

# Everything you need to know

Equine **Third Party Liability**  
Policy Booklet



Please read in conjunction with Your Certificate  
of Insurance to understand the cover for Your Horse.

**Combined Financial Services Guide  
and Product Disclosure Statement  
(including Policy Wording)**

Dear Policyholder,

Thank You for considering insuring with Petplan, We would be delighted to have You and Your Horse as part of the Family.

We hope Your Horse is in the best of health, but rest assured, if You need Us we'll be there to help. We do all We can to make the claims process as quick and easy as possible so You can count on prompt and caring service from Our experienced staff when You need it most.

The details of the cover the Policy provides are included in this booklet as well as useful information to make claiming as straightforward as possible.

Wishing You and Your Horse a happy and healthy time ahead.

The Petplan Team

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## Part 1: Financial Services Guide (FSG)

This combined Financial Services Guide (FSG) document and the **Pet** Insurance Product Disclosure Statement (PDS) that **You** have been given, aims to help **You** make an informed decision about the financial services and products **We** can provide to **You** as a retail client and together contain important information about:

- the financial services **We** can offer **You**;
- who **We** act for in providing these services;
- how **We** and other relevant persons are paid; and
- how complaints are dealt with.

The Financial Services Guide (FSG) explains:

- **Our** products and services
- **Our** remuneration
- Other important information.

Please take the time to carefully read this FSG and keep it safely with **Your Policy** documents.

### Information About Petplan's Services

The PDS also contains information on the significant benefits and characteristics of the product and the standard terms, conditions, limits and exclusions of **Our** Pet Insurance cover to assist **You** in making an informed decision about whether to purchase it or not.

In this FSG "**We, Our and Us**" refers to **Petplan Australasia Pty Ltd** ABN 64 069 468 542 AFS Licence No. 245663 of 1-3 Smolic Court Tullamarine VIC 3043 phone 1300 738 225 which is authorised under its AFS Licence to provide advice on and deal in general insurance products, including **Pet** Insurance.

### Introduction

**We** aim to provide **You** with insurance products and services that protect **You** and/or enhance **Your Pet's** life. To help **Us** achieve this, it's important that **You** understand what **We** do as **Your** insurance Agent.

**Our** FSG contains important information about the products and services **Petplan Australasia Pty Ltd (Petplan)** offers. It also explains how **We**, and **Our** representatives, may be remunerated and contains details of **Our** internal and external complaints handling procedures.

By engaging **Petplan Australasia Pty Ltd** to provide insurance services, **You** are, in the absence of a formal written retainer agreement, agreeing to the delivery of **Our** services and to **Our** remuneration as described in this FSG.

If **You** are buying a retail product (as defined in the Corporations Act 2001 Cth), **We** will, if and when required, also give **You** a Product Disclosure Statement. This contains information on the product and its features to assist **You** in making an informed decision about whether or not to buy it.

If **We** give **You** personal advice about a retail product, which takes into account **Your** individual objectives, financial situations or needs, **We** will, if required, also give **You** a Statement of Advice. This contains the advice **We** have given, the basis of that advice and other information about **Our** remuneration and any relevant associations or interests which may have influenced the advice provided.

This FSG is also available on **Our** website [www.petplan.com.au](http://www.petplan.com.au).

### Who do We act for?

As an Agent acting under a binder from the Insurer, HDI Global Specialty SE – Australia ABN 58 129 395 544 AFS License number 458776 **We** act to arrange to enter into insurance products on their behalf. Under **Our** binder agreement **We** also agree to handle and settle claims on the Insurer's behalf. For general insurance products provided as an insurance intermediary **We** will act on **Your** behalf. **We** will tell **You** before or at the time if **We** are not acting for **You** in providing any part of **Our** service.

Any advice given to **You** about pet insurance will be of a general nature only and will not take into account **Your** personal objectives, financial situation or needs. **You** need to determine whether this product meets **Your** Pet's needs

### How You can instruct Us

**You** can give **Us** instructions by using the contact details set out in this FSG.

### Our products and services

As an insurance intermediary **We** are licensed to deal in and provide advice in relation to **Pet** insurance and or general risk insurance products.

Under **Our** licence, amongst other things, **We** are able to:

- Arrange **Pet** insurance and or general risk insurance products to help **You** protect against insurable risks;
- Collect information that insurers require from **You**;
- Where needed, provide **You** with information and advice about Pet insurance and or general risk insurance products; and
- Assess and pay **Pet** insurance claims and where needed, assist **You** to make general insurance claims.

**We** will endeavour to arrange insurance that meets **Your** Pet insurance and or **Your** general risks and needs. However, as it is **You** who best understands **Your** risks and needs **You** should always consider the appropriateness of any products **We** provide or any insurance **We** recommend to **You** before acting on **Our** recommendations. **We** also rely on **You** for the accuracy and completeness of information **You** provide to **Us**.

**Your Policy** documents (including policies and endorsements) contain the terms of **Your** cover, including the applicable limits, sub-limits and excesses and **Our** obligations. **You** must read these documents carefully to ensure that the cover suits **Your** needs and so **You** understand and comply with **Your** obligations under **Your Policy(ies)**. Failure to do so may result in uninsured losses.

Finally, please note that **We** cannot guarantee the availability of insurance for **Your** particular risks or the solvency of insurers.

### Arranging Your insurances

While cost is always important, the quality of insurance cover offered by a **Policy** is equally important. Insurance that does not match **Your** needs is worthless, however cheap the premium.

As one of Australia's leading pet insurance providers, **We** have many clients with similar **Pets**, businesses and situations with similar risks and needs. For these, **We** design and develop **Petplan** products which combine good pricing and quality cover from reputable insurers.

**We** understand that pet insurance can be a complex area and not something that pet owners deal with every day. That is why **Our** employees who are involved in the sale of insurance products and services are Tier 2 qualified based on Financial Service Reform requirements. This enables them to provide **You** with meaningful advice and assistance when **You** need it.

### The people who provide Our services

**We** provide **Our** services using **Petplan** employees.

However, in some cases **We** may use "Authorised Representatives" or "Mere Referrers". "Authorised Representatives" are third parties who **We** have authorised to provide **You** and **Your** Pets information to allow **Us** to be able to provide **You** with Pet Insurance.

"Mere Referrers" are other third parties who **We** have authorised to provide **You** and **Your Pets** information to allow **Us** to be able to provide **You** with Pet Insurance. They will only provide factual information and are not authorised to provide any advice.

