

Petcover Product Disclosure Statement and Policy Wording

Product Disclosure Statement

Introduction

This document is a Product Disclosure Statement (PDS) for our Petcover insurance policy and is also the Petcover insurance policy wording. The insurance policy wording commences on page 7. This PDS is dated 1 July 2008 (ref:PC-CALv2).

The PDS has been prepared to assist you in understanding the key features of the insurance policy and making an informed choice about your insurance requirements. This PDS sets out the significant features of the insurance policy including its benefits, risks and information about how the insurance premium will be calculated. You should read it carefully. You should also read the policy wording for full details of the terms, conditions and limitations of the insurance cover.

About the insurer and its agent

Calliden Ltd ABN 43 110 186 224, AFS Licence No. 284889 is the insurer of this Policy and the issuer of this PDS. Calliden specialises in developing tailored insurance solutions, in partnership with intermediaries, for affinity groups and associations in Australia. To find out more about us, visit <http://www.calliden.com.au>

Level 7, 100 Arthur Street,
NORTH SYDNEY, NSW 2060
Telephone: 02 9551 1111
Fax: 02 9551 1155

Cerberus Special Risks Pty Ltd ('Cerberus') ABN 81 115 932 173 AFS Licence No 308461 of 5/24 York Street, NSW 2000 has been authorised by the insurer to act on its behalf in arranging, issuing, varying and cancelling pet insurance products. Petcover.com.au – Pty Ltd ('Petcover') ABN 97 117 476 990 has been appointed as an authorised representative of Cerberus (AR No. 312054) Cerberus and Petcover act for the insurer and not you. See the Financial Services Guide provided to you for more details of this arrangement.

How to contact us

You may contact Calliden in any of the following ways:

- by email at petcover@calliden.com.au
- By visiting <http://www.calliden.com.au>
- By writing to: Calliden Limited, PO Box 348, Milsons Point, NSW 1565.

Significant features and benefits of the policy

Petcover provides financial protection for veterinary expenses in respect of the insured pet resulting from sudden and unexpected injury or illness.

Petcover provides cover for 100% of veterinary expenses and allows you to use the services of any registered veterinary practitioner in Australia. The expenses paid are subject to a maximum limit per injury or illness, a maximum limit during the policy period, an excess and a 30 day waiting period from the start of the policy period for illness.

Additional Benefit - Tick Cover

Petcover includes Tick Cover which provides cover for veterinary expenses for treatment due to illness caused by ticks. This cover is subject to a \$150 excess and a maximum limit during the policy period. There is a waiting period for illness caused by ticks of 30 days from the start of the policy period.

Exclusions

The policy will not provide insurance cover under certain circumstances. For example, routine examinations or vaccinations, any expenses incurred before your pet reaches the age of 8 weeks, any expenses incurred if your pet is 9 years or older when your policy first commenced, expenses incurred as a direct or indirect result of desexing. Full details of the exclusions appear in the policy wording on pages 11 and 12. You should read the policy wording and make yourself aware of all the exclusions that apply.

Conditions

There are things that you must do for your insurance cover to apply. For example, you must pay the premium. Conditions of cover are shown on page 11 and 12 of the policy wording. You should make yourself aware of all the conditions that apply by reading the policy wording.

Limits of cover

Our liability is limited to the amounts shown in the Schedule of insurance that we will issue to you. The limit of cover unless altered by us is \$7,500 for each policy period which includes a limit of \$4,000 for each policy period for Tick Cover. You need to decide if the limits of cover are appropriate for you. If they are not, you may be underinsured and have to bear part of any loss yourself. Once the Limit of Cover has been paid you do not have any more cover and will not be insured. If in this circumstance you require further cover please contact Petcover on 1300 731 324.

Excesses

If you make a claim under the policy, you may be required to pay one or more excesses. The descriptions of these excesses and the circumstances in which they are applied are shown in the policy wording under *Excess and other amounts we do not pay* on page 8.

Cost of your policy

The amount that we charge you for this insurance when you first acquire your policy and when you renew your policy is called the premium. The premium is the total that we calculate when considering all of the factors which make up the risk, including:

- the type of animal,
- the average costs of veterinary expenses from time to time,
- administration expenses and the policy excess selected.
- your claims experience and
- the claims experience of all our customers who have this insurance.

