



**Commercial Boat  
Insurance Policy**  
and  
Product Disclosure Statement

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This document was prepared on 3 September 2015.  
This Policy document forms part of Your Nautilus Marine Commercial Boat Policy. This Policy is a marine insurance Policy of indemnity. It is a legal contract between You, the Insurer AIG Australia Limited and NM Insurance Limited (Nautilus). In this document, the insurer acting through its agent, Nautilus is referred to as “We”, “Us”, and “Our”.

## About the Insurer

The underwriter of this insurance is AIG Australia Limited (“AIG Australia”) ABN 93 004 727 753 (AFSL 381686). AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc.

American International Group, Inc. (AIG) is a leading insurance organization serving customers in more than 100 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

AIG Australia acts through its agent, NM Insurance Pty Ltd (ABN 34 100 633 038) (AFSL 227186) (Nautilus).

Our contact details are:

- For Nautilus: 28-32 George Street,  
Sandringham VICTORIA 3191  
Telephone: 1300 780 533 Facsimile: 03 8599 5099  
Email: customerservice@nautilusinsurance.com.au
- For AIG Australia Ltd Level 19 2 Park Street  
SYDNEY NSW 2000 Telephone: 1300 030 886  
Facsimile: 1300 634 940

## About Nautilus and its services

Nautilus has been given a binder authority with AIG Australia Limited that allows Nautilus to enter into this policy, to handle and settle claims for it, subject to the terms of the binder authority. In doing so Nautilus acts for the Insurers, not for you. Nautilus’ Australian Financial Service Licence (“AFSL”) authorizes it to provide these services and is providing these services under its own AFSL.

## Service

We are here to answer any questions You have about Your cover.

If You have any questions about this insurance or would like to update or change Your cover, please;

- call 1300 780 533
- send an email to customerservice@nautilusinsurance.com.au
- write to NM Insurance Limited  
28-32 George Street Sandringham VIC 3191
- visit [www.nautilusinsurance.com.au](http://www.nautilusinsurance.com.au)
- call Your insurance broker.

## Understand this insurance

Nautilus Commercial Boat Insurance is designed to protect Your Boat(s) against some of the most common Events such as; collision, sinking, fire, theft.

It also provides a broad range of Additional Benefits as well as the opportunity to add Optional Benefits such as Mechanical breakdown

There are limits to the cover provided and while some of these are fixed, others may be extended by simply notifying Us of the items You own and their value.

There are also exclusions which apply to certain Events as well as general exclusions which apply to all cover under this insurance.

There are also Warranties that apply to the cover that require You to do something, not do something or comply with them strictly.

Certain words have defined meanings You need to understand. See definitions section.

You should read this document in full to ensure You understand the insured events and benefits as well as the limits and exclusions to this cover.

## INTRODUCTION

At Nautilus We aim to give You insurance for Your Commercial Boat(s) that is simple and straight forward, making it easy for You to understand. This document is an important part of Your Policy with Nautilus and You should make sure that You take the time to read it very carefully before making a decision on whether to purchase the insurance.

## GENERAL CONDITIONS

### Applying for cover

When You apply for this insurance, You will need to complete an application form. We will use and rely on the information supplied by You to decide the terms of cover We will provide.

We provide cover to You on the terms contained in this document and any other document that We tell You forms part of the terms and conditions of Your cover, including Your Certificate of Insurance.

Your Certificate of Insurance will contain important information relevant to Your insurance including the Period of Insurance, Your Premium, details of Your insured property and the cover selected by You, the Excess(es) that will apply to You and others and whether any standard terms have been varied by way of Endorsement.

## Determining Your Premium

When You buy Your insurance We tell You the Premium You must pay and show it on Your Certificate of Insurance.

To determine it We consider factors such as the cover You want, the Boat(s) You want to insure, the limits and Excesses that will apply and Your insurance history and whether You are paying by instalments or not.

It also includes an administration fee and amounts that take into account Our obligation to pay any relevant compulsory government charges, taxes or levies (e.g. Stamp Duty and GST) for Your insurance. We set these out in Your Certificate of Insurance.

A minimum Premium applies for this insurance irrespective of any discount We may apply. The amount of Premium We charge will not be less than this amount.

If the Premium is payable in instalments, this may increase the amount of the Premium that You must pay. If the Premium is payable in instalments, You must continue to pay the instalments to maintain cover.

## Your Nautilus Marine Commercial Boat Policy comprises:

- this Policy wording;
- Your Certificate of Insurance;
- any other document We tell You forms part of the terms and conditions of Your Policy, including any endorsements issued by Us.

Your current Certificate of Insurance shows:

- You as the named insured;
- Your Policy number;
- the insured Boat (s);
- the sums insured;
- Premium charges including government stamp duty; and GST (if applicable) and administration fee;
- the Period of Insurance;
- the name of any other interested parties;
- Excesses applicable;
- the type of insurance cover which You have taken;
- specific Warranties and endorsements;
- Geographic Limits.

These documents should be read together.

Please note that, apart from these documents, legislation may imply additional terms and conditions into the Policy.

All of the Policy documents together are evidence of Your contract of insurance with Us and that contract is formed only once You have received a copy of Your Certificate of Insurance.

If the Policy does not meet Your requirements or You would like Us to explain anything, please contact Our nearest office.

## Warranty(ies)

Where any of the conditions contained in this document

- Require You to do something,
- Require You not to do something,
- Require You to comply with them,

You will have given an undertaking constituting a Warranty and You must ensure that You strictly comply with them.

Warranties are conditions which must be exactly complied with, whether material to the risk or not. Under the Marine Insurance Act 1909 if they are not complied with, then, subject to any express provisions in the Policy, We are discharged from liability from the actual date of the breach of the Warranty, but without prejudice to any liability incurred by Us before that date.

## Licensing and manning of Your Boat(s)

Your Boat(s) must at all times be:

- in current survey and properly registered with the appropriate government authorities;
- operated in compliance with and within the limits of any licence or government authority restrictions or conditions; and
- operated by a Master or Skipper or other person who (where required) is the holder of an appropriate licence or competency certificate.

## Usage of Your Boat(s)

This Policy provides cover for Your Boat(s) based on the commercial use declared by You and shown on Your Certificate of Insurance.

The usage includes voluntary rescue work and incidental private use by You and Your Crew provided that statutory commercial licensing, registration, classification and survey requirements are complied with.

## Work out what cover suits You and how much insurance You need

You need to ensure that the cover is suitable for Your needs and that the level of cover is adequate.

You are responsible for deciding the amount of Your Sum Insured.

You can choose two types of cover:

**Market Value Cover** – We pay up to the Market Value of Your Boat(s) (i.e. the cost to replace the item with a similar item of the same age and condition), but never more than the Sum Insured shown on Your Certificate of Insurance.

**Agreed Value Cover** – We pay the Sum Insured We agree with You in the event of loss or Damage to Your Boat(s). You must obtain a valuation from an professional commercial Boat, or yacht broker or marine surveyor and We must agree and accept the valuation. The Agreed Value will be shown on Your Certificate of Insurance. The maximum amount We will pay for any item not listed with an Agreed Value on Your Certificate of Insurance will be its current Market Value.

