to the nearest suitable place for safekeeping after an **insured event**; for example, a nearby repairer or salvage yard.

3. Emergency Accommodation, Transport and Repairs

This only applies if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

The cost of emergency accommodation and transport, and emergency repairs to **your registered motorcycle**, after an **insured event** which occurred more than 100 kilometres from **your** home and where **you** could no longer safely **ride your registered motorcycle**.

You should arrange the emergency accommodation, transport and repairs and if a claim is accepted under this section, **we** will reimburse **you** for costs incurred.

The most **we** will pay for each claim is \$1,000.

What is not covered?

Unregistered motorcycles.

4. Uninsured Third Party

This only applies if **you** have **Third Party, Fire and Theft** or **Third Party Property Only cover** with **us**.

If **you** have **Comprehensive cover**, this is more specifically covered under Insured Events: Accidental Damage where the **motorcycle** will be covered for the **market value** or **agreed value** as shown on **your policy schedule**.

What is covered?

Accidental damage to the **motorcycle** if there was an uninsured **third party** motorised vehicle involved and if:

- the **third party** was completely at fault for the **incident**; and
- **you** provide the full name of the **third party** and two of either their phone number, address, driver's licence number, or the registration number of their vehicle that was involved in the **incident**.

The most **we** will pay for each claim is the **motorcycle's market value** or \$5,000 after **excess**.

5. Locks and Keys

This only applies if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

If the **motorcycle** keys are stolen, **we** will cover the cost of replacing or recoding the **motorcycle** locks and keys.

The most **we** will pay for each claim is \$1,000 after **excess**.

6. Personalised Registration Plates

This only applies if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

We will replace personalised registration plate(s) on the **motorcycle** where loss or damage to the plate(s) occurs as a result of an **insured event**.

7. Riding Gear

This only applies if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

If Optional Cover: Personal Items and Riding Gear Upgrade is added to **your policy**, it replaces this extra cover.

What is covered?

Riding gear which belongs to the **rider** or **pillion** if they are:

- damaged as a result of an **insured event** (other than theft) which also causes damage to the **motorcycle**; or
- stolen while stored in a secured storage compartment on the **motorcycle** or **motorcycle trailer**.

If **we** settle **your** claim by replacing the **riding gear**, any replacement will be as close as possible to the specification, style and brand of the insured item/s.

The most **we** will pay for each claim is \$1,000 after **excess**.

What is not covered?

Damage to **riding gear** while the **motorcycle** is not in **use** at the time of the **incident**.

Theft of **riding gear** unless there are visible signs of forced entry to the compartment where it was stored.

8. Temporary Replacement Cover

This applies if **you** have **Comprehensive, Third Party, Fire and Theft** or **Third Party Property Only cover** with **us**.

What is covered?

If **you** sell or give away the **motorcycle** and replace it with another one, the replacement motorcycle will be covered for up to 14 days from the date **you** sell or give away the **motorcycle**.

The replacement motorcycle will be covered for the same level of cover as the **motorcycle** that it replaced; for example, if **you** had **Comprehensive cover** on the **motorcycle you** sold or gave away, the replacement motorcycle will also be covered for **Comprehensive cover**.

Where **you** have **agreed value** cover, the replacement motorcycle will be covered for its **market value**.

Where **you** have **Comprehensive** or **Third Party, Fire and Theft cover**, the most **we** will pay for a claim on the replacement motorcycle is its **market value** up to a maximum of \$75,000.

At the time **you** sell or give away the **motorcycle**, cover for the **motorcycle** that was sold or given away ceases immediately.

You must tell **us** about the replacement motorcycle within 14 days from the date **you** sell or give away the **motorcycle**.

An additional **excess** of \$1,000 will be payable should **you** make a claim during the 14 days after **you** sold or gave away the **motorcycle** if **you** have not informed **us** of the replacement motorcycle. This **excess** will apply in addition to any other **excesses** that would normally apply to the claim.

To continue cover for the replacement motorcycle after 14 days from the date **you** sold or gave away the **motorcycle**, **you** will need to take out a new policy for the replacement motorcycle.

9. Counselling Services

This applies if **you** have **Comprehensive, Third Party, Fire and Theft** or **Third Party Property Only cover** with **us**.

What is covered?

Out-of-pocket costs for counselling sessions with an accredited counsellor resulting from an **incident** where a claim has been accepted for loss or damage to the **insured property** or in relation to legal liability. This cover only applies to **you**, **listed riders** and **household members**. **You** should arrange the counselling sessions and if a claim is accepted under this section, **we** will reimburse **you** for costs incurred.