**Our** Authorised Representatives and Mere Referrers are not employees and do not receive a salary. Instead they may be paid a percentage of the commission and/or other part of **Our** remuneration for the financial services they provide. This percentage may be up to 10% of **Petplan's** remuneration.

The Authorised Representative or Mere Referrer's employees may receive salaries, bonuses and/ or company dividends in their own business depending on the nature of their employment. Bonuses may be linked to general overall performance, including sales performance and may include all or part of the commission received by the Authorised Representative or Mere Referrer.

The Authorised Representative or Mere Referrer, and/or its associates, may also receive other financial and non-financial incentives from **Petplan** for arranging **Your** pet insurance **Policy**. Such incentives may be dependent on a number of performance related or other factors and may include, for example, sponsorship of training events and conferences, marketing promotions and competitions.

## Information on Remuneration

### Our remuneration

Unless **We** have advised otherwise, **Our** remuneration will comprise the following:

- A commission paid to **Us** by the Insurer;

**We** receive commission from the Insurer HDI Global Specialty SE - Australia (ABN 58 129 395 544, AFS License number 458776), each time **You** buy a **Policy**. It is calculated as a percentage of the Insurer's base premium (this is the premium less stamp duty, GST and other government taxes, charges and levies).

Commission paid to **Us** by the **Insurer** are rates of commission up to 30% of the premium (before taxes and statutory charges) for Pet Insurance. Commissions depend on the type of insurance. Different insurers may pay different rates of commission.

In addition, **We** may also receive the following:

- A service charge for **Policy** invoicing, premium collection and remittance and for issuing policies and other insurance administration work. This charge will appear on Your invoice and may vary depending on the work involved and the commission **We** receive;
- **We** may charge an additional administration fee for any change to the **Policy** that necessitates **Us** producing a further statement or invoice or a certificate of insurance. **We** may retain this fee from any premium refund arising in connection with the **Policy** change.

Please note that **We** treat **Our** remuneration as fully earned when **We** issue **You** with a tax invoice, unless **We** have a written agreement with **You** that varies this statement.

**You** agree that **We** may retain all **Our** commission, fees and other remuneration in full in the event of any mid-term cancellation of a **Policy** or future downward adjustment of premium. **You** also agree that the **Insurer** and **Petplan** may offset such remuneration from any premium refund **You** are entitled to.

**We** want to be entirely transparent about **Our** remuneration so please ask **Us** if **You** want more information or have any questions.

Where **You** have been referred to **Us** by a third party, **We** pay them a fee, a proportion of **Our** commission or other appropriate merchandise. This does not increase the premium **You** pay to **Us**.

**We** pay **Our** staff and representatives an annual salary for their services and they may also receive bonuses or other incentives and rewards based on their performance relating to sales of products and other business criteria.

If **You** require further details about any of the above remuneration received by **Us** within a reasonable time after receiving this document and before **We** provide **You** with advice on or **We** issue **You** with Pet Insurance.

## Do We receive any other remuneration for Our service?

### Interest

The law requires **Us** to pay **Your** premiums (and certain moneys paid to **Us** by insurers for **Your** account) into a trust account pending payment to the insurer. **We** are entitled to earn and retain interest on these monies. **Our** standard credit terms for premium payments are fourteen (14) days. **We** pay insurers within the period dictated by the law or earlier if the insurer requires.

**Petplan** and its staff may also receive non-monetary benefits from insurers such as sponsorships of **Petplan** client functions and meals and entertainment. **Petplan** has and monitors compliance with a **Policy** that ensures that these do not create a conflict with **Your** interests.

Should **You** require further information regarding any of the above forms of indirect remuneration or benefits, please contact **Your** local **Petplan** office.

### Conflicts of interest

Conflicts of interest may arise in circumstances where some or all of **Your** interests as **Our** client are, or may be, inconsistent with some or all of **Our** interests.

**We** have a conflicts of interest **Policy** and procedure, including training and monitoring, to ensure **We** are aware of and manage any conflicts of interest. **Our** company, staff and **Our** representatives must comply with this **Policy** and procedure.

Where a conflict is unavoidable, **We** will consult with **You** and manage the conflict in such a way as to avoid prejudice to any party.

## Relationships and Associations

**We** often work closely with a trade or industry association in developing and distributing certain insurance products. Sometimes these associations endorse the insurance product **We** offer to their members. **We** may pay part of **Our** remuneration or an agreed referral fee to an association for their assistance or endorsement.

**We** also have relationships with various Animal related businesses which, when they consider it appropriate, will recommend **Petplan** and **Our** Pet Insurance to their clients. **We** may pay part of **Our** remuneration or an agreed referral fee to these referrers in recognition of this introduction.

## Other important information

### Compensation Arrangements

#### Professional Indemnity Insurance

**Petplan** have professional indemnity insurance which covers its products and services and the services provided by its representatives. In accordance with the requirements of the Corporations Act, **Petplan** Australasia Pty Ltd maintains adequate Professional Indemnity Insurance. This insurance cover extends to claims in relation to **Our** conduct as an Australian Financial Services licence holder and **Our** employees and representatives both past and present, to compensate clients or their beneficiaries for loss or damage suffered if **We** provide negligent advice.

This insurance meets the requirements for compensation arrangements under s912B of the Corporations Act 2001 (Cth).

### Premium and Invoice Calculations

**We** adopt industry practice in calculating local statutory charges. All amounts referred to in **Our** invoices, unless stated otherwise, are to be treated as inclusive of GST.

### Privacy Notice

In this Privacy Notice, 'We', 'Our', 'Us' means **Petplan** Australasia Pty Ltd and the **Insurer** HDI Global Specialty SE - Australia.

### Privacy

**We** value the privacy of personal information and are bound by the Privacy Act 1988 when **We** collect, use, disclose or handle personal information. **We** collect personal information to offer, provide, manage and administer the many financial services and products **We** and **Our** group of companies are involved in (including those outlined in this FSG). Further information about **Our** privacy practices can be found in **Our** Privacy Policy that can be viewed on the **Petplan** website at [www.petplan.com.au](http://www.petplan.com.au) or HDI Global Specialty SE -Australia website at [www.hdi-specialty.com/int/en/legals/privacy](http://www.hdi-specialty.com/int/en/legals/privacy) or alternatively, a copy can be sent to **You** on request. Please contact **Petplan** office or visit **Our** website at [www.petplan.com.au](http://www.petplan.com.au) if **You** wish to seek access to, or to correct, the personal information **We** collect or disclose about **You**.

