



# Used Vehicle Warranty Insurance

Policy Document.

**Allianz** 



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# Section A – About this insurance

## Understanding your policy and its important terms and conditions

To properly understand this policy's significant features, benefits and risks you need to carefully read:

- about the available types of cover and benefits in the relevant sections, including any endorsements (remember certain words have special meanings – see “Words with special meanings”);
- “What is not covered” section (this restricts the cover and benefits);
- “General conditions” and “Making a claim” sections (these set out certain obligations that you and we have. If you do not meet them we may be able to refuse to pay a claim); and
- “Other information” section containing important information on your Duty of Disclosure, our privacy policy and our dispute resolution process.

When you apply for the policy by completing our application, we agree with you on things such as: the warranty period; your premium; the vehicle the warranty applies to; and whether any standard terms need to be varied (this may be by way of an endorsement). These details are recorded in the policy schedule we issue to you.

The base premium we charge you is based on your risk profile (e.g. the level of cover you choose and the type of vehicle). You will also have to pay any compulsory government charges (e.g. Stamp Duty and GST where applicable) plus any additional charges we tell you of. We tell you the total amount payable when you apply and if you effect cover, these amounts are confirmed in your warranty policy schedule.

This policy sets out the cover we are able to provide you with. You need to decide if the limits, type and level of cover are appropriate for your needs.

You should also read the GST Notice in the “General conditions” section to understand how GST is applied to a claim.

If you have any queries or want further information about the policy please use the contact details on the back cover.

## Cooling off period and cancellation rights

Even after you have decided, you have a cooling off period and cancellation rights (see “General conditions” section for details).

## Who is the insurer?

The insurer is Allianz Australia Insurance Limited AFS Licence No. 234708  
ABN 15 000 122 850 of 2 Market Street, Sydney, NSW, 2000.

In this document we refer to Allianz Australia Limited as “we”, “us”, “our” and “Allianz”.

## Who is the insured?

Throughout this document the insured (the person named in the policy schedule) is referred to as “you” or “your”.

## What is Allianz Used Vehicle Warranty Insurance?

### Purpose of Allianz Used Vehicle Warranty Insurance

In summary, Allianz Used Vehicle Warranty Insurance is designed to:

- provide cover for the repair or replacement of parts of your vehicle, in accordance with the components covered under this policy (see pages 8 to 9 for the listing of “Covered components”) for the period of insurance; and
- provide cover for the cost of towing, hire cars, travel and locksmith services in connection with the warranty work up to the limits stated in the policy (see pages 9 to 10 for cover details).

### Not everything is covered

Not everything is covered by Allianz Used Vehicle Warranty Insurance. The above is only a summary and there are limitations and exclusions. It is important that you carefully read your policy (in particular, Section B of this policy document) to understand the extent of cover and its limitations.

## Eligibility

To be eligible to apply for Allianz Used Vehicle Warranty Insurance you must have a vehicle that meets our stated underwriting criteria.

# Section B – Your Policy

## What your policy consists of

Your policy consists of:

- this Allianz Used Vehicle Warranty Insurance policy document which sets out the details of your cover and its limitations; and
- the Allianz Used Vehicle Warranty Insurance policy schedule provided by us, which sets out who is insured, the cover(s) selected, the period of insurance, the premium, the limits of liability and other important information. This is referred to as your policy schedule in the policy document.

You should carefully read and retain your policy document and your policy schedule. These documents should be read together as they jointly form the contract of insurance between you and us. Any new or replacement policy schedule we may send you, detailing changes to your insurance or the period of insurance will become your policy schedule, which you should carefully read and retain.

## Our agreement with you

We will insure you in accordance with the cover detailed in your policy for the period of insurance shown in your policy schedule on the basis:

- that you have paid us the premium for the cover which your policy schedule indicates is in force; and
- of the information provided by you in this Allianz Used Vehicle Warranty Insurance policy document, which drew your attention to your Duty of Disclosure. If you failed to comply with your Duty of Disclosure, we may be entitled to reduce our liability under the policy in respect of a claim or we may cancel your policy. If you have told us something which is fraudulent, we have the option of cancelling your policy from the date of the agent's signature as stated on the interim policy schedule.

