



NAB Purchase Protection Insurance

**Policy Information Booklet
effective 01.06.11**

Contents

NAB Purchase Protection Insurance Policy Information Booklet

	Page
Important Information	1
Definitions	3
Description of Cover	5
Exclusions	6
What to do in the event of a claim	7
General Conditions	8
General Insurance Code of Practice	9
Privacy Consent and Disclosure	10
Dispute Resolution	12
Contact details	15

NAB Purchase Protection Insurance Policy Information Booklet

Important Information

As a **NAB cardholder goods purchased** by you with a **NAB credit card** or NAB Visa Debit Card (called in this booklet a '**NAB card**') will be eligible for NAB Purchase Protection Insurance. This insurance available is for three (3) months against loss, theft or accidental damage in certain circumstances for **goods purchased** with your **NAB Card**. See 'Description of cover' on page 5 for more detail.

This booklet sets out when a purchase will qualify for cover and what benefits will be provided under this cover. You should read this booklet as it contains important information about the cover, including the exclusions and claims requirements.

The cover will apply to **goods purchased** in the following way:

- 1 **NAB credit card** – to **goods purchased** using your credit card facility.
- 2 NAB Visa Debit Card – to **goods purchased** using your debit card either by using the physical card or by providing the debit card number when paying for your **goods**. **Goods purchased** using the linked account without the use of the debit card (e.g. by direct credit from your NAB Internet Banking facility) will not be covered.

When making a **purchase**, you should keep the receipt as you will need this to make a claim under this cover. You may also be required to provide other documents to support your claim – see 'What to do in the event of a claim' on page 7.

This cover will only apply to **goods purchased** on and from 1 June 2011.

Details of the insurance

NAB has obtained the NAB Purchase Protection Insurance under a Master Policy issued by Chubb. As a **NAB cardholder** you are eligible to receive benefits under this policy.

Insurance details

Issuer: Chubb Insurance Company of Australia Ltd
Level 29, 2 Park Street, Sydney NSW 2000
www.chubbinsurance.com.au
ABN 69 003 710 647
AFSL 239778

Insured: National Australia Bank Ltd
Chubb Group Master policy number: 93122020

NAB is not the issuer of the NAB Purchase Protection Insurance. NAB nor any of its related corporations guarantee any of the benefits under this cover. NAB does not receive any commission or remuneration from **Chubb** for arranging this insurance. Neither NAB nor any of its related corporations are authorised representatives under the Corporations Act 2001 of **Chubb**.

You are automatically eligible for the benefits provided by the policy (as set out in this booklet) but are not required to accept it. If you do wish to make a claim under this cover you will be bound by the terms and conditions set out in this booklet for NAB Purchase Protection Insurance.

Termination of Cover

NAB may terminate the NAB Purchase Protection Insurance policy by providing written notification to their primary **NAB cardholders**. Purchases made before the expiry of this notification will still have the benefit of cover under the Policy. It is the responsibility of the primary **NAB cardholder** to inform additional cardholders of the termination and/or changes to the **NAB** Purchase Protection Insurance policy when notified to the primary **NAB cardholder**.

Definitions

Throughout this document, words with a special meaning are shown in bold font. The meaning of these words are shown below

'Accidental' means any sudden, unforeseen and identifiable event which happens by chance.

'Business day' means a day other than a Saturday or Sunday or a day gazetted as a public holiday throughout Australia.

'Family' or **'family members'** means **your spouse** and **your** dependent children.

'Goods' means all new personal property acquired for domestic or household use, but **does not include:**

- items acquired for re-sale, business or commercial use;
- consumables or perishables;
- contraband;
- second-hand items or antiques;
- items intended for or have become landlord's fixtures and fittings real estate. Fixed or movable fixtures or fittings, intended to form or have become part of any real estate;
- real estate;
- computer software or non tangible items;
- animal or plant life;
- any motorised or propelled vehicle or vessel;
- Cash, bullion, negotiable instruments, traveller's cheques, or tickets of any description.
- Sporting equipment while being used.
- Mobile or cell phones if the phone is part of a telecommunication provider's post paid plan or any other contractual arrangements.

'NAB' means National Australia Bank Limited
ABN 12 004 044 937, of 800 Bourke Street, Docklands,
Victoria 3008.

'NAB Card' means a current and valid personal **NAB credit card** or NAB Visa Debit Card.

'NAB cardholder' means a permanent resident of Australia to whom **NAB** has issued a **NAB Card** and includes the primary cardholder and any additional cardholder to whom a **NAB Card** has been issued for use, unless otherwise stated.

'NAB credit card' means a current and valid personal NAB Qantas Card, NAB Low Fee Card, NAB Standard Card NAB Visa Mini, NAB Ant American Express Card with No Annual Card Fee or Velocity NAB Standard Card.

