



# Premium, Excess, Discount and Options Guide

Allianz Comprehensive Car Insurance &  
Allianz Third Party Property Damage Car Insurance



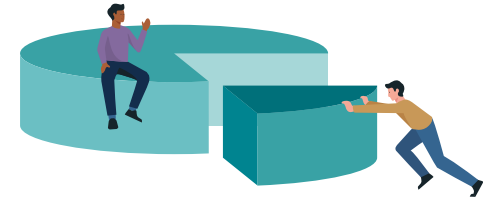


# About this guide

This Premium, Excess, Discount and Options guide explains:

- how we calculate policy premiums for Allianz Comprehensive Car Insurance and Allianz Third Party Property Damage Car Insurance
- the types of excesses that may apply when you make a claim – and when they need to be paid
- discounts that can be applied to your policy premium – and how they're applied
- additional optional benefits that you can purchase
- how a claim might be settled, using examples.

Allianz Australia Insurance Limited, ABN 15 000 122 850 AFS Licence No. 234708 is the issuer of Allianz Comprehensive Car Insurance and Allianz Third Party Property Damage Car Insurance.



This guide is relevant to Allianz Comprehensive Car Insurance and Allianz Third Party Property Damage Car Insurance policies.



The information in this guide is current as of 1 November 2023. We may change any dollar amounts, percentages or important information shown in this guide at any time. If we do, we'll update this guide and let you know about the change when you take out a new policy, vary a policy or renew an existing policy with us.

Please read this document together with your Product Disclosure Statement (PDS), however, this guide does not form part of the terms and conditions of your policy.

# Your premium

The cost of your insurance policy is called a premium. Here's what you need to know about how we calculate it, including when you renew your policy – and how you can pay it.



## Calculating your premium

### Important factors

We'll calculate your premium based on our view of the likelihood of a claim being made during your period of insurance. To do this, we look at factors that have shown to be good indicators of the likelihood of claims being made, as well as the type of car insurance you've chosen. These include some or all of the following:

Factor	Comprehensive	Third Party Property Damage
Car specifications	✓	✗
Car age	✓	✓
Agreed value – how much the car's insured for	✓	✗
Location – where you live and where the car's kept	✓	✓
Usage – private or business	✓	✓
Frequency of use	✓	✓
Distance driven annually	✓	✓
Driver age and gender – the main driver and/or youngest under-25 driver you've told us about	✓	✓
Years licence held – the main driver and/or youngest under-25 driver you've told us about	✓	✓
Licence cancellations or suspensions – the main driver and/or youngest under-25 driver you've told us about	✓	✓

Factor	Comprehensive	Third Party Property Damage
Claims on previous car insurance policies	✓	✗
Claims on this policy when renewing	✓	✗
Basic excess amount chosen	✓	✗



The importance of these factors – individually and in combination – and the weighting they're given when calculating your premium can change, based on our internal risk assessments.

### Other amounts & considerations

The final amount we charge may also take into account the following:

	Comprehensive	Third Party Property Damage
Optional benefits chosen	✓	✗
Discounts and entitlements (see page 10)	✓	✓
Last year's premium when renewing (see below)	✓	✓
Minimum premiums (see below)	✓	✓



Your premium will include other fees, taxes and any other government charges and levies that apply.

## Minimum premiums

A minimum premium is the lowest amount that we can charge for a policy. When calculating your policy premium, if it's lower than this minimum premium, we may round it up to the minimum amount.

- new data we've collected on the factors we use to work out your premium
- our business expenses or any other commercial considerations

When we calculate your new premium, we'll consider how much you paid in your previous period of insurance, and may limit how much of the premium change we pass on to you.

## Policy renewals

When you renew your policy, your premium is likely to change – even if there weren't any changes to the factors that apply to it - see [Calculating your premium](#) on pages 4 and 5.

Your renewal premium may go up or down based on:

- the cost of claims we've paid, and expect to pay in the future

## Paying your policy premium

You can choose to pay your policy premium:

- annually – as a lump sum, or
- monthly – in 12 instalments

Whichever option you choose, the premium you pay over your 12 month policy period remains the same. However, your bank or financial institution may apply fees to each premium transaction.

# Understanding your excess

When making a claim, you'll need to pay an amount towards the cost of the claim. This is your contribution to each claim and is called an excess.