### International Transfers

In providing **You** with insurance services, **We** may transfer **Your** personal and/ or sensitive personal information outside of Australia including UK, European Union, and India. If this happens **We** will ensure that appropriate measures are taken to safeguard **Your** personal and/ or sensitive personal information.

### Information We process

**You** should understand that information **You** provide, have provided and may provide in future will be processed by **Us** and the **Insurer**, in compliance with the Privacy Act 1988 (Cth) and its Australian Privacy Principles for the purpose of providing insurance, handling claims and/or responding to complaints.

### Information containing personal and sensitive personal information.

Information **We** process may be defined as personal and/or sensitive personal information. Personal information is information that can be used to identify a living individual e.g. name, address, driving licence or national insurance number. Personal information is also information that can identify an individual through a work function or their title.

In addition, personal information may contain sensitive personal information; this can be information about **Your** health and/or any criminal convictions.

**We** will not use personal and/or sensitive personal information except for the specific purpose for which **You** provide it and to carry out the services as set out within this notice.

### Collecting electronic information

If **You** contact **Us** via an electronic method, **We** may record **Your** Internet electronic identifier i.e. **Your** internet protocol (IP) address. **Your** telephone company may also provide **Us** with **Your** telephone number.

### How We use Your information?

**Your** personal and/or sensitive personal information may be used by **Us** in a number of ways, including to:

- arrange and administer an application for insurance;
- manage and administer the insurance;
- investigate, process and manage claims; and/or
- prevent fraud.

### Who We share Your information with?

**We** may pass **Your** personal and/or sensitive personal information to industry related third parties, including authorised agents; service providers; reinsurers; other insurers; legal advisers; loss adjusters and claims handlers.

**We** may also share **Your** personal and/or sensitive personal information with law enforcement, fraud detection, credit reference and debt collection agencies and within the Talanx Group of companies to:

- assess financial and insurance risks;
- recover debt;
- to prevent and detect crime; and/or
- develop products and services.

**We** will not disclose **Your** personal and/or sensitive personal information to anyone outside the Talanx Group of companies except:

- where **We** have **Your** permission;
- where **We** are required or permitted to do so by law;
- to other companies who provide a service to **Us** or **You**; and/or
- where **We** may transfer rights and obligations under the insurance.

### Why it is necessary to share information?

Insurance companies share claims data to:

- ensure that more than one claim cannot be made for the same personal
- Injury or property damage;
- check that claims information matches what was provided when the insurance was taken out;
- act as a basis for investigating claims when **We** suspect that fraud is being attempted; and/or
- respond to requests for information from law enforcement agencies.

### Your rights

**You** have a right to know what personal and/or sensitive personal information **We** hold about **You**. If **You** would like to know what information **We** hold, please contact **Us** at the address listed within this notice, clearly stating the reason for **Your** enquiry. **We** may write back requesting **You** to confirm **Your** identity.

If **We** do hold information about **You**, **We** will:

- give **You** a description of it;
- tell **You** why **We** are holding it;
- tell **You** who it could be disclosed to; and
- let **You** have a copy of the information in an intelligible form.

If some of **Your** information is inaccurate, **You** can ask **Us** to correct any mistakes by contacting **Us**.

## Providing consent to process Your information

By purchasing insurance products from **Us** and by providing **Us** with **Your** personal and/or sensitive personal information, **You** consent to **Your** information being used, processed, disclosed, transferred and retained for the purposes set out within this notice.

If **You** supply **Us** with personal information and/or sensitive personal information of other people, please ensure that **You** have fairly and fully obtained their consent

for the processing of their information. **You** should also show this notice to the other person.

**You** should understand that if **You** do not consent to the processing of **Your** information or **You** withdraw consent, **We** may be unable to provide **You** with insurance services.

## Collection and use of client information

### How We use Your data

**You** have the right to request a copy of the personal data **We** hold about **You**. A small charge may apply. **We** can only discuss **Your** personal details with **You**. If **You** would like anyone else to act on **Your** behalf please let **Us** know in writing.

**Petplan** gathers data containing information about its clients and their insurance placements, including, but not limited to: names, industry codes, **Policy** types, and **Policy** expiration dates, as well as information about the insurance companies that provide coverage to its clients or compete for its clients' insurance placements. This information is maintained in one or more databases. **Petplan** may use or disclose information about its clients, if it is required to do so by

- foreign or Australian law,
- **Petplan Policy**,
- pursuant to legal process
- or in response to a request from foreign or Australian law enforcement authorities or other government officials.

In addition to being used for the benefit of **Petplan's** clients, these databases also may be accessed by other **Petplan** affiliates for other purposes, including providing consulting and other services to insurers for which **Our** Group of Companies may earn compensation.

Due to the global nature of services provided by **Our** Group of Companies, the information **You** provide may be transmitted, used, stored and otherwise processed outside the country where **You** submitted that information. If **You** have questions about **Our** Group data processing or related compensation, please contact **Your** local **Petplan** office.

### Insurance Brokers Code of Practice

**Petplan** Australasia Pty Ltd is a member of the Steadfast Group Ltd. Both **Petplan** and the Steadfast Group Ltd subscribes to the Insurance Brokers Code of Practice and is bound by their Code of Practice (the Code).

The Insurance Broker's Code of Practice demonstrates the Australian insurance broking industry's professional commitment to its clients. The Code is administered by the Code Administration team at the Australian Financial Complaints Authority (AFCA). The Code applies to the relationship between Insurance Brokers and their clients. It describes key service standards that clients can expect from brokers, as well as an overview of the complaints and disputes handling process. The Code has been specifically developed by the National Insurance Brokers Association (NIBA) to be a user-friendly and helpful tool for both insurance brokers and their clients.

The objective of the Code is to build upon the professional competence in the insurance broking profession, increase consumer confidence in insurance brokers and increase knowledge of the important role they play. The service standards outlined in the Code are also aimed at safeguarding self-regulation of the broking industry. To view a copy of the Code visit [www.niba.com.au](http://www.niba.com.au). The Code does not form part of any retainer **Petplan** have with **You** and **Your** rights relating to any breach of the Code by **Petplan** are limited to remedies available under the Code.

### Telephone Call Recording

**We** may record incoming and/or outgoing telephone calls for training or verification purposes. This allows **Us** to check information **You** give **Us** and to verify information **We** have given **You**. Where **We** have recorded a telephone call, **We** can provide **You** with a copy at **Your** request, where it is reasonable to do so.

### Service issues and complaints

**We** have in place a formal dispute resolution process, encompassing both internal and external dispute resolution.

**We** are committed to providing quality services to **Our** clients. This commitment extends to giving **You** easy access to people and processes that can resolve a service issue or complaint.