The total cost of your policy is shown on your policy schedule and is made up of your premium plus Government Taxes such as, GST, Stamp Duty and Fire Service Fees.

What happens if you do not pay the cost of your policy by the due date?

We will have the right to cancel your policy if you do not pay your premium by the due date or if your payment method is dishonoured and therefore we have not received your payment by the due date. Unless we tell you, any payment reminder we send does not change the expiry of your cover or the due date of your premium.

Paying By Instalments

- Where you pay your premium by instalments:
 - we will not pay any claim if at the time the incident giving rise to the claim occurred, at least one instalment of premium remained unpaid for 14 days or more;
 - if any instalment of premium has remained unpaid for 30 days, the policy will come to an end without notice to you.
- In the event of a claim, any balance of the annual premium will become due before settlement of the claim. Alternatively, it may be deducted from the settlement of your claim.
- If the financial institution holding your account return or dishonour a direct debit payment due to lack of funds in your account, we will charge you for any direct or indirect costs which we incur arising from the payment being returned or dishonoured.

Other costs, fees and charges

Other costs, fees and charges which may be applicable to the purchase of your insurance policy include:

COSTS OR FEES	DETAILS
Cancellation Fee	<p>You may cancel your policy at any time. If you choose to cancel your policy we will retain a portion of premium which relates to the period for which you have been insured. We will refund the residue for the unexpired period, less any non-refundable government taxes or charges, provided that:</p> <ul style="list-style-type: none"> • no event has occurred where liability arises under the policy; and • you pay the applicable cancellation fee. <p>For details of your cancellation fee please refer to your Financial Services Guide (FSG), Statement of Advice (SOA) or contact your broker or insurance intermediary directly.</p>
Commissions	<p>Your broker or insurance intermediary may receive a commission payment from us when your policy is issued and renewed. For details of the relevant commission paid, please refer to your FSG, SOA or contact your broker or insurance intermediary directly.</p>

GST

If you are entitled to an input tax credit for the premium, you must inform us of the extent of that entitlement at or before the time you make a claim under this policy. We will not indemnify you for any GST liability, fines or penalties that arise from or are attributable to your failure to notify us of your entitlement (or correct entitlement) to an input tax credit on the premium.

The amount that we are liable to pay under this policy will be reduced by the amount of any input tax credit that you are or may be entitled to claim for the supply of goods or services covered by that payment.

If you are liable to pay an excess under this policy, the amount payable will be calculated after deduction of any input tax credit that you are or may be entitled to claim on payment of the excess. Otherwise, we pay the GST but the limits are inclusive of GST.

Cooling off period

There is a 21 day cooling off period. If you are not completely satisfied with your policy you can cancel it by contacting us in writing within 21 days of the date of issue of your policy. We will refund your premium less any non refundable government charges and taxes that we have paid. You do not have a right to cancel your policy if you make a claim for any incident within the 21 day period. For cancellation rights after the 21 day period, please read the cancellation clause on page 14 of the policy.

Duty of disclosure

Whether you are entering into a policy for the first time or are proposing to renew, vary, extend or reinstate a policy you have a duty of disclosure:

Your Duty of Disclosure for New Policies

When answering our questions you must be honest and you have a duty under law to tell us anything known to you, and which a reasonable person in the circumstances, would include in the answer to the question. We will use the answers in deciding whether to insure you and anyone else to be insured under the policy, and on what terms.

Your Duty of Disclosure for Renewals

If you have already entered into a policy and you are proposing to renew, vary, extend or reinstate the policy your duty of disclosure changes. You have a duty to tell us of everything that you know, or could reasonably be expected to know, that is relevant to our decision to insure you and to the terms of that insurance. If you are not sure whether something is relevant you should inform us anyway.

Who Needs to Tell Us?

It is important that you understand you are answering our questions in this way for yourself and anyone else that you want to be covered by the policy.

What You Are Not Required to Disclose:

Your duty does not require disclosure of matters that:

- reduce the risk
- are common knowledge
- we know or, in the ordinary course of our business, ought to know, and
- we have indicated we do not want to know.

