

COMPNOW PROTECT

LAPTOP & TABLET INSURANCE

Combined Product Disclosure Statement & Financial Services Guide (PDS & FSG)



comp
now
compnow.com.au

Covered by

DEVICENSURE
INSURE WHAT MATTERS

WELCOME

Thank you for choosing to protect your device with laptop and tablet insurance covered by DevicEnsure. DevicEnsure is underwritten by Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579 of Level 2, 693 Burke Road, Camberwell VIC 3124. The Warranty Group Australasia Pty Ltd (The Warranty Group) ABN 37 005 004 446 of Level 2, 693 Burke Road, Camberwell VIC 3124 performs operational functions for VSC. Computers Now Pty Ltd (CompNow) is an authorised representative AR No. 282130 of VSC, and will handle policy queries and administer claims on our behalf. In this booklet is all the detailed policy information, so that you can be assured we've got your device covered. If you require further information, please contact CompNow on 1300 COMPNOW.

KEY FEATURES



Resulting in cracked screens, broken buttons.



Damage caused by dropping your device in water or spilling liquid.



If your device is stolen while on you or from a locked house or car.



For example, if you have left your device in a cab or at the airport.



Monday to Friday
9am to 5pm AEST.



To get your device working again or organise a replacement.



No matter where you are - outdoors, at home or in the car.

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PRODUCT DISCLOSURE STATEMENT

SECTION 1: IMPORTANT INFORMATION

Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579 is the preparer of this Product Disclosure Statement (PDS). This PDS was prepared on 1 November 2018. VSC is the issuer of this Policy and is the insurer providing cover under this Policy.

Purpose of this Product Disclosure Statement

This PDS is designed to help You make an informed choice before deciding to buy this Policy. If You buy this Policy this document forms part of the agreement between Us.

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. We will issue You with a new PDS or Supplementary PDS to update the relevant information, except in limited cases.

Where the updated information is not materially adverse from the point of view of a reasonable person considering whether to buy this product, We may issue You with notice of this information in other forms or keep an internal record of such changes.

You can get a paper copy by contacting our authorised representative:

Computers Now Pty Ltd (CompNow)

By phone: 1300 COMPNOW

By email: insurance@compnow.com.au

Please note that any recommendations or opinions in this document are of a general nature only and do not take into account Your objectives, financial situation or needs.

When You enter into the Policy You confirm and warrant that You have read the Policy documents provided to You.

Eligibility

This Policy only provides cover where the Insured's main place of residence is Australia.

Cooling Off Period

If You are not completely satisfied with the Policy You may cancel it by notifying Our authorised representative: CompNow in writing within 21 days of the commencement of the Policy Term. You will receive a refund of the paid amount (less any taxes or duties that We cannot recover), unless You have made or are entitled to make a claim under the Policy. You still have cancellation rights after this Cooling Off period which are set out in the 'Cancellation by You' section.

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice developed by the Insurance Council of Australia.

The Code is a self-regulatory code for general insurers in Australia. We embrace the objectives of the Code to raise standards of practice and service in the general insurance industry.

You can obtain a free copy of the General Insurance Code of Practice on request by contacting:

Us; or

The Insurance Council of Australia's website: www.codeofpractice.com.au.

Financial Claims Scheme

This Policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) and only applies in the event of an insurer becoming insolvent and the Federal Treasurer declaring that the FCS will apply to that insurer.

Payment of a claim under the FCS is subject to the Scheme's eligibility criteria being met. Information about the FCS can be obtained from www.fcs.gov.au.

Your Privacy

How VSC respects your privacy

This Privacy Statement applies to Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579 who are referred to as "We", "Us", "Our" throughout this statement. We are committed to protecting

Your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs).

This Privacy Statement outlines how We collect, disclose and handle Your personal information (including sensitive information) as defined in the Privacy Act.

Why we collect your personal information

In order for Us to provide You with insurance We need to collect certain personal information about You. We collect personal information from You and Our business partners and service providers in connection with the insurance. Collection of Your personal information from Our business partners and service providers usually occurs at the point of sale of the insurance. If You do not provide Us with this information Your application may not be processed or, We may not be able to administer claims or handle inquiries in connection with the insurance.