The most **we** will pay for each claim is \$1,500 per person.

What is not covered?

Additional costs incurred by attending counselling sessions; for example, transport and parking costs.

10. Funeral Expenses

This only applies if **you** have **Comprehensive cover** with **us**.

What is covered?

Expenses incidental to a funeral, burial or cremation if the **rider** of the **motorcycle** sustains a fatal injury as a result of an **accident** while **riding** the **motorcycle** with **your** permission, where a claim has been accepted for loss or damage to the **motorcycle**.

The most **we** will pay in any one **contract period** is \$5,000 to the deceased **rider's** estate.

11. Youi Assist - Roadside

This only applies if **you** have **Comprehensive cover** with **us**.

For emergency assistance call **13 111 7**.

We provide the following emergency assistance if the **motorcycle** **breaks down** or is **immobilised**, up to the limits per **call out** noted in the cover limits table (below).

You can use Youi Assist without making a claim on **your policy**.

No fee is applied to the first two **call outs** in the **contract period** under this benefit. For each and every **call out** thereafter, **you** are required to pay a Youi Assist call out fee as shown on **your policy schedule**.

a. Flat or faulty batteries

What is covered?

If the **motorcycle** will not start due to a battery problem and **we** can safely access the battery, **we** will:

- jump start the **motorcycle**; or
- if necessary, tow the **motorcycle**.

b. Emergency fuel

What is covered?

If the **motorcycle** runs out of petrol, **we** will provide petrol. **We** will tow the **motorcycle** if it is an electric **motorcycle** or if the incorrect fuel was used.

What is not covered?

Repair costs associated with using the incorrect fuel.

c. Flat tyres

What is covered?

If the **motorcycle** has a flat tyre, **we** will tow the **motorcycle**.

d. Lost or locked keys

What is covered?

If the keys are lost or locked inside a locked compartment on the **motorcycle**, **we** will provide assistance to:

- gain access to the locked compartment;
- locate and deliver **your** spare key; or
- tow the **motorcycle** if a spare key is not available and **we** cannot gain access on site.

What is not covered?

If **you** or anyone acting on **your** behalf instructs or requests **our** service provider to do anything that causes damage to the **motorcycle** for any reason, **we** will not be responsible for any resultant loss or damage to the **motorcycle**.

The costs of a replacement key, including any additional costs for delivery and recoding.

e. Towing

What is covered?

If **we** cannot **mobilise** the **motorcycle**, **we** will pay the costs of towing the **motorcycle**.

f. Trailer assistance

What is covered?

If the **motorcycle** **breaks down** while towing a **motorcycle trailer** and needs to be towed, **we** will tow both to the same location.

What is not covered?

Any costs:

- if when **you** are requesting assistance and **we** ask, **you** do not tell **us** that the **motorcycle** is towing a **motorcycle trailer**; or
- if the **motorcycle trailer**:
 - **breaks down** and the **motorcycle** is still **mobile**; or
 - exceeds the legal or manufacturer towing limits for the **motorcycle**.

g. Bogged vehicle

What is covered?

We will recover the **motorcycle** if it is bogged provided that there is safe access for a conventional two-wheel drive recovery vehicle and no other specialist equipment is needed.

h. Taxi fares

What is covered?

If there is a taxi service in the area, **we** will pay the cost for one taxi ride for **you** and **your pillion** to get where **you** need to be.

Youi Assist cover limits

You are covered up to the limits listed in the table below. **You** are responsible for the payment of any additional costs that arise over and above these limits.

Benefit	Cover limit
Fuel (petrol and diesel)	Up to 10 litres
Locksmith	Up to \$150
Towing	Up to 50km in regional areas and 20km in metropolitan areas
Taxi	Up to \$50

Youi Assist exclusions

We will not cover the costs of providing assistance for the following:

- Where **you**, a **listed rider** or any other person **riding** the **motorcycle** with **your** permission are not with the **motorcycle** at the **breakdown** location, unless **you** have told **us** that it is not safe to be there.
- Any mechanical or electrical repairs.
- If the **breakdown** occurs outside a **service area**.
- Where the **breakdown** is due to the **motorcycle** being involved in or connected to any form of motor sports, including driving on a racetrack or competing in organised road or off road rallies.
- Where the **motorcycle** is being **used** as a rental or hire motorcycle.
- Where the **motorcycle** is being repaired and **breaks down** or needs additional repairs.
- Where **we** are not able to access the **motorcycle** due to it being in a **restricted access area**.
- Where **we** are not able to access the **motorcycle** due to extreme weather conditions; such as snow, ice, **flooding**, and road slips.

