

Frequently Asked Questions

Q. What does my insurance policy cover?

The policy will cover against accidental loss or damage, including theft, subject to the exclusions noted in the Terms and Conditions. For full details you should read the Product Disclosure Statement and the Policy Wording which are available on this CD or on our web site at www.ibroker.net.au

Q. What is Accidental Damage?

Physical damage which occurs as a result of a sudden, unforeseen and unexpected event. The event must arise from a single identifiable incident.

Q. Is Software covered under this insurance policy?

Software, other than the factory installed operating system, is not covered under this insurance.

Q. Is my machine covered wherever I take it?

This insurance will cover your machine anywhere in the world for the entire length of the policy.

Q. How long am I insured under this policy?

This insurance policy will be in force for a period of 36 months from the date of purchase. No renewal will be offered.

Q. What settlement will I receive in the event of a total loss?

The insurer's liability will never exceed the original purchase price. If your machine is a total loss they will have several settlement options available:

- a) they may replace the machine with a new machine of equal specification and capacity; or
- b) They may provide a cash settlement based on the original purchase price; or
- c) They may provide you with a machine that is the same model but has been fully refurbished.

The basis of settlement on the above criteria is at the insurer's discretion.

Q. What incidents of Theft does this policy cover?

The following types of incidents are covered:

- Forcible entry to locked and unoccupied buildings; and
- Forcible entry to locked and unoccupied vehicles, only where the machine has been stored in the vehicle's boot; and
- Force or intimidation (eg Mugging, snatching, or physical confrontation)
- Loss in transit (eg left on train, station, taxi, bus or tram)

Q. What is an excess and how much is it?

An excess is the amount payable by you in the event of a claim. Under this insurance policy you are responsible for the first \$100 of each and claim made by you.

You should read the Product Disclosure Statement and Policy Wording to become completely familiar with the terms and conditions of this insurance policy.

iBroker Pty Ltd (ABN 115 685 302, AFS Licensee 299814) are the insurance broker for the CompNow Protect insurance product. CompNow act as a distributor for iBroker.