## **Keep Your Boat(s) and equipment in good condition and repair and always protect them**

You must maintain Your Boat(s) and equipment in a good state of repair and condition. Any loss or damage caused by poor maintenance or lack of maintenance is not covered under the Policy. You must also make reasonable efforts to protect Your Boat(s) and equipment from any loss or damage. If You make a claim and knew about something that could cause loss or damage to Your property and You did not make reasonable efforts to avoid it before the loss or damage occurred, then We may reduce or refuse to pay a claim.

If You do suffer loss or damage to Your Boat(s) and/or equipment You must make reasonable efforts to prevent any further loss or damage. If Your Boat(s) is/are kept on a mooring(s) You must make sure that the mooring(s) is /are in good order and repair. This means that the mooring must be well maintained and serviced on at least an annual basis.

## **Tell Us if You modify Your Boat(s) or change its use or change Your normal storage or mooring location;**

- You must tell Us if You modify Your Boat(s) from the manufacturer's original specifications;
- You must tell Us if there is change in the use of Your Boat(s) that is different to the use originally advised;
- You must tell Us if You change Your normal storage or mooring location.

If You do not provide Us with this information You may not be covered in the event of a claim.

When You provide this information to Us We may alter the terms and conditions of the Policy, this may involve payment of an additional Premium or change in Excess structure. Alternatively We may cancel the Policy or decide to not renew the cover.

## **Ensure Your premiums are always paid**

You are responsible for ensuring that Your premiums are paid or Your cover could be put at risk, Your Policy may be cancelled or a claim could be denied.

Please call Us if You are ever unsure about Your premiums.

## **Meeting Your other obligations**

You will need to meet all conditions and terms of the Policy, or We may reduce or refuse to pay a claim and /or cancel/avoid the Policy.

## **Transfer of Interest**

If Your Boat(s) is/are sold, transferred to a new owner, or there is a change in any interest in the ownership of Your Boat the Policy will automatically be cancelled from the time of such sale, transfer or change of ownership.

## **Excess**

An Excess is the amount You contribute when a claim is accepted under this insurance. The Excess applicable to Your cover is shown on Your Certificate of Insurance or detailed within this document.

## **Specific Excess Details**

In addition to the Excess shown on Your Certificate of Insurance, the following Excesses apply as well:

### **Trailerable Boat Submersion Excess:**

- If Your Boat is under 10 meters in length and designed to be legally trailerable on its own Trailer, in the event of loss or Damage to Your Boat caused by submersion an Excess of \$2,000 will apply in the event of partial, Total, and/or constructive Total Loss. This excess will not apply if at the time of the Event Your Boat is kept in a berth, on its own Trailer, or has been left unattended for less than 24 hours.

### **Named Cyclone Excess:**

- In the event of loss or Damage to Your Boat caused by a Named Cyclone, a Named Cyclone Excess of \$5,000 or 5% of the total claim whichever amount is greater will be applied. This excess will apply to all claims including a Total and/or constructive Total Loss. This excess will not apply if Your Boat is secured ashore on its own Trailer and reasonable care has been taken to protect Your Boat from the Named Cyclone.

### **No Excess is payable for claims relating to:**

- death or bodily injury under the Legal Liability cover provided by the Policy.
- emergency transit.

## **Other party's interest**

We only cover Your interest in the Boat, unless We specifically include cover for the interest of another party.

You must tell Us of the interests of all parties (e.g. credit providers or other owners) who You want to be covered by the Policy. We will cover their interests only if You have told Us about them and We have shown them as a beneficiary on Your Certificate of Insurance.

## **Goods and Services Tax (GST)**

Any claim payments made under this insurance will be based on GST inclusive costs, up to the relevant Sum Insured, Market Value or Agreed Value or maximum amount that We pay.

If You are registered, or required to be registered, for GST and would be entitled to an input tax credit if You were to incur the cost to which the claim relates, then We will reduce any amount We pay under a claim by an amount equal to the amount of Your input tax credit entitlement.

This provision applies to any amount We pay, including where We state elsewhere in this Policy that an amount will include GST.

For the purpose of this Policy, payment in relation to the Agreed Value will be taken to have been made in full even if the amount We pay has been reduced in accordance with this provision.

You must advise Us of Your correct input tax credit percentage where You are registered for GST. You are liable to Us for any GST liability We incur arising from Your incorrect advice or inaction.

## Other insurance

We will not pay (where We are legally entitled to do so) more than a rateable portion of any loss, damage or expense in situations where Your Boat is also covered under another insurance Policy irrespective of whether that insurance Policy was arranged by You or any other party.

## If You have borrowed money to buy Your Boat(s)

If the person from whom You have borrowed money ("a credit provider") is shown on Your Certificate of Insurance as having an interest in Your Boat(s) and, if You have a claim and We agree to settle on a cash basis, We have the option of making this payment to the credit provider in full or part settlement of Your claim. In this situation We will pay the credit provider the amount We agree to settle the claim, up to the amount outstanding under Your loan.

## Protecting Your Boat

You must at all times take reasonable precautions:

- to protect the Boat(s) from loss or Damage;
- to minimise loss or prevent further loss or damage following an Event that causes loss or Damage to Your Boat(s);
- to preserve Our recovery rights against any other party who may be responsible for the loss, damage or liability.

## Geographic limits and Period of Insurance

Cover is only provided under the Policy in relation to Events causing loss, damage or liability which occurs:

- during the Period of Insurance; and
- within the Geographic Limits shown on Your Certificate of Insurance. All cover provided by the Policy will be automatically suspended when Your Boat(s) clears Australian Customs and Immigration for the purpose of leaving Australian waters and will recommence when the Boat(s) has cleared Australian Customs and Immigration on its return. However We will provide cover in circumstances where Your Boat(s) goes beyond the Geographic Limits;
- to reasonably respond to an unforeseen emergency; or

- because of circumstances beyond the reasonable control of the person in charge or control of Your Boat; or
- We have agreed to extend cover in writing.

## If Your Boat is a Total Loss

If there has been a Total Loss claim paid, Your Boat(s) will become Our property and We will keep the proceeds of any Salvage sold.

There is no Premium refund payable if We settle a claim for Your Boat(s) on a Total Loss basis.

## MAKING A CLAIM

If an Event occurs that is likely to result in a claim, You will need to comply with the following applicable obligations:

- Report the Accident to the appropriate marine authority;
- Do what You can to prevent any further loss, damage, cost or liability;
- Notify the police if the loss or Damage involves theft, attempted theft, Malicious Damage or impact;
- Call Nautilus Marine on 1300 996 110 or Your insurance broker as soon as possible;
- Email: [claims@nautilusinsurance.com.au](mailto:claims@nautilusinsurance.com.au)

You must not, without Our consent:

- admit guilt, fault or liability;
- offer or negotiate to pay a claim;
- approve any repairs or arrange replacements (other than emergency repairs necessary to minimise or prevent further loss or damage); or
- dispose of any damaged property.

Failure to comply with the above will result in Us not meeting Your claim.

