



TOYOTA

Insurance

Supplementary Product Disclosure Statement

**This is a Supplementary Product Disclosure Statement (SPDS) dated 28 January 2021.
It applies to new policies commencing on or after 25 March 2021.**

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

PDS	Reference	Preparation date
Toyota Insurance Finance Gap Insurance Policy and Product Disclosure Statement	TIN009	1 January 2014

Changes to your PDS

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

Section	SPDS Change
Product Disclosure Statement overview – Important information	There is no longer a processing charge for cancelling the policy. The following words are therefore deleted in the '21-day Cooling Off and cancellation at other times' column: ", less our processing charges".
Product Disclosure Statement overview – Important information	The external dispute resolution provider has changed therefore in the 'Our Service Commitment to you' column, the words "Financial Ombudsman Service (FOS)" are replaced with "Australian Financial Complaints Authority (AFCA)".
Your policy information – Your promise to us	The second paragraph is deleted and an additional paragraph is placed at the end of this section with the following wording: You also need to tell us immediately if, during the period of cover any of the following occur: • there is any variation to, or cancellation of, your finance contract; • any of your contact details change, such as your mobile number, postal or email address; or • any of the information shown on your policy schedule, or on any other notices you may receive from us from time to time, changes, is incorrect or incomplete or requires updating.
Commonly used words or expressions – Extra costs	The first paragraph (excluding the dot points) is deleted and replaced with the following wording: " Extra costs means the amount we pay you for the following costs associated with replacing your vehicle which are incurred by you and not recoverable from another party, nor included in the total loss payment, up to the limit of the cover option you have selected and which is shown on your policy schedule:"
Commonly used words or expressions – Extra costs	The requirement for car hire to be arranged or preapproved by us while you are without a vehicle following a total loss has been removed. The following words are therefore deleted in the fifth dot point of the first paragraph: ", but only if the car hire has been arranged or approved by us".
Commonly used words or expressions – Outstanding loan balance	The fifth dot point is deleted and replaced with the following wording: • any monies that are refundable or can be rebated from items that were financed under the finance contract, such as premium for a separate insurance policy for your vehicle;
What is covered – Extra costs	The requirement for car hire to be arranged or preapproved by us while you are without a vehicle following a total loss has been removed. The following words are therefore deleted in the fifth dot point: ", but only if the car hire has been arranged or approved by us".

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Section	SPDS Change
What is covered – Additional Benefits – Finance establishment fees	The Finance establishment fees benefit is no longer limited to the purchase of a replacement motor vehicle through Toyota Finance. The following words are therefore deleted in the first paragraph: “through Toyota Finance”; and the second paragraph is deleted.
What is not covered	Exclusion 3) is deleted and replaced with the following wording: 3) any monies that are refundable or can be rebated from items that were financed under the finance contract, such as premium for a separate insurance policy for your vehicle;
Making a claim – What to do in the event of a claim	The second, third and fourth dot points are deleted and replaced with the following wording: We will require you to assist us in handling your claim by providing us with: – honest, correct and complete information in response to all our requests; – relevant details of your finance contract, including a statement showing the amount owing on your finance contract at the date of the total loss; – relevant details of your comprehensive motor vehicle insurance policy, including a copy of the claim statement showing your total loss payment; and – any relevant receipts or invoices relating to your claim for extra costs. Refer to ‘Extra costs’.
How we pay your claim – Extra costs	The following paragraph is deleted: We will not reimburse you for extra costs that are used in any way which relates to any property mortgaged to the financier.
Our Service Commitment to you – How to tell us when you are not satisfied, for any reason	Our complaints process and the external dispute resolution provider has changed therefore this section is deleted and replaced with the following wording: Complaint resolution process We’re committed to providing you with the highest standard of service. However, if you have any concern about our products, services or representatives, our Customer Resolution Team will work with you to resolve any issue you might have. You can raise a concern or make a complaint about any aspect of your relationship with us by calling 1300 658 027 between Monday and Friday from 8:30am to 5pm AEST or by emailing resolutionteam@toyota.com.au. We will acknowledge your complaint and we will: • aim to resolve it efficiently, fairly and directly; • ensure that it is handled by a person with appropriate knowledge and experience; and • keep you notified about the progress of your complaint at least every 14 calendar days (if necessary). If we are unable to resolve your complaint within 30 calendar days of receiving it, or if you are unhappy with our decision, you may choose to refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA is an independent, external dispute resolution scheme and there is no charge for this service. How to contact AFCA: Online: afca.org.au/make-a-complaint Email: info@afca.org.au Phone: 1800 931 678 (free call) Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001 Are any decisions binding on you? We will stand by any decision made as part of our complaints process in an attempt to satisfy your concern. However, you do not have to accept any decision made by us or AFCA and alternatively may wish to seek your own advice on this matter elsewhere.

If you have any questions, or would like another copy of your PDS, please call us on 1300 658 027, or email insurance@toyota.com.au