If you do not tell us

If you do not answer our questions in this way or disclose everything you know, we may reduce or refuse to pay a claim, or cancel the policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat this policy as never having been in force.

What to do if you have a dispute or a complaint

If you would like to make a complaint, we will do everything we can to try to resolve it as quickly and fairly as possible. Please contact Petcover on 1300 731 324 initially to have your matter reviewed. If your complaint remains unresolved you can refer the matter to Calliden.

Contact us

- If you have a complaint regarding your insurance policy, please contact us on 02 9551 1111 and we will try to resolve your complaint straight away.
- You can write to us at:
 - Fax: 02 9551 1155
 - Address: PO Box 348, Milsons Point NSW 1565

How we resolve complaints

- We will address all complaints, except where specific circumstances apply, in accordance with Calliden's Complaints Handling Process. This process is compliant with the Insurance Council of Australia's Code of Practice. Both the Code of Practice and our Complaints Brochure, which contains a guide to our process, are available upon request.
- We will handle all complaints without cost to you.
- A complaints consultant will be assigned to the management of your complaint and will acknowledge your complaint within 2 business days of receipt. If further information is required to consider the complaint, it will be requested at this time.
- The complaints consultant will aim to resolve your complaint within a further 13 business days. In certain circumstances a longer period may be required, and we will request a later response date.
- The outcome of the complaint will be advised to you in writing, stating our reasons and any corrective action that will be undertaken.

If your complaint is still unresolved

If we cannot resolve your complaint within 15 business days or you are not happy with our response to your complaint, you can seek an external review via our external dispute resolution scheme, administered by the Financial Ombudsman Service (FOS).

This national scheme is for consumers, free of charge and is aimed at resolving disputes between insured's and their insurance companies.

For more information call 1300 78 08 08 or visit www.fos.org.au

If the FOS is unable to address your complaint then Calliden may be able to provide you with details of an alternate external dispute resolution service.

Privacy

Calliden and Cerberus Special Risks Pty Ltd (Cerberus) ABN 81 115 932 173 and Cerberus's Authorised Representative Petcover.com.au Pty Ltd ABN 91 117 476 990 AR No. 312054 respect your privacy and operate at all times in accordance with their privacy policies. This privacy notification provides a summary of how Calliden treats your privacy, and it is recommended that you read the policy in conjunction with this notice.

Calliden collects personal information to assess your request for insurance, to administer your policy, provide other insurance services as requested by you, and also to notify you about other Calliden services or promotions from time to time. At the time of collecting your information we will inform you of the purpose for the collection and the consequences if you choose not to provide the information.

In order to provide its insurance services Calliden may need to share your information with third parties including your agent or broker and Calliden's reinsurers and claims providers (for a full list see Calliden's privacy policy).

In accordance with Calliden's privacy policy you may obtain access at any time to information that Calliden or its service providers hold on you. If you would like to contact Calliden about privacy, or would like to obtain a copy of the privacy policy you may do so through one of the following means:

- obtain the privacy policy online at www.calliden.com.au.
- by phone 02 9551 1111.
- by email to privacy@calliden.com.au.
- by letter to Privacy Officer, PO Box 348, Milsons Point NSW 1565.

About this Policy Wording

Petcover Insurance Policy

This is your policy wording. Before you purchase the policy, please read it carefully. Make sure you understand it and that it meets your needs. If you are satisfied with the cover please retain this policy in a safe place.

Once you have selected your level of cover and paid the premium shown, we will provide you with a Schedule of Insurance, which will entitle you to claim under the policy up to the amount stated in the policy.

Important Matters

Who can Purchase this Policy

You can purchase this policy if your Pet is 8 weeks or older and younger than 9 years of age at the time of purchasing the policy.

Confirmation of Cover

To confirm any policy transaction, (if the Schedule of Insurance does not have all the information you require), call Petcover on 1300 731 324.

General Insurance Code of Practice

Calliden is a signatory to the General Insurance Code of Practice (Code). The Code aims to raise standards of service between insurers and their customers. Calliden's service standards are in accordance with the Code.