For your assistance we have provided a full explanation of your Duty of Disclosure and the consequences of non-disclosure, under the heading "Your Duty of Disclosure" on page 18.

## Period of insurance

Cover will commence the later of:

1. The date you purchase this Allianz Used Vehicle Warranty Insurance; or
2. The date any part of the dealers statutory warranty expires; or
3. The date any part of the vehicle manufacturer's warranty expires.

Cover will cease the sooner of:

1. At 4pm on the date that the term in months has elapsed from the date the cover commenced; or
2. If you selected a kilometre extension plan, when your vehicle has travelled the distance in kilometres from the date the cover commenced, whichever occurs first; or
3. If you selected a time plan, when your vehicle has travelled a total distance of 100,000kms since new.



# Words with special meanings

Some of the words in your policy have special meanings wherever they appear. These words and their meanings are defined below.

**“authorised service facility”** means a registered mechanical repair business employing at least one (1) fully qualified automotive mechanic.

**“covered component”** means the components specified on pages 8 to 9 under the heading “Covered components”, but excludes those components described under “What is not covered”.

**“dealer statutory warranty”** means the warranty required by law to be provided to you by the selling dealer (where applicable).

**“interim policy schedule”** means the policy schedule you are provided with when applying for Allianz Used Vehicle Warranty Insurance, that confirms interim policy cover until your application is accepted and a policy schedule is issued to you.

**“manufacturer’s vehicle warranty”** means the original warranty, which is provided by the manufacturer of your vehicle (excludes rust, corrosion and perforation warranties, and battery and tyre warranties).

**“mechanical failure”** means the sudden or unforeseen failure of a covered component, excluding failure due to normal wear.

**“normal wear”** means the gradual reduction in operating performance of a component having regard to the age of the vehicle and the distance the vehicle has travelled since the date of first registration. This includes corrosion and rust.

**“period of insurance”** means the period outlined on page 6 under the heading “Period of insurance”.

**“policy schedule”** means the most recent schedule we give you describing the terms and conditions that are specific to your policy. This also includes any amendments we send you in writing. Your policy schedule confirms Allianz Used Vehicle Warranty Insurance coverage.

**“premium”** means the amount paid for this insurance as stated on the policy schedule.

**“term in kilometres”** means the kilometre period for which you have requested this insurance. The term in kilometres is selected by you and stated on the policy schedule under “Type of plan”.

**“term in months”** means the time period for which you have requested this insurance. The term in months is selected by you and stated on the policy schedule under “Type of plan”.

**“vehicle”** means the vehicle described in the policy schedule.

# What we will pay

## 1. Repairing or replacing components of your vehicle

If, during the period of insurance, your vehicle requires repair or the replacement of covered component(s), being those component(s) listed under heading “ 2. Covered components”, excluding normal wear, we will, at our option, either:

- a. repair; or
- b. replace, the component(s) requiring repair or replace the component(s) with componentry of a similar type and quality of the component(s) used in your vehicle; or
- c. pay the reasonable cost of such repair or replacement.

In doing the above under a, b, or c, we:

- will cover only those components as specified on pages 8 and 9, whilst the vehicle is in Australia; and we
- may take into account the age of the component(s) to be repaired or replaced and the number of kilometres travelled by your vehicle; and
- will not repair, replace or pay for component(s) excluded under “What is not covered” on pages 11 to 13; and
- may direct you to an Allianz preferred repairer.

## 2. Covered components

In the vehicles	We Insure these parts
Petrol, diesel, or rotary engine	Cylinder block, heads, all internal parts
Automatic transmission or transfer case	Case, transfer case, all internal parts, torque converter, vacuum modulator
Standard transmission or transfer case	All internal parts
Front wheel drive	Final drive housing, all internal parts, axel shafts, constant velocity joints, universal joints, propeller shafts, locking hubs, hubs, bearings, locking rings, supports, retainers