There are two types of excesses that apply to Allianz Comprehensive and Third Party Property Damage Car Insurance policies:

- Basic excess; and
- Under 25 Driver excess.

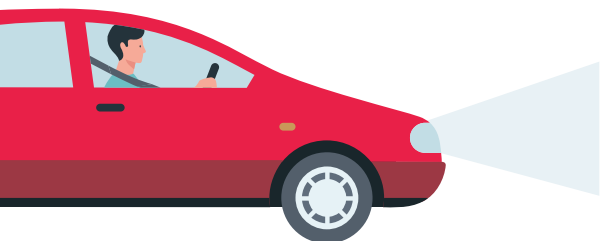
The excess types and amounts that apply to your policy will be set out in your policy details document.

## Basic excess

The Basic excess is an amount that you must pay towards each claim you make.

Your Basic excess amount is based on factors such as your car, location, driving and claim history. If you have Allianz Comprehensive Car Insurance, you can vary your Basic excess within a range we provide you.

In some cases you won't have to pay your Basic excess - see the table to the right for examples of these situations.



**Important:** Your Under 25 Driver excess may also apply in each of these situations. To understand how the Under 25 Driver excess is applied, see pages 8 and 9.

Situation	Comprehensive	Third Party Property Damage
While driving in busy traffic, the car in front stops at a pedestrian crossing and you fail to brake. You crash into the rear of the car in front and cause bumper damage to both cars, which can be repaired. You are at fault.	You must pay your Basic excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Repair your car; and</li> <li>• Pay for the damage to the other car.</li> </ul>	You must pay your Basic excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Pay for the damage to the other car.</li> </ul>
You take a turn too quickly and your car spins out of control, crashing into a fence. Your car is damaged beyond repair.	Your Basic excess will be deducted from your claim for us to: <ul style="list-style-type: none"> <li>• Settle your claim as a total loss; and</li> <li>• Pay for the damage to the fence.</li> </ul>	You must pay your Basic excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Pay for the damage to the fence.</li> </ul>
While crossing an intersection where you have right of way (under the state/territory road rules that apply), another driver crashes into your car.  You're able to pull over and exchange details. Luckily, the damage is repairable.	As the damage was the fault of another person and you can provide us with information that would reasonably allow us to identify them so that we can exercise our rights of recovery, you won't have to pay your Basic excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Repair your car.</li> </ul>	As the damage was the fault of another person, you should contact their insurer for further details.  You should contact us if you're ever not sure whether you were at fault.
Your locked car is parked on the street overnight and the keys are with you when your car is broken into and stolen by an unknown person who is never caught.	You must pay your Basic excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Find your car and repair any damage; or</li> <li>• Settle your claim as a total loss.</li> </ul>	<b>N/A</b> Loss or damage to your car is not covered.
Your car is parked on your driveway, partially undercover during a hailstorm and suffers damage to the bonnet, which can be repaired.	You must pay your Basic excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Repair your car.</li> </ul>	<b>N/A</b> Loss or damage to your car is not covered.
You are driving down a country road when you have a collision with a kangaroo causing damage to the front guard and bumper. The damage is repairable.	You must pay your Basic excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Repair your car.</li> </ul>	<b>N/A</b> Loss or damage to your car is not covered.



Allianz Third Party Property Damage Car Insurance does not cover loss or damage to your car.

## Under 25 Driver excess

The Under 25 Driver excess is an amount that you must pay in addition to the Basic excess if the driver of your car is under 25 at the time an incident occurs.

You may reduce your Under 25 Driver excess by listing your youngest under 25 driver in your policy details document, but your premium is likely to increase as a result. If you list an under 25 driver, your reduction will be based on factors such as our assessment of their driving and claims history and the type of car you're insuring.

In some cases, you won't have to pay your Under 25 Driver excess – see the table below for examples of these situations.

**Important:** Your Basic excess may also apply in each of these situations. To understand how the Basic excess is applied, see pages 6 and 7.