For any information about the Code, including a copy of the Code, contact us or the Financial Ombudsman Service on 1300 78 08 08 or look at www.codeofpractice.com.au

Claims and Enquiries

Claim forms are available on our website <http://www.petcover.com.au> or by calling Petcover on 1300 731 324.

Please complete the claim form with the treating vet and attach supporting ORIGINAL itemised accounts and receipts, and send to the below address.

In the event of a claim, notice must be given as soon as reasonably practical to:

- Petcover Claims, PO Box 2717, Taren Point NSW 2229.
- Phone: 1300 787 355
- Fax: 02 9524 6566

Claims Service Guarantee

Your claim will be processed within 10 working days of us receiving all information we require. This will usually be a fully completed claim form and sometimes we may need additional information. If we need additional information, we will contact you and ask you for this.

Excess and Other Amounts That We Do Not Pay

1. Depending on which policy option you select we will not pay either the first \$150 or \$250 (the Excess) of each and every claim. The Excess you pay for all Veterinary Expenses other than for the Treatment of Illness caused by ticks will be shown in your Schedule of Insurance. The Excess for Treatment of Illness caused by ticks is \$150.
2. We will not pay for any GST or any fine, charge or penalty you are liable for because of a failure to fully disclose your input tax credit entitlement to us.

Words with Special Meanings

Words in your policy that have special meanings are defined here.

Accident means a sudden, unforeseen, and unintended event causing injury to your Pet.

Alternative Therapies include, but are not restricted to treatments involving homeopathic remedies, acupuncture, chiropractic treatments and physiotherapy. Alternative Therapies are excluded from this policy.

Condition means all manifestations of clinical signs resulting from the same diagnostic classification or disease process, regardless of the number of incidents or areas of the body affected. For example, all types and occurrence of cancer that occur in the same animal are classified as one Condition.

Congenital Defect is a condition present at, and existing from, the time of birth or in growth and development. Examples of congenital defects include multiple rows of teeth, cleft palate, hydrocephalus, congenital heart problems and cryptorchid (undescended testicle).

Excess means the amount specified in the Schedule of Insurance which you must pay in respect of any claim.

GST means Australian Goods and Services Tax.

Hereditary Defect/Hereditary Condition means that there is a significant genetic component in the development of that particular condition in a particular breed or type of animal. The condition may manifest or show its symptoms at any time during the Pet's life. Examples of hereditary conditions include hip dysplasia, elbow dysplasia, entropion eye problems in Pugs and dislocating kneecaps in small breeds of dogs

Illness means sickness or disease suffered by your Pet which is not caused by Injury and which first occurs or first shows clinical signs during the Policy Period.

Injury means a physical and bodily injury that is unforeseen and happens accidentally to your Pet as a result of external, violent and visible means that results solely and directly and independently of any other cause excluding any known or unknown pre-existing physical, Congenital or Hereditary Condition. The Injury must occur during the Policy Period.

Maximum Benefit Payable means the total amount payable for any one Injury or Illness as specified in the Schedule of Insurance.

Pet means any canine (dog) and/or feline (cat) listed on the Schedule of Insurance and owned by you.

Policy Aggregate means the total amount payable for all Injuries and/or Illnesses occurring during any one Policy Period as specified in the Schedule of Insurance.

Policy Period means the period specified in the Schedule of Insurance. If this insurance policy is cancelled, the Policy Period terminates when the cancellation becomes effective.

Pre-Existing Condition means a Condition that first occurred or first showed clinical signs or was reasonably foreseeable before your Pet's policy started or within the applicable Waiting Period.

Schedule of Insurance means the most recent Schedule issued by us containing your details, your pet's details, the limit of cover payable and the excess applicable to any claims.

Treatment means any examination, consultation, hospitalisation, surgery, X-rays, medication, nursing and other care provided by a Veterinary Surgeon or Veterinary Surgery.

Veterinary Expenses means the reasonable normal customary expenses incurred in Australia and payable in respect of treatment or services given by any legally qualified Veterinary Surgeon and including the cost of medical supplies and pharmaceuticals.

Veterinary Surgeon means a qualified and legally registered veterinarian.

Veterinary Surgery means a legally registered veterinary hospital, clinic, centre or Surgery.

Waiting Period means the period of 30 days starting from the commencement of the Policy Period.