In the vehicles	We Insure these parts
Cooling and fuel	Water pump, fuel injectors, fuel injection pump, fuel delivery pump, carburettor, fuel distributor, fuel injector pump, diesel vacuum, assist booster pump, lines and nozzles
Steering	Gear housing, all internal parts including rack and pinion, power steering pump, power cylinder assembly
Front suspension	Macpherson struts, upper and lower control arms, control arm shafts and bushings, upper and lower ball joints, wheel bearings, spindle and spindle supports
Rear suspension	Macpherson struts, upper and lower control arms, control arm shafts and bushings, wheel bearings, spindle and spindle supports
Brakes	Master cylinder, assist boosters, wheel cylinders, combination valve, hydraulic lines, fittings, disc callipers, power brake cylinder, diesel vacuum, assist booster pump
Electrical	Starter motor, solenoid, alternator, voltage regulator, wiring harnesses, manually operated switches, wiper motors, windscreen washer pumps, electrical fuel pump, retractable headlamp motor, neutral start switch, electronic ignition system
Air conditioning	Compressor, clutch condenser, evaporator, TX valve
Turbocharger	Turbocharger housing and internal parts

### 3. Additional benefits

If we agree to your claim under Section 1 “Repairing or replacing components of your vehicle” above, we will also pay for the following additional expenses you may necessarily and reasonably incur:

#### a. Vehicle rental reimbursement

If your vehicle is immobilised for more than two (2) consecutive days during repair, and is subject to a valid claim, we will contribute a total of \$70 per day for a maximum of five days towards the cost of hiring a rental vehicle.

The most we will pay for this benefit during the period of insurance is \$350.

Any hire car must be arranged through a genuine rental vehicle company, operating under an Australian Business Number, and prior approval must be obtained from us. You will be responsible for all rental vehicle running costs, tolls, fines, excesses and costs associated with any damage occurring to the vehicle during your rental period, as well as any other costs you are liable for under the rental agreement you signed and agreed too.

#### **b. Vehicle towing**

If your vehicle is immobilised and cannot be driven, we will pay the cost of towing your vehicle to an authorised service facility or the nearest place of safety. The most we will pay for vehicle towing is \$150 for any one claim.

#### **c. Accommodation and travel expenses**

If your vehicle is subject to an authorised repair, where the mechanical failure has occurred more than 150 kilometres from your usual place of residence and the repair cannot be completed on the same day of diagnosis and authorisation, we will pay for emergency accommodation up to \$100 per day up to a maximum of five (5) days for any one claim.

You will require authorisation from us to claim this benefit, if we have not authorised the repair or replacement of parts of your vehicle.

#### **d. Locksmith services**

If your vehicle locks require repair or replacement or you have locked your keys in your vehicle, we will pay the cost of the services of a professional locksmith required to make the repair or replacement or assist you in gaining access to your vehicle.

The most we will pay for locksmith services is \$100 for any one claim.

You will require authorisation from us to claim this benefit if we have not authorised the repair or replacement of parts of your vehicle.

#### **e. Quality guarantee**

All repairs to components authorised by us prior to the commencement of repairs will be covered by this warranty for the remaining period of insurance.

#### **f. Consumable items**

Any items that require periodic replacement as part of normal vehicle maintenance, are not covered by this Extended Warranty Insurance (refer to “What is not covered” on pages 11 to 13). We will however, pay to replace such items if they are required in relation to an authorised repair.

## 4. How much we will pay

If we agree to your claim under Section 1 “Repairing or replacing components of your vehicle”, the most we will pay in relation to any one claim is \$2,000.

The most we will pay for the total of all claims made during the period of insurance is limited to the purchase price of the vehicle as declared on the policy schedule.

# What is not covered

## A. We will not pay any claim arising directly or indirectly out of, or in any way connected with:

1. Any mechanical failure or costs covered by any other warranty, entitlement or recall campaign including any manufacturer, dealer and or statutory warranty and/or repairers guarantee.
2. Any mechanical failure attributable to the failure to comply with the general conditions under “1. Service and maintenance of your vehicle” as detailed on page 14 of this booklet.
3. Any repairs required as a result of continued operation of the vehicle once a defect or fault has occurred (including loss of lubricants and coolant).
4. Any consequential loss, damage or liability incurred as a result of a mechanical failure (including personal liability).
5. Any claim where the damage to a covered component was caused by a non-covered component.
6. Any repair required to any component not specifically included as a covered component.
7. Any mechanical failure caused by misuse, neglect, abuse, negligence and/or lack of normal maintenance, improper servicing and/or any failure caused by the incorrect grade, the contamination of and/or the failure to maintain proper levels of any fluids or lubricants.
8. Any claim attributable to the failure to follow the vehicle manufacturer’s operating guidelines or mechanical failure attributable to exceeding the manufacturer’s operating limitations.
9. Any mechanical failure that can be attributed to the vehicle being fitted with an LPG unit other than a unit supplied, fitted or endorsed by the vehicle manufacturer. Parts expressly excluded for engines running on LPG include: (but are not limited to) airflow meters, fuel pumps, injectors, inlet and exhaust valves, valve guides and/or seats, exhaust systems and all inlet tract components.