Situation	Comprehensive	Third Party Property Damage
You're on your way to work when you reverse out of your driveway. You hit a passing car, leaving dents on both cars. Damages are repairable. You are over 25 years of age. You are at fault.	You will not be required to pay your Under 25 Driver excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Repair your car; and</li> <li>• Pay for the damage to the other car.</li> </ul>	You will not be required to pay your Under 25 Driver excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Pay for the damage to the other car.</li> </ul>
Your 24 year old nephew borrows your car. He runs into another car while it's slowing for a pedestrian crossing, damaging both cars. Luckily, the damages are repairable.	You must pay your Under 25 Driver excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Repair your car; and</li> <li>• Pay for the damage to the other car.</li> </ul>	You must pay your Under 25 Driver excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Pay for the damage to the other car.</li> </ul>
Your 16 year old daughter is learning to drive. While she is driving and you are in the car supervising her, she doesn't brake quickly enough at a traffic light and hits the bumper of the car in front, causing minor but repairable damage to both cars.	You will not be required to pay your Under 25 Driver excess if the learner driver was supervised by a fully licensed driver 25 years of age or over. Otherwise, you must pay your Under 25 Driver excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Repair your car; and</li> <li>• Pay for the damage to the other car.</li> </ul>	You will not be required to pay your Under 25 Driver excess if the learner driver was supervised by a fully licensed driver 25 years of age or over. Otherwise, you must pay your Under 25 Driver excess towards your claim for us to: <ul style="list-style-type: none"> <li>• Pay for the damage to the other car.</li> </ul>

Situation	Comprehensive	Third Party Property Damage
Your 21 year old son is driving down a road when a wallaby jumps out. He hits the wallaby. Your car is written off.	Your Under 25 Driver excess will be deducted from your claim for us to: <ul style="list-style-type: none"> <li>• Settle your claim as a total loss.</li> </ul>	<b>N/A</b> Loss or damage to your car is not covered.
Your locked car is parked on the street outside your house and the keys are with you. While you are at work, a driver under 25 steals it and takes it for a joyride, crashing into a tree. Luckily, all damages to the front of your car can be repaired.	As your car was taken without your permission, you will not be required to pay your Under 25 Driver excess, for us to: <ul style="list-style-type: none"> <li>• Repair your car</li> </ul>	<b>N/A</b> Loss or damage to your car is not covered.
Your 20 year old son is driving your car back from work when a hailstorm starts. By the time he arrives home, your car has several dents that can be fixed.	Damages due to hail, storm, cyclone, bushfire or flood damage do not require you to pay your Under 25 Driver excess, for us to: <ul style="list-style-type: none"> <li>• Repair your car</li> </ul>	<b>N/A</b> Loss or damage to your car is not covered.
Your 22 year old niece is driving on a road trip in regional Australia when your windscreen is cracked by a flying rock.	When damage is to windscreen or window glass only, you will not be required to pay your Under 25 Driver excess for us to: <ul style="list-style-type: none"> <li>• Repair your car</li> </ul>	<b>N/A</b> Loss or damage to your car is not covered.
You're under 25 and have parked your car at the carpark of your local shopping centre. When you return, you notice a scrape on the side of your car, but you are not able to identify any person responsible for the damage.	As damage to your car occurred while it was parked, you will not be required to pay your Under 25 Driver excess, for us to: <ul style="list-style-type: none"> <li>• Repair your car</li> </ul>	<b>N/A</b> Loss or damage to your car is not covered.



Allianz Third Party Property Damage Car Insurance does not cover loss or damage to your car.

# Discounts

At Allianz, we believe in offering our customers great value. Occasionally, we may offer additional discounts or entitlements.



In some cases, discounts or entitlements may apply to your policy. These may be subject to rounding, and only apply where your calculated premium is greater than our minimum premium.

If a discount or entitlement applies, we'll add it before adding the cost of optional benefits, and before GST, government charges and levies are applied.



## Are you eligible for more than one discount or entitlement?

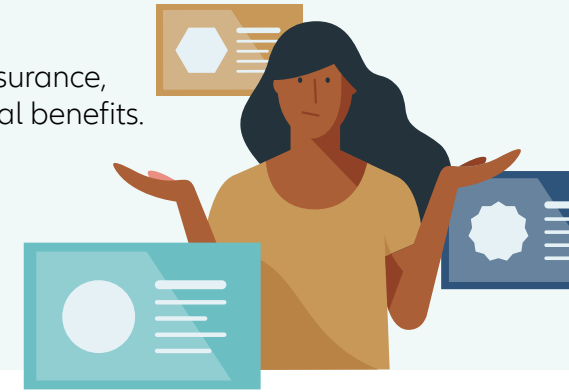
If so, we'll apply them to the premium in a predetermined order we decide.