## Making a Complaint

We treat complaints very seriously and believe **You** have the right to a fair, swift, prompt and courteous service at all times. If **You** are dissatisfied with any aspect **Our** relationship, **You** may lodge a complaint. **Our** complaints process has three steps:

### 1. Immediate Response & Resolution

Many concerns can be resolved immediately, or within a short amount of time. If **You** have a complaint about the service **We** have provided to **You**, please address **Your** enquiry or complaint to the staff member providing the service, or phone 1300 731 324 during normal office hours.

### 2. Internal Dispute Resolution

If **We** are unable to resolve **Your** concern, immediately or within 2 days, **We** will escalate **Your** concerns as a complaint to **Petplan's** Internal Dispute Resolution Team. **Your** complaint will be handled by a person with appropriate authority, knowledge and experience. **You** will be provided with the contact details of the person assigned **Your** complaint. **We** will make a decision about **Your** complaint within 30 calendar days, however **We** will aim to resolve **Your** complaint within 15 business days. If **We** are not able to resolve **your** complaint within 15 business days, **We** will either escalate the matter to HDI Global Specialty SE – Australia or give **You** the option to contact them yourself. Both these internal review processes will be completed within the 30 calendar days.

**You** may also contact the Internal Dispute Resolution team directly on: 1300 731 324 or via email [IDR@petplan.com.au](mailto:IDR@petplan.com.au) or post **Petplan** Australia Pty Ltd, Customer Service, 1-3 Smolic Crt, Tullamarine, VIC 3043.

**You** may also contact HDI Global Specialty SE -Australia, Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000 or via email: [ComplaintsAustralianBranch@hdi-specialty.com](mailto:ComplaintsAustralianBranch@hdi-specialty.com).

### 3. External Dispute Resolution

In the unlikely event that **Your** complaint is not resolved to your satisfaction following **Petplan's** Internal Dispute Resolution Process, **You** may be able to take **your** matter to the independent dispute resolution body, the Australian Financial Complaints Authority (AFCA).

AFCA resolves certain insurance disputes between consumers and Insurers and will provide an independent review at no cost to **You**.

**We** are bound by the determination of AFCA but the determination is not binding on **You**.

#### Contact details for AFCA:

Australian Financial Complaints Authority  
Telephone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
GPO Box 3, Melbourne VIC 3000

**Petplan** Australasia Pty Ltd is a leading provider of Pet and Animal industry related insurances and risk services. It is part of **Our** Group of Companies, which is a global leader in the design and provision of insurance, reinsurance, risk and employee benefit services. **Petplan** meets the diverse and varied needs of **Our** clients through **Our** Animal industry knowledge, expertise and global resources.

If **You** have any questions about **Our** services or anything in this FSG, please contact **Petplan** on 1300 738 225.

## Part 2: Product Disclosure Statement (including Policy Wording) (PDS)

This Product Disclosure Statement (PDS), which includes the **Policy** wording, contains important information about this Equine **Third Party Liability** Insurance and how it works. This is an important document that has been designed to help **You** make an informed choice when selecting a suitable insurance **Policy** to meet **Your** insurance requirements. **You** should take necessary time to fully consider the contents before making a decision about whether to request insurance cover from **Us** and on what terms and conditions.

**Please note that any recommendation or opinion in this PDS is of a general nature only and does not take into account Your objectives, financial situation or needs.**

Other documents may form part of **Our** PDS. Any such documents will include a statement identifying them as part of this PDS and will be provided at the same time as this PDS. This PDS is disclosed to **You** with the **Policy**.

### About this insurance

**You** need to decide if this contract of insurance is right for **You**. Please carefully read the **Policy** and the **Certificate of Insurance** to ensure that **You** have purchased the insurance cover that **You** need. While this PDS provides an overview of the insurance cover, please read the **Policy** for a full description of the terms, conditions and exclusions that apply specifically to **You**. Please tell **Us** if **You** do not understand anything in connection with this **Policy** and the documents **We** provide to **You**.

### Words with special meanings in this document

Certain words used in the PDS and the documents forming **Your** contract of insurance have special meanings when they appear in **bold font**. The Definitions section of this **Policy** contains the terms that **We** use which have special meanings. Please review the Definitions section of the **Policy** to ensure **You** understand the terms used in the documents that form the contract of insurance with **You**. Headings are provided for reference only and do not form part of the contract of insurance for interpretation purposes.

### Policy summary

Please note that this is a limited summary and not a full description of the cover. **You** will need to read the full terms, conditions and exclusions of the **Policy** and the **Certificate of Insurance**, which is a separate document that specifies the options **You** have selected, in order to have a full explanation of the insurance cover **You** have purchased.

### Third Party Liability

**We** will cover **Your Legal Liability** for payment of compensation in respect of **Third Party Bodily Injury** or **Third Party Property Damage** arising out of an **Accident** occurring within Australia during the **Period of Insurance** through, by or arising in connection with **Your Named Horse**.

The **Limit of Liability** that **We** will pay for the cover provided under this **Policy** is shown on **Your Certificate of Insurance**.

### Excess

If **You** need to make a claim for **Third Party Property Damage** under this **Policy**, **You** may be required to pay an **Excess**. For full details, please refer to the terms and conditions of the **Policy** and **Your Certificate of Insurance**.

### What is covered under the Policy

This **Policy** insures all amounts which **You** become legally liable to pay as compensation in respect of **Third Party Bodily Injury** and/or **Third Party Property Damage** arising out of an **Accident** occurring within Australia during the **Period of Insurance** through, by or arising in connection with **Your Named Horse** that is specified in the **Certificate of Insurance** to another person during the **Period of Insurance** up to the **Limit of Liability** specified in the **Certificate of Insurance**.

Subject to the **Policy** terms and conditions, **We** will pay:

- compensation and claimants' costs and expenses, and
- legal costs and expenses for defending a claim against **You** or other people for whom **You** are responsible under the **Policy**.

Cover under this **Policy** is provided on the basis:

- that **You** have paid or agreed to pay **Us** the premium for the insurance cover provided; and
- of the verbal and/or written information provided by **You** which **You** gave to **Us** after having been advised of **Your** Duty of Disclosure either verbally or in writing.

If **You** failed to comply with **Your** Duty of Disclosure or have made a misrepresentation to **Us**, **We** may be entitled to reduce **Our** liability under the **Policy** in respect of a claim and/or **We** may cancel the **Policy**. If **You** have told **Us** something which is fraudulent, **We** also have the option of avoiding the **Policy** (i.e. treating it as if it never existed).