Optional cover

Optional covers may not always be available to **you**. If **you** ask and **we** agree to add any of the options below, the details will be noted on **your policy schedule** and **you** will be charged an additional premium.

At renewal, **your policy schedule** will confirm if **we** can continue to include the requested optional covers.

1. Hire Car

This option can only be added if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

If **you** have this optional cover, the cost of a compact hire car (rather than a motorcycle).

A hire car will only be provided where **we** arrange it for **you** or where **you** have received **our** written consent prior to arranging **your** own hire car.

The hire car benefit will cease from the time the first of the following occurs:

- after a total hire period of 14 days;
- 1 business day after **we** pay **your** claim for a **total loss**; or
- when the **motorcycle** is returned to **you** following repair.

The driver must have a valid licence of the correct type and class to drive the hired car.

You will be required to sign a separate rental contract with, and provide a deposit to, the rental car company for the period **you** are **using** the hire car.

What is not covered?

Vehicles **used** to carry paying passengers or for paid delivery services, such as Uber, Uber Eats, and other ridesharing or delivery businesses.

Loss or damage to the hire car.

Liability which results from **using** the hire car.

The running costs of the hire car; for example:

- fuel;
- toll charges;
- fines or tickets;
- extra items added to the hire car above the standard features of the **car**;
- additional days beyond the authorised hire period; or
- hire car costs with any company other than what **we** have approved.

2. Motorcycle Trailer

This option can be added if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

What is covered?

If **you** have this optional cover, **your motorcycle trailer** will be covered for the **insured events** listed below when:

- it is being towed by the **motorcycle** insured under this **policy**;
- it is parked at the overnight address noted on the **policy schedule**; or
- **you**, a **listed rider** or anyone acting with **your** permission are **using** it at another location and it is unattended for less than 24 hours.

If **you** have **Comprehensive cover**, the **insured events** of Accidental Damage, Intentional Damage, Storm or Flood, Fire, Theft, and Earthquake are extended to apply to the **motorcycle trailer** as if it was the **motorcycle**.

If **you** have **Third Party, Fire and Theft cover**, the **insured events** of Fire, Theft, and Earthquake are extended to apply to the **motorcycle trailer** as if it was the **motorcycle**.

If the **motorcycle trailer** is legally required to be **registered**, it must be **registered** in **your** name or the name of the **registered** owner of the **motorcycle**.

The most **we** will pay for each claim is the lesser of the **motorcycle trailer's market value** or \$5,000.

What is not covered?

An **unregistered motorcycle trailer** when it is legally required to be **registered**.

A trailer which cannot be legally towed by any motorcycle.

3. Personal Items and Riding Gear Upgrade

This option can only be added if **you** have **Comprehensive** or **Third Party, Fire and Theft cover** with **us**.

If this optional cover is added to **your policy**, it replaces Extra Cover: Riding Gear.

What is covered?

If **you** have this optional cover, the **personal items** and **riding gear** which belong to the **rider** or **pillion** if they are:

- damaged as a result of an **insured event** other than theft, which also causes damage to the **motorcycle**; or
- stolen while stored in a secured storage compartment on the **motorcycle** or **motorcycle trailer**.

If **we** settle **your** claim by replacing the **riding gear**, any replacement will be as close as possible to the specification, style and brand of the insured item/s.

The most **we** will pay for each **riding gear** item is \$2,000.

The most **we** will pay for each **personal item** is \$1,000.

The most **we** will pay for each claim, after **excess**, is the amount noted on **your policy schedule** up to a maximum of \$5,000.

What is not covered?

Damage to **personal items** or **riding gear** while the **motorcycle** is not in **use** at the time of the **incident**.

Theft of **personal items** or **riding gear** unless there are visible signs of forced entry to the compartment where they were stored.

Cash and any items which can be exchanged for cash (vouchers, money orders or tickets), smartcards or phone cards.

Jewellery and watches.

General exclusions

These general exclusions apply to all sections of **your policy**.

