

SUNDAYS STRAVA PERKS INSURANCE COVER

PRODUCT DISCLOSURE STATEMENT

This Sundays Strava Perks policy is only available to active Strava paying subscribers who permanently reside in Australia. Sundays Insurance is a brand and registered business name of Velosure Pty Ltd ABN 81151706697 AFSL 554 438 who is the policy administrator acting as an Agent of Hollard. Hollard ABN 78 090 584 473 AFSL No. 241436 is the Insurer.

DEVICE

COVER PROVIDED

We will cover your **device**, up to the Cover Limit, for the lesser of the repair or Replacement Cost of your **device** where it is damaged as the result of an **accident** and your bicycle is damaged and/or you need medical treatment, occurring anywhere in Australia during the period of insurance.

- Cover is conditional that you were tracking a Strava cycling activity at the time of the Accident which caused damage to your **device**.
- **Accident** is defined as a sudden, unforeseen and unintended event.
- **Device** is defined as a mobile phone, GPS cycle computer or GPS sports watch.
- **Replacement Cost** is defined as the lesser of the recommended retail price (RRP) at the time of the **accident** (including GST); or the market price that the **device** was last advertised at if it is no longer available to purchase as new.

COVER LIMIT 1 claim per policy period up to a maximum of \$800 (inclusive of the excess) **EXCESS** An Excess of \$100 is payable by you

EXCLUSIONS

Cover is Excluded where:

- Your **device** is stolen or lost;
- Your **device** damaged is caused by water, liquid or moisture;
- Damage does not prevent the **device** from being used;
- Damage is only cosmetic (including scratches and dents to the **device** and/or screen cover or case);
- Loss or damage is covered under warranty;
- At the time of the **accident** the Device is older than 24 months from the date of purchase when purchased new;
- You are unable to reasonably provide proof of purchase and confirmatory identification of the **device's** serial number or other manufacturer's identifier;
- Any loss as a result of not being able to use the **device**;
- You are unable to reasonably satisfy us that the damage to your **device** was caused as a result of an **accident**;
- You cannot provide us with reasonable satisfaction with the location details of your **accident**.

TAXI

COVER PROVIDED

In the event of an **accident** or where your bicycle cannot be ridden due to mechanical failure (other than noted under Exclusions), we will reimburse you up to the Cover Limit for the cost of transporting you and your bicycle to a public transport station, bicycle repair shop or your home, whichever is the nearest and most reasonable at the time of the Accident or mechanical failure.

- The cover is conditional on you tracking this cycling activity on Strava at the time of the **accident**/mechanical failure of your bicycle.
- You must provide us with a copy of the receipt/proof of payment for the trip. We may reasonably request additional information to verify your claim.

COVER LIMIT 1 claim per policy period up to a maximum of \$65 **EXCESS** \$0

EXCLUSIONS

Cover is Excluded where:

- The **accident** or mechanical failure occurred within 2 kilometres of where you commenced your cycling activity;
- Costs incurred after you have been transported to either a public transport station, bicycle repair shop or your home;
- The mechanical failure is a flat tyre(s) or a puncture(s) and it can be repaired by replacing the tub
- Where, during your cycling activity which is part of a race or an organised ride, club or otherwise, there are adequate recovery facilities made available by the organiser(s);
- You cannot reasonably provide us with the location details of your **accident**;
- You cannot reasonably provide us with proof that you had an Accident or that your bicycle was mechanically damaged.

RUNNING EVENT ENTRY FEE

COVER PROVIDED

If you have entered and paid an entry fee to participate in an organised running event and subsequently are unable to participate in the event due to an unforeseen illness or injury, we will reimburse your entry fee up to the Cover Limit.

Any reimbursement claim will only be processed after the running event date and you have provided to us to our reasonable satisfaction;

- verification of the amount and payment by you of the entry fee; and
- a medical certificate from a registered health professional, verifying your illness or injury.

COVER LIMIT 1 claim per policy period up to a maximum of \$120

EXCESS \$0

EXCLUSIONS

Cover is Excluded where:

- You were suffering from the injury or illness at the date of entering the running event or such illness existed, was sustained or diagnosed before entering the running event;
- You cannot provide us with reasonable satisfaction with the location details of your **accident**;
- You are unable to provide us with a medical certificate from a registered health professional, verifying your illness or injury;
- You are able to claim a refund or were able to transfer your entry fee to another entrant.