Each discount will reduce the premium before costs for optional benefits are added, and before taxes and government charges are applied



# Optional benefits

With Allianz Comprehensive Car Insurance, you can choose to purchase optional benefits.



Allianz Comprehensive Car Insurance offers these optional benefits, available at an additional cost:

- **Removal of excess for windscreen damage only claims** – one full replacement and 2 repairs in each period of insurance
- **Rental car after any covered incident.**

Any optional benefits you choose will be set out in your policy details document.



Optional benefits are not available with Allianz Third Party Property Damage Car Insurance.

## Removal of excess for windscreen damage only claims – one full replacement and 2 repairs in each period of insurance

If you make a claim for windscreen damage, you still need to pay your Basic excess. This optional benefit means you won't have to pay an excess on windscreen damage only claims.

### What's included

You won't have to pay the excess to replace or repair your windscreen, window glass or sunroof if that's the only damage to your car.

You can make 1 claim for full replacement and 2 claims for repairs in each period of insurance.



## Rental car after any covered incident

As standard, Allianz Comprehensive Car Insurance provides you with a rental car after a theft, a not-at-fault collision or a total loss. By adding 'Rental car after any covered incident', you'll also receive a rental car after covered incidents such as weather events or a collision that is your fault.

### What's included

We'll arrange a rental car of a similar size and type to your car. If we can't get you one, we'll pay you a travel allowance of \$50 a day for as long as we would have given you the rental car. We'll also pay up to \$2,000 in total for any insurance excess or security bond for your rental car.

You'll get a rental car until:

- the damage is repaired and your car returned to you, or
- we pay you the repair cost, or
- where your car is a total loss, we either pay you the agreed value or where eligible, agree to replace your new car.



You should always call us for approval before you arrange a rental car. If you don't, we will pay for expenses up to the amount we would have authorised had you asked us first. We will not arrange a rental car for you if your car is safe to drive or it's not at a repairer. We won't pay for any other costs related to the rental car such as your own petrol, tolls, traffic fines, optional extras, accidental loss or damage resulting from your use of any rental car arranged with or without our approval.



## How claims work

A claim can be paid out in different ways. Here are some example scenarios so you know what to expect.



**Please note these are examples only.** The outcome of a claim varies greatly depending on the type of cover you hold and the individual circumstances of the claim.

## Example 1 – Total loss

You're driving to work when another car runs a red light and collides with you. The crash causes significant damage to your car which is only 4 years old and still under finance.

You call Allianz to give details about the at-fault driver. We arrange for your car to be taken to the repairer, but the costs are going to be more than the agreed value of your car (\$30,000).

You have Comprehensive Car Insurance and pay your premium monthly.

Description	Amount	Additional Information
Agreed value	\$30,000	This is the value we have agreed with you to insure your car for under the policy.
Basic excess	N/A	You're not at fault and have provided us with the licence details and mobile number of the at-fault driver. You do not have to pay your Basic excess towards your claim.
Outstanding premium	-\$500	You pay your policy monthly. Therefore, all remaining instalments in your policy period are deducted from your claim.
Rental car after a collision that wasn't your fault	Until we pay you the agreed value	You have been involved in a collision that wasn't your fault and have provided us with the details of the driver responsible, so we arrange a rental car of a similar size and type to your car to help keep you moving.
Rental car after total loss	Up to 7 days after we pay you the agreed value	Your car is a total loss, so you also have use of a rental car for an additional 7 days after we pay you the agreed value, to help you out while you find your next car.
<b>Final outcome</b>	<b>\$29,500</b>	We pay your financier the outstanding amount on your loan agreement and the remaining balance to you.

## Example 2 – Damage to your car

Your car is locked, parked at a shopping centre and the keys are with you. While you're at the shops, someone breaks into your car. There's damage to the door, window and boot, and your smartwatch has been stolen from the centre console.

You have Comprehensive Car Insurance with a Basic excess of \$700.