We will not pay for:

1. repair of any damage that existed prior to the start date of the **policy**;
2. repair of any item that has poor or faulty design specification, materials, planning or workmanship, or a defect, unless that item is guaranteed under **our** Quality Guarantee;
3. loss of value or depreciation of the **motorcycle**;
4. loss of use or any other financial loss arising from or consequential to an **incident** covered by **your policy**; for example:
 - loss of income; or
 - unrecoverable costs associated with holiday or event bookings **you** can no longer attend;
5. professional, expert, legal, consulting, or valuation costs, unless **you** obtained **our** prior written consent to incur these costs;
6. mechanical, electrical or electronic (including computer software) breakdown or failure;
7. costs which occur because of delays in delivery or availability of parts that are outside of **our** control;
8. costs to replace the parts of a whole set that were not damaged or stolen in an **incident**;
9. damage to tyres caused by wear and tear, braking, punctures, cuts, bursts or deflation for any reason; or
10. damage to road or other surfaces caused by the normal **use** of the **motorcycle**.

We will not pay for loss or damage:

11. to any illegal property or item; for example, counterfeit or reproduced goods.

We will not pay for loss, damage or legal liability, caused directly or indirectly:

12. by **flood, storm** or bushfire during the first 72 hours of **your policy** commencing (or other period noted on **your policy schedule**), unless:

- **you** had another policy that expired immediately before the start of **your policy** with **us** and there was no break or change in the level or type of cover; or
- **you** bought the **motorcycle** on the same day **your policy** with **us** started.

Where **you** have increased **your** cover or reduced **your excess** within 72 hours (or other period noted on **your policy schedule**) of a **flood, storm** or bushfire occurring, cover will be limited to the amount that was effective prior to the change;

13. when the **motorcycle** is being **ridden** by a person who did not have **your** permission to **ride**, unless it was stolen and reported to the police as soon as **you** became aware of the **incident** and **you** provide **us** with a police incident number;

14. when the **motorcycle** is being **ridden** with **your** knowledge or consent by any person who:

- has a suspended or cancelled motorcycle licence;
- does not have a valid motorcycle licence of the correct type and class to **ride** the **motorcycle**; or
- does not observe the terms of their motorcycle licence;

15. when **you** or a person with **your** consent are **riding** the **motorcycle** and:

- are under the influence of alcohol and/or a drug and/or any other intoxicating substance;
- have a blood alcohol level higher than the legal limit;
- refuse to supply a blood, breath or saliva sample when required to do so by law; or

- fail a drug test administered by the police service or government agency;

16. if the **rider** of the **motorcycle** leaves the scene of an accident without **lawful excuse**, unless the **motorcycle** was stolen and reported to the police as soon as **you** became aware of the **incident** and **you** provide **us** with a police incident number;

17. if the **motorcycle** is being towed illegally or it is being **used** to tow a **motorcycle trailer** or any other vehicle illegally;

18. when the **motorcycle** is being **used** for transporting dangerous, hazardous or poisonous materials;

19. when the **motorcycle** is being **used** on any permanent or temporary racetrack or raceway, or if it is **used** for motocross, racing, trials, speed tests, pacing, contests, rallies or for endurance or skills tests;

20. when the **motorcycle** is being **used** in a **reckless manner**, unless the **motorcycle** was stolen and reported to the police as soon as **you** become aware of the **incident** and **you** provide **us** with a police incident number;

21. when the **motorcycle** or **motorcycle trailer** was not **roadworthy** and was being **used** on a public road at the time of the **incident** despite state or territory laws requiring it to be in a **roadworthy** condition for **use** on public roads;

22. when the **motorcycle** or **motorcycle trailer** is being **used** while it is overloaded, unsafe or not meeting relevant state or territory government transport laws regarding registration and the correct use of a motorcycle;

23. when the **motorcycle** is being **used** in a manner or under conditions inappropriate for the type of **motorcycle**, or which are outside the manufacturer's specifications or recommendations;

24. by the **use** or application of motorcycle parts or **accessories** which are not recommended or specified by the manufacturer;

25. by the failure to properly replace and/or secure fuel, oil and other caps or lids fitted to the **motorcycle**;