'Public place' includes but is not limited to shops, airports, train stations, bus stations, streets, hotel foyers and grounds, restaurants, beaches, public toilets, and any other place to which the public has access.

'Purchase' means the purchase by **you** of goods using a **NAB Card**.

'Unattended' means were **your** possessions are in a position where they can be taken without **you** or **your** travel companion knowing or being able to prevent them from being unlawfully taken.

'Spouse' means your spouse or de facto partner of either sex, with whom you have continuously cohabited for a period of three (3) consecutive months or more.

'War' means armed conflict between nations including forces acting for any international authority whether war be declared or not; invasion; civil war; any attempt to usurp power or any activity arising out of an attempt to participate in military force between nations.

'We', 'our', 'us', 'Chubb' means Chubb Insurance Company of Australia Limited ABN 69 003 710 647, AFSL No. 239778 of Level 29, 2 Park Street, Sydney, New South Wales 2000.

'You' and **'your'** means a **NAB cardholder** and includes your **family** or **family** members.

Description of cover

- 1 NAB Purchase Protection Insurance provides three (3) months complementary insurance against loss, theft of or **accidental** damage (subject to the conditions and exclusions set out in this booklet), for **goods purchased** anywhere in the world by, a **NAB cardholder** with a **NAB card** prior to the loss or damage. To be covered the **goods** must be paid for in full with the **NAB card**. It is important that you understand the meaning of **goods** as set out on page 3.
- 2 The covered items are insured against loss, theft to, or damage anywhere in the world, for three (3) months from the date of purchase.
- 3 Limits of **our** liability:
 - a In a single claim, the actual **purchase** price of the items (fully paid for using a **NAB Card**).
 - b In a single claim for jewellery, watches and fine arts, up to a maximum of \$2,500
 - b In any twelve (12) month period, the maximum this Purchase Protection Insurance policy will pay to any **NAB cardholder** for all claims is \$100,000.
- 4 If the insured item is part of a pair or set, **we** will pay the **NAB cardholder** no more than the value of the particular part or parts stolen, lost or damaged, nor more than the proportional part of an aggregate purchase price of such pair or set, regardless of any special value that the item may have as a pair or set.
- 5 We, may, at sole our discretion, pay the reasonable costs to repair, rebuild, replace or reinstate damaged or stolen or lost **goods**, or pay cash for those **goods**. Payment to the **NAB cardholder** for replacement or reinstatement of the **goods** will mean that the original damaged goods (whether in part or whole) become **our** property.
- 6 Under the NAB Purchase Protection Insurance Plan the interests of the **NAB cardholder** may not be assigned or transferred without our prior written consent.

- 7 Cover under the NAB Purchase Protection Insurance Plan is extended to any person who by way of a gift receives any **goods** purchased by the **NAB cardholders**.
- 8 The **NAB cardholder** must take all reasonable care to protect and maintain the **goods** insured under the NAB Purchase Protection Insurance Plan against theft to, or loss or damage.

Exclusions

We are not liable for any claims resulting from:

- 1 Flood.
- 2 **War** or war-like hostilities.
- 3 **Terrorist Acts**.
- 4 Radioactive contamination.
- 5 Damage caused by wear and tear, or damage arising from inherent defect in the **goods** including electrical or mechanical breakdown.
- 6 Lawful confiscation by Police, government agencies, courts or other empowered authorities.
- 7 Fraud or illegal acts or abuse to or in respect of the **goods**.
- 8 Consequential loss or damage, punitive damages.
- 9 Damage or loss which is insured under another cover or which would be insured under another cover but for the application of an excess or a limit under the other policy.
- 10 Laundering of the product (washing, ironing or dry cleaning).
- 11 Non-receipt, damage to, loss or theft of items while being transported under a freight, postal or courier service.
- 12 Items left **unattended** in a **public place**, or in an unlocked motor vehicle, or in an **unattended** motor vehicle overnight.
- 13 Theft, loss or damage instigated or deliberately caused by the **NAB cardholder** or any person acting with the **NAB cardholder's** consent.

- 14 Theft to or loss of or damage to jewellery and watches from baggage unless hand carried and under the personal supervision of the **NAB cardholder** or his/her travelling companion.