You, Your, Yours means the insured noted on the Schedule of Insurance.

We, Us or Our means Calliden Limited.

Your Cover

We will pay the Veterinary Expenses for Treatment carried out by a Veterinary Surgeon up to the Maximum Benefit Payable for each Injury and/or Illness of your Pet subject to exclusions of the policy and subject to the Policy Aggregate less the applicable Excess. We do not pay any Veterinary Expenses incurred for any Illness during the Waiting Period. If you renew or have renewed the policy immediately upon the previous policy expiring so that your Pet is continuously covered by Petcover, the Waiting Period will not apply.

In the event of a continuing Condition, the amount payable for that Condition will be restricted to the Maximum Benefit Payable. No further amount shall be payable in the event of the same Injury or Illness recurring.

Hospitalisation expenses are payable only if deemed essential by the Veterinary Surgeon in the interests of your Pet's health. We will not pay Veterinary or hospital expenses incurred 12 months after the Injury and/or Illness occurred.

Additional Benefit Tick Cover

We will pay for Veterinary Expenses for Treatment carried out by a Veterinary Surgeon as a result of your Pet suffering an Illness caused by ticks.

We will not pay more than \$4,000 for Treatment under this benefit during the Policy Period. Any amounts paid under this benefit are part of the Policy Aggregate. You must pay an Excess of \$150 for any claim under this benefit.

We do not pay for any Veterinary Expenses incurred for any Illness during the period of 30 days from the commencement of the Policy Period. If you renew or have renewed the policy immediately upon the previous policy expiring so that your Pet is continuously covered by Petcover, we will cover you for Veterinary Expenses incurred under this benefit from the commencement of the Policy Period.

We will only pay for Treatment arising out of one (1) Illness or episode of Illness caused by ticks during the Policy Period.

All the other terms, conditions and exclusions of this policy are unchanged by this Additional Benefit.

General Conditions

The following terms and conditions apply to all sections of the policy, unless amended by an endorsement to your policy, or the condition is altered or amended under another section of the policy:

1. Your Pet is warranted by you to be in sound health and free from any Injury or physical disability (including Congenital Defects, Hereditary Defects or Conditions or otherwise) at the time of commencement of this insurance. It is further warranted that the Pet has received its initial and/or booster vaccinations against distemper, hepatitis and parvovirus in the case of dogs and against feline infectious-enteritis, (panleukopaenia) and feline respiratory complex in the case of cats or as advised by your Veterinary Surgeon. Current vaccination certificates for all the above listed conditions may be requested by us at any time and must be supplied by you at your expense.
2. You shall at all times provide reasonable care and attention for each Pet.
3. You authorise your Veterinary Surgeon, current or previous, to release information or records regarding any Pet if requested by us and any charge by the Veterinary Surgeon for the furnishing of these records, will form part of the amount payable under this policy.
4. When an amount has been paid for a claim under this insurance, no return of premium will be allowed for any unexpired time under the Schedule of Insurance.

5. After we have made payment under this policy, we will have the right to recover from any third party. You agree we have the right to take an action in your name to recover any money paid by us for financial loss or expenses.
6. You are to provide initial vaccinations and yearly boosters and/or appropriate heartworm and/or intestinal worming prevention.
7. You must advise any pre-existing Injury, Condition, infirmity or weakness either sustained by your Pet prior to the Policy Period or known by you to have existed prior to the Policy Period.
8. You warrant that your Pet will not participate in: racing activities or training for racing activities, or fighting, except for under unforeseen and fortuitous circumstances.
9. Where required by either State Legislation or Local Government regulations, you will ensure that your Pet is registered.
10. Your Pet will not be used for commercial purposes. This includes, but is not limited to, police or guard dogs, search/rescue and custom/quarantine dogs, commercial breeding animals, or any animal, which is leased or rented out. This does not apply to any animal, which is used in the provision of assistance to sight or hearing impaired persons.