26. by the use of incorrect lubricants, fuels, oils, or other fluids which are not recommended or specified by the manufacturer;
27. by liquids escaping from the **motorcycle**, unless it was involved in an **accident** immediately before the escape;
28. by any **incident** that occurred before **your** cover started with **us** or after it ended;
29. by **you**, a **listed rider**, or any other person **riding** the **motorcycle** with **your** permission, admitting liability or agreeing or contracting to any liability that would not have existed otherwise at law;
30. by intentional or deliberate acts or omissions by **you** or any person acting on **your** behalf;
31. by any illegal activity, or while the **insured property** is being **used** for any illegal activity, by **you** or someone acting with **your** knowledge or permission;
32. by fines, penalties or aggravated or exemplary damages;
33. by legal repossession or confiscation or lawful destruction of any insured item or property;
34. by any **incident** that occurred outside Australia;
35. by wear and tear, rust, corrosion, or deterioration;
36. by mould, rot, damp, or the effects of the climate or weather, unless as a direct result of an **incident** for which **we** have accepted a claim;
37. by a process or system of cleaning, restoring, modifying, or repairing any **insured property**;
38. by poor or faulty design specification, materials, planning or workmanship, or by a defect, unless **you** were not and could not reasonably have been aware of the problem prior to the **incident**; for example, if the defect was identified in any report that **you** received about the condition of **your insured property** or was reported to **you** in connection with previous work carried out on **your motorcycle**;
39. by asbestos;
40. by the presence or possible presence of chemical or biological pollutants or materials;
41. by any radioactivity, nuclear fuel, nuclear waste or other nuclear material, nuclear weapon, or any nuclear detonation or explosion;
42. by military power, rebellion, revolution, terrorism, war or war-like activities, whether war is declared or not; or
43. by looting, rioting or civil commotion.

What if you need to claim?

Immediately following an **incident**, always make sure that **you** and others at the scene are safe. Call 000 if necessary; for example, if someone has been injured and requires medical attention.

To make a claim, call **us** on 13 YOUI (9684) or go to www.youi.com/claiming.

When **you** claim, it can only relate to one **incident** and **you** cannot include multiple **incidents** in one claim. If there is more than one **incident**, a separate claim will need to be submitted and the relevant **excess/es** will apply to each and every claim.

To understand **your** claim better, **we** may need to appoint an investigator to speak with **you**. If this occurs, **we** will contact **you** and supply **you**, in writing, the name and contact details of **our** investigator. **We** will explain the investigation process to **you** and always provide avenues for **you** to bring up any concerns **you** have with the investigation.

We will take into account section 54 of the Insurance Contracts Act 1984 (Cth) when **we** assess any claim made under this **policy**. In summary, section 54 of the Insurance Contracts Act 1984 (Cth) prevents **us** from refusing a claim because of something the policyholder or some other person has done, or not done, after the **policy** was entered into, unless that thing caused or contributed to the loss. But **we** can reduce the claim by an amount that fairly represents its prejudice as a result of the thing that was done or not done.

Authorised persons on your claim

If **you** want to authorise someone to manage **your** claim, such as a family member, then **you** need to tell **us** and **we** need to agree.

The authorised person cannot have a conflict of interest; for example, the authorised person cannot be a repairer for **your** claim.

Responsibilities when you make a claim

These responsibilities must be fulfilled when **you** claim; if they are not, **we** can reduce or refuse **your** claim.

1. Allow **us** to view any damaged goods or property that **you** are claiming for. Do not repair, sell or dispose of any property prior to advising **us** of the damage and allowing **us** the opportunity to assess the damage. This includes providing **us** the opportunity to assess unsatisfactory repairs that need to be rectified, unless emergency repairs are required to prevent further loss or damage to the **insured property**.
2. Make a report to the police as soon as becoming aware of the **incident** covered by **your policy** or after being requested by **us**, and obtain an incident number from them if:
 - any **insured property** was lost or subject to theft, attempted theft, or malicious or intentional damage; or
 - the law requires **you** to do so.
3. Do not leave the scene of an **accident** until lawfully allowed to do so. This includes any **accident** which caused personal injury or where public or private property was damaged.
4. Do not admit liability or fault, nor offer to pay for any damages caused by any **incident** covered by **your policy**.
5. Send **us** copies of any demand or claim **you** receive, as soon as practically possible, arising out of any **incident** covered by **your policy**.
6. Advise **us** if **you** are aware that any person is charged by the police in relation to the **incident** that **you** are claiming for.
7. Notify **us** if **you** have any other policy of **insurance**, warranty or guarantee which provides cover or indemnity for a claim **you** have made under **your policy**.
8. Assist **us** in taking or defending legal action in **your** name, including providing statements to legal representatives and appearance at trial or any other court proceedings.
9. Give **us** full co-operation and comply with all **our** requests in relation to **your** claim; for example:
 - allowing **us** to complete repairs or replacements to the **insured property** as soon as practically possible. Additional costs that arise

because **you** or anyone acting on **your** behalf delays **us** in completing repairs or replacements, such as not allowing **us** access to the **insured property**, will not be covered unless those delays were outside of **your** or their control;

