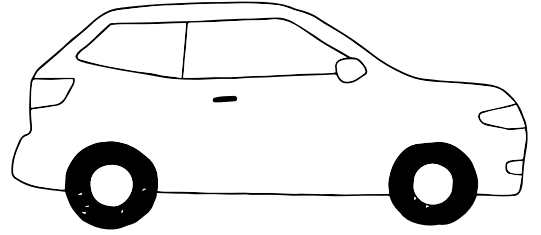




# Changes to ahm Car Insurance Product Disclosure Statement



We've made some changes to the wording of our ahm Car Insurance product. The new wording is in the new ahm Car Insurance Product Disclosure Statement (PDS) with a preparation date of 18 September 2023 which replaces any previous Car Insurance PDS you hold for the policy for which you've received this notice.

Please note that this notice isn't part of your insurance policy with us and doesn't take your personal circumstances into account.

To make sure this product continues to be right for you, please read the new PDS, your Certificate of Insurance and any other documents relevant to your policy that we tell you form part of the contract with us. These documents set out the terms and conditions, limits, and exclusions of your insurance contract with us.

Our new ahm Car Insurance PDS will apply to:

- new ahm Car Insurance policies with cover start dates on or after 10 November 2023; and
- existing ahm Car Insurance policies renewed with cover start dates on or after 10 November 2023.

Got a question?



Call us on  
**1300 518 049**



Or email us at  
**[carandhome@ahm.com.au](mailto:carandhome@ahm.com.au)**

# Changes made to the ahm Car Insurance PDS

## Changes to what we'll do when replacement parts are needed to repair your car

Previously, in the event replacement parts were needed to repair your car and your car was under a manufacturer's warranty, the PDS explained that we would use new Original Equipment Manufacturer (OEM) parts, with the exception of windscreens and window glass. The PDS also explained that if your car wasn't under a manufacturer's warranty and replacement parts were needed to repair your car, we would use parts that were consistent with the age or condition of your car. This may have included the use of non-OEM or reconditioned parts.

Now, if a repair is authorised by us, the replacement parts used will be new or quality used parts, consistent with the age and condition of your car and may include non-OEM parts. This applies whether or not your car is under a manufacturer's warranty.

In the event we authorise repairs to your car, the parts will:

- not void your car's manufacturer's warranty;
- meet your car's specifications and relevant Australian Design Rules; and
- maintain the integrity and safety of your car.

Please note our repair guarantee on materials and workmanship applies to new and quality used parts, including non-OEM parts, used in repairs authorised by us. Our repair guarantee is for as long as you own your car and is not transferable.

## Changes to 'Usage exclusions' under 'General exclusions'

Previously, the PDS explained that if your car was used for business purposes to generate a fee or reward, ridesharing, peer-to-peer car sharing or courier or delivery services, you were not covered under this policy for any event, whether or not your car was being used for that purpose at the time of the event.

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# Changes made to the ahm Car Insurance PDS

We have now updated the wording in this section on page 53 of the PDS to clarify that policy coverage will only be excluded for an event if your car is being used during that event:

- for a fee or reward (including but not limited to carrying passengers, as a hire car, courtesy car or delivery car or driving lessons);
- for ridesharing;
- for peer-to-peer car sharing;
- for courier or delivery services.

## Changes to 'Paying your premium'

We have updated the wording in this section on page 34 of the PDS to accommodate the introduction of direct debit from a financial institution account as a payment method.

## Changes to our policy cancellation process

We have updated our cancellation process as detailed on pages 3 and 50 of the PDS.

## Other changes to our wording

We've also made a few minor changes to clarify the policy wording related to repairs and replacement parts. Please check out page 44 of the PDS for more information.

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