

Supplementary Product Disclosure Statement

This is a Supplementary Product Disclosure Statement (SPDS) dated 25 January 2021.
It applies to new policies commencing on or after 25 March 2021.

This SPDS updates and should be read with the following Product Disclosure Statement (PDS) and any other applicable SPDS we may have given you.

PDS	Reference	Preparation date
Lexus Insurance Finance Protection Insurance Policy and Product Disclosure Statement	LIN014	1 January 2017

Changes to your PDS

Some sections of the PDS have been deleted, and other sections have been replaced with new policy wording. The following table identifies the sections that have been deleted or replaced.

Section	SPDS Change
Product Disclosure Statement overview - Features and Benefits	There is no longer a restriction for redundancies that occur within 28 days of commencement of the policy. The following words are therefore deleted in the 'Benefit payable' column for the Redundancy cover: "(provided such redundancy does not occur within 28 days of the commencement date of this policy)",.
Product Disclosure Statement overview - Features and Benefits	There is no longer a restriction for illnesses that are sustained or become evident within 28 days of commencement of the policy. The following words are therefore deleted in the 'Benefit payable' column for the Injury and Illness cover: "and provided, in the case of illness, such illness is not sustained or becomes evident within 28 days of the commencement date of this policy",.
Your policy information - Your promise to us	The second paragraph is deleted and an additional paragraph is placed at the end of this section with the following wording: You also need to tell us immediately if, during the period of cover any of the following occur: <ul style="list-style-type: none"> • there is any variation to, or cancellation of, your finance contract; • any of your contact details change, such as your mobile number, postal or email address; or • any of the information shown on your policy schedule, or on any other notices you may receive from us from time to time, changes, is incorrect or incomplete or requires updating.
Commonly used words or expressions	We no longer require you to prove you are actively seeking work if you are claiming for Redundancy. The following words are therefore deleted from the definition of 'Redundancy or redundant': "and you can prove you are actively seeking work".
What is not covered	The first row is deleted and replaced with the following wording: Any Accident, Illness or Injury that is caused or contributed by you being under the influence of alcohol, drugs or narcotics (except where administered by and taken in accordance with the advice of a medical practitioner)
What is not covered	There is no longer a restriction for illnesses that are sustained or become evident within 28 days of commencement of the policy. The following event or circumstance is therefore deleted: "Any illness sustained or that becomes evident within 28 days of the commencement date of this policy".
What is not covered	There is no longer a restriction for redundancies that occur within 28 days of commencement of the policy. The following event or circumstance is therefore deleted: "You being made involuntarily redundant within 28 days of the commencement date of this policy".

Section	SPDS Change
Making a claim - To make a claim on this policy	<p>The second dot point is deleted and replaced with the following wording:</p> <ul style="list-style-type: none"> - Promptly complete and return any claim form that we provide you.
Making a claim - To make a claim on this policy	<p>The third dot point (including the sub dot points) is deleted and replaced with the following wording:</p> <ul style="list-style-type: none"> - Provide us with honest, correct and complete information in response to all our requests so we can properly assess your claim including by providing the following supporting evidence: <ul style="list-style-type: none"> - if claiming for Redundancy, an employment separation certificate that has been fully completed by yourself and your employer and any other documents required by us to assess your claim (for example, a copy of a letter from Centrelink which confirms you are currently unemployed). - if claiming for Injury or Illness, evidence from a medical practitioner confirming the injury or illness and that you are disabled. You must also provide proof that you are actively seeking and undergoing medical attention and/or rehabilitation as directed by your medical practitioner. - if claiming for any Additional Benefits, any documents required by us to assess your claim. For example: <ul style="list-style-type: none"> • if you are claiming for self-employed bankruptcy, we may require a copy of the Court order that declares you bankrupt; • if you are claiming for the carer benefit, we may require a copy of the medical practitioner's recommendation for the full-time care of your immediate family member; • if you are claiming for the overseas posting benefit, we may require a letter from your employer confirming your overseas posting.
Our Service Commitment to you - How to tell us when you are not satisfied, for any reason	<p>Our complaints process and the external dispute resolution provider has changed therefore this section is deleted and replaced with the following wording:</p> <p>Complaint resolution process</p> <p>We're committed to providing you with the highest standard of service. However, if you have any concern about our products, services or representatives, our Customer Resolution Team will work with you to resolve any issue you might have.</p> <p>You can raise a concern or make a complaint about any aspect of your relationship with us by calling 1300 658 067 between Monday and Friday from 8:30am to 5pm AEST or by emailing resolutionteam@lexus.com.au.</p> <p>We will acknowledge your complaint and we will:</p> <ul style="list-style-type: none"> • aim to resolve it efficiently, fairly and directly; • ensure that it is handled by a person with appropriate knowledge and experience; and • keep you notified about the progress of your complaint at least every 14 calendar days (if necessary). <p>If we are unable to resolve your complaint within 30 calendar days of receiving it, or if you are unhappy with our decision, you may choose to refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA is an independent, external dispute resolution scheme and there is no charge for this service.</p> <p>How to contact AFCA:</p> <p>Online: afca.org.au/make-a-complaint Email: info@afca.org.au Phone: 1800 931 678 (free call) Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001</p> <p>Are any decisions binding on you?</p> <p>We will stand by any decision made as part of our complaints process in an attempt to satisfy your concern.</p> <p>However, you do not have to accept any decision made by us or AFCA and alternatively may wish to seek your own advice on this matter elsewhere.</p>

If you have any questions, or would like another copy of your PDS, please call us on 1300 658 067, or email insurance@lexus.com.au