10. Any claims where we have not been contacted prior to the commencement of repairs or where we have not authorised repairs.
11. Any claims where the repair has been performed by other than an authorised service facility.
12. Any claim arising from the mechanical failure of a covered component which has, prior to the mechanical failure, been repaired by other than an authorised service facility.
13. Any claim where no mechanical failure has occurred and the condition relates to normal wear.
14. Any mechanical failure attributed to a modification made to your vehicle, unless such modification has been endorsed by the vehicle manufacturer. Modified components must be disclosed on your application and are expressly excluded from coverage.
15. Any mechanical failure caused by detonation and/or failure caused by poor quality fuel or the incorrect grade of fuel.
16. Any upgrade and/or modification to any covered component.
17. The cleaning of any component, including the removal of any carbon or sludge.
18. Any mechanical failure caused by a fault that existed prior to the commencement of cover. This includes faults occurring during the manufacturers and / or dealer statutory warranty period.
19. Diagnostic costs, unless accepted as part of an authorised claim.
20. Any items that require replacement as a part of normal vehicle maintenance. These items include; (but are not limited to) spark plugs and leads, glow plugs, belts, filters, hoses, brake and clutch linings, brake pads, disc rotors and/or disc and drum machining, batteries and globes.
21. Any loss of or damage to, your vehicle including any form of damage resulting from a collision, impact or any accidental fire or theft.

**B. This warranty will cease to operate and no claims will be accepted where the vehicle:**

1. Has been modified from the manufacturer's original specifications, unless endorsed by us.
2. Is being, or has been, used or tested in preparation for, or participation in, any form of motor sport.

3. Is being used for hire, driver instruction or conveyance of passengers, for fare or reward (this includes car rental). This exclusion does not apply to private car pooling arrangements.
4. Is being used as a police or other emergency vehicle.
5. Was not imported into Australia by the vehicle manufacturer or their authorised Australian distributor (grey import).
6. Is being used for a purpose for which it was not designed.
7. Has not been serviced in accordance with the service requirements detailed under general conditions “1. Service and maintenance of your vehicle” on page 14.
8. Odometer reading cannot be determined as accurate by virtue of it having been inoperative, tampered with or removed from the vehicle
9. Is being used for courier purposes.
10. Is un-roadworthy or unregistered.
11. Has had the manufacturer’s vehicle warranty cancelled or voided.

# General Conditions

## 1. Service and maintenance of your vehicle

For this policy to remain valid, you are required to:

- a. properly, regularly and punctually service your vehicle in accordance with the manufacturer's recommendations and keep a record of the services undertaken on your vehicle.
- b. take reasonable care to maintain and protect your vehicle.

All vehicle servicing should be carried out by the selling dealer or an authorised service facility.

Once a service has been completed, you must make sure the authorised service facility completes and stamps the "Scheduled maintenance service records" contained in this booklet at the time of the service.

If you do not fully comply with these servicing requirements, we may refuse a claim and this policy may cease to operate.

## 2. Transfer of the policy

If, during the period of insurance, you privately sell your vehicle to a person other than a motor vehicle dealer, cover under your policy will continue with the new owner, provided that:

- a. you complete the transfer form contained in the back of this policy document ; and
- b. you return it to us accompanied by:
  - a copy of the Scheduled service records;
  - copy of the vehicle's Roadworthy certificate or inspection report; and
  - the warranty transfer fee of \$75 including GST (do not send cash); and
- c. the person named in the transfer form as the new owner observes all the terms and conditions of your policy.