You must also:

- provide Us with the proof that We require regarding lost or damaged items;
- help Us manage the claim, which may include Us inspecting Your Boat(s) or asking You questions, or You providing written statements to Us under oath;
- keep items that have been damaged and allow Us to inspect them or assess repair costs;
- allow Us to take possession of damaged property that is the subject of a claim;
- send Us any communication You receive relating to the claim (including telling Us of any pending court proceedings or offers of settlement);
- help Us as We work to negotiate, defend or settle any claim made under the Policy and to exercise for Our benefit Your legal right of recovery against any other party under the Policy and to exercise for Our benefit Your legal right of recovery against any other party; and

- tell Us about any other insurance that may be relevant to the claim.

If Your Boat(s) is/are covered under the Policy We will at Our discretion:

- repair or replace Your Boat(s) or item(s); or
- pay You the reasonable cost of repairing or replacing Your Boat(s) and/ or item(s) less any depreciation and/ or that may apply; or
- pay You the Agreed Value or Market Value of Your Boat(s) and or item(s) (whichever is applicable).

### Costs of dismantling, diagnosis and reassembly

If You make a claim for loss or Damage to Your Boat(s), We may require You to dismantle it or authorise Us to dismantle it, so We can assess Your claim and/or decide if it is valid. We may refuse to assess or pay Your claim if You do not agree to this.

If We determine that the claimed loss or Damage is not covered, You will be responsible for the costs of the above dismantling as well as any costs associated with it (including but not limited to any diagnosis, reassembly, repair, and/or replacement costs).

If We determine that the claimed loss or Damage is covered, We will settle Your claim in accordance with the terms and conditions of the Policy (including the operation of any Excess).

However, We will never pay more than the relevant Sum Insured or limit specified in this document or shown on Your Certificate of Insurance less any applicable Excess.

If We pay You the reasonable cost of repairing or replacing Your Boat(s) and or item(s), Our payment will be based on the cost required to repair or replace it as near as possible to its appearance and condition immediately prior to the claimed loss or damage.

If We accept Your claim We will pay for Damage to mechanical and electrical components of the Motor(s) up to it/their Agreed Value or Market Value (whichever is applicable), on a new for old basis up to 12 months of age. Where possible We will use the manufacturer's genuine parts.

## COVER

### Property Coverage

Following an Event You are covered for the following insured perils up to the Sum Insured shown on Your Certificate of Insurance.

### Insured perils

#### 1. Damage

You are covered for Damage resulting from an Event.

### Exclusions applicable to Damage

You are not covered for Damage:

- in respect of an outboard Motor when secured to the Boat(s) or Boat's Tender in a manner other than that specifically recommended by the manufacturer of the Motor, the Boat(s) or the Boat's Tender.
- specifically excluded under the Exclusions section or where your claim is in whole or part covered by one or other Insured Perils specified in this Policy.
- specifically covered under other sections and other parts of this policy.

#### 2. Theft

You are covered for the theft of the Boat(s) and/or its Contents.

### Exclusions applicable to Theft

You are not covered for theft:

- when another person is using the Boat(s) with Your consent unless We have agreed in writing to provide cover for bare boat chartering of Your Boat or for its use by a member of a Managed Recreational Boating Group.
- of Contents unless there is physical evidence of violent and forcible entry into Your Boat(s) or the loss involves violent and forcible removal of the items from the place of storage on Your Boat.

#### 3. Malicious Damage

You are covered for Malicious Damage resulting from an event.

### Exclusions applicable to Malicious Damage

You are not covered for Malicious Damage caused by You or a person acting with Your express or implied consent.

#### 4. Transit Damage

You are covered for Damage resulting from an Event which occurs whilst Your Boat(s) is being transported on its own Trailer by road, rail or ship.

### Exclusions applicable to Transit Loss or Damage

You are not covered under this insured peril if:

- Your Boat(s) is/are not a Trailerable Boat;
- You have not complied with all statutory requirements;
- Your Boat(s) is/are being transported by a professional carrier unless We have agreed to extend cover for such transport in writing.

#### 5. Latent Defect

We will cover You for damage to your Boat(s) arising from a Latent Defect provided such defect is found only within the Hull, Motors, masts, spars and rigging of Your Boat(s).

## Exclusions applicable to Latent Defect Cover

You are not covered:

- if the Latent Defect resulted from a lack of due diligence on Your part;
- for the actual cost of repairing or replacing the latent defect or the latently defective part.

## 6. ADDITIONAL BENEFITS

The Policy is extended to include the following additional benefits.

### 6.1 Personal Effects

We will pay up to \$5,000 per Event and in the aggregate for loss or damage to Personal Effects.

Our payment under this Additional Benefit will not be in addition to the Sum Insured for Your Boat(s).

Proof of ownership will be required to substantiate any claim payable under this benefit.

Unless otherwise agreed in the Policy, the excess for this coverage is \$200.

Theft of Personal Effects is excluded unless there is physical evidence of violent and forcible entry into Your Boat(s) or the loss involves violent and forcible removal of the items from the place of storage on Your Boat.

### 6.2 Fishing Gear, Diving Equipment and Water Ski Equipment

We will pay up to \$5,000 per Event and in the aggregate for loss or damage to Your Fishing Gear, Diving Equipment or Water Ski Equipment provided that they are being stored on Your Boat(s) at the time of loss or damage.

Proof of ownership will be required to substantiate any claim payable under this benefit.

Our payment under this Additional Benefit will not be in addition to the Sum Insured for Your Boat(s).

Unless otherwise agreed in the Policy, the excess for this coverage is \$200.

Theft of Fishing Gear, Diving Equipment, Water Ski Equipment is excluded unless there is physical evidence of violent and forcible entry into Your Boat(s) or the loss involves violent and forcible removal of the items from the place of storage on Your Boat.

### 6.3 Emergency Transit

We will pay up to \$2,000 per Event and in the Aggregate towards the cost of towing Your Boat(s) in an emergency to Your home port or the nearest place where repairs can be made.

Our payment under this Additional Benefit will be in addition to the Sum Insured for Your Boat(s).

Unless otherwise agreed in the policy, no excess will apply to this Additional Benefit.

### 6.4 Repairer's Negligence

We will pay for Damage caused by the negligence of any repairer who is engaged by You to repair Your Boat(s) provided the repairer has the necessary skills to carry out such repairs and/or is licensed to carry out such repairs.

No cover will be provided under this Additional Benefit if it is already covered under the Liability Section of this Policy.

No cover will be provided under this Additional Benefit if the Damage to the Boat(s) would also be covered under Insured perils 1 to 5.

Our payment will not be in addition to the Sum Insured for Your Boat(s).

Unless otherwise agreed in the Policy the basic excess shown on Your Certificate of Insurance will apply.

### 6.5 Arrest or Detention

We will pay for Damage together with reasonable legal fees and expenses incurred in obtaining the release of the Boat(s) following impounding, arrest, detention, confiscation or any similar act by any government as a result of any act committed without Your knowledge by a hirer, master or Crew member.

No cover will be provided under this Additional Benefit if the Damage to the Boat(s) would also be covered under Insured perils 1 to 5.

Our payment under this Additional Benefit will not be in addition to the Sum Insured for Your Boat(s).

Unless otherwise agreed in the policy, the basic excess shown on Your Certificate of Insurance will apply.