The purposes for which We collect Your personal information are to provide the insurance, handle inquiries about the insurance, for security checks to verify Your identity, to administer claims and related, secondary or ancillary purposes. The personal information We collect may be disclosed to assessors, loss adjusters, and other service providers who perform activities in connection with the purposes for which We collect, as well as companies within The Warranty Group including Our companies within the regions of Asia-Pacific, UK, USA and South Africa. In accordance with Our Privacy Policy You have rights of access to, and correction of, Your personal information upon request. You also have the right to complain about Our management of Your personal information, which is also detailed in Our Privacy Policy.

If You would like a copy of Our Privacy Policy, would like access to the information We have about You or wish to make a complaint, please contact Our Privacy Officer on 1300 654 611 or visit www.thewarrantygroup.asia/privacy. By applying for the Policy, You consent to Us managing Your personal information in accordance with Our Privacy Policy.

Ongoing things you need to tell Us

You must notify Us of changes after the Policy comes into force that may affect Your Policy including but not limited to notifying Us as soon as possible if:

- You change Your address;
- You change any other personal details (i.e. name); or
- There is any change to the Insured Device so that We can update the details including the IMEI number, if applicable. This may occur for example: if the manufacturer or retailer, change over the device.

SECTION 2: POLICY TERMS & CONDITIONS

About this Insurance

Summary of Cover

This policy is designed to provide cover for certain: Accidental Damage to; Accidental Loss of; and Theft of, the Insured Device, which occurs anywhere in Australia or New Zealand during the Policy Term.

It also provides the following additional covers: Toll free telephone technical assistance.

Only the following types of devices may be covered under the Policy:

- Tablets
- Notebooks
- Desktop Computers

We determine whether to Repair, replace or pay You up to the Cover Amount in relation to the relevant covered loss or damage, less the relevant Excess.

The above is a summary only and you need to read the Policy to understand the full terms which apply to the cover.

Maximum Liability

The most We will pay during the Policy Term is two (2) times the Cover Amount shown in the Policy Schedule, less all excesses.

If we have paid the most we will pay for Accidental Loss, Theft or Accidental Damage, the cover under the policy ends.

Accidental Damage Cover

If the Insured Device suffers Accidental Damage during the Policy Term which occurs in Australia or New Zealand, We will at Our option Repair or replace the Insured Device or pay up to the Cover Amount, subject to the applicable Excess and other Policy terms. If the Insured Device is Repaired, that Repair may be carried out using new or used parts. Any replacement parts will have the same functionality as the original parts. Under the Accidental Damage cover, there are different settlement options We may choose at Our sole discretion (subject to and in accordance with the Policy terms):

OUR DECISION OPTIONS	THE SETTLEMENT
We decided to repair the Insured Device	We will repair the Insured Device subject to the applicable Excess being paid
The Insured Device is deemed a total loss and we decided not to repair the Insured Device	We will either provide You with a Replacement Device or pay You the Cover Amount less the applicable Excess
The Insured Device is an actual total loss	We will either provide You with a Replacement Device or pay You the Cover Amount less the applicable Excess

Replacement Escalation Allowance

In the event of a claim under this policy requiring a Replacement Device, We will pay up to a maximum of an additional 15% over and above the Cover Amount, if the actual replacement cost exceeds the Cover Amount.

Accidental Loss Cover

If an event arises, resulting in Accidental Loss within Australia or New Zealand to the Insured Device during the Policy Term, We will at Our option provide a Replacement Device, or pay up to the Cover Amount, subject to the applicable Excess and other Policy terms.

Theft Protection Cover

If the Insured Device is the subject of a Theft during the Policy Term from:

Your person or Your personal belongings, while in Your possession within Australia or New Zealand; or

A secured building or a locked and fully enclosed vehicle or marine craft, within Australia or New Zealand and there is evidence of Violent and Forcible Entry during the Theft.

We will at Our option provide a Replacement Device or pay up to the Cover Amount, subject to the applicable Excess and Policy terms.

Replacement

If We elect to replace the Insured Device with a Replacement Device, it will be an identical appliance or, if an identical appliance is not available, an appliance with equivalent specifications to the Insured Device. The cost of replacement will not exceed the Original Purchase Price of the Insured Device, except as allowed for under the Replacement Escalation Allowance. The Replacement Device We supply may have a lower selling price than the Insured Device. What will constitute a Replacement Device will be determined by Us at Our sole discretion based on a current item with equivalent specifications.

What constitutes a Replacement Device is not limited to the manufacturer's brand of the original Insured Device.

We will take account of availability and changes in technology in determining what a Replacement Device is.