GENERAL EXCLUSIONS

You will not have Cover under this policy where:

- Your Strava paid membership has lapsed;
- You are unable to provide us to our reasonable satisfaction with sufficient verification (described above) to support your claim;
- Your claim is a result of an **accident**, incident, injury and/or illness that predates the policy issue date;
- Under any claim, under either Device Cover or Taxi Fare Reimbursement, a Strava cycling activity was not being logged when the incident occurred;
- Your claim is for any consequential loss or loss arising from warranty invalidation; or
- You are not permanently residing in Australia at the time of the incident.

IMPORTANT

Period of Insurance/Policy period

Your Period of Insurance is also your policy period. This will be shown on your Insurance Certificate contained within your Welcome Email. Cover under this insurance will cease on the earlier of your Strava paid membership ceasing/lapsing OR twelve (12) months from the Policy issue date also shown on your Insurance Certificate.

Policy Holder

In this policy all references to 'you' or 'your' is the Policy Holder shown in the Insurance Certificate contained in your Welcome Email. The benefits covered under this policy are restricted to the named Policy Holder and are not transferrable.

Making a claim

You can make a claim by lodging your claim online at sundaysinsurance.com.au/claims or you can email stravaperks@sundaysinsurance.com.au. You should lodge your claim with us within 30 days of the incident occurring. You can ask us to waive any requirement that you believe is unfair or unreasonable. We will consider your circumstances when deciding whether to waive any requirement.

Preferred repairer

In the event of a claim where we choose to repair your **device**, we will advise you of our preferred repairer to undertake repairs to your **device**. Please note we reserve the right in all instances (acting reasonably) to have repairs undertaken at a repairer of our final choice.

How we resolve your complaints?

We welcome every opportunity to resolve any concerns you may have with our products or service.

1. Let us know about your concerns

If you have a complaint concerning the financial product or services provided to you, please contact us and we will do our best to resolve them.

Phone: 02 8074 7882

Email: stravaperks@sundaysinsurance.com.au

When you make your complaint please provide as much information as possible. We aim to resolve all complaints as soon as possible, however, where we can't resolve your concern immediately we will try and resolve it within 10 business days.

2. Escalate your complaint to our Internal Dispute Resolution Team

If your complaint is not satisfactorily resolved, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist by contacting Our Internal Dispute Resolution Committee.

Mail: Sundays Insurance

Internal Dispute Resolution Committee

PO Box 19

Alderley

QLD 4051

Email: resolution@cycleinsurance.com.au

The Dispute Resolution Specialist will provide in writing our final decision.

3. Escalate

If you are not happy with the decision or if we've taken more than 30 days to respond to you, you may seek an external review with the Australian Financial Complaints Authority (AFCA) at:

Mail: Australian Financial Complaints Authority

GPO Box 3, Melbourne, Victoria 3001

Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au

The AFCA service is provided to you free of charge. A decision by AFCA is binding on us but is not binding on you. You have the right to seek further legal assistance.

Cancellation and Renewal

This policy will be cancelled automatically if your Strava paid membership is cancelled or has lapsed. This policy is not a renewable insurance cover. This policy will not be renewed.

Who is the Insurer?

This policy is issued by The Hollard Insurance Company Pty Ltd (Hollard). ABN 78 090 584 473 AFSL No. 241 436 of Level 15, 100 Mount St North Sydney NSW 2060.

Cooling off period

We offer a 14-day 'Cooling off' period. If you decide that this policy isn't right for you and you have not exercised your rights under this policy, (which includes submitting a claim), you may request cancellation within 14 days of the start or renewal of this policy and you will receive from us a full refund of any premium paid.

Who is Sundays Insurance?

Sundays Insurance is a brand and registered business name of Velosure Pty Ltd (Velosure) ABN 81 151 706 697 AFSL 554 438. Velosure is an Agent of Hollard and acts on behalf of Hollard under a Binder arrangement.

Cost of this policy and Remuneration

This policy of insurance is an annual policy and is provided to current paying Strava members as a benefit, at no cost to members. Sundays Insurance, on behalf of the insurer, Hollard, has provided this insurance under a commercial arrangement it has with Strava. Sundays Insurance may, from time to time, market other insurance products to Strava members in accordance with this arrangement, but always with the agreement and consent of Strava.