### 6.6 Government Authority

We will pay for Damage caused directly by any Government Authority acting in the interests of public welfare to prevent or mitigate a pollution hazard, or the threat of a pollution hazard, which has arisen directly from Damage which is covered by this Policy. There is no cover under this additional benefit if the act of the Government Authority has resulted from a lack of due diligence by You to prevent or mitigate such hazard or threat.

No cover will be provided under this Additional Benefit if the Damage to the Boat(s) would also be covered under one or other of the Insured perils 1 to 5.

Our payment under this Additional Benefit will not be in addition to the Sum Insured for Your Boat(s).

Unless otherwise agreed in the policy, the basic excess shown on Your Certificate of Insurance will apply.

## 6.7 Expenses to avoid or minimise loss

We will pay the reasonable cost to minimize Damage resulting from an Event. The cover for this additional benefit will be restricted to the cost incurred in:

- removing Your Boat(s) to safety (including emergency towing);
- drying all of the electrical equipment on the Motors(s);
- cleaning and oiling of the Motor(s) by a qualified mechanic.

No cover will be provided under this Additional Benefit if the Damage would also be covered under Insured perils 1 to 5.

You do not need Our authority to take such action if it is an emergency and You are unable to obtain Our authority. You must advise Us as soon as possible after the action has been taken.

These emergency costs are paid in addition to the Sum Insured shown on Your Certificate of Insurance for Your Boat(s).

## 6.8 Recovery or Removal of Wreck

If Your Boat suffers Damage We will pay the reasonable cost for the removal or recovery of the remains of Your Boat(s) and We agree to recover it or the law requires the wreck to be removed.

These costs will be paid in addition to the Sum Insured for Your Boat(s).

## 6.9 Negligence/Wrongful Act of Master, Skipper, Crew, Hirers

We will pay Damage arising out of the negligence or wrongful act of the master, skipper, Crew and hirers.

There is no cover under this additional benefit if the Damage has resulted from a lack of due diligence by You or the Boat(s) owners or managers.

No cover will be provided under this Additional Benefit if the Damage to the Boat(s) would also be covered under one or other of the Insured perils 1 to 5 or under the Legal Liability section of the Policy.

Unless otherwise agreed in the policy, the basic excess shown on Your Certificate of Insurance will apply.

Our payment under this Additional Benefit will not be in addition to the Sum Insured for Your Boat(s).

## 6.10 Shore Cover

Provided the Damage is covered under this Policy, the Policy is extended to provide coverage whilst the Boat(s) or part of the Boat(s) is ashore being repaired, overhauled or being refitted and during transit from and to the Boat(s) for that purpose.

Our payment under this Additional Benefit will not be in addition to the Sum Insured for Your Boat(s).

Unless otherwise agreed in the Policy, the basic excess shown on Your Certificate of Insurance will apply.

## 6.11 Loss of Hire Income

We will pay for Your loss of hire income arising out of the Damage to Your Boat(s) that occurs during the Period of Insurance to a Boat(s) shown on Your Certificate of Insurance: for one third of Your normal daily hire fee limited to a maximum of \$1,000 per day for the period the Boat(s) are temporarily disabled from earning anticipated hire income as a result of such Damage.

There is no cover for loss of hire income during the first 30 days following such Damage. Coverage under this benefit is limited to 14 days of loss of hire income.

There is no benefit payable under this additional benefit if the loss of hire income:

- is not caused by an Insured peril 1 to 6;
- arises out of loss or Damage that is excluded under either the Insured Perils 1 to 6 or the General Exclusions section of the document;
- follows a Total Loss of the Boat(s); or
- arises from inadequate repairs or workmanship being affected to the Boat(s).

It is a requirement of this additional benefit that You keep and make available to Us, a complete and accurate record of the daily hire fees for all charters during the currency of the Policy to substantiate the loss of hire income being claimed.

These costs will be paid in addition to the Sum Insured for Your Boat(s).

## 7. OPTIONAL BENEFITS

Subject to all policy terms, conditions and exclusions of the Policy, the following optional benefits can be added for an additional Premium. If selected, any benefits will be shown on Your Certificate of Insurance.

Coverage under these optional benefits is also conditional on the loss or Damage being covered under Insured Perils 1 to 5.

### Sailboat Racing Cover

If selected, You are covered for Damage resulting from an Event whilst Your Boat(s) is competing in sailboat races of up to 100 nautical miles.

Our payment under this Optional Benefit will not be in addition to the Sum Insured for Your Boat(s).

### Breach by bareboat hirer or member of a Managed Recreational Boating Group

If selected, You are covered for Damage resulting from an Event whilst Your Boat(s) is under the control of a bareboat hirer or member of a Managed Recreational Boating Group notwithstanding that the loss or Damage arises solely by

reason of a wrongful act or misconduct of the bareboat hirer or member of a Managed Recreational Boating Group who is using the Boat(s).

You will not be covered under this optional benefit if You were aware that the bareboat hirer or member of a Managed Recreational Boating Group was committing a wrongful act at the time of taking control of Your Boat(s).

Our payment under this Optional Benefit will not be in addition to the Sum Insured for Your Boat(s).

## Mechanical Breakdown

If selected, You are covered for mechanical breakdown of Motor/s and or refrigeration unit/s on the Boat(s) which causes immediate stoppage of the Boat(s) and such Motor or refrigeration unit requires repair or replacement so as to enable the Motor and/or refrigeration units to continue operating.

This extension only applies to Motor/s and or refrigeration up to 5 years from the date of manufacture that have been regularly serviced and maintained in accordance with the manufacturer's recommendations.

In the event of a claim, copies of service records will be required. No cover will be provided:

- where the Motor/s and/or refrigeration are still covered under the manufacturer's original or any extended warranty; or
- the loss or damage was as a result of the failure of maintenance items such as seals, gaskets and filters.

In the event of a claim under this additional benefit an additional Excess of 10% of the repair costs will be applied to the standard Policy Excess.

Our payment under this Optional Benefit will not be in addition to the Sum Insured for Your Boat(s).

## LEGAL LIABILITY

This coverage is subject to all Policy terms, conditions and exclusions.

We will cover Your Legal Liability.

We will not cover Your legal Liability for:

- death or bodily injury to You ;
- loss or damage to Your property;
- death or bodily injury to paying passengers unless agreed and extended;
- loss or damage to paying passengers property unless agreed and extended.

We will also pay legal fees and expenses provided that We consent to the costs of any legal fees and expenses You incur in writing before they are incurred.

Cover under this Legal Liability is extended when You are using a substitute Boat(s) that is not owned by You, a member

of Your household or any person in Your employ because Your own Boat is unable to be used because it is undergoing unscheduled maintenance or repairs. There is no cover for damage to the substitute Boat(s) while being used by You.

We do not cover any Legal Liability arising out of the Other Related Business Activities You undertake in using Your Boat(s).

### The amount We will pay

The maximum amount We will pay for Legal Liability (including the Additional Benefits detailed below) is the Limit of Liability amount shown on Your Certificate of Insurance in total for all claims that arise from any one Event. All legal fees and expenses are included in this Limit of Liability and are not in addition to such Limit of Liability.