Description	Amount	Additional Information
Cost of repairs	\$2,000	Luckily, your car can be repaired. We agree on the repairer that you have chosen and you take your car to them.
Personal belongings	\$500	We cover the cost of replacing your smartwatch up to \$500 as it has been stolen because of a covered incident.
Basic excess	-\$700	You don't know the name, address, phone number or any other information that would reasonably allow us to identify the person at fault. Therefore, you must pay your Basic excess towards your claim.
<b>Final outcome</b>	<b>\$1,800</b>	Once you have paid your Basic excess, we pay the costs of repairs directly to the repairer. The damage is repaired and your car is returned to you.





### Example 3 – Damage to other people’s property

It’s your 23rd birthday and you’re on your way to your own party. But you lose control when backing out of your driveway and crash into your neighbour’s front garden and fence – causing around \$5,000 in damage.

You have Third Party Property Damage Car Insurance with a Basic excess of \$700. Your Under 25 Driver excess is \$600.

Description	Amount	Additional Information
Legal liability	\$5,000	We cover you and pay for the damage you’ve caused to your neighbour’s property. However, Third Party Property Damage Car Insurance does not cover loss or damage to your car.
Basic excess	-\$700	You must pay us your Basic excess towards your claim because you are responsible for the damage.
Under 25 Driver excess	-\$600	Because you are under 25 years old at the time of the incident and are responsible for the damage, you must also pay us your Under 25 Driver excess towards your claim.
<b>Final outcome</b>	<b>\$3,700</b>	We receive your excess and pay your neighbour or their insurer for the full cost of repairs directly.



### Example 4 – Excess greater than damage

You’re about to take your family on a road trip. The kids have been strapped in but while you’re adjusting your own seatbelt, your car slowly reverses into your mailbox, leaving a small scratch on the door.

You have Comprehensive Car Insurance with a Basic excess of \$700.

Description	Amount	Additional Information
Cost of repairs	\$500	You call us and lodge a claim. We agree on the repairer that you have chosen and you take your car to them. The repairer provides a quote of \$500 for the repairs.
Basic excess	-\$700	You must pay your Basic excess towards your claim because you are responsible for the damage.
<b>Final outcome</b>	<b>N/A</b>	You decide to notify us that you will withdraw your claim and will pay for the repair yourself given that the cost of repair is less than your excess. Your premium and claims history are not affected.



## Example 5 – New Car Replacement After Total Loss

Your locked car is parked in your driveway overnight and the keys are in your dresser. While you are asleep, the car is stolen by an unknown person who is never caught.

You call the police to report the incident and then call Allianz to lodge a claim. Your car is not found within the next 14 days and is declared a total loss.

You only just recently purchased the car one week ago, brand new and outright from the dealership for \$30,000 so you are eligible to choose to have your car replaced under the “New replacement car after total loss within 2 years of manufacture” benefit.

You have Comprehensive Car Insurance with a Basic excess of \$700 and pay your premium annually.


Description	Amount	Additional Information
Choice of settlement	Agreed value OR New replacement car	Your car is not recovered within 14 days and is declared a total loss. No more than 2 years have passed since the manufacture year shown in your policy details document, so you choose to have your car replaced.
Basic excess	-\$700	You don't know the name, address, phone number or any other information that would reasonably allow us to identify the person responsible. Therefore, you must pay your Basic excess towards your claim.
Rental car after theft	Until we agree to replace your car	We arrange a rental car of a similar size and type to your car from when you tell us your car has been stolen until we confirm that a suitable new replacement car is available in Australia. This means a new replacement car of the same make, model, engine size, features and paint type to your car, including any modifications and accessories, is in stock in Australia and we've confirmed this with you.
Rental car after total loss	Up to 7 days after we agree to replace your car	From the time we confirm that a suitable new replacement car is in stock in Australia, you also have use of a rental car of a similar size and type to your car for an additional 7 days to help you out while we are replacing your car.
<b>Final outcome</b>	<b>New replacement car</b>	You receive the keys to your new car. We also pay for on-road costs like stamp duty, dealer charges and the new car's registration (not exceeding 12 months).






Have questions or changes?

We'd love to help.

 Call us on **13 10 00** or

 visit us online at [allianz.com.au](https://www.allianz.com.au).