Privacy

In this section, "we", "us" or "our" refers to Sundays, Velosure, the insurer, Hollard and their related entities. We value your privacy. This notice explains how and why we collect, use and disclose personal information and how you can obtain a copy of our Privacy Policy. We collect personal information for the purpose of providing insurance, including arranging insurance, policy administration and claims handling. We may also use your personal information for the purposes of providing you with information about insurance and related services that may be of interest to you and to conduct research to determine what insurance products or services might suit you. We usually collect personal information from you or a person acting with your consent or otherwise where permitted or required by law.

We disclose personal information to reinsurers, insurance intermediaries, insurance reference bureaux, credit reference agencies, your broker and those involved in the claims handling process, for the purposes of assisting us and them in providing relevant services and products, and for the purposes of litigation. We limit the use and disclosure of any personal information provided by us to them to the specific purpose for which we supplied it.

Your personal information may also be disclosed to dispute resolution providers, government bodies, regulators, law enforcement agencies and any other parties where required by law. It may happen that we disclose personal information to related companies or service providers located in countries other than Australia. These arrangements may change from time to time. You can find further details about these disclosures in our Privacy Policy. By providing personal information to us or our agent, you consent to us making these disclosures.

Without this information, we may not be able to provide you with the services you require, including dealing with your claims. When you give us personal information about other individuals, we rely on you to have made or make them aware that you will or may provide their information to us and the types of third parties we may provide it to, the relevant purposes we and the third parties will use it for, and how they can access it. If you have not done or will not do either of these things, you must tell us before you provide the relevant information.

If you would like a copy of our Privacy Policy or opt out of receiving materials we send, please contact us on 02 8074 7882. You can also view the Privacy Policy's at https://d3a6agorgwi4uy.cloudfront.net/Sundays_AU_Privacy_Policy.pdf and

<https://hollard.com.au/privacy-policy.aspx> Our Privacy Policies contain information about how you may access and correct your personal information or complain about a breach of our privacy obligations and how we will deal with such a complaint.

The General Insurance Code of Practice

Hollard is an Australian insurance company and is a signatory to the General Insurance Code of Practice.

The objectives of this Code are:

- to commit us to high standards of service;
- to promote better, more informed relations between us and you;
- to maintain and promote trust and confidence in the general insurance industry;
- to provide fair and effective mechanisms for resolving complaints you make about us; and
- to commit insurers and the professionals they rely upon to higher standards of customer service.

The Code Governance Committee (CGC) is the independent body that monitors and enforces our compliance with the Code. It also aims to drive better Code compliance, helping the insurance industry to improve its service to consumers.

For more information about the CGC, or to obtain a copy of the Code please visit insurancecode.org.au or phone (02) 9253 5100.

Extra Care Process

We recognise that our customers may find themselves in difficult circumstances, particularly when a claim event occurs. We have developed an Extra Care Process to provide additional support to our customers who may be experiencing vulnerability due to their circumstances, including personal circumstances that are not directly related to insurance. The Code provides the following examples that may contribute to someone needing Extra Care:

- age
- disability
- mental health conditions
- physical health conditions
- family violence
- language barriers
- literacy barrier
- cultural background
- Aboriginal or Torres Strait Islander status
- remote location or
- financial distress.

Our Extra Care Process and the additional support it provides is available to any customer and can be requested at any time using the contact details below.

Phone: 1300 83 5678

Email: customercare@velosure.com.au

Financial Claims Scheme and Compensation Arrangements

Hollard is authorised under the Insurance Act 1973 to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA). This Act contains prudential standards and practices designed to ensure that financial promises made by Hollard are met within a stable, efficient and competitive financial system. Because of this Hollard is exempted by The Corporations Act 2001 (Cth) from the requirement to meet the compensation arrangements Australian Financial Services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by Hollard or its representatives.

Hollard has compensation arrangements in place that are in accordance with the Insurance Act 1973 (Cth). The protection provided under the Federal Government © Financial Claims Scheme applies to Hollard. If Hollard is unable to meet its financial obligations a person may be entitled to payments under this Scheme. Information about this Scheme can be obtained from the APRA website at fcs.gov.au or their hotline on 1300558849.