### Legal Liability – Additional benefit

#### The accidental discharge, release or escape of fuel, lubricants or sewage

We will cover You for Your Legal Liability in connection with;

- Damage caused by or arising from a sudden and unexpected and unintended discharge directly or indirectly arising from the release or escape of fuel, lubricants or sewage from Your Boat(s) occurring at a clearly identifiable time and place during the Period of Insurance (the discharge);
- clean-up costs following an Insured Peril set out under Insured Peril 1 to 6, provided You are liable for the clean up or;
- any fines and penalties imposed on You for a breach of any federal, state or local environmental protection legislation, following the discharge up to a maximum of \$50,000 in the Period of Insurance.

No coverage will be provided under this additional benefit for legal liability arising from

- Your own gross negligence or willful misconduct;
- the gross negligence or willful misconduct of any person in possession of Your Boat(s) with Your permission or knowledge other than where the usage of Your Boat(s) is shown as bare boat charter/hire or recreational boating club on Your Certificate of Insurance;
- fuel or lubricants not being used in connection with the operation of Your Boat at the time of loss.

We will pay no more than \$500,000 (inclusive of legal costs and any fines or penalties) in the aggregate for any discharge or series of accidents or discharges arising out of one Event.

## 12. Legal Liability – Optional Benefits

Subject to all policy terms, conditions and exclusions of the Policy, the following Optional Benefits can be added for an additional Premium. If selected, any benefits will be shown on Your Certificate of Insurance.

### Passenger Liability – excluding food and drink

If selected, We will provide cover for Your Legal Liability for death or bodily injury to any paying passenger on Your Boat or damage to their property provided such passengers are either being carried on, embarking or disembarking to or from Your Boat(s) via a private or commercial jetty, pontoon or wharf.

If a Tender is insured under this Policy the cover provided under this optional benefit extends to include your Legal Liability arising from the transfer of passengers from Your Boat(s) to shore.

Your Certificate of Insurance will show the Limits Of Liability that apply to this cover, together with the maximum number of paying passengers.

### Passenger Liability – including Food and Drink

If selected, We will provide cover for Your Legal Liability for death or bodily injury to any paying passenger on Your Boat arising out of the condition or quality of any food or drink sold or supplied by You on Your Boat, damage to their property provided such passengers are either being carried on, embarking or disembarking to or from Your Boat(s) via a private or commercial jetty, pontoon or wharf.

If a Tender is insured under this Policy the cover provided under this optional benefit extends to include your Legal Liability arising from the transfer of passengers from Your Boat(s) to shore.

This extension does not cover the Legal Liability of any private or contract caterer providing services or food or drink on your Boat.

## Water-skiing and aquaplaning Activities

If selected, We will provide cover for the Legal Liability of You and the observer (within the requirements of any law) for:

- accidental death or bodily injury to a water skier or aquaplaner towed by Your Boat(s);
- accidental death or bodily injury to any person caused by a waterskier or aquaplaner being towed by Your Boat(s);
- accidental damage to another person's property caused by a water skier or aquaplaner being towed by Your Boat(s);

This benefit will also cover the water skier or aquaplaner being towed by Your Boat (s) for their Legal Liability to others for accidental death or bodily injury or damage to another person's property. Your Certificate of Insurance will show the Limits of Liability that apply to Your policy.

In addition to the Legal Liability exclusions noted in this document, the following exclusions apply to this optional benefit:

- Legal Liability arising out of waters skiing or aquaplaning when:
  - there is not a legally competent observer in addition to the driver on board Your Boat(s) at the time of the incident;
  - an aerial device or ski ramp is being used;
  - a ski mast, ski pole, or ski tower are being used unless it has been professionally designed, manufactured and installed;
  - involved with any competition waterskiing/ wakeboarding or waterskiing racing whatsoever; or
  - using any device not designed and professionally manufactured for the purpose of being towed behind a Boat (i.e. surfboards, tyre tubes etc).

## 13. EXCLUSIONS TO YOUR LEGAL LIABILITY COVER

We will not cover your Legal Liability:

- for bodily injury, illness or death:
  - to You or any person covered by the Policy;
  - to any person, (other than a bare boat hirer or a Managed Recreational Boating Group) who is allowed by You to control Your Boat;
  - to any person who, in respect of the claimable loss, is covered or should have been covered by any compulsory compensation insurance, including any compulsory third party insurance, or applicable workers compensation;
  - directly or indirectly from, or in anyway connected with the activity of scuba diving, boom netting or parasailing;
- for loss or damage to:
  - any property owned by You or in Your physical or legal control;
  - any property owned by, or in the physical or legal control, of a person allowed by You to control Your Boat(s);
  - third party property arising while Your Boat(s) is/are being towed by a vehicle or from the Boat(s) breaking away from or accidentally becoming detached from the towing vehicle;
- while Your Boat(s) is in the charge of or physical control of builders, repairers, yacht clubs or marina operators unless for emergency purposes to minimise any loss or damage covered under the Policy;
- other than from the Hull, Motors, masts, spars, rigging, sails, Equipment and Accessories being on and/or used on the insured Boat(s), Boat Tender or Trailer;
- arising out of the towing of any person or objects in the air;
- for the transmission of any disease;
- for asbestos or any product containing asbestos;
- arising out of any Event or liability for which You are required by law to hold an insurance Policy;

- for any penalties, fines, punitive or exemplary or aggravated damages for which You are liable unless otherwise covered by this Policy;
- for actions brought against You in a court outside Australia or a court that applies law that is not Australian law.

## GENERAL EXCLUSIONS

### You are not covered for any loss or damage, legal liability or Damage caused by or resulting from, or the costs incurred from or of:

