

SGIO Boat Insurance Premium, Excess, Discounts & Helpline Benefits Guide WA

This SGIO Boat Insurance Premium, Excess, Discounts & Helpline Benefits Guide should be read with and forms part of the SGIO Boat Insurance Product Disclosure Statement and Policy Booklet (PDS), prepared on 28 February 2021.

This guide applies to policies issued with a boat kept in Western Australia with a commencement date on or after 28 October 2021 or with a renewal effective date on or after 30 November 2021*.

This guide provides further information about the cost of your insurance and excesses you may need to pay if you make a claim.

* Call us on 133 233 for information about policies issued with a boat kept outside of Western Australia.

How we work out your premium

Your insurance premium generally reflects the likelihood of a claim being made on your policy in the future. There are a number of factors we take into account when determining your premium. We calculate your premium by combining and considering the following:

- ▶ Pricing factors
- ▶ Policy options
- ▶ Choice of excess
- ▶ No Claim Bonus
- ▶ Loyalty Discount
- ▶ Minimum and maximum premium, and
- ▶ Government charges.

Other commercial factors may affect the premium you pay, including costs associated with operating our business. Each time you renew your insurance your premium is likely to change, even if your personal circumstances have not changed. This is because the premium you pay is calculated based on a number of factors, including our updated modelling, your circumstances and wider insurance trends.

Pricing factors

The premium you pay for your insurance reflects the likelihood of you making a claim together with the potential value of any claim. So, if you have a lower chance of making a claim then you will generally pay a lower premium compared to someone who has a higher chance of making a claim.

Our experience shows there are a number of factors that are a good indicator of the possibility of a claim being made. We call these pricing factors.

Some pricing factors are more significant than others, and the impact may vary according to your circumstances. For boat insurance policies, pricing factors that may be taken into account in determining your premium include a combination of some or all of the following:

- ▶ optional coverages or benefits you have chosen
- ▶ the sum insured you have chosen
- ▶ any excesses or special conditions that apply
- ▶ the type of boat - for example, cruiser or sailboat
- ▶ how your boat is kept - for example, moored or dry stored
- ▶ the address of where your boat is kept

- ▶ the maximum speed of your boat
- ▶ how you choose to pay your premium
- ▶ your previous year's premium if your policy is a renewal, and
- ▶ features including age and claims history of the owners and operators.

This is not an exhaustive list of our pricing factors.

We collect information in relation to these pricing factors from you and other sources and we use our data, models, and experience to assess how important each pricing factor is for your policy. At any time we may change the relative importance of any of the pricing factors or how they combine to affect your premium, and we may add to or remove pricing factors from the calculation as we see fit.

Policy options

Optional cover you can add:

- ▶ Contents cover
- ▶ Lay up cover
- ▶ Liability cover for water-skiing and flotation devices
- ▶ Sailboat racing cover.

When you add an option to your policy, you need to pay an extra premium for the increased cover we give you. However, you don't pay extra for 'Lay up' cover – it reduces your premium in line with your reduced cover. Any optional covers you choose to add will be shown on your current Certificate of Insurance.

Cost of choosing to pay by the month

If you choose to pay your premium by monthly instalments you may pay more than if you pay annually. Any additional premium when you pay monthly is due to this being a pricing factor and an administrative cost.

Any additional premium you are required to pay will be shown on your current Certificate of Insurance.

No Claim Bonus

We give you a No Claim Bonus which ranges from 0% to 25% to reward you for your good claims history. Once you reach 25% No Claim Bonus you will also receive associated privileges.

A different No Claim Bonus may apply to each policy that you hold with us. When you first take out each policy, we calculate your policy's No Claim Bonus level based on the claims history of you and any other policyholders.

If the policy is in a company name, the claims history of each operator will be used to determine the policy's No Claim Bonus.

Your current Certificate of Insurance will show any No Claim Bonus and any benefits that have been applied to your policy. The way in which your policy's No Claim Bonus is applied to your premium is set out in the 'How we calculate your boat premium' section of this guide on page 4.