If We agree to replace the Insured Device we will authorise our authorised repair/ replacement agent to contact You within three business days to arrange a replacement product.

If We replace the Insured Device then the Insured Device so replaced will become Our property.

Guaranteed Repair Period

If We agree to Repair the Insured Device, We aim to have the Repair completed within the minimum time practicable.

If You send the Insured Device to one of Our authorised repair/replacement agents and We accept it as a valid claim, and decide to Repair it, but it is not able to be Repaired and dispatched to You within the Guaranteed Repair Period set out below, We will offer to replace the Insured Device or pay You up to the Cover Amount.

- The Guaranteed Repair Period: begins when Our repairer takes possession of the Insured Device to be Repaired; and ends: seven business days after the repairer takes possession of it.

Option to replace or pay up to the Cover Amount

If We determine that the claim is valid and decide to Repair the Insured Device, We may at any time thereafter decide instead of Repairing, to replace the Insured Device or pay up to the Cover Amount.

Toll Free Telephone Technical Assistance

We will provide You with advice on technical problems in relation to the Insured Device during normal business hours (Monday to Friday 9am – 5pm AEST) during the Policy Term. You can access this benefit by telephoning our authorised representative: CompNow on Our Toll Free number in Australia: 1300 366 557.

For a Notebook, Desktop and a Tablet, this technical support is limited to advice in relation to technical problems with hardware or the software supplied with the Insured Device when it was purchased.

We will outsource this technical advice service to suitably qualified technicians according to the type of Insured Device. The advice You receive will be based on the latest technical knowledge available at the time, but will not include the engagement of other parties to carry out any work or conduct further testing.

Policy Term

Cover will commence on the date You purchase the Policy. Your cover will end when any of the following occurs:

- the Policy is cancelled (see section 'Cancellation' in this Policy);
- the Policy Term expires; or
- the Policy otherwise ends in accordance with the Policy terms or relevant law.

Cost of this Insurance

The premium payable for the Policy will be shown on Your Policy Schedule. When calculating the premium, the following factors, amongst others, are taken into consideration:

- the Policy Term selected; and
- the Original Purchase Price of the Insured Device;
- the Policy Excess selected.

Your premium also includes amounts that take into account Our obligation to pay any relevant compulsory government charges, taxes or levies (e.g. GST) in relation to Your Policy.

These amounts are included in Your Policy Schedule as part of the total premium.

Excess

Your Excess as stated in the Policy Schedule, must be paid at the time We, or the authorised repair/replacement agent request it, each time a claim is accepted and before the claim is finalised.

In the event of a cash settlement We may deduct the applicable Excess from any claim payment to You.

Cancellation by You

You may cancel this Policy at any time by advising Our authorised representative CompNow in writing:

- by email: insurance@compnow.com.au
- by mail to:
CompNow Melbourne
352 Ferntree Gully Road
Notting Hill, VIC 3168

We will respond to You within seven days of receiving Your request.

If the Policy is cancelled after the Cooling Off Period We will retain the proportionate premium for the time during which cover has been provided and We will not refund Your premium if You have already made a claim on the Policy.

All refunds for cancellations are calculated for the unexpired portion of the Policy on a pro-rata basis. We will retain any tax and duties We cannot recover from the refund amount and We may also deduct any reasonable administrative costs for the cancellation.

Cancellation by Us

We may cancel this Policy only for the reasons permitted by the Insurance Contracts Act 1984 (Cth). If so permitted to cancel the Policy We will do so by giving You notice in writing in accordance with the Insurance Contracts Act 1984 (Cth).

If Your Policy is cancelled by Us after the Cooling Off Period, We will retain the proportionate premium for the time during which cover has been provided and We will not refund Your premium if You have already made a claim on the Policy. All refunds for cancellations are calculated for the unexpired portion of the Policy on a pro-rata basis. We will retain any tax and duties We cannot recover from the refund amount and We may also deduct any reasonable administrative costs for the cancellation.

General Exclusions

The General Exclusions below set out what is not covered under this Policy.