- the failure to maintain Your Boat(s) in good order and repair, or in a proper state of seaworthiness and in compliance with all statutory requirements;
  - wear and tear, mould, gradual deterioration, timber rot, Delamination, vermin, corrosion, rust, Electrolysis, Osmosis or marine growth;
  - Inherent Defects, structural faults, faulty workmanship (unless coverage provided elsewhere within this Policy), manufacturer's defects or faulty design;
  - Damage to sails caused by normal wear and tear and/or wind or water;
  - the use of Your Boat(s) for bareboat hire, bareboat charter or bareboat reward of any kind, unless You have advised Us and We have agreed to extend cover in writing;
  - any illegal or deliberate action by You, or someone acting with Your express or implied consent;
  - Your Boat(s) or any Boat(s) covered by the Policy having been fitted with a Motor more powerful than that recommended by the manufacturer of the Hull;
  - the lawful seizure, confiscation, nationalisation or requisition of Your Boat(s) or any other item covered by this Policy (this exclusion does not apply to coverage afforded under 6.5 Arrest or Detention additional benefit provided within this Policy);
  - the mooring for Your Boat(s) or any Boat(s) covered by the Policy not being:
    - of a suitable design and weighting for the Boat(s);
    - appropriately sited;
    - in good order and regularly maintained on an annual basis;
  - while Your Boat(s) or any Boat(s) covered by the Policy being under the control of:
    - an unlicensed person when a license is necessary;
    - a person without adequate experience to reasonably control the Boat(s);
    - a person under the influence of alcohol or drugs; or
    - a person who has been refused Boat insurance within the last five years unless You have advised Us of the refusal and We have agreed in writing to cover that person under the Policy.
- This exclusion does not apply if You can prove that:
- You did not know or had no reason to suspect that the person in control of the Boat(s) fell into any of the aforementioned categories;
  - it was reasonable for that person to assume control of the Boat(s) as a result of an unforeseen emergency.
- while Your Boat(s) is being used for power Boat racing or speed tests, unless You have advised Us and We have agreed to extend cover in writing;
  - a lack of reasonable care, protection and/or security of Your Boat(s) or other insured property;
  - Your Boat(s) exceeding the speed limit shown on Your Certificate of Insurance;
  - the use of Your Boat(s) or any Boat(s) covered by the Policy or other insured property for any unlawful or illegal purpose;
  - false or fraudulent representation by You or any person who is acting with Your express or implied consent. We may refuse payment of the claim and/or cancel or avoid the Policy under these circumstances;
  - war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power or by contamination or pollution by chemical, biological or nuclear agents which results from an act of terrorism);
  - pollution or contamination except as otherwise specifically covered in the Policy;
  - an incident involving Your Boat(s) while it is outside the Geographic Limits shown on Your Certificate of Insurance unless otherwise specifically covered elsewhere in this Policy and/or You have advised Us and We have agreed to extend cover in writing;
  - a bushfire or Named Cyclone within the first 48 hours of the start of the Policy unless You bought Your Boat(s) on the start date of the Policy (not including a renewal) or You transferred a Boat(s) insurance Policy, with equivalent cover, from another insurance company without interruption in cover;
  - electronic or mechanical derangement of electronic equipment, data, virus, malfunction or processing error;
  - mechanical, structural, electrical or electronic breakdown or malfunction unless:
    - directly caused by one of the Insured Perils 1-5 listed in this Policy; or
    - We have agreed to extend cover in writing;
  - the modification of Your Boat(s) and/or Motor(s) unless You have advised Us and We have agreed to extend cover in writing;
  - mechanical parts that are not in accordance with the manufacturer's original specifications;
  - a Motor caused by or resulting from seizure and/or overheating unless covered under this Policy;
  - radioactivity or the use, existence or escape of any nuclear fuel, nuclear material or nuclear waste;
  - improving or altering Your Boat(s) unless You have advised Us and We have agreed to extend in writing;

- any consequential loss or loss of profit unless otherwise covered under the Loss of Charter Hire Section;
- Your liability under any contract, or if You have agreed to or accepted liability without Our prior agreement;
- acts or omissions by You or someone with Your consent, if the acts are unlawful or are intended to be done with reckless disregard for the consequences;
- any mental or psychological injury;
- the transportation of Your Boat(s) other than a Trailerable Boat(s) by road, rail or ship including loading and unloading unless we have agreed to extend in writing prior to the conveyance commencing;
- The towing of any other boat or watercraft except Your Boat's Tender by Your Boat unless previously approved by us in writing. This exclusion shall not apply if You are rendering emergency assistance to a distressed boat.

We are not liable to make any payments for liability under any coverage sections of this Policy or make any payments under any extension for any loss or claim arising in, or where the insured person or any beneficiary under the Policy is a citizen or instrumental in the government of, any country(ies) against which any laws and/or regulations governing the Policy and/or the insurer, its parent company or its ultimate controlling entity have established an embargo or other form of economic sanction which have the effect of prohibiting the insurer to provide insurance coverage transacting business with or otherwise offering economic benefits to the insured person or any other beneficiary under the policy.

## DEFINITIONS

Certain words used in this document have special meanings. This section contains such terms. In some cases, certain words may be given a special meaning when used or in the other documents making up the Policy.

### Accessories

means items manufactured and intended for use on Your Boat(s) that are portable or not permanently attached to the Hull, inclusive of Your Boat(s) covers and canopies, batteries, portable fuel tanks, anchors, paddles, oars, Tender and similar items used for safety equipment as required by law.

### Agreed Value

means the amount(s) We agree to insure Your Boat(s) for as shown on Your Certificate of Insurance. If We have issued an Agreed Value Policy, Your Certificate of Insurance will show Agreed Value.

### Boat(s)

means the Boat(s) shown on Your Certificate of Insurance, including its Hull and Contents, Motors (including fuel tanks), masts, spars, rigging and sails, Trailer, Equipment and Accessories and Boat Tender. It includes any replacement Boat(s).

It excludes modifications You have not told Us about or which are not shown on Your Certificate of Insurance.

### Certificate of Insurance

means the relevant Certificate of Insurance We give You. We give You a Certificate of Insurance when You first buy the Policy or whenever any part of the Policy is changed or when the Policy is renewed. You should always check the information shown on Your Certificate of Insurance is correct. If anything is incorrect You should contact Us immediately.

### Contents

Means only portable household goods, appliances, refrigerators, microwave ovens, televisions, glassware, crockery, cutlery and cooking utensils for use and kept on Your Boat only. The limit of cover for Contents is included in the Sum Insured.

#### Contents does NOT include:

antiques, ornaments, works of art, jewellery, precious stones, furs, curios, collectibles, items that contain gold and silver, bonds, cash, credit cards, cheques and any similar financial items, cameras, portable radios, mobile phones, pagers, electronic organisers, Tools of trade, bicycles, computers, software and computing equipment or Personal Effects.

### Crew

means any person including the Master or Skipper working on board the Boat(s) as an employee.

### Damage

means any form of physical harm that occurs to Your Boat(s) during the period of Insurance, excluding any normal wear and tear or any physical harm evident prior to this Policy being incepted.

### Delamination

means the peeling or separation into thin layers of the materials used in the construction of or part of the Boat(s).

### Diving Equipment

means recognised and commercially manufactured sports diving equipment including regulators, tanks and buoyancy compensation devices owned hired or leased by You.

### Electrolysis

means the chemical decomposition by electric action.

### Endorsement

means an amendment made to and forming part of the Policy which is evidenced by an Endorsement certificate.

### Equipment

means items manufactured and intended for use on Your Boat(s) that are portable or not permanently attached to the Hull, inclusive of depth sounders, marine radios/transceivers, navigation equipment, fish finders, and Tools.

**Event**

means a sudden, unexpected and accidental occurrence which happens within the Period of Insurance. An occurrence caused by the same, repeated general harmful condition that results in an occurrence within the period of insurance, unless an excluded cause of loss, is considered to be one occurrence.

**Excess**

means the amount You must contribute when a claim is accepted under the Policy as shown on Your Certificate of Insurance or shown within the Policy.

**Fishing Gear**

means rods, reels, tackle and other similar equipment owned or leased by You and used for the purpose of recreational/sport or commercial fishing. Non-prescription sunglasses are not covered.

**Geographic Limit(s)**

means all waters within Australia and those waters off the coast of Australia as restricted or shown on Your Certificate of Insurance.

**Hull**

means the shell of the Boat(s), deck, fixtures and fittings either on or below deck that are not normally removable and would normally be sold with the Boat(s).

**Inherent Defect**

means the inbuilt property of the Boat(s) itself which may cause or contribute to the Damage.

**Latent Defect**

means a hidden flaw or defect in the construction of the Boat(s) which is not readily discoverable by a reasonable person having the necessary skills or qualifications to detect such flaw.

**Legal Liability**

means Your liability at law arising out of the use of Your Boat(s) to pay compensation for death, injury or property damage of other people, excluding property owned by You or in Your physical or legal control.