The No Claim Bonus levels are:

25%	Claim Free Privilege Life status is achieved once you have held Claim Free Privilege Plus status for 3 claim free periods. Claim Free Privilege Life gives you No Claim Bonus Protection For Life.
	Claim Free Privilege Plus status is achieved once you have held Claim Free Privilege status for 1 claim free period. Claim Free Privilege Plus gives you free No Claim Bonus Protection.
	Claim Free Privilege status is achieved once you have held a 20% No Claim Bonus for 1 claim free period. Claim Free Privilege rewards you with our highest level of 25% and the option to pay to add No Claim Bonus Protection.
20%	When you first take out a policy you may qualify for either: ▶ a 20% No Claim Bonus – our highest level available for new policies which also comes with the option to pay to add No Claim Bonus Protection, or ▶ a 0-15% No Claim Bonus.
15%	
12.5%	
10%	
5%	You move up one discount level after each claim free period until you reach our maximum 25% No Claim Bonus.
0%	

How does No Claim Bonus work?

No Claim Bonus is calculated on each policy, unless your claims history does not entitle you to a No Claim Bonus. Each year at renewal, your policy's No Claim Bonus is recalculated. For each claim free period, your No Claim Bonus will move up one level, until you achieve our maximum 25% No Claim Bonus.

For each non-recoverable claim made since inception of your policy (for a new policy) or the date of your last renewal notice*, your No Claim Bonus will move down one level unless:

- ▶ you have chosen to pay to add No Claim Bonus Protection to your policy and it is the first non-recoverable claim since inception of your policy (for a new policy) or the date of your last renewal notice*
- ▶ you have achieved Claim Free Privilege Plus status and it is the first non-recoverable claim since inception of your policy (for a new policy) or the date of your last renewal notice*, or
- ▶ you have achieved Claim Free Privilege Life status.

What is a claim free period?

A claim free period is the period from inception of your policy to the date of your first renewal notice* (for a new policy) or the period between the date of your previous renewal notice* and the date of the next renewal notice* in which no non-recoverable claims are made.

What is a non-recoverable claim?

A non-recoverable claim is a claim lodged as a result of:

- ▶ a collision where you are at-fault or we are otherwise unable to attempt recovery of our costs from another party, or
- ▶ an earthquake, explosion, flood, fire, storm, theft or attempted theft, tsunami, vandalism or a malicious act
- ▶ accidental damage.

What happens if I make a claim without No Claim Bonus Protection?

For each non-recoverable claim made since inception of your policy (for a new policy) or the date of your last renewal notice* without No Claim Bonus Protection, you move down one level. For example:

- ▶ if you have 15% No Claim Bonus and made one claim, you would move down to 12.5%, and if you made two claims, you would move down to 10%.

What is No Claim Bonus Protection option?

If you have 20% No Claim Bonus or 25% No Claim Bonus with Claim Free Privilege status, you are eligible to pay an additional premium to protect your policy's No Claim Bonus level. This means your No Claim Bonus will not move down a level where you make one non-recoverable claim from inception of your policy (for a new policy) or the date of your last renewal notice*. However, you will move down a No Claim Bonus level for each additional non-recoverable claim you make.

What is free No Claim Bonus Protection?

If you have achieved Claim Free Privilege Plus status, you are awarded with free No Claim Bonus Protection. This means you will retain your Claim Free Privilege Plus status and 25% No Claim Bonus when you make one non-recoverable claim from inception of your policy (for a new policy) or the date of your last renewal notice*. However, if you make two non-recoverable claims you will move down to our 20% No Claim Bonus and will continue to move down a level for each additional claim.

What is free No Claim Bonus protection for life?

If you have achieved Claim Free Privilege Life status, your policy's 25% No Claim Bonus is locked in for the life of the policy. This means your 25% No Claim Bonus will not be affected regardless of how many claims you make and you retain your Claim Free Privilege Life status for the life of the policy.

*You can find this date on the bottom of your renewal notice. This may be different to your policy period start date as shown on your Certificate of Insurance.

Loyalty Discount

Your Loyalty Discount is based on how long you have had a relationship with us and how many eligible policies you have. The longer you maintain your continuous relationship with us and the more policies you hold, the higher the discount you could receive.