- supplying all information to the best of **your** knowledge, completely and honestly about:
 - the **incident** giving rise to the claim; and
 - **you** and anyone else covered under **your policy**;
 - providing assistance needed to recover **our** costs from other parties;
 - promptly providing any information, written statements, evidence and help **we** may need in defending, prosecuting and investigating the claim. Such information includes:
 - phone and banking records;
 - a copy of the **rider's** driving and **riding** history from the local transport bureau; and
 - a copy of **your** insurance claims history from **your** previous insurers;
 - attending an interview with **our** assessor or investigator;
 - assisting any agents appointed by **us**, such as solicitors; and
 - attending court to give evidence.
10. Tell **us** each and every time when **you** submit a claim under **your policy** if **you** are registered for GST at the Australian Taxation Office, and the percentage of input tax credit that **you** are entitled to claim.
11. Pay for the additional costs where the repair results in the **insured property** being in a better condition than it was before the **incident** covered by **your policy**; for example:
- Parts of the engine were damaged and required repair. However, due to the condition of the engine, unrelated to the **accident**, a replacement engine was required. **You** will pay for the difference in costs between the repair and replacement.

- Part of the body or frame of the **motorcycle** was damaged and required repair. However, due to pre-existing damage, a replacement part was required. **You** will pay for the difference in costs between the repair and replacement.

12. Complete all repairs or replacements to the **insured property** as soon as practically possible if **we** settle **your** claim by paying **you**. Additional costs that arise because of delays in completing repairs or replacements will not be covered unless those delays were outside of **your** control or that of anyone acting on **your** behalf.

How we settle your claim

The most **we** will pay is either the **agreed value** or the **market value** noted on **your policy schedule**, plus any applicable amounts under the Extra Cover section, and any additional amounts under any optional covers which have been added to **your policy**.

The settlement options below only apply where **you** hold cover for the relevant **insured property** under **your policy**.

1. If the motorcycle or motorcycle trailer is repairable

If the **motorcycle** or **motorcycle trailer** is not a **total loss**, **we** will settle **your** claim by repairing the **motorcycle** or **motorcycle trailer** if **we** can.

The circumstances in which **we** may be unable to repair the **motorcycle** or **motorcycle trailer** include:

- if parts needed for the repair are not readily available;
- if the pre-**incident** condition of the **motorcycle** or **motorcycle trailer** prevents **us** from repairing it; for example, a previous write off; or
- if the repair will take a significant amount of time; for example, due to availability of service providers.

If **we** cannot repair the **motorcycle** or **motorcycle trailer**, **we** will pay **you** an amount equal to the reasonable cost that **you** would incur to repair the **motorcycle** or **motorcycle trailer**, up to the limits noted in **your**

policy. We will undertake a search of the market to determine what this cost would be in **your** area, based on factors including comparison quotes from repairers.

We can use a combination of the above settlement methods if we are able to partially repair the **motorcycle** or **motorcycle trailer**.

2. If the **motorcycle** or **motorcycle trailer** is a **total loss**

If the **motorcycle** is a **total loss**, we will pay **you** the **market value** or **agreed value** of the **motorcycle**, depending on the cover shown on **your policy schedule**.

If the **motorcycle trailer** is a **total loss**, we will pay **you** the lesser of the **market value** of the **motorcycle trailer** or \$5,000.

The **market value** is determined by our qualified assessors using industry pricing guides, taking into account the make, model, age, condition, and mileage of the **motorcycle** or **motorcycle trailer**.

If the **motorcycle** qualifies for New Motorcycle Replacement, **your** claim will be settled under that cover.

Once we pay a claim for a **total loss** of the **motorcycle**, we will cancel **your policy**. This is because we will have fulfilled our contract to **you** by making this payment.

Once we pay a claim for a **total loss** of the **motorcycle trailer**, **your** Optional Cover: Motorcycle Trailer will end.

3. If you are claiming for accessories and modifications

If you have a **market value policy**, the most we will pay to repair or replace **accessories** and **modifications** is the amount noted on **your policy schedule** for After Market Accessories.