### Policy Limits

The **Limit of Liability** is specified in **Your Certificate of Insurance**. Please read **Your Certificate of Insurance** and **Policy** carefully so that **You** are aware of the **Limit of Liability** that is applicable in the event of a claim for **Third Party Bodily Injury** and/or **Third Party Property Damage**.

### Excess

If **You** make a claim for **Third Party Property Damage** under **Your Policy**, **You** will be required to pay an **Excess**. The **Excess** will be detailed in **Your Certificate of Insurance**. **You** should read **Your Policy** and **Your Certificate of Insurance** carefully so that **You** are aware of any **Excess** that may be applicable to **You**.

### The Insurer

HDI Global Specialty SE -Australia (ABN 58 129 395 544, AFS License number 458776) with its registered address at Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000 is the Insurer of the **Policy**.

HDI Global Specialty SE -Australia is authorised to carry out insurance business in Australia by the Australian Prudential Regulation Authority in accordance with the Insurance Act 1973 (Cth).

HDI Global Specialty SE is registered in Germany, with its registered office at Podbielskistraße 396, 30659, 30655 Hannover, Germany with registration number HRB211924 authorised by Bundesanstalt für Finanzdienstleistungsaufsicht ("BaFin"). It is authorised to carry on insurance business in Germany under the German Insurance Supervisory Act ("Versicherungsaufsichtsgesetz").

### The Administrator

**Petplan Australasia Pty Ltd** ABN 64 069 468 542 AFSL No. 245663 is the sole administrator of the **Policy** acting under a Binding Authority Agreement granted by the **Insurer** that authorises it to issue, vary and dispose of this insurance and to manage and settle claims and deal with complaints. Products sold under the name of **Petplan** and **Petplan Equine**® are sold exclusively by Petplan Australasia Pty Limited under license to Pet Plan Ltd. **Petplan Equine**® is a Registered Trade Mark.

### Contact details are as follows:

Petplan Australasia Pty Ltd  
1-3 Smolic Court,  
Tullamarine VIC, 3043  
Ph: 1300 738 225  
[info@petplan.com.au](mailto:info@petplan.com.au)  
[www.petplan.com.au](http://www.petplan.com.au)

In arranging this contract of insurance, **Petplan** acts as agent for HDI Global Specialty SE – Australia and not as **Your** agent.

## Our contract with You and Your obligations to Us

### Our contract with You

If **We** enter into a contract of insurance with **You**, **We** will provide **You** with the contractual documents. The documents that form the contract of insurance between **Us** and **You** consist of:

- this **Policy** which sets out the standard terms and conditions of **Your** insurance cover and its limitations;
- the relevant **Certificate of Insurance** issued by **Us**. The **Certificate of Insurance** is a separate document, which shows the insurance details relevant to **You**. It may include additional terms, conditions and exclusions relevant to **You** that amend the standard terms and conditions of this **Policy**.
- **We** reserve the right to change the terms of the **Policy** where permitted to do so by law.
- If the **Policy** is varied during the **Period of Insurance**, such as an endorsement or Supplementary PDS, **We** will send **You** an updated **Certificate of Insurance** taking into account the variations.

These are all important documents and **You** should carefully read them together as if they were one document to ensure that **You** are satisfied with the insurance cover. Please retain this PDS and **Policy** in a safe place together with the **Certificate of Insurance**. It is also important that **You** keep evidence of any loss **You** may wish to claim for which will assist **Us** to promptly settle any claims **You** lodge and which are accepted by **Us**.

### Your obligation to comply with the Policy

**You** are required to comply with the terms and conditions of the **Policy**. Please remember that if **You** do not comply with any term or condition, **We** may (to the extent permitted by law) decline or reduce any claim payment and/or cancel the **Policy**.

If more than one person is insured under the **Policy**, a failure or wrongful action by one of those persons may adversely affect the rights of any other person insured under the **Policy**.

### Your Duty of Disclosure

Before **You** enter into a contract of insurance with **Us**, the Insurance Contract Act 1984 requires **You** to disclose to **Us** every matter that **You** know or could be reasonably expected to know that is relevant and may affect **Our** decision to insure **You** and if so, on what terms and premium.

**You** have this duty until **We** agree to insure **You**.

**You** have the same duty to disclose any relevant matters to **Us** before **You** renew, extend, vary or reinstate the **Policy**.

**You** do not need to tell **Us** anything that:

- diminishes **Our** risk; or
- is of common knowledge; or
- **We** know or should know as an **Insurer**; or
- **We** tell **You** **We** do not need to know

### If You do not tell Us something

If **You** do not tell **Us** about any relevant matter that **You** are required to disclose, **We** may cancel **Your Policy** or reduce the amount **We** will pay **You** if **You** make a claim, or both. If **Your** failure to tell **Us** is fraudulent, **We** may refuse to pay a claim and treat the contract of insurance as if it never existed.

If **You** are unsure as to whether **You** should disclose something, it is better to give **Us** this information rather than take the risk of failing in **Your** Duty of Disclosure.

### Fraud

Fraud by policyholders increases **Your** premium and the premiums of all policyholders. If **You**,

- Intentionally provide **Us** with false information;
- Intentionally make a false or exaggerated claim with **Us**; or
- Intentionally make any claim with **Us** which involves **Your** dishonesty;

**We** may reduce the amount of **Your** claim, or not pay **Your** claim and in some cases **We** may void **Your Policy** (i.e treating it as if it never existed).

## Cooling-off and cancelling this Policy

### Policy duration – how long does the Policy run

The **Policy** will remain in force for 12 months from the date it starts as specified on the **Certificate of Insurance**, unless cancelled earlier by **You** or **Us** in accordance with the terms of the **Policy**. If **You** renew the **Policy** at the end of the **Period of Insurance**, that is a new contract of insurance for a new **Period of Insurance**.

### Your cooling-off period

This **Policy** gives **You** a cooling-off period. If for any reason **You** are not entirely satisfied with **Your Policy**, **You** can cancel it within the 21-day cooling-off period commencing on the earlier of either the date on which **Your Certificate of Insurance** was issued or the end of the 5th business day on which the **Policy** was issued to **You**.

To exercise **Your** cooling-off rights **You** must advise **Us** of **Your** intention to cancel and **We** will cancel **Your Policy** and **You** will receive a full refund of any premiums paid unless **You** have made a claim within the 21-day cooling-off period or an **Accident** or other or incident which may give rise to a claim has occurred.