We will not pay for any loss, damage or liability arising directly or indirectly from or in any way connected with any of the following:

- You have not taken reasonable care to prevent Theft, Accidental Loss or Accidental Damage of the Insured Device;
- You have left the Insured Device Unattended or unsecured in or out of Your direct sight in any public location,

or where the Insured Device is in a place where the public has access including but not limited to school and workplace environments;

- The loss or damage to the Insured Device is a result of wear and tear, or gradual deterioration or arises as a result of its ordinary use or operation;
- You have the right to claim for the Theft, Accidental Loss or Accidental Damage from a manufacturer, supplier (including Your rights under the Australian Consumer Law in the Competition and Consumer Act 2010 (Cth));
- You are entitled to claim for the Theft, Accidental Loss or Accidental Damage under any home insurance policy, motor vehicle insurance policy or any other form of insurance policy where you are not a contracting party under the relevant contract of insurance that covers you for all or part of the relevant damage or loss, but are entitled to claim under this other policy by operation of section 48 of the Insurance Contracts Act 1984 (Cth), We will not pay Your claim to the extent that the loss or damage is covered by the other policy;
- Your claim is fraudulent or You cannot reasonably prove the loss;
- The Accidental Damage results from any electronic virus or relates to software malfunction;
- The Theft of an Insured Device which does not result from clear evidence of Violent and Forcible Entry into either a premises or a fully enclosed motor vehicle or marine craft;
- The Insured Device is stolen from an Unattended motor vehicle or marine craft, except where:
 - a) Your Insured Device is placed out of sight and the vehicle or marine craft is securely locked and all security systems are activated; and
 - b) There is clear evidence of Violent and Forcible Entry manifested by damage to the fully enclosed motor vehicle or marine craft;
- The cause of the disappearance of the Insured Device cannot be established by You;
- The Theft or Accidental Damage or Accidental Loss to the Insured Device is occasioned by or through or in consequence directly or indirectly of any of the following occurrences, namely:
 - a) war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war;
 - b) mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power;
 - c) confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority;
- Lawful seizure, including repossession;
- Product repairs that are covered by a manufacturer, or other maintenance agreement or are a result of recall, regardless of the manufacturer's ability to pay for such repairs;
- Cosmetic damage which does not affect or impact on the operation of the Insured Device;
- Accidental Loss or Accidental Damage due to insects, animals, exposure to weather conditions, extreme temperature, sand, dirt, hail, earthquake;
- Consequential loss of any nature or type whatsoever;
- Damage resulting from abuse, misuse, or introduction of foreign objects into the Insured Device, modifications or alterations to the Insured Device or failure to follow the manufacturer's instructions;
- Mechanical or electrical breakdown of any kind;
- Loss of or damage to or corruption of data of any type whatsoever, including during any Repair process*;
- Loss of or damage to software where there is no damage to the Insured Device;
- Theft, Accidental Loss or Accidental Damage that occurs outside of Australia or New Zealand;
- Cost of installation, set-up, diagnostic charges, removal or reinstallation of the Insured Device;
- Costs associated with any damage that occurs during transportation, installation, uninstalling, dismantling or re-installation of the Insured Device;
- Incomplete or improper installation of any Insured Device;
- Failures due to incorrect electrical supply or improper use of an electrical source;
- Any repairs that were not authorised by Us, or were not carried out by one of Our authorised repair / replacement agents;
- Arising directly or indirectly out of:
 - a) the corruption, destruction or alteration of or damage to data, coding programme or software; or
 - b) the unavailability of data or reduction in the functionality, availability or operation of hardware, software or embedded chips; or
 - c) any business interruption losses resulting therefrom;
- Legal liability of whatever nature and however arising;
- The intellectual or sentimental value of an Insured Device;
- A claim arising outside the Policy Term; or
- An Act of Terrorism or any action in controlling, preventing, suppressing, retaliating against or responding to any Act of Terrorism.

* Please note that where the Insured Device is capable of retaining User-generated data, the Repair of the Insured Device under this contract may result in loss of data.

We recommend You back-up Your data regularly. User-generated data includes, for example, files on a computer hard drive.

CLAIMS

Having Your property stolen or damaged is stressful. Our claims team is there to support You by guiding You through the claims process. If You do the following things We will be able to handle Your claim as quickly as possible.

Lodging a Claim

To lodge a claim, please contact Our Claims Agent CompNow:

By Phone: 1300 366 557

The Claims Process

What You Need to Do All Claims

For all claims You must:

- Take all reasonable precautions to prevent further loss and/or damage to the Insured Device;
- Lodge Your claim within five business days of the incident occurring, unless we agree otherwise; and if Your claim is accepted under the Policy, You will be required to pay the Excess applicable as outlined in the Policy Schedule.