General Exclusions

We will not pay for:

1. Routine examinations or vaccinations;
2. Treatment related to preventative treatment or treatment incurred as a result of internal or external parasites including but not limited to heartworm and fleas but this exclusion does not apply to the Treatment of Illness caused by ticks;
3. Elective and cosmetic procedures including but not limited to tail docking, dewclaw removal, skin fold resection, ear cropping or nail clipping;
4. Orthodontics, teeth cleaning or scaling, expenses incurred in connection with temporary or deciduous teeth or any other dental expenses;
5. The cost of prescription diets, dietary, nutritional or mineral supplements, grooming costs and bathing;
6. Any expenses incurred directly or indirectly as a result of behavioural problems;
7. Expenses incurred as a direct or indirect result of desexing;
8. Congenital Defects or Hereditary Defects/Hereditary Conditions or diseases or Conditions caused by such Defects and Conditions. This exclusion does not include the following breeds whether pure breed or part breed provided you

have paid the additional premium; Alaskan Malamute, Bernese Mountain Dog, Boxer, Bull Terrier, Bulldogs (all breeds), Chow Chow, German Shepherd, Great Dane, Golden Retriever, Irish Wolfhound, Mastiff (all breeds), Newfoundland, Old English Sheepdog, Pit Bull Terrier, Pyrenean Mountain Dog, Shar-pei, St Bernard;

9. Expenses incurred as a result of or related to breeding, obstetrics or parturition;
10. Hospitalisation except that deemed essential by the treating Veterinary Surgeon;
11. Expenses incurred for voluntary euthanasia, post mortem, disposal, burial or cremation;
12. Preventable disease including: distemper, canine hepatitis, para influenza, parvovirus and bordetella for dogs; viral rhinotracheitis, calcivirus, panleukopenia, chlamydia and leukemia for cats;
13. Any expenses whatsoever for examination, diagnosis, x-rays or any other tests which do not reveal a Condition which is payable under this policy;
14. Any expenses incurred before your Pet reaches the age of 8 weeks;
15. Any expenses incurred if your Pet is 9 years or older when your policy first commenced;
16. Any expense for transport costs;
17. Claims arising directly or indirectly from, or as a result of, any excluded or Pre-Existing Condition;
18. Any consequential loss including loss of enjoyment;
19. Any additional expenses incurred away from a Veterinary Surgery, unless the treating Veterinary Surgeon believes that the Treatment is necessary.
20. Any pandemic disease that causes widespread illness affecting dogs or cats .
21. Losses arising as a result of infectious disease, where the infectious disease is defined as Highly Pathogenic Avian Influenza or any diseases declared to be quarantinable diseases under the Quarantine Act (1908) or any subsequent amendments to, or versions of this Act.

Claims Procedure

What you need to do:

1. All claims must be submitted to and received by Petcover as soon as possible after the Veterinary Expense being incurred.
2. Amounts payable under this policy will be paid upon acceptance of the claim after receipt of a completed Claim Form supplied by Petcover, together with a detailed breakdown of charges from the Veterinary Surgeon and any reports

from Veterinary Surgeons, which may be required to support the claim. All documents must be originals. The original itemised account and receipt for payment must accompany the completed claim form. Photocopies are not acceptable.

3. Both you and the attending Veterinary Surgeon must sign the claim form. The attending Veterinary Surgeon must complete the relevant section on the Claim Form.

Claim forms can be obtained by download from Petcover's web site <http://www.petcover.com.au> or by calling 1300 731 324.

Premium Payments

1. You can pay your premium annually by credit card or by monthly instalments from your credit card. When premiums are paid monthly, claims will only be paid on the understanding that the remaining premium for that Policy Period will be collected.

Renewal

The policy is for a period of twelve months (whether paid in full or in monthly instalments). After that, we will renew the policy as a new contract of insurance each year unless you tell us you do not want to renew it or it is cancelled by either of us or we no longer issue this type of insurance. We may adjust the premium depending on your claims experience and the claims experience of all our customers who have this insurance.

Cancellation

1. You can cancel at any time if you have not claimed on the policy by writing to us and requesting us to cancel the policy.
2. If you have paid your premium annually we will refund the premium less an amount for the period you were insured and administrative costs and send you a cancellation letter by ordinary mail.
3. No refund is payable on cancelled policies which have been paid monthly.
4. A full year's premium is payable for policies cancelled after a claim has been paid.
5. We may cancel your policy in accordance with the Insurance Contracts Act 1984 (Cth).