### Cancellation by You

After the 21-day cooling-off period expires, **You** may cancel **Your Policy** at any time by contacting **Us** and **We** may give **You** a refund of the money **You** have paid for any period of cover after the cancellation date provided **We** have not paid a claim or an **Accident** or other or incident which may give rise to a claim has not occurred.

If **You** pay **Your** premium by instalments and the premium becomes due, **You** may not receive a refund of **Your** premium.

**We** will not accept **Policy** cancellation requests by telephone.

### Cancellation by Us

**We** reserve the right to cancel this **Policy** on 7days' written notice. Examples of reasons why **We** may cancel this **Policy** include:

- **You** not abiding by the terms and conditions of this **Policy**;
- **Your** dishonesty or fraud; or
- **You** verbally insulting or threatening **Our** staff over the telephone or in person.

## Paying Premium and renewing the Policy

### How is Your premium composed

The premium payable by **You** will be shown on **Your** tax invoice. **We** take into consideration a number of factors in setting premiums. This can include the **Limit of Liability** and the **Excess** amounts selected by **You**. Premiums are subject to Commonwealth and State taxes and/or charges which includes Goods and Services Tax (GST) and Stamp Duty. The amount of these taxes/charges will be shown on **Your** tax invoice.

If a person has referred **You** to **Us**, **We** may pay them a part of the Administrator Remuneration. This will not increase the amount **You** pay **Us**.

### Payments by instalments

If **You** pay by monthly instalments and if **You** do not pay an instalment on time, **We** will let **You** know and **We** will try to deduct the overdue amount along with **Your** next regular payment on the next instalment due date. If the next attempt to deduct the outstanding amount and the next instalment amount fails, **We** will cancel **Your** Policy for non-payment. **We** will send **You** a notice advising **You** of cancellation and cancellation will be effective 14 days from the date on this notice. So it's important that **You** pay **Your** instalments on time. If **You** can't, **You** should get in touch with **Us** immediately. **We** also reserve the right to have **You** pay the rest of the yearly premium immediately.

### Application of GST

All monetary limits in **Your Policy** are inclusive of GST:

- where **You** are liable to pay an amount for GST in respect of an acquisition relevant to **Your** claim, **We** will pay the GST amount except any amount for which **You** are or would be entitled to an input tax credit.
- if **Your** **Limit of Liability** is not sufficient to cover **Your** liability under this **Policy**, **We** will only pay the GST amount that relates to **Our** settlement of

**Your** claim except any amount for which **You** are or would be entitled to an input tax credit.

Where **We** make a payment under **Your Policy** as compensation instead of payment for a relevant acquisition, **We** will reduce the amount of the payment by the amount of any input tax credit that **You** would have been entitled to had the payment been applied to a relevant acquisition.

If **You** register or are registered for GST, **You** must tell **Us** the extent of **Your** entitlement to an input tax credit on **Your** premium at or before the time **You** make a claim under **Your Policy**. If **You** fail to disclose or understate **Your** entitlement, **You** may be liable for GST on a claim **We** may pay. **Your Policy** does not cover **You** for this GST liability, or for any fine, penalty or charge for which **You** may be liable.

### Renewal

**We** will write to **You** at least 14 days before **Your Policy** expires telling **You** if **We** will offer **You** a renewal and if so, the full details of **Your** next year's premium and the new **Policy** terms and conditions. If **You** do not want to renew this **Policy**, all **You** need to do is call **Us** on 1300 738 225 to let **Us** know, or write to **Us** at the address of the **Administrator**.

If **You** pay **Your** premium by direct debit instalments, when **Your Policy** is due for renewal **We** will renew it for **You** automatically to save **You** the worry of remembering to contact **Us** before the renewal date. **We** will write to **You** at least 14 days before the **Policy** expires with full details of **Your** next year's premium and the **Policy** terms and conditions.

## Your Policy

### Definitions

Certain words used in the **Policy** have special meanings, and they appear in bold font. The Definitions section of this **Policy** sets out the terms that **We** use which have special meanings. Headings are provided for reference only and do not form part of the **Policy** for interpretation purposes.

**Accident** means a sudden, unexpected, unusual, and specific event which occurs fortuitously at an identifiable time and place within Australia and is unforeseen or unintended. All **Accidents** of a series consequent upon or attributable to one source or original cause are treated by **Us** as one **Accident**.

**Administrator** means **Petplan Australasia Pty Ltd** who have the exclusive right to sell products under the name **Petplan Equine®** and **Petplan. Petplan Equine®** is a Registered Trade Mark, and products sold under this Trade Mark in Australia are sold exclusively by **Petplan Australasia Pty Ltd** under Licence from **Pet Plan Limited**.

**Certificate of Insurance** means the current Certificate issued by **Us** to **You** containing details of the cover provided under **Your Policy**, including any exclusions and other specific insurance details that apply to **Your Policy**.

**Excess** means the amount stated on **Your Certificate of Insurance**, which is the first part of each claim for **Property Damage** that **You** must pay.

**Immediate Family** means **Your** spouse, civil partner, domestic partner, parent(s), sibling(s) or child or children (including step, foster or adopted) or the parent(s), sibling(s) or child or children (including step, foster or adopted) of **Your** spouse, civil partner or domestic partner.

**Insurer** means **HDI Global Specialty SE – Australia** (ABN 58 129 395 544, AFS License number 458776) (**HDI Global Specialty**) with its registered address at Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000, the **Insurer of Your Policy**.

**Limit of Liability** means the amount of cover **You** have chosen as set out on the **Certificate of Insurance** and is the most **We** will pay for all claims under this **Policy** including any legal expenses or costs. Where permitted by law, this **Limit of Liability** will be reduced by any amount paid under any other insurance **You** have that provides cover for the same liability, loss, **Accident**, occurrence or incident.

**Named Horse** means the horse(s) owned by **You** that are specifically identified in the **Certificate of Insurance** under "**Horse Details**" and covered under this **Policy**.

**Period of Insurance** means the period when this **Policy** begins and ends as stated in **Your Certificate of Insurance**. It does not refer to any prior **Period of**

**Insurance** if the **Policy** is a renewal of a previous **Policy** or any future **Period of Insurance** for any **Policy** You may enter into with **Us** upon renewal. Each **Period of Insurance** is treated as a separate time period which is normally of 12 months duration but may be less if **Your Named Horse** has been added to **Your Policy** after the **Period of Insurance** started, or **Your Policy** has been cancelled.

**Policy** means this document and the **Certificate of Insurance** and any other documents **We** issue to **You** which are expressed as forming part of the **Policy** terms which set out the insurance cover **We** provide for the **Period of Insurance**. For the sake of clarity, it does not include any prior **Policy** that this is a renewal of or any future **Policy** that is a renewal of this **Policy**.