Accidental Loss

For all claims for Accidental Loss You must:

- Provide a Statutory Declaration (preferably signed and witnessed by a member of the Police Force) detailing the circumstances which led to the cause of the Accidental Loss. A Statutory Declaration form can be found on Our website at www.devicensure.com.au/statutorydeclaration;

Theft

For all claims for Theft You must:

- Lodge a police report and provide Us with the reference number. We may also require further proof of loss such as photographs and building repair receipts.

Accidental Loss and Theft

- If the Insured Device is a Tablet with a SIM card, contact Your data telecommunications carrier as soon as possible to suspend the service and limit unauthorised usage (which

includes requesting the carrier to suspend the use of Your SIM card which was used by the covered Tablet, and to block the IMEI number). You must provide Us with confirmation that Your SIM card has been suspended and the IMEI number has been blocked. We may refuse to pay Your claim if You do not provide this confirmation.

Accidental Damage

For all claims for Accidental Damage:

- Upon notification of a claim being lodged, You must give Us an opportunity to assess and inspect the loss or damage to the Insured Device before We determine if it is a valid claim.
- We will arrange for this inspection On-site for locations within an 80km radius of metropolitan Melbourne, Sydney, Adelaide and Brisbane.
- For areas outside of these locations We will arrange for the collection and delivery of the Insured Device to Our nearest repairer; or We will provide you with the packaging to send the Insured Device to Our nearest repairer to have the damage assessed. It is Your responsibility to take the damaged Insured Device to a Post Office if requested by Us.
- By sending the Insured Device to Our nearest repairer You agree that We may require the repairer to dismantle it or authorise Us to dismantle it, so We can assess the claim and/or decide if it is valid. We may refuse to assess or pay the claim if You do not agree to this.
- If We determine that the claimed damage is covered, We will settle the claim in accordance with the terms and conditions of the Policy (including the operation of any Excess).

Claims Examples

The following examples are designed to illustrate how a claim payment might typically be calculated and what amount You may be required to pay. The examples are for guidance purpose only, do not cover all scenarios or benefits and do not form part of the Policy terms and conditions.

Claim example 1:

Your Insured Device is stolen. The Cover Amount on the Policy Schedule is \$1000 but the cost of the Replacement Device is \$1100. This is the first claim made on the policy.

We will arrange for you to receive a Replacement Device because the cost is within the 15% Replacement Escalation Allowance. You will be required to pay the Excess noted on the Policy Schedule.

Claims Example 2:

Your Insured Device is damaged. The cost to Repair the Insured Device is \$900. The Original Purchase Price of the Insured Device is \$800. Because the cost of Repairs is higher than the Original Purchase Price the Insured Device is an Actual Total Loss.

Our repairer will arrange for a Replacement Device to be sent to You. You will be required to pay the Excess noted on the Policy Schedule to Our authorised repair/ replacement agent.

Jurisdiction and choice of law

This Policy is governed by and construed in accordance with the law of the Commonwealth of Australia and You agree to submit to the exclusive jurisdiction of the courts of the State or Territory in which this Policy was issued. You agree that it is Your intention that this jurisdiction and choice of law clause applies.

Goods and Services Tax

All the benefits listed in this policy include GST. Any claim settlements, up to the sum insured, will include GST.

However the amount we are liable to pay will be reduced by any input tax credit you are entitled to (if you are entitled to an input tax credit, you must tell us the extent of your entitlement).

Other insurance

If any damage or loss covered under Your Policy is covered under another insurance policy, You must give Us details of such insurance.

Where You would be covered under Your Policy for the relevant damage or loss but

another policy under which You are the contracting insured also covers (all or part of) the relevant damage or loss, You can choose which policy(ies) to claim under.

Where You would be covered under Your Policy for the relevant damage or loss but another policy covers You for all or part of the relevant damage or loss, if You are not a contracting party under the other policy but have a right to claim under the other policy by operation of section 48 of the Insurance Contracts Act 1984 (Cth) or otherwise, We will not pay Your claim to the extent Your damage or loss is covered by the other policy.

If You make a claim under another insurance policy and You are paid the full amount of Your claim, You cannot make a claim under this Policy.

If You make a claim under another insurance policy (or if another insurance policy does not cover the damage or loss) and You are not paid the full amount of Your claim, We will make up the difference where covered by Our Policy. We may seek contribution from Your other