**Limit of Liability**

means the amount shown on Your Certificate of Insurance which is the maximum amount We will pay for all claims that arise from any one Event during the Period of Insurance for Legal Liability cover. This limit includes all legal fees and expenses.

**Malicious Damage**

means intentional Damage to Your Boat(s) by someone other than You and without Your consent and knowledge.

**Managed Recreational Boating Group**

means a professionally managed boat membership program that provide shares and or memberships for recreational use of boats.

**Market Value**

means the retail value of items of a similar type, age and condition, with adjustment for special features if any. We may use recognised industry publications to calculate the amount.

**Master or Skipper**

means any person employed by you or on your behalf under an employment agreement and as the Crew Member to be in charge of the shipboard management and navigation of Your Boat(s).

**Motor**

means stern drive units, inboard and outboard engines as shown on Your Certificate of Insurance and include the propeller(s), shaft(s), gearbox(s), skeg(s), jet unit(s), wiring harness(es), instruments, portable fuel tank(s), battery(ies), control cables, desalinator(s), thrusters, and generator(s).

**Named Cyclone**

means a cyclone that has been given a name by the Bureau of Meteorology in Australia, or equivalent body if the cyclone is named outside of Australian waters.

**Other Related Business Activities**

means activities other than those used in the actual operation or direct use of the Boat(s) including;

- any underwater activity;
- any airborne activity;
- the transport of goods in return for remuneration.

**Osmosis**

means blistering of a gel coat and entrapment of moisture.

**Period of Insurance**

means the period of time that You are covered by the Policy. It commences at the time We agree to insure You and finishes at 4.00pm on the date of expiry of the Policy. This period is shown on Your Certificate of Insurance.

**Personal Effects**

means clothing, shoes, waterproof apparel, and manchester belonging to You or Your Crew and which are being used or stored on Your Boat(s) at the time of loss.

**Policy**

means Your insurance contract with Us. It includes this document, Your insurance application and Your Certificate of Insurance including any endorsements issued by Us.

**Premium**

means the Premium shown on the relevant Certificate of Insurance or any Endorsement certificate.

**Salvage**

means either the action of saving Your Boat in a time of peril or what is left of Your Boat after it has suffered Damage.

**Salvage charges**

means reasonable charges and expenses which are incurred in Salvage or in preventing or minimising Damage to Your Boat(s).

**Seaworthy**

means a Boat(s) that is/are well maintained, in good repair, is/are adequately manned by competent Crew, properly equipped and provisioned, and in all respects in a condition to withstand the ordinary perils of the sea.

**Sum Insured**

means for an Agreed Value Policy the sum(s) insured shown on Your Certificate of Insurance for any item(s).

This is the maximum amount We will pay in relation to the relevant item(s). For a Market Value Policy the maximum amount We will pay for any item(s) will be the lesser of either the Sum Insured shown on Your Certificate of Insurance or the Market Value of the lost or damaged property.

**Tender**

means an auxiliary Boat or dinghy used as a lifeboat or means of transportation between Your Boat(s) and shore. The Boat's Tender must be marked with the same registration number as the Boat(s) shown on Your current Certificate of Insurance and not registered in its own right.

**Tools**

means those Tools used for the normal operation of the Boat(s).

**Total Loss**

means the loss of Your entire Boat or Damage to Your Boat which We consider to be uneconomical to repair.

**Trailer**

means a vehicle designed to be towed by a Motor vehicle and used in transporting the Boat(s) shown on Your Certificate of Insurance. It must be roadworthy, and in a condition that complies with registration requirements.

**Trailerable Boat**

means a Boat less than 10m in length that is designed to be legally trailered on a Trailer.

**Warranty(ies)**

means a condition which must be exactly complied with, whether material to the risk or not.

**Water Ski Equipment**

means commercially manufactured water ski or aquaplaning equipment owned by You.

**We, Us, Our**

means AIG Australia Limited.

**You, Your**

means the person or persons named as the insured on Your Certificate of Insurance. If more than one person is named as the insured, We will treat a statement, act, omission or claim of any one of those people as a statement, act, omission or claim by all those people.

## CANCELLING YOUR INSURANCE

You can cancel the Policy at any time by calling Us. We will explain the cancellation process to You.

**When We can cancel**

We may cancel this Policy by giving 30 days' notice.

**Cancelling Your insurance**

You can cancel the Policy at any time by calling Us. We will explain the cancellation process to You.

**When We can cancel**

We may cancel this Policy by giving 30 days notice.

## GENERAL INSURANCE CODE OF PRACTICE

We are a signatory to the General Insurance Code of Practice. This aims to raise the standards of practice and service in the insurance industry, improve the way claims and complaints are handled and help people better understand how general insurance works. Information brochures on the Code are available upon request. As We act through Our agent, Nautilus, Nautilus will also be bound (where applicable) by the same found in the Code of Practice.

## HOW WE RESOLVE YOUR COMPLAINTS

We welcome every opportunity to resolve any concerns You may have with Our products or service. Any enquiry or complaint relating to this insurance or Nautilus should first be referred to NM Insurance Pty Ltd, 28-32 George Street, Sandringham VICTORIA 3191 Telephone: 1300 780 533 Facsimile: 03 5599 5099

Email: [customerservice@nautilusinsurance.com.au](mailto:customerservice@nautilusinsurance.com.au) in the first instance.

If this does not resolve the matter or You are not satisfied with the way a complaint has been dealt with, You please follow the procedure outlined below:

You can register a complaint by telephoning Us on 1800 339 669 or by writing to:

The Compliance Manager  
AIG Australia Limited  
Level 12, 717 Bourke Street  
Docklands VIC 3008

As soon as We receive Your complaint We will take all possible steps to resolve it. You will receive a written response to Your complaint within 15 working days, unless We agree a longer timeframe with You.

If You are not satisfied with Our response to Your complaint, You may wish to have the matter reviewed by Our Internal Dispute Resolution Committee ("Committee"). The Committee is comprised of Senior Management of the company who have the experience and authority to decide on matters brought to the Committee.

If You wish to have Your complaint reviewed by this Committee please telephone or write to the person who has signed the response letter to Your complaint and provide them with detailed reasons for requesting the review. This information will greatly assist the Committee in reviewing Your claim or enquiry. Your complaint will then be treated as a dispute. You may also make a request for a review by the Committee by contacting:

The Chairperson IDRC  
AIG Australia Limited  
Level 12, 717 Bourke Street  
Docklands VIC 3008

A written response setting out the final decision of the Committee and the reasons for this decision will be provided to You within 15 working days of the date You advise Us You wish to take Your complaint to IDRC.

If We are unable to provide a written response setting out the final decision We will keep You informed of progress at least every 10 days.

If You are not satisfied with the finding of the Committee, or if We have been unable to resolve Your complaint within 45 calendar days, You may be able to take Your matter to an independent dispute resolution body, the Financial Ombudsman Service (FOS). This external dispute resolution body can make decisions with which AIG are obliged to comply. Contact details are:

Financial Ombudsman Service  
GPO Box 3  
Melbourne, VIC 3001

Tel: 1300 78 08 08 (local call fee applies)

Email: [info@fos.org.au](mailto:info@fos.org.au) Internet: <http://www.fos.org.au>

You should note that use of the FOS scheme does not preclude You from subsequently exercising any legal rights, which You may have if You are still unhappy with the outcome. Before doing so however, We strongly recommend that You obtain independent legal advice.