### 3. Cancellation rights under the policy

- a. You may cancel your policy for any reason within 14 days from the day you purchased this policy. This is known as the cooling off period. You will need to return the policy and schedule to us, together with a letter requesting us to cancel the policy. We will refund the premium paid unless an incident has occurred which may result in a claim.
- b. In addition to your cooling off rights, you may cancel the policy or any part of the policy at any time by notifying us in writing. If the policy has been issued to more than one person each person must sign the notice.
- c. We have the right to cancel this policy where permitted by law. For example, we can cancel:
  - If you have failed to comply with Your Duty of Disclosure, or
  - where you have made a misrepresentation to us during negotiations prior to the issue of this policy, or
  - where you have failed to comply with a provision of your policy, including the term relating to payment of premium, or
  - where you have made a fraudulent claim under your policy or under some other contract of insurance that provides cover during the same period of time that our policy covers you.
- d. If you cancel the policy after the end of the cooling-off period or if we cancel the policy at any time we will, subject to paragraph e. of this clause 3, refund any premium paid, being an amount calculated to ensure that we retain a proportion of the premium for time on risk and we recover our reasonable administrative costs related to the acquisition and termination of the policy and any government taxes or duties we cannot recover from another source.
- e. No refund will be provided if a claim has been paid under the policy.

### 4. GST Notice

This policy has a GST provision in relation to premium and our payment to you for claims. It may have an impact on how you determine the amount of insurance you need. Please read it carefully. Seek professional advice if you have any queries about GST and your insurance.

## 5. Sums insured

All monetary limits in this policy may be increased for GST in some circumstances (see below).

## 6. Claim settlements – where we agree to pay

When we calculate the amount we will pay you, we will have regard to the items below:

Where you are liable to pay an amount for GST, in respect of an acquisition relevant to your claim (such as services to repair a damaged item insured under the policy), we will pay for the GST amount if your sum insured/limit of liability is not sufficient to cover your loss.

We will only pay the GST amount that relates to our settlement of your claim.

We will reduce the GST amount we pay for by the amount of any input tax credits to which you are or would be entitled.

Where we make a payment under this 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.

## 7. Disclosure – input tax credit entitlement

If you register or are registered for GST, you are required to tell us your entitlement to an input tax credit on your premium. If you fail to disclose or understate your entitlement, you may be liable for GST on a claim we may pay. This policy does not cover you for this GST liability, or for any fine, penalty or charge for which you may be liable.

# Making a claim

## What you must do

We may not pay your claim if you do not act as follows:

### 1. Contact us as soon as possible.

You must tell us of your claim as soon as possible by contacting our Customer Service Centre on 1300 80 80 71.

### 2. Assist us with your claim

You must give us all the information and assistance with your claim which we may reasonably require. If we have the right to recover any amount payable under this policy from any other person, you must co-operate with us in any action we may take. We may appoint a loss adjuster to help settle your claim.

### 3. Problem with your vehicle

If you have a problem with your vehicle you must:

- a. take all reasonable precautions to prevent any further loss or damage;
- b. take your vehicle to the dealer who sold it to you or, if this is not possible, the closest authorised service facility of your choice;
- c. ensure that the dealer, or authorised service facility, contacts us to authorise the claim before any work is done on your vehicle. However, the dealer or authorised service facility may repair or replace the parts without our authorisation:
  - i. if the repair or replacement is required outside of our business hours; and
  - ii. the dealer or authorised service facility or you contact us as soon as possible after we re-open.
- d. advise us or ensure your dealer or authorised service facility advises us if your vehicle has been towed, as covered under “3. Additional benefits – b. Vehicle towing” on page 10.

# Other information

## Your Duty of Disclosure

Before you enter into an insurance contract with us, the Insurance Contracts Act 1984 requires you to provide us with the information we need to enable us to decide whether, and on what terms, your proposal for insurance is acceptable and to calculate how much premium is required for your insurance.

You will be asked various questions when you apply for this policy. When you answer these questions, you must:

- give us honest and complete answers;
- tell us everything you know; and
- tell us everything that a reasonable person in the circumstances could be expected to tell us.

## What you do not need to tell us

You do not need to tell us about any matter:

- that diminishes our risk;
- that is of common knowledge;
- that we know or should know as an insurer; or
- that we tell you we do not need to know.

