

Product Disclosure Statement

Single Transit Insurance (within Australia)

This is a Product Disclosure Statement (PDS) for Single Transit Insurance (within Australia) ('Single Transit Insurance'). Please read the PDS carefully.

The purpose of the PDS

The PDS contains important information required under the Financial Services Reform Act 2001.

The PDS has been prepared to assist you in understanding the Single Transit Insurance policy and making an informed choice about your insurance requirements.

The PDS sets out the significant features of Single Transit Insurance including its benefits, risks and information about how the insurance premium is calculated. You need to read the Policy Wording for a full description of the terms, conditions and limitations of Single Transit Insurance. You can obtain our Policy Wording from any Associated Marine Branch. Contact details are located at the end of this PDS.

Who is the insurer

Zurich Australian Insurance Ltd ABN 13 000 296 640 (Zurich) 5 Blue Street, North Sydney NSW 2059 is the insurer of the Single Transit Insurance. Zurich's AFS licence number is 232507.

Who is Associated Marine

Associated Marine Insurers Agents Pty. Ltd. ABN 41 006 104 007 (Associated Marine) is a managing general insurance agent for certain Zurich insurance products, including Single Transit Insurance. Under its arrangement with Zurich, Associated Marine provides all services in relation to Single Transit Insurance which includes dealing with and settling claims.

Associated Marine is wholly owned by Zurich. Associated Marine's AFS licence number is 235383.

In this PDS: "we", "us" or "our" are references to Associated Marine on behalf of Zurich.

Who to contact

For enquiries about Single Transit Insurance, please contact Associated Marine. See the end of this PDS for details of your nearest Associated Marine office. You can contact Associated Marine in any of the following ways:

- in person at any Associated Marine office
- by telephone
- by facsimile
- by writing to any Associated Marine office
- through our website www.associatedmarine.com.au.

General Insurance Code of Practice

The purpose of the General Insurance Code of Practice (Code) is to raise service standards, improve claims and complaints handling and help people better understand how general insurance works.

The objectives of this Code are:

- a) to promote better, more informed relations between insurers and their customers;
- b) to improve consumer confidence in the general insurance industry;
- c) to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- d) to commit insurers and the professionals they rely upon to higher standards of customer service.

Zurich has adopted the Code and, as managing general insurance agent for Zurich, Associated Marine supports the Code.

Brochures on the Code are available from your nearest Associated Marine Insurers office.

How to apply for Single Transit Insurance

You can complete our application form which is available from any Associated Marine office, or via our Internet address at www.associatedmarine.com.au. If we accept your application for Single Transit Insurance, you will receive a policy schedule that sets out details of the insurance you have taken out.

Significant features and benefits

Cover options - Goods

There are 3 cover options available for goods in transit. The type of goods and how they are being transported and packed can be some of the factors we consider before confirming the cover we will agree to provide for your transit.

Full details of the cover options available are shown in the Policy Wording under the heading "Events insured against for Goods" and "Further cover: jettison etc of goods or livestock".

Cover options - Livestock

There are 2 cover options available for livestock in transit. The type of livestock, the distance they are travelling and the purpose for their transit can be some of the factors we consider before confirming the cover we will agree to provide for your transit.

Full details of the cover options available are shown in the Policy Wording under the heading "Events insured against for Livestock" and "Further cover: jettison etc of goods or livestock".

Extensions to cover

Regardless of the cover option selected, there are some extensions that apply to all cover options. The extensions include cover for removal of debris, delayed unpacking and brands. The extensions are detailed in the Policy Wording under the heading "Extensions to cover".

Commencement of cover

There are things that you must do in order for your insurance cover to apply. For example, you must pay the premium. Details of the commencement of cover for goods and livestock can be found in the policy wording under the heading "Insured transit" and you should read this.

Exclusions

Our insurance is designed to provide protection for you in the event of something happening which has been insured against.

Under some circumstances, Single Transit Insurance will not provide any insurance cover to you. For example, Single Transit Insurance will not pay for:

- Loss damage or expense as a result of delay, loss of market or consequential loss
- Loss damage or expense as a result of mechanical, electrical or electronic breakdown or malfunction where there is no external evidence that an insured event has occurred
- Loss damage or expense as a result of ordinary leakage, ordinary loss in weight or volume or inherent vice of the goods.

Full details of all relevant policy exclusions can be found in the Policy Wording under the heading "Exclusions from cover". It is important that you are aware of these exclusions and you should read the Policy Wording.

Significant risks

Unless a different valuation is agreed with us, your goods or livestock are insured for their invoice cost or value plus any costs incidental to the insured transit which are not covered by the invoice, but limited to the sum insured stated in the policy schedule. You should ensure that the sum insured represents the full value of your goods or livestock.

There are 3 choices of cover available for goods and 2 choices of cover available for livestock, and you should ensure you select the option that suits your requirements.