If Your complaint does not fall within the Financial Ombudsman Service's terms of reference, We will advise You to seek independent legal advice or give You information about any other external dispute resolution options (if any) that may be available to you

## HOW WE PROTECT YOUR PRIVACY

AIG Australia and Nautilus are committed to protecting Your privacy in accordance with the Privacy Act 1988 (Cth) (the "Act") and the Australian Privacy Principles (APPs). In this section dealing with Privacy, "We", "Our" and "Us" refers to both AIG Australia and Nautilus.

Further information about our Privacy Policies is available at:

- For AIG Australia at [www.aig.com.au](http://www.aig.com.au) or by contacting AIG at [australia.privacy.manager@aig.com](mailto:australia.privacy.manager@aig.com) or on 1300 030 886; and
- for Nautilus at [www.nautilusinsurance.com.au](http://www.nautilusinsurance.com.au) or by contacting Nautilus at [customerservice@nautilusinsurance.com.au](mailto:customerservice@nautilusinsurance.com.au) or on 1300 780 533

This Privacy Statement outlines why, how we collect, disclose and handle Your personal information (including sensitive information) as defined in the Act about:

- You, if an individual; and
- other individuals you provide information about.

## Why We collect Your personal information

We collect Your personal information (including sensitive information) so We can:

- underwrite and administer Your insurance cover
- advise You about and determine what other service or products We can (i) provide to You or (ii) that may interest You;

- identify You and conduct necessary checks;
- issue, manage and administer services and products provided to You or others, including processing requests for quotes, applications for insurance, underwriting and pricing policies, issuing You with a policy, managing claims, claims investigation, handling and settlement;
- maintain and improve Our services and products;
- make special offers or offer other services and products provided by Us or those We have an association with, that might be of interest to You.

You also have a legal obligation under the Insurance Contracts Act 1984 to disclose certain information. Failure to disclose information required may result in AIG Australia declining cover, a cancellation of Your insurance cover or reducing the level of cover, or declining claims.

If You choose not to provide Us with the information We have requested, We may not be able to provide You with Our services or products or properly manage and administer services and products provided to You or others.

## How We collect Your personal information

Collection can take place by telephone, email, or in writing and through websites (from data You input directly or through cookies and other web analytic tools).

We collect it directly from You or Your agent.

There may, however, be occasions where We collect Your personal information from someone else.

This may include:

- our authorised representatives;
- other Insurers;
- our legal or other advisors
- anyone You have authorised to deal with Us on Your behalf
- our distributors or referrers, agents or related companies;
- service providers;
- another party involved in a claim including parties who assist Us in investigating or processing claims;
- third parties who may be arranging insurance cover for a group that You are a part of;
- providers of marketing lists and industry databases;
- publically available sources
- third parties claiming under Your Policy;
- witnesses and medical practitioners;
- family members; and
- in the case of AIG personal information provided to them by Nautilus

If You provide Us with personal information about another person You must only do so with their consent and agree to make them aware of:

- this privacy notice;
- that You will, or may, provide their information to Us and third parties We may provide it to;
- the relevant purposes We and any of such third parties will use it for; and
- how such persons can access their personal information.

If it is sensitive information We rely on You to have obtained such other persons consent on these matters. If You have not done so, or will not do so, You must tell Us before You provide their relevant personal information.

## To Whom We disclose Your personal information

In the course of underwriting and administering Your Policy as well as providing services to You, we may disclose Your information to:

- entities to which We are related, in the case of Nautilus, their insurers, reinsurers, contractors Our representatives or third party providers providing services related to Us or who are administering Your policy;
- other insurers and reinsurers;
- banks and financial institutions for Policy payments;
- assessors, third party administrators, emergency providers, retailers, medical providers, travel carriers, in the event of a claim;
- other entities to enable them to offer their products or services to You;
- government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law;
- Your agents;
- Our legal, accounting and other professional advisers;
- data warehouses and consultants;
- mailing houses and marketing companies;
- insurance reference bureaus;
- credit providers;
- social media and other similar sites and networks, membership;
- loyalty and rewards programs or partners;
- providers of medical and non-medical assistance and services;
- investigators, loss assessors and adjusters;
- other parties We may be able to claim or recover against;
- anyone either of Us appoint to review and handle complaints or disputes; and
- any other parties where permitted or required by law.

We also may need to disclose information to persons located overseas.

AIG Australia is likely to disclose information to some of the entities listed above who are located in the following countries: United States of America, United Kingdom, Singapore, Malaysia, the Philippines, India, Hong Kong, New Zealand as well as any country in which you have a claim.

These countries may change from time to time and as may be notified in Our Privacy Policy from time to time.

You can contact Nautilus or AIG Australia for details or refer to the AIG Privacy Policy or the Nautilus Insurance Privacy Policy available at Our respective websites [www.aig.com.au](http://www.aig.com.au) and [www.nautilusinsurance.com.au](http://www.nautilusinsurance.com.au).

## Access to your personal information

Our Privacy Policies contains information about how you may access and seek correction of personal information we hold about You. In summary, you may gain access to your personal information by submitting a written request to Us.

In some circumstances permitted under the Privacy Act 1988, we may not permit access to Your personal information. Circumstances where access may be denied include where it would have an unreasonable impact on the privacy of other individuals, or where it would be unlawful.

For more information about Our privacy practices including how We collect, use or disclose information, how to access or seek correction to Your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled, please refer to the AIG Privacy Policy or the Nautilus Insurance Privacy Policy available at Our respective websites [www.aig.com.au](http://www.aig.com.au) and [www.nautilusinsurance.com.au](http://www.nautilusinsurance.com.au) or by contacting Us (Our contact details are below).

## Complaints

Our Privacy Policies also contains information about how you may complain about a breach of the applicable privacy principles and how we will deal with such a complaint.

## Consent

Your application includes a consent that you and any other individuals you provide information about consent to the collection, use and disclosure of personal information as set out in this notice.

## Contact Us and opting out

If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with, please contact Us.

### NM Insurance:

By phone: 1300 780 533

By email: [customerservice@nminsurance.com.au](mailto:customerservice@nminsurance.com.au);

In writing: 28-32 George Street Sandringham  
VICTORIA 3191

### AIG:

By phone: 1300 030 886

By email: [australia.privacy.manager@aig.com](mailto:australia.privacy.manager@aig.com)

In writing: Privacy Manager, AIG Australia Limited,  
Level 12, 717 Bourke Street,  
Docklands Vic 3008



**NM Insurance Pty Ltd**  
**ABN 34 100 633 038 AFSL 227186**  
**28-32 George Street, Sandringham, Victoria 3191**  
**PHONE 03 8599 5000 FAX 03 8599 5099**  
**[www.nautilusinsurance.com.au](http://www.nautilusinsurance.com.au)**

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Nautilus Marine, the leading insurer for recreational boat insurance, charter vessel and insurance for the industries that support these vessels, is a brand of the NM Insurance group. Visit [www.nminsurace.com.au](http://www.nminsurace.com.au)