## Who does the duty apply to?

The duty applies to the person who is noted as the insured on the policy schedule.

## What happens if you (or they) do not comply with the duty?

If you (or they) do not comply with the duty, we may cancel the policy or reduce the amount we pay if you make a claim. If fraud is involved, we may treat the policy as if it never existed and pay nothing.

## Privacy Act 1988 – information

We collect your personal information directly from you where reasonably practicable or if not, from other sources. We collect it to provide our various services and products (e.g. to market, arrange and administer insurance and to handle and settle claims) and to conduct market or customer research. We also use it to develop and identify services of our related

companies and alliance partners that may interest you (but you can opt out of this by calling the Allianz Direct Marketing Privacy Service Line on 13 2664 EST 8am-6pm, Monday to Friday or indicate your decision in the appropriate area of the Privacy section of our website at [www.allianz.com.au](http://www.allianz.com.au)).

If you do not provide the information we require we may not be able to provide you with this service. We disclose information to third parties who assist us in the above (e.g. insurers, insurance intermediaries, insurance reference bureaus, related companies, our advisers, persons involved in claims, external claims data collectors and verifiers, your agents and other persons where required by law). We prohibit them from using it for purposes other than those we supplied it for. Where you provide us with information about another person for the above purposes, you must tell us if you haven't got their consent to this.

If you wish to gain access to your personal information (including to correct or update it), have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used, or any other query relating to Privacy, contact us on 13 2664 EST 8am-6pm, Monday to Friday.

## **General Insurance Code of Practice – providing you with even better service**

The General Insurance Code of Practice was developed by the Insurance Council of Australia Limited, to further raise standards of practice and service across the insurance industry.

We keenly support the standards set out in the Code.

You can obtain more information on the Code of Practice and how it assists you by contacting us. Contact details are provided on the back cover of this policy.

## **Dispute resolution process – helping you solve any problems**

We have a free internal complaints resolution process that can be accessed by contacting us on 13 26 64 EST 8am-6pm, Monday to Friday, or by using the details on the back cover. If this process doesn't resolve the complaint we will give you information about how to access available external dispute resolution schemes.

## **If this insurance has been issued through an insurance intermediary**

If your policy has been issued through our agent, or a broker who is acting under an agency arrangement such as a binder with us, then they are acting as our agent and not as your agent.

Where this policy has been arranged through an intermediary a commission is payable by us to them for arranging the insurance.

## **Phoning for assistance and confirmation of cover**

If you need to confirm any policy transaction or clarify any of the information contained in this policy document, or if you have any other queries, please use the contact details on the back cover.

## **How to contact us**

For all policy or claims enquiries please:

- Call us on 1300 80 80 71, or
- write to us at GPO Box 5432 Melbourne Vic 3001.

Allianz Australia Insurance Limited AFS Licence No. 234708 ABN 15 000 122 850

Registered Office: 2 Market Street, Sydney NSW 2000.

# Transfer of ownership

Warranty schedule number: \_\_\_\_\_

Should you sell your vehicle privately while your warranty is still current, you may request us to transfer the policy to the new owner subject to the policy terms and conditions and our approval.

Please complete the details below and return this form accompanied by copies of each of the following:

- Complete and compliant Scheduled service records
- Roadworthy certificate or vehicle inspection report
- The transfer fee of \$75 (including GST)

(Do not send cash)

(PLEASE USE BLOCK LETTERS)

## Current owner details

Name of current owner \_\_\_\_\_  
(include ABN if company)

Address \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Vehicle registration no \_\_\_\_\_

Odometer reading at date of transfer \_\_\_\_\_ Kms

Date sold \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

## New owner details

Name of current owner \_\_\_\_\_  
(include ABN if company)

Address \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Signature current owner \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Signature new owner \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Transfer of ownership is only available where the premium has been paid in full by you and the vehicle is not sold to, or through, a motor dealer or motor trader.

**Important Notice:** Signing and sending this document to us does not affect the transfer. Transfer is only effective if approved by us in writing.