The way in which your Loyalty Discount is applied to your premium is set out in the 'How we calculate your boat premium' section of this guide on page 4.

Refer to the following Loyalty Discount table to see what discount you will be entitled to.

Years of Relationship	25+	12.5%	15%	17.5%	20%	22.5%	25%
	10-24	10%	12.5%	15%	17.5%	20%	22.5%
	5-9	7.5%	10%	12.5%	15%	17.5%	20%
	3-4	5%	7.5%	10%	12.5%	15%	17.5%
	0-2	0%	5%	7.5%	10%	12.5%	15%
			1	2	3-4	5-7	8-9
		Policy Count					

To receive a Loyalty Discount, the eligible policies must be current.

If you take out a new eligible policy the Loyalty Discount will be applied to that policy.

For your existing eligible policies any change to your Loyalty Discount generally applies from the next renewal after you qualify.

If you become eligible for an updated Loyalty Discount around the time your existing policies are due for renewal, the updated Loyalty Discount may not be applied to those renewing policies (the updated discount will be applied on the subsequent renewal).

You should contact us if you believe you are eligible for a higher Loyalty Discount on a policy and it is not noted on your Certificate of Insurance.

List of business

To help ensure we are taking into account all of your policies and you are receiving the maximum discount you can check all your policies via your online account www.sgjo.com.au or contact us on 133 233.

For policies with more than one policyholder, your discount is based on the policyholder who has the highest loyalty discount (most eligible policies and longest continuous relationship with us).

The following is a list of the policies that:

- ▶ contribute to your policy count
- ▶ are eligible to receive the Loyalty Discount.

Policies	Policy Count	Discount applied
Motor		
Comprehensive Plus	✓	✓
Comprehensive	✓	✓
Third Party Fire & Theft	✓	✓
Third Party Property Damage	✓	✓
Veteran, Vintage & Classic Vehicle		
Home		
Buildings	✓	✓
Contents	✓	✓
Buildings and Contents*	✓	✓
Landlord		
Buildings	✓	✓
Contents	✓	✓
Buildings and Contents*	✓	✓
On-site Caravan		
Touring Caravan		
Boat		
Trailer		
Retail Business Insurance	✓	✗
Life Insurance**	✓	✗
Income Protection**	✓	✗

* Policy Count equals 2.

** Applies to policies issued on or before 1 April 2021 and any subsequent renewal of those policies, provided no changes are made.

Minimum and maximum premium

Your premium, including any discounts you may be eligible for, are subject to minimum and maximum premiums. We consider the minimum and maximum amounts we are prepared to sell the policy for and may adjust your premium to ensure it does not fall outside that range. Any discounts will be applied to your policy, only to the extent any minimum premium is not reached. This means that any discount you may be eligible for may be reduced. When we determine your premium on renewal, we may also limit any increases or decreases in your premium by considering factors such as your previous year's premium amount.

Government charges

Boat Insurance policies are subject to stamp duty imposed by state and territory governments in addition to GST.

Government Charges	Boat insurance
GST	10%
Stamp Duty	10%

Excess

An excess is the amount you contribute towards the cost of your claim.

The types of excess that may apply are:

- ▶ basic
- ▶ age
- ▶ special
- ▶ racing.

Your current Certificate of Insurance shows the amount and types of excesses that apply under your policy.

The type of excess you need to pay depends on what your claim relates to and who was controlling your boat.

Also, you may need to pay more than one excess.

When you make a claim, an excess may apply. If so we will:

- ▶ deduct the excess from any claim payment, or
- ▶ request you pay the excess to us or to the repairer or supplier.

If we request you pay the excess, we will tell you who to pay and may require payment as part of the finalisation of your claim.

Basic excess

If you make a claim, a basic excess may apply. The circumstance(s) when an excess (including a basic excess) does not apply are set out in this Excess section.

The basic excess amount is \$200, however you may be able to choose a different basic excess – see 'Choice of excess' below.

Choice of excess

You can choose a different basic excess amount to the one we determine when you first take out a policy and when you renew a policy. During your policy period, you can also choose to increase your basic excess.