**Third Party Bodily Injury** means the sudden and accidental death or bodily injury to a person who is neither **You**, a member of **Your Immediate Family** nor a person to whom **You** have given permission to look after or handle **Your Named Horse** that results solely and directly from an **Accident** occurring within Australia and is not any injury that happens over a period of time or is of a gradual nature.

**Third Party Property Damage** means the accidental physical loss of or damage to material property belonging to a person who is neither **You**, a member of **Your Immediate Family** nor a person to whom **You** have given permission to look after or handle **Your Named Horse** that results solely and directly from an **Accident** occurring within Australia.

**We, Us, Our** means **Petplan** acting on behalf of HDI Global Specialty SE, the **Insurer** of the **Policy**.

**You, Your** means the person(s) named on the **Certificate of Insurance**.

## Your cover

### We will pay

Subject to any **Excess** that **You** must pay first, **We** will pay compensation up to the **Limit of Liability** in respect of:

**Your Legal Liability** and that of **Your Immediate Family** and for any person to whom **You** have given permission to look after or handle **Your Named Horse** in respect of:

- **Third Party Bodily Injury**
- **Third Party Property Damage**
- Legal costs and expenses of the party seeking compensation from **You**
- Legal costs and expenses incurred by **You** or **Your Immediate Family** or any person to whom **You** have given permission to look after or handled **Your Named Horse** in defending a **Third Party Liability** claim arising out of an **Accident** occurring within Australia during the **Period of Insurance** through, by, or arising in connection with **Your Named Horse**.

## Specific conditions

As a condition for cover under this **Policy** the following conditions must be met:

1. No person claiming under this **Policy** may admit any responsibility, agree to pay any claim or negotiate with any other person following an **Accident** or incident that may give rise to a claim under this **Policy** without **Our** written consent. Admission of liability prior to **Our** written consent may result in the claim being declined or reduced.
2. All persons claiming under this **Policy** must immediately send **Us** any writ, summons or legal documents received and must not, directly nor through any other person acting on their behalf, respond to any of these documents.
3. All persons claiming under this **Policy** agree to provide **Us** with any reasonable information connected with the claim that **We** request, including any vet history details for **Your Named Horse**.
4. All persons claiming under this **Policy** agree to tell **Us** or help **Us** find out all the circumstances of an **Accident** or incident that may give rise to a claim under this **Policy** and to provide written statements and attend court if required to do so upon **Our** reasonable request.
5. All persons claiming under this **Policy** must allow **Us** to take charge of the claim and allow **Us** to prosecute in their name(s) for **Our** benefit.
6. If more than one **Named Horse** is involved in, or contributes towards an **Accident** that is covered under this **Policy**, only one **Limit of Liability** will apply for all of the **Named Horses**. This means that if:

- a. the **Named Horses** involved in the **Accident** are each insured for the same **Limit of Liability**, the most **We** will pay for the **Accident** is that one **Limit of Liability**. For example, if all of the **Named Horses** each have a **Limit of Liability** of AUD\$5 million, **We** will pay no more than AUD\$5 million for the **Accident**.
  - b. the **Named Horses** involved in the **Accident** are insured for different **Limits of Liability**, the most **We** will pay for the **Accident** is the one highest **Limit of Liability**. For example, if there are two **Named Horses** involved in the **Accident** and one **Named Horse** has a **Limit of Liability** of AUD\$1 million and the second **Named Horse** has a **Limit of Liability** of AUD \$5 million, **We** will pay no more than the one **Limit of Liability** of AUD \$5 million for the **Accident**.
  - c. If all horses involved in the **Accident** are owned by **You** but some are not insured under this **Policy**, then **We** will pay no more than a proportion of the total amount of the claim relating to the number of **Named Horses** in relation to the total number of horses that are involved in the **Accident** up to the one highest **Limit of Liability**.
7. If a business entity or a professional person is being paid to look after or care for **Your Named Horse** in any way, it is **Your** responsibility to:
    - a. make sure the business entity or the professional person has the appropriate **Third Party Liability** insurance cover, and
    - b. tell a senior person employed by the business entity or the professional person if **Your Named Horse** has any behavioural problems or requires any special handling so they are able to handle **Your Named Horse** in an appropriate manner.

## General conditions

As a condition for cover under this **Policy** the following conditions must be met:

### Other insurance

This **Policy** does not provide any insurance cover for any loss, damage or bodily injury which, at the time of the **Accident**, was insured by any other contract of insurance with any other party.

### Sanctions

**We** will not provide any benefit under this **Policy** to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

### Law and jurisdiction

**You** and **We** are free to choose the law applicable to this **Policy**. Unless specifically agreed to the contrary this **Policy** shall be governed by the laws of the State of Victoria, Australia and subject to the exclusive jurisdiction of the courts

of the State of Victoria, Australia. Any term in this contract which conflicts with the law which applies to the country in which **You** live shall be amended to conform to that law.

### Service of suit

The **Insurer** agrees that in the event of a dispute arising under this **Policy**, the **Insurer** shall, at **Your** request, submit to the jurisdiction of any competent court in the Commonwealth of Australia. Such dispute will be determined according to the law and practice applicable to such court. Any summons, notice or process to be served upon the **Insurer** may be served upon the party identified below who has authority to accept service and enter an appearance on the **Insurer's** behalf and are directed at **Your** request to give a written undertaking to **You** to enter an appearance on behalf of the **Insurer**:

HDI Global Specialty SE -Australia Tower 1, Level 33  
100 Barangaroo Ave  
Sydney NSW 2000

### Language

Unless otherwise agreed in writing, the language of **Your Policy** and any communication throughout the duration of the **Policy** will be in English.