What to do in the event of a claim

In the event of loss or damage to **goods** giving rise to a claim under the NAB Purchase Protection Insurance, the **NAB cardholder** must:

- 1 Notify **us** no later than thirty (30) days from the date of loss. For claims and claims enquiries please call our toll free number at **1800 788 566**.
- 2 Loss Reports must be completed and returned within thirty (30) days of receipt. Failure to report **your** loss or to fully complete and submit the Loss Report within the times stated above may result in the denial of **your** claim.
- 3 Maintain and forward when requested, copies of all relevant receipts and other documents together with detailed particulars and proof of **your** loss reasonably required by **us**.
- 4 Disclose to **us** the details of any other insurance cover under which the **NAB cardholder** or any other person is entitled to claim and must first make a claim under that insurance.
- 5 Retain damaged property for inspection by us or our representative.
- 6 Give to **us** all necessary information and assistance to institute proceedings against other parties for the purpose of enforcing any rights or remedies to which **we** are or would become entitled or subrogated upon us making payment or making good any loss or damage under the Purchase Protection Insurance.
- 7 Give immediate written notice to the police of **goods** lost or stolen or wilfully damaged and obtain a police report and/or crime number.

General Conditions

Safety of your belongings

You must take all reasonable precautions to safeguard **your** property and secure **your** accommodation. Leaving personal belongings **unattended** in **public places** is not reasonable precaution.

Subrogation

If **you** can claim from anyone else and **we** also pay you, then **you** must refund **us** the amount **we** paid if they pay you. **You** cannot claim from both **us** and someone else unless **we** are only making up the difference.

You must assist **us** even after **we** have paid **your** claim if **we** want to recover the amount of any payment from anyone who caused you to suffer loss or damage. This could include attending court to give evidence. **You** must not start any legal action for recovery of amounts the subject of a claim before telling us and obtaining **our** prior consent.

Fraudulent claims

If any claim is in any respect fraudulent or if any fraudulent means or devices are used by **you** or anyone acting on your behalf to obtain any benefit under the NAB Purchase Protection Insurance Policy then any amount payable in respect of such claim may be forfeited.

Australian law

This NAB Purchase Protection Insurance shall be interpreted in accordance with the law of the State or Territory in Australia in which the **NAB cardholder** usually resides and be subject to the jurisdiction of the courts of that State or Territory of Australia.

Currency

All amounts shown are in Australian dollars. If expenses or losses are incurred in a foreign currency, then the amount payable will be what is reflected in the **NAB Card** statement.

How to Make a Claim

Please contact Chubb directly on **1800 788 566** if **you** wish to make a claim.

Full details of what **you** must do for **us** to consider **your** claim are provided in the 'claims' sections of **your** Policy.

Financial Claims Scheme

Your Policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of Chubb becoming insolvent you may be entitled to access the FCS, provided **you** meet the eligibility criteria.

More information may be obtained from APRA **www.apra.gov.au** or **1300 13 10 60**.

The General Insurance Code of Practice

Chubb is a signatory to the General Insurance Code of Practice. The code aims to:

- 1 Promote more informed relations between insurers and their customers;
- 2 Improve consumer confidence in the general insurance industry;
- 3 Provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- 4 Commit insurers and the professionals they rely upon to higher standards of customer service.

For more information please visit the Code of Practice website, **www.codeofpractice.com.au** or follow the links from the Insurance Council of Australia's website at **www.ica.com.au**

Privacy Consent and Disclosure

Your Privacy

In the course of providing insurance and processing insurance claims, Chubb needs to collect personal information about persons Chubb insures and persons associated with insured persons. If **you** do not give Chubb this information, Chubb may not be able to provide insurance or process a claim. In accordance with the Privacy Act 1988, Chubb's privacy policy statement contains the information required to be given to persons about whom Chubb collects personal information.

Our Privacy Policy

Our privacy policy statement is available on our website at www.chubbinsurance.com.au

Your access to Your personal information

You can request access to personal information which Chubb holds about **you**.

Your rights to access and Chubb's rights to refuse access are set out in the Privacy Act 1988.

Chubb's use of personal information

Chubb may at any time use personal information it collects about **you** for any of the following purposes:

- To provide a quotation or assess a proposal for insurance.
- To provide, amend or renew an insurance policy.
- To respond to a claim.

Chubb's disclosure of personal information

Chubb may at any time disclose personal information Chubb collects about you to the following types of organisations (some of which may be outside Australia):

- Reinsurers;
- External valuers and appraisers;
- Loss adjustors and other investigators;
- Professional advisers, such as accountants and lawyers;
- Other organisations that provide services to Chubb in relation to the provision of insurance.

Further information on Our Privacy Policy can be accessed on Our website at www.chubbinsurance.com.au

If you have a complaint or want more information about how Chubb is managing your personal information, please contact:

The Privacy Officer
Chubb Insurance Company of Australia
Level 29, 2 Park Street, Sydney NSW 2000

Dispute Resolution

The following standards apply to all complaints handling.

