

Changes to Stack On Car Insurance Product Disclosure Statement



We've made some changes to the wording of our Stack On Car Insurance product. The new wording is in the new Stack On Car Insurance Product Disclosure Statement (PDS) effective 1 January 2022 which replaces any previous Stack On Car Insurance PDSs.

Please note that this notice isn't part of your insurance contract 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.

We also wanted to give you a heads up that as a part of regulatory changes that came into effect recently, we now have a document called a Target Market Determination (TMD). This document sets out who our products are designed for and how we distribute them. You can check out our TMD for the Stack On Car Insurance product by visiting: www.experienceon.com.au/car-insurance.

Our new Stack On Car Insurance PDS will apply to:

- new Stack On Car Insurance policies issued on or after 1 January 2022; and
- existing Stack On Car Insurance policies renewed with an effective date of on or after 1 January 2022.

Got a question?



Call us on
1300 715 919



Or email us at
insurancesupport@experienceon.com.au

Changes made to the Stack On Car Insurance PDS

Introduction of a new section in the PDS 'Who is this product for?'

We've introduced a new section in the PDS that gives you a summary about who our products are designed for (our target market). You can check out the full details of our TMD by visiting www.experienceon.com.au/car-insurance.

Changes to Third Party Property Optional Fire & Theft Cover

Malicious damage is no longer covered as an insured event under our Third Party Property Optional Fire & Theft Cover.

Our Third Party Property Optional Fire & Theft Cover still covers you for loss or damage due to theft or fire (including bushfire). For more details, check out page 12 of the PDS.

Changes to the 'New for old car replacement 24 months' benefit

We've updated the wording in this section of the PDS to clarify that we aren't responsible for any delays in the delivery of replacement vehicles.

Changes to the Duty of Disclosure

We've replaced the Duty of Disclosure with 'Your duty to answer honestly'.

Please check out page 35 of the PDS for more information.

If you sell your car

Your insurance cover stops if you sell or dispose of your car.

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Changes made to the Stack On Car Insurance PDS

Paperless correspondence

We've updated the ways in which we communicate to you and send you documents. For example, you agree that we can communicate with you electronically, which can mean by e-mail or by letting you know that a particular communication can be accessed on a website or through other electronic means.

Changes to General exclusions

We've clarified that we do not cover your vehicle while it is being used to earn a fee or reward by including the examples: carrying passengers, as a hire car, courtesy car and/or for driving lessons.

We've introduced a general exclusion for infectious diseases and asbestos-related claims.

Please check out pages 52 to 55 of the PDS for more information.

Changes to renewing your policy

We've clarified that when we offer renewal, we may offer you a different level of cover if you don't fall within our target market for your existing level of cover as set out in our TMD. For more information, please check out our Stack On Car Insurance TMD at: www.experienceon.com.au/car-insurance.

If we do need to offer you a different level of cover, we'll always let you know before your policy renews and you can chat with one of our friendly team members about any questions or concerns you may have.

You can also opt out of automatic renewal by contacting us.

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Changes made to the Stack On Car Insurance PDS

Changes to our complaints process

We've updated our complaints process on page 50 of the PDS.

It's important to understand this process if you have a complaint or dispute.

Changes to our definition of 'driver'

The term 'driver' has been updated in the Definitions section of the PDS (pages 63-65).

We now define this to be 'the person driving or in control of your car with your permission'.

Other changes to our wording

We've also made other changes to clarify the policy wording.

These changes aren't intended to affect the cover provided.

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