If you have an **agreed value policy**, **accessories** and **modifications** are included in the **agreed value** of the **motorcycle**.

If we can, we will settle a claim for the **accessories** and **modifications** by:

- repairing the **accessories** and **modifications** if it is both possible and economical for us to repair because the cost of repair is less than the cost of replacement; or
- replacing the **accessories** and **modifications** if it is either not possible or not economical for us to repair because the cost of repair is more than the cost of replacement.

The circumstances in which we may be unable to repair or replace the **accessories** and **modifications** include:

- if parts needed for the repair are not readily available;
- if the **accessories** and **modifications** being replaced are not readily available;
- if the pre-incident condition of the **accessories** and **modifications** prevents us from repairing them;
- if the repair will take a significant amount of time; for example, due to availability of service providers;
- if you have a **market value policy** and the cost of repair or replacement exceeds the amount noted on **your policy schedule** for After Market Accessories; or
- if the **motorcycle** is a **total loss**.

If you have an **agreed value policy** and the **motorcycle** is a **total loss**, **your** claim for **accessories** and **modifications** will be settled by us paying **you** the **agreed value** of the **motorcycle**.

If you have a **market value policy** and the **motorcycle** is a **total loss**, **your** claim for **accessories** and **modifications** will be settled by us paying **you** an amount equal to the reasonable replacement value of the **accessories** and **modifications** up to the amount specified on **your policy**. We will undertake a search of the market to determine what this cost would be in **your** area, based on factors including comparison quotes from repairers.

If the **motorcycle** is not a **total loss** and we cannot repair or replace the **accessories** and **modifications**, we will pay **you** an amount equal to

the reasonable cost that **you** would incur to repair or replace the **accessories** and **modifications**. **We** will undertake a search of the market to determine what this cost would be in **your** area, based on factors including comparison quotes from repairers.

If **we** replace the **motorcycle** under New Motorcycle Replacement cover and **modifications** are noted on **your policy schedule**, **we** will replace the **accessories** and **modifications** if **we** can. If **we** cannot replace the **accessories** and **modifications**, **we** will pay **you** an amount equal to the reasonable cost that **you** would incur to replace the **accessories** and **modifications** up to the amount specified on **your policy** (where applicable).

4. How we do repairs

If **your** claim is accepted and the damaged **motorcycle** or **motorcycle trailer** can be repaired by **us**, **we** will arrange for these repairs to be undertaken by a member from **our** network of repairers.

Where **we** authorise repairs, a combination of original manufacturer, used or other fit for purpose replacement parts can be used.

If a part is unavailable in Australia, **we** will pay the cost of surface freight (not airfreight) from the nearest source of supply. **We** will not pay for any additional hire car costs beyond the cover provided by **your policy**.

5. Motorcycle Identification

Where the **motorcycle's** identification (such as its compliance, build or VIN plate) has been damaged, **we** will try to source a replacement from its manufacturer.

If **we** cannot source it, **we** will attempt to obtain a letter from the manufacturer to confirm the **motorcycle's** identity and that its original identification has been damaged.

We will still repair the **motorcycle** without replacing any damaged identification unless an alternative form of identification is required by law.

6. New motorcycle replacement

If the **motorcycle** is a **total loss** and:

- **you** or a **listed rider** purchased the **motorcycle** new or as a demonstrator motorcycle from a licensed motorcycle dealer, and
- the **incident** occurred within 24 months of the **motorcycle** being first documented as owned or **registered**;

we will replace the **motorcycle** with a new motorcycle of a make, model and specification as close as possible to the insured one. If there is no readily available replacement, **we** will pay a cash-equivalent amount. **We** will determine the cash-equivalent amount based on industry pricing guides.

7. Salvage

The property **you** claim for becomes **our** legal property when **we** settle **your** claim:

- for the full **insured value**, including the unexpired portion of the registration fees and Compulsory Third Party insurance premiums of the **motorcycle** and **motorcycle trailer**; or
- by replacing or paying for parts, including undamaged parts that form part of any pair or set, the parts being replaced become **our** property.

8. Our right of recovery

After **we** pay a claim under this **policy**, **we** can decide to commence or defend legal action in **your** name to recover money from the person or entity that caused loss, damage or liability. **You** must give **us** all the help **we** need to do this; for example, answering any relevant questions **we** ask. If **we** recover money that belongs to **you** and was not part of the claim **we** paid, **we** will give this to **you**.