- 1 **We** will conduct complaints handling in a fair, transparent and timely manner.
- 2 **We** will make available information about our complaints handling procedures.
- 3 **We** will only ask for and take into account relevant information when deciding on **your** complaint.
- 4 **You** will have access to information about **you** that **we** have relied on in assessing **your** complaint and an opportunity to correct any mistakes or inaccuracies. In special circumstances or where a claim is being or has been investigated, **we** may decline to release information but we will not do so unreasonably. In these circumstances, **we** will give you reasons. **We** will provide **our** reasons in writing upon request.
- 5 Where an error or mistake in handling **your** complaint is identified, **we** will immediately initiate action to correct it.
- 6 **We** will respond to complaints within fifteen (15) business days provided **we** have all necessary information and have completed any investigation required.
- 7 In cases where further information, assessment or investigation is required **we** will agree reasonable alternative time frames. If **we** cannot agree, **we** will treat **your** complaint as a dispute and we will provide information on how you can have your complaint reviewed by a different employee who has appropriate experience, knowledge and authority.
- 8 **We** will keep **you** informed of the progress of **our** response to the complaint.
- 9 When **we** notify **you** of **our** response, **we** will provide information on how **our** response can be reviewed by a different employee who has appropriate experience, knowledge and authority.
- 10 If **you** tell us **you** want **our** response reviewed, **we** will:
 - a Treat it as a dispute;
 - b Notify **you** of the name and contact details of the employee assigned to liaise with **you** in relation to the dispute; and
 - c Respond to the dispute within fifteen (15) business days provided **we** receive all necessary information and have completed any investigation required.
- 11 In cases where further information, assessment or investigation is required **we** will agree reasonable alternative time frames. If **we** cannot reach agreement **you** can report **your** concerns to the Financial Ombudsman Service (FOS).
- 12 **We** will keep **you** informed of the progress of **our** review of **your** dispute at least every 10 business days.
- 13 **We** will respond to **your** dispute in writing giving:
 - a Reasons for **our** decision;
 - b Information about how to access available external dispute resolution schemes; and
 - c Notify **you** of the time frame within which **You** must register **your** dispute with the external dispute resolution scheme.
- 14 If **we** are not able to resolve **your** complaint to **your** satisfaction within 45 days (including both the complaint and internal dispute resolution process referred in this section of the Code), **we** will inform **you** of the reasons for the delay and that **you** may take the complaint or dispute to **our** External Dispute resolution scheme even if **we** are still considering it (and provided the complaint or dispute is within the scheme's Terms of Reference). **We** will inform **you** that **you** have this right and details of **our** External Dispute Resolution scheme before the end of the 45- day period administered by the FOS. The FOS is available to customers and third parties who fall within the Terms of Reference of FOS.
- 15 External dispute resolution determinations made by FOS are binding upon **us** in accordance with the Terms of Reference.

- 16 Chubb subscribes to the independent external dispute resolution scheme.
- 17 Where the FOS Terms of Reference do not extend to **you** or **your** dispute, **we** will advise **you** to seek independent legal advice or give **you** information about other external dispute resolution options (if any) that may be available to **you**.

You can contact the FOS in the following ways:

By Phone: 1300 78 08 08

By Mail: Financial Ombudsman Service
GPO Box 3, Melbourne, VIC 3001

Information on the FOS may be obtained from its website at **www.fos.org.au**

Additional Information

Our complaints and disputes procedures follow the requirements of the General Insurance Code of Practice (the 'Code'). Visit **www.codeofpractice.com.au** for more information about the Code.

Who should you talk to:

- 1 **Our** contact details are listed below, should **you** want to contact **us**.
- 2 Your complaint can be submitted to Chubb's dedicated e-mail address at **Aus.complaints@chubb.com**
- 3 If **your** complaint is not satisfactorily resolved **you** may request that the matter be reviewed by management by writing to:
The Compliance Manager
Chubb Insurance Company of Australia
Level 29, 2 Park Street,
Sydney NSW 2000

Contact Details

For policy enquiries or how to lodge a claim, please call our **toll free number 1800 788 566**

Our Operating Hours:

Monday to Friday: 8:00 am to 7:00pm

Saturday: 9:00 am to 4:00 pm

Sunday: 10:00 am to 3:00 pm

Important information

Any advice contained in this brochure has been prepared without taking into account your objectives, financial situation or needs. Before acting on any advice in this brochure, NAB recommends that you consider whether it is appropriate for your circumstances. NAB recommends you consider the Product Disclosure Statement, Terms and Conditions or other disclosure documents, available from NAB, before making any decisions regarding these products.

For more information call

13 13 12

8am-8pm EST, Monday – Friday
or visit us at nab.com.au



Hearing impaired customers
with telephone typewriters
can contact us on **13 36 77**