Coinsurance

To recover the full amount of any loss it is essential for you to select a sum insured adequate to cover the value of the goods or livestock at risk. If the sum insured you select is not adequate, we can limit the amount we pay in the event of a claim to the proportion the insured value bears to the actual value of the goods or livestock. Full details of coinsurance is shown in the Policy Wording under the heading "Limits on cover".

Excess

If you make a claim under Single Transit Insurance, you may be required to pay an excess. The amount of the excess will be shown on your policy schedule.

Costs and charges

The amount you pay for Single Transit Insurance depends on the type of cover you choose (see the Policy Wording under the heading "Events insured against for Goods" and "Events insured against for Livestock").

Please contact us to get a quote based on the cover you want. Premiums are subject to Commonwealth taxes and/or charges including Goods and Services Tax (GST). If you decide to buy Single Transit Insurance from us, the premium we quote will include all applicable taxes and/or charges.

The premium payable and the amount of these taxes and/or charges will be shown on the policy schedule we provide you.

We take into consideration a number of factors in setting our premiums. These include, but are not limited to, factors relating to the type of goods or livestock being transported, how the goods or livestock are being transported and/or packed, and the type of cover requested.

Your duty of disclosure

We rely on the information you provide to us when you apply for Single Transit Insurance or change your policy. You must tell us anything that you know, or should know, that could affect our decision to insure you and/or the terms on which we insure you.

What you DO need to tell us

When answering our questions, you must be honest and you have a duty under law to tell us anything known to you, and which a reasonable person in the circumstances, would include in answer to the question. We will use the answers in deciding whether to insure you and on what terms. These requirements are part of the Insurance Contracts Act 1984.

What you DON'T need to tell us

You do not need to tell us anything that:

- reduces our risk
- is of common knowledge
- we know, or as an insurer should know
- we indicate that we do not want to know.

What will happen if you do not tell us

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

Your cooling off period

We will refund all premium paid for cover under Single Transit Insurance at any time prior to the time when the Insured Goods or livestock is first moved for the purpose of being conveyed. To do this, you must advise Associated Marine in writing and return the policy schedule to your nearest Associated Marine office. You will not receive a refund if you have made a claim under Single Transit Insurance.

How to make a claim

To make a claim, please contact your nearest Associated Marine office when something happens that you believe you can claim for. Details about your duties are shown in the Policy Wording under the headings "Duties in relation to an event which might give rise to a claim", "Third Parties" and "Right of subrogation".

Taxation information

We show all taxes and charges as separate items on all policy schedules (for example, GST and stamp duty). Details about GST are shown in the Policy Wording under the heading "Settlement of claims".

Your Privacy

We collect personal information from you for the purpose of providing you with insurance products and services and for processing and adjusting claims. You can choose not to provide this information, however, we may not be able to process your requests. We may disclose information we hold about you to other insurers, to an insurance reference service or as required by law. In the event of a claim, we may disclose information to and/or about you from investigators or legal advisors. If you wish to update the information we hold about you, contact Associated Marine.

What to do if you have a complaint

If you have a concern about the Single Transit Insurance, a decision on your claim, the service provided by Associated Marine or its agents, loss adjusters or investigators, please contact your nearest Associated Marine office where one of our staff will help you in any way they can.

If they or their manager are unable to resolve the matter, please ask to be referred to a Dispute Resolution Officer.

The Dispute Resolution Officer will investigate and try to reach a satisfactory outcome. Our Dispute Resolution process is a free service to you.

If you are still not satisfied, the matter can be reviewed by the Insurance Ombudsman Service Scheme. This scheme is administered by Insurance Ombudsman Service Limited ABN 23 062 284 888.

Insurance Ombudsman Service Limited is an impartial body that is independent of this company. It will investigate your matter and make its decision at no cost to you. You can contact the Insurance Ombudsman Service by calling 1300 780 808.

BRANCH DETAILS

VIC.	N.S.W.	QLD.	NTH. QLD.	S.A.	N.T.	W.A.	TAS.
Tel (03) 8610 8222	Tel (02) 9233 4177	Tel (07) 3368 9555	Tel (07) 4721 5394	Tel (08) 8359 3553	Tel (08) 8982 8811	Tel (08) 9320 5900	Tel (03) 6234 3933
Fax (03) 8610 8288	Fax (02) 9231 6808	Fax (07) 3367 2403	Fax (07) 4721 4249	Fax (08) 8359 3456	Fax (08) 8941 6856	Fax (08) 9324 1972	Fax (03) 6224 0151
GPO Box 1337L Melbourne 3001	GPO Box 4508 Sydney 2001	PO Box 1344 Milton 4064	PO Box 769 Townsville 4810	PO Box 3210 Rundle Mall Adelaide 5000	GPO Box 4245 Darwin 0801	PO Box 205 West Perth 6872	GPO Box 1905 Hobart 7001

Associated Marine Insurers Agents Pty. Ltd. (ABN 41 006 104 007 AFSL 235383) as agent for and owned by Zurich Australian Insurance Limited (ABN 13 000 296 640)