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On Road Motorcycle Insurance Product Summary

NM Insurance Pty Ltd
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Boat



Bike



Caravan



Our On Road Motorcycle Insurance provides cover for people with a fully road registered motorcycle that is designed to be used on normal roads.

On Road Motorcycle Insurance is not suitable for someone with an unregistered or recreationally registered motorcycle.

This document contains a factual summary of the key features, benefits, terms and conditions applicable to the insurance. It is designed to help you identify product attributes to discuss with your customers.

Full details of all features, benefits, terms, conditions and exclusions are set out in the relevant Product Disclosure Statement (PDS). Always tell customers to read the PDS before buying the insurance.

Target Market

Our [On Road Motorcycle Insurance Target Market Determination](#) (TMD) describes the class of consumers that comprises the target market for the insurance. On Road Motorcycle Insurance can only be sold to people in this target market.

Factual Information vs Advice

When discussing insurance with a customer, it's important that you provide *factual information* only and not financial product advice.

In addition, the information you provide should be balanced. This means you need to outline key policy terms, conditions and exclusions as well as features and benefits.

Key Features and Benefits

On Road Motorcycle Insurance provides three types of cover so people with a fully road registered motorcycle can select the cover option that best suits their objectives, financial situation and needs.

Option 1: Comprehensive Cover

This provides cover for:

- Loss or damage to a motorcycle as a result of an accident, malicious acts, storm, flood, fire or theft;
- Accidental loss or damage to a motorcycle while being transported in a trailer; and
- Liability to third parties for accidental loss or damage to their property when using an insured motorcycle.

A motorcycle can be insured on an agreed or market value, subject to agreement and our standard underwriting criteria.

A number of Additional Benefits apply to Comprehensive Cover including:

- Loan Balance Assistance Cover;
- Riding Gear Cover;
- Keys and Locks Cover;
- Replacement Motorcycle Benefit; and
- An Excess Waiver for Accident Damage to only Tyres or Rims.

The PDS contains a full list of Additional Benefits.

There is also an option to select Lay Up Cover.

Option 2: Third Party, Fire and Theft Cover

This provides cover for:

- Loss or damage to a motorcycle caused by fire or theft; and
- Liability to third parties for accidental loss or damage to their property when using an insured motorcycle.

A motorcycle can be insured on an agreed or market value, subject to agreement and our standard underwriting criteria.

Option 3: Third Party Liability Cover only

This provides cover for liability to third parties for accidental loss or damage to their property when using an insured motorcycle.

Key Terms, Conditions and Exclusions

As with all insurance policies, On Road Motorcycle Insurance is subject to a number of terms, conditions and exclusions. Important things to tell customers about are summarised below.

Excesses

In the event of a claim being accepted under the insurance, a customer must normally bear or pay a certain amount. This is known as an excess.

On Road Motorcycle Insurance has a basic excess which can be chosen by a customer. Other additional excesses may also apply depending on the nature and circumstances of a claim. These include a theft excess if listed on a customer's certificate of insurance and their motorcycle is stolen.

Licensing and Use

An insured motorcycle must at all times be used:

- In compliance with and within the limits of any licence, relevant laws, or Government authority restrictions or conditions; and
- For private use only.

On Road Motorcycle Insurance is not suitable, and does not provide cover, for people who use their motorcycle for any form of business or commercial use. This includes even occasional activities such as courier or food delivery services.

Failure to Maintain and Protect

A customer must maintain their motorcycle in a safe and roadworthy condition. They must also take reasonable steps to protect their motorcycle from loss or damage, including from theft.

Failure to do these things can negatively impact policy coverage and could result in the decline of a claim, or a reduction of the amount payable for a claim.

Notification of Changes

To maintain policy coverage, it's important that customers notify us of changes to things like:

- The address their motorcycle is kept;
- Their use of their motorcycle;
- The identity of regular riders;
- Modifications made or accessories added to their motorcycle; and
- Driving or criminal offences (other than parking offences) committed by them or other regular riders.

Failure to do these things can negatively impact policy coverage and could result in the decline of a claim, or a reduction in the amount payable for a claim.

Always tell customers to read the PDS carefully, so they understand all relevant terms, conditions and exclusions.

Tips and Traps when Discussing Insurance

Do

Ensure that offering a quote won't breach anti-hawking laws

Follow the *Distributor Sales Procedures*

Provide *factual* information

Ensure information is *balanced*

Tell customers about key terms, conditions and exclusions

Give customers our *FSG* and *PDS*

Read or quote from the *PDS*

Answer questions by referring to the *PDS*

Tell customers about their duty not to misrepresent

Tell customers about the *TMD* and ensure they're in the target market before arranging insurance for them

Don't

Recommend our insurance

Make statements likely to influence a customer's decision

Focus solely on product features and benefits

Make statements likely to mislead or deceive

Pressure customers to buy insurance

Arrange insurance for vulnerable customers – refer them to us instead

Arrange insurance for customers who use their motorcycle for courier or food delivery services

Pre-fill application questions or insert answers to questions in our quoting platform that have not come directly from a customer

Arrange insurance for customers with an unregistered or recreationally registered motorcycle

Arrange insurance for customers outside the target market

Visit our offices across Australia or contact your local Business Development Manager.

For any further information visit www.nminsurance.com.au

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