## Specific exclusions

This **Policy** does not cover, and **We** will not pay any claim for, the following:

1. Any amount which exceeds the **Limit of Liability**.
2. Any amount in relation to **Your** tangible property or the tangible property of **Your Immediate Family** or any person to whom you have given permission to look after or handle **Your Named Horse**.
3. Any amount in relation to tangible property in the care, custody or control of **You, Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse**.
4. Any amount in relation to bodily injury sustained by **You, Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse**.
5. Any claim involving the business, trade or profession (including place of habitation and place of work if **Your Named Horse** has access to **Your** work area or the work area of **Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse**.
6. Loss or damage to fences or growing crops caused by **Your Named Horse**.
7. Loss or damage or bodily injury suffered during the serving or attempting to serve a mare by a stallion involving **Your Named Horse**.
8. Loss or damage or bodily injury involved in the hiring out of **Your Named Horse**.
9. Liability or damages of any kind arising in connection with any agreement unless liability would have existed in the absence of that agreement.
10. Any costs or expenses for defending **You, Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse** which **We** have not agreed beforehand.
11. Any amount caused by or arising out of, or in any way connected with the pregnancy of any person.
12. Any amount caused by or arising out of, or in any way connected with the transmission of disease including disease transmitted from animals to humans or any pandemic disease that causes widespread illness, death or destruction affecting **Your Named Horse**.
13. Any amount in any way connected with an **Accident** if **You** or **Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse** have not followed the instructions or advice given by the previous owners of **Your Named Horse** or the re-homing organisation or a qualified behaviourist about the behaviour of **Your Named Horse**.
14. Any amount for any aggravated, exemplary or punitive damages, damages resulting from the multiplication of compensatory damages, fines or penalties.
15. Any amount for an **Accident** which takes place when **Your Named Horse** is in the care of a business entity or a professional person and **You** are paying for their services.
16. Any amount for an **Accident** that happens in an area or place where horses are specifically prohibited, unless **Your Named Horse** escapes and enters the specifically prohibited area outside of **Your** control or that of **Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse**.
17. The **Excess** specified in **Your Certificate of Insurance**.
18. Any amount for any person who has not directly suffered **Third Party Bodily Injury** or **Third Party Property Damage** that is covered this **Policy**.
19. Any amount for liability attaching to livery stables, riding schools, equestrian centres or any other business that have care, custody or control of **Your Named Horse**.
20. Any amount for liability directly or indirectly arising through or in connection with the use, ownership or possession of any mechanically propelled vehicle, aircraft, ship, vessel or craft by or on behalf of **You, Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse**.

## General exclusions

This **Policy** does not cover, and **We** will not pay any claim for, the following:

1. Any **horse** less than 30 days old or over 30 years of age.
2. Any amount if the **Accident** takes place as a result of any business, profession, occupation or while working for someone.
3. Any amount caused by radiation, nuclear explosion, nuclear fallout or contamination by radioactivity.
4. Any amount caused by an act of terrorism, the use or threatened use of violence to scare or intimidate malicious persons, civil disobedience, strikes, people taking part in labour disturbances or the involvement directly or indirectly of any unlawful organisation.
5. Any loss or damage or bodily injury caused by or resulting from an act of force, or violence for political, religious or ideological reasons, war, acts of terrorism, riot, revolution or any similar event including any chemical or biological terrorism.
6. Any amount caused by the pressure waves of an aircraft, spacecraft or anything else travelling at sonic or supersonic speeds.
7. Any legal expenses resulting from criminal proceedings because of a deliberate act by **You, Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse**.
8. Any amount which results from **You** or **Your Immediate Family** or any person to whom **You** have given permission to look after or handle **Your Named Horse** acting or behaving unlawfully, and any legal expenses, fines or penalties arising from such actions or behaviour including criminal activities or breach of Australian laws or regulations or an Act of Parliament.
9. Any amount caused by, arising out of, or in any way connected with asbestos.
10. Any amount caused by, arising out of or in any way connected with the discharge, dispersal, release or escape of pollutants defined as smoke, vapours, soot, fumes, acid, alkalis, toxic chemicals, liquids, gases, waste materials or other irritants, contaminants or other pollutants into or upon land, the atmosphere or any watercourse or body of water; or the attempted prevention of such discharge, dispersal, release or escape of any pollutants.

Other exclusions may apply to **Your Policy** as specified in **Your Certificate of Insurance** and/or on any other document **We** give **You** that **We** tell **You** forms part of **Your Policy**.

## How to make a claim

**You** must contact **Us** as soon as possible should **You** think an **Accident** or incident which may give rise to a claim under this **Policy** has occurred. For **Your** ease, **We** have a number of convenient means available for **You** to notify **Us** of a potential claim:

- Download a paper claims form from [www.petplan.com.au/claims](http://www.petplan.com.au/claims) which can be completed and emailed to [claimsmelbourne@petplan.com.au](mailto:claimsmelbourne@petplan.com.au); or
- Post a copy of **Your** claims form to: **Petplan** Claims department, 1-3 Smolic Crt, Tullamarine, VIC, 3043.

Alternatively, **You** may phone **Petplan** on 1300 791 311 to speak with one of **Our** friendly Claims Specialists should **You** have any questions regarding **Your** **Policy**, coverage or lodging a claim. Please note that at all times, **Petplan** acts as agent for HDI Global Specialty SE – Australia (ABN 58 129 395 544, AFS License number 458776) (HDI Global Specialty) with its registered address at Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000, and is not as **Your** agent.

## Changes to this notice

**We** keep **Our** privacy notice under regular review. This notice was last updated on the 20th February 2017.

## Contacting Us

If **You** have any questions relating to the processing of **Your** information, please contact us:

Petplan Australasia Pty Ltd Customer Service Centre, 1-3 Smolic Crt, Tullamarine VIC 3043  
Phone 1300 738 225

For information about the insurer and HDI Global Specialty SE - Australia please visit [www.hdi-specialty.com](http://www.hdi-specialty.com).

## How to contact us

<b>BY EMAIL</b>	info@petplan.com.au
<b>IN WRITING</b>	Petplan Australasia Pty Lt Customer Care 1-3 Smolic Court Tullamarine, VIC 3034
<b>WEBSITE</b>	www.petplan.com.au
<b>VOICE RELAY USERS</b>	Call 1300 577 727 and ask for 1300 738 225
<b>TTY Relay Users</b>	Contact 133677 and ask for 1300 378 225
<b>SMS Relay Users</b>	Contact 0423 677 767

### **Administrator**

Petplan Australasia Pty Ltd ABN 64 069 468 542 AFSL No. 245663 is the sole Administrator of the Policy acting on behalf of the Insurer.

Petplan® is a Registered Trade Mark, and Products sold under this Trade Mark in Australia are sold exclusively by Petplan Australasia Pty Ltd under Licence from Pet Plan Limited.

### **Head Office**

1-3 Smolic Crt, Tullamarine Vic, 3043

Ph: 1300 738 225, info@petplan.com.au www.petplan.com.au

### **The Insurer**

HDI Global Specialty SE – Australia (ABN 58 129 395 544, AFS License number 458776) (HDI Global Specialty) with its registered address at Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000.

HDI Global Specialty SE-Australia is authorised to carry out insurance business in Australia by the Australian Prudential Regulation Authority in accordance with the Insurance Act 1973 (Cth).

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