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# Claim form

Warranty Schedule number: \_\_\_\_\_

## Used Vehicle Warranty Insurance details

Name of current owner \_\_\_\_\_  
(include ABN if company)

Address \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_

Business telephone \_\_\_\_\_ After hours \_\_\_\_\_

Are you registered for GST purposes?  No  Yes

What is your ABN? \_\_\_\_\_

Have you claimed an input tax credit on the GST amount applicable to this policy?  No  Yes

Is the amount claimed less than 100% of the GST applicable to the premium?  No  Yes

Please specify the % amount claimable \_\_\_\_\_%

Are you entitled to claim an input tax credit for repairs or replacement of your vehicle?  No  Yes

## Vehicle details

Registration No \_\_\_\_\_ Date of purchase \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Selling dealer's name \_\_\_\_\_

Vehicle make & model \_\_\_\_\_ Year of manufacture \_\_\_\_\_

Has the vehicle been modified from the manufacturer's specification?  No  Yes – please provide details

## Claim details

Date of loss \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Odometer reading at date of loss \_\_\_\_\_ Kms

Description of problem \_\_\_\_\_

Did you have any warning or indications of a problem occurring prior to the loss?  No  Yes – please provide details \_\_\_\_\_

Has the account been paid?  No  Yes

Was the vehicle towed?  No  Yes – please enclose a copy of the towing invoice

## Declaration

I hereby declare that the information above is true and correct to the best of my knowledge and belief and I have complied with all the conditions of the Allianz Used Vehicle Warranty Insurance issued to me by Allianz (Allianz Australia Insurance Limited AFS Licence No. 234708 ABN 15 000 122 850 of 2 Market Street, Sydney, NSW, 2000). I agree to Allianz and its representatives using my personal information I have provided on this form for the purpose of processing my claim. I understand that if I choose not to provide the required details, this is my choice; however, Allianz may not be able to process my claim. I consent to Allianz and its representatives disclosing my personal information to or collecting additional information about me from investigators, legal advisors, third parties as permitted or required by law.

Your signature \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

(The issue or completion by you of this form does not constitute any admission of liability by Allianz, its representatives or the dealer providing you this warranty)

IMPORTANT: Repairer information to be completed on next page

# To be completed by repairer

Warranty schedule number: \_\_\_\_\_

**Repairer:** Accounts will not be accepted unless they include the authorisation number supplied by Allianz.

## Repairer information

Company name \_\_\_\_\_

Contact name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Business telephone no \_\_\_\_\_

Hourly labour rate \$ \_\_\_\_\_

## Vehicle information

Registration No \_\_\_\_\_

Vehicle make & model \_\_\_\_\_ Year of manufacture \_\_\_\_\_

Odometer reading at date of transfer \_\_\_\_\_ kms

## Nature of repair

Description of repair \_\_\_\_\_

Description of rectification

Parts used	Cost
1. _____	\$ _____
2. _____	\$ _____
3. _____	\$ _____
4. _____	\$ _____
5. _____	\$ _____

Total labour hours \_\_\_\_\_ Total cost of repair (including parts & labour) \$ \_\_\_\_\_

Order number \_\_\_\_\_

(If insufficient space, please attach any additional pages)

I/we hereby declare that the above information given is true and correct.

Repairer's signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Registered repairer's no \_\_\_\_\_

Repair representative's stamp

# Scheduled maintenance service record

Warranty schedule number: \_\_\_\_\_

This record will be required in the event of a claim.

<b>1st Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>2nd Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____
<b>3rd Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>4th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____
<b>5th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>6th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____

# Scheduled maintenance service record

Warranty schedule number: \_\_\_\_\_

This record will be required in the event of a claim.

<b>7th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>8th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____
<b>9th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>10th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____
<b>11th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>12th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____

# Scheduled maintenance service record

Warranty schedule number: \_\_\_\_\_

This record will be required in the event of a claim.

<b>13th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>14th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____
<b>15th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>16th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____
<b>17th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____	<b>18th Service</b> Vehicle registration no _____ Date of service ____ / ____ / ____ Km at service _____ Servicing dealer name _____ RO/Invoice no _____ Service adviser _____ Signature _____ Dealer stamp _____

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For all enquiries please call us on 1300 80 80 71

[allianz.com.au](http://allianz.com.au)

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ABN 15 000 122 850  
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Telephone: 13 2664

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