If you choose a higher basic excess you can reduce your premium and if you choose a lower basic excess you will pay an additional premium.

You can choose one of the following amounts as your basic excess: \$100, \$200, \$300, \$500, \$1,000 or \$2,000.

Age excess

This excess applies in addition to any other excess when the person controlling your boat or driving the motor vehicle which is towing your boat is under 25 years of age.

The age excess is \$450.

Special excess

We may decide to apply a special excess to you or someone else who operates your boat, or in relation to a specific incident, taking into account such factors as:

- ▶ the type of boat
- ▶ how the boat is kept
- ▶ owner or operator incident, claims history.

The amount of the special excess will be shown on your current Certificate of Insurance.

A special excess applies in addition to any other excess. You cannot pay an additional premium to remove a special excess.

Racing excess

This excess applies instead of the basic excess if you chose to add the option 'Sailboat racing cover' to your policy and make a claim under that option.

The racing excess is whichever of these amounts is higher:

- ▶ your basic excess, or
- ▶ 25% of the cost to repair or replace the loss or damage to your boat.

One basic excess when you claim under two policies

You don't need to pay the basic excess that applies under your policy if:

- ▶ your motor vehicle is comprehensively insured with us
- ▶ the same incident causes loss or damage to both your motor vehicle and boat while your boat is attached to your motor vehicle, and
- ▶ you make a claim under both policies.

You need to pay the basic excess that applies under your motor vehicle policy. And, you also need to pay any other excesses that apply under each policy.

When you don't need to pay any excess

You don't need to pay any excess that applies under your policy if:

- ▶ you make a claim for an incident that we are satisfied was the fault of another person, and
- ▶ you can give us the name and residential address of the at fault person.

When determining the excess that will apply to your claim we may need to decide if you or someone else is responsible. To do this we may request additional information – for example witness statements or photographs – and consider any laws, by-laws or rules that apply to the claim circumstances.

If we are unable to determine that someone else was responsible, the excess is payable.

How we calculate your boat premium

Step 1

First, we combine the pricing factors.

Step 2

Once this amount is calculated, then we add the cost of choosing to pay by the month.

Step 3

Then, we work out any No Claim Bonus you may be eligible for and apply this to the amount from Step 2.

Step 4

Then, we add the cost of any No Claim Bonus protection you have chosen.

Step 5

Then, we add the cost of any optional covers you may have chosen (unless you have chosen Lay up cover, then we will adjust your premium in line with your reduced cover).

Step 6

We then work out any Loyalty Discount that you may be eligible for and apply that to the amount from Step 5.

Step 7

To the amount in Step 6, we add applicable government charges to work out the premium you need to pay.

Helpline benefits 132 900

Helpline is a telephone service that provides assistance and advice 24 hours a day, seven days a week.

All dollar values described in this Helpline Benefits Guide include GST.

Helpline provides assistance:

- ▶ over the phone while travelling
- ▶ with illness or injuries.

You need to contact us as soon as reasonably possible if you need to use any of the services or benefits that Helpline offers. If any costs and expenses are incurred without our approval and before contacting us, we will only cover any such costs or expenses for any Helpline services if we would have approved them up to an amount we would have otherwise incurred had contact been made and approval provided.

In this guide 'family member' means your spouse (legal or de facto), your children or spouse's children or any member of your or your spouse's family, who normally live with you.

Helpline can provide you with:

assistance over the phone while travelling

If you or family members are travelling away from your home anywhere in Australia, you can use our telephone service to receive assistance with:

- ▶ travel advice and directions
- ▶ booking accommodation or changing travel arrangements.

assistance with illness or injuries

If you or a family member are away from your home in Australia and suffer an illness or are injured, we will:

- ▶ direct you to a local doctor or medical facility
- ▶ communicate with relatives or friends on your behalf
- ▶ pay for trauma counselling.

The most we will pay for trauma counselling is \$1,000 in total.

If there is anything you don't understand about this SGIO Boat Insurance Premium, Excess, Discounts & Helpline Benefits Guide, please call us on 133 233.