9. Rights of a financier

For any payment **we** make to settle **your** claim, **we** may first pay in full any sum owed to a financier of the **insured property** from the settlement amount. If **we** do this, any remaining balance will be paid to **you**.

Code of conduct

Youi is a signatory to the Motor Vehicle Insurance and Repair Industry Code of Conduct.

Quality guarantee

Where **we** arrange, authorise and pay a service provider for repairs, for as long as **you** or a **listed rider** own the **insured property**, **we** will guarantee the quality of the repairs. The guarantee includes the rectification of any defects caused by poor workmanship, or faulty materials, related to these repairs.

The guarantee does not apply to:

- general wear and tear or deterioration;
- any part of the claim where **we** pay **you** to repair, rebuild or replace; or
- any repairs **you** have arranged and/or paid for.

Excess

For each and every claim **you** make under **your policy** **you** are required to pay an **excess**. **Your excess** will be the combined total of the basic **excess** amount and any other applicable **excess**.

If **you** claim under more than one cover for the same **incident**, **you** will only need to pay one **excess**. The single **excess** payable is the highest **excess** amount payable under the relevant covers.

If **you** have more than one policy with **us**, **you** will only need to pay one **excess** if **you** claim from more than one policy for the same **incident**. The **incident** for which **you** claim must arise out of a single event which occurs at the same place and time. The single **excess** payable is the highest **excess** amount noted on the relevant policies.

Where the **incident** is completely the fault of a **third party** and **you** can provide their full name and two of either their phone number, address, driver's licence number, or the registration number of their vehicle that was involved in the **incident**, **we** will waive payment of any **excesses**.

1. Basic excess

The basic **excess** is the amount **you** must pay in relation to each and every claim made under **your policy**. **We** may offer **you** the option of selecting the amount of **your** basic **excess** when **you** purchase or amend **your policy**. The basic **excess** will be shown on **your policy schedule**.

2. Reduced basic excess for windshield claims

We may offer **you** the opportunity to choose to pay extra premium to reduce the basic **excess** that applies to claims that solely involve **your** windshield. The **excess** that will apply to windshield claims will be shown on **your policy schedule**.

3. Additional excess

We may require an additional **excess** to be paid in certain circumstances under **your policy**. The exact situations where this would apply, and the amount of the additional **excess**, will be shown on **your policy schedule**.

In the event of a claim being made under circumstances as detailed on **your policy**, this **excess** would apply in addition to any other **excesses** that would normally apply to the claim.

4. Unlisted rider excess

If **we** accept **your** claim for an **incident** covered by **your policy** where the **motorcycle** was **ridden** with **your** or a **listed rider's** permission by any other person not shown on **your policy schedule** as a **listed rider**, an additional unlisted **rider excess** becomes payable. The amount of this **excess** will be shown on **your policy schedule**.

This **excess** amount will be added to any other **excess** amount that may apply to the claim. This **excess** will not apply when the **motorcycle** is being **ridden** by a service provider with the appropriate liability cover.

For some **motorcycles**, **we** may restrict cover to the **listed riders** only. In such circumstances, the Unlisted Rider Excess will not apply if the **rider** at the time of the **incident** is not shown on the **policy schedule** as a **listed rider**, as there would instead be no cover at all for such a **rider**. If cover is restricted in this way, it will be clearly shown in the Special Conditions section of **your policy schedule**.

Actions of others

Where an exclusion applies because a policyholder or **listed rider** caused the claimed **incident**, **we** will review the claim and if **we** are reasonably satisfied that another policyholder or person with a financial interest in the **insured property**:

- was a victim of domestic violence, coercion, mental illness, or substance abuse, in respect of the claimed **incident**; and
- did not contribute to, assist, facilitate, or cause the claimed **incident**;

we will settle the claim for that particular person, but only to the extent of their financial interest in the **insured property** or legal liability and if the claimed **incident** otherwise meets the terms of this **policy**.

Fraudulent claims

We do not pay fraudulent claims. If **you** submit any fraudulent information or documentation relating to a claim, **we** will reject **your** claim and cancel **your policy** as permitted by law.

Financial Claims Scheme

If **we** were unable to meet **our** obligations under **your policy**, a person entitled to claim under insurance cover under **your policy** may be entitled to payment under the Financial Claims Scheme, access to which is subject to eligibility criteria.

Information about the Financial Claims Scheme can be obtained from www.fcs.gov.au.



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