

## What's changed

### Private / Business Motor

At QBE, we are working hard to ensure we communicate our intentions and actions as clearly as possible in our insurance policies. As part of this process we have been undertaking a review of our Product Disclosure Statements (PDSs) and Policy Wordings and have made changes to better explain how your insurance policy will operate, what you can expect from us and what we ask of you in return.

The purpose of this document is to provide a summary of recent changes to your policy terms and conditions. This document does not form part of any insurance policy and is not used in the assessment of insurance claims. Any insurance claim will be assessed against the policy terms and conditions and applicable law.

### Summary of key changes

We've updated our Private/Business Motor Insurance QM150-0421 Product Disclosure Statement. To see how your cover has changed, we've provided a summary of the key changes below:

Change type	What's changed	Explanation	Details can be found in
New Additional benefit	Introduced new benefit for "Not at fault Hire Car" to policy coverage	Customers now have access to a hire car if they are involved in a not-at-fault accident.	Additional Benefits section
Removal of excesses	Certain excess and benefit specific excesses have been removed and no longer apply <ul style="list-style-type: none"> <li>Security system</li> <li>Van or Ute personal effects</li> <li>Tools and equipment</li> <li>Off roading</li> </ul>	Customers no longer need to pay these specific excesses to either claim the benefit or make a claim. The excesses that apply to a claim is outlined in the "Excesses" section of the PDS.	Excesses section
Removal of cover	Cover for bodily injury to other persons has been removed from Liability section of cover	This is more appropriately and adequately covered by CTP insurance.	Not Applicable
Removal of cover	Driver Accident compensation benefit for comprehensive cover no longer available.	This is more appropriately and adequately covered by other insurance products.	Not Applicable
Removal of cover	Funeral expenses benefit is no longer available.	This is more appropriately and adequately covered by other insurance products.	Not Applicable
Update to claims section	Repair assessment guarantee has been removed	Customers have access to QBE's Accredited Smash Repairer Network (ASR) which gets customers across Australia back on the road quickly, with access to a simplified Self-Assessing process, the latest technology and knowledge for high-quality repairs.	Not Applicable

Change type	What's changed	Explanation	Details can be found in
Update to cover	Cover for Locks and Keys	Update to cover for locks and keys, limits remain the same. Refer to the Additional Benefits section for more details	Additional Benefits section
Update to cover	Certain uses of vehicle are no longer covered: <ul style="list-style-type: none"> <li>• Ridesharing</li> <li>• Demonstration for sale</li> </ul>	There is no longer any cover for any section of the policy if the car is used for Ridesharing or Demonstration for Sale	Words with special meanings section
Update to cover	Updates to our repair guarantee.	Updates to our repair guarantee. Refer to the Claims section for more details.	Claims section

## Any questions?

If you have any questions about these changes please contact your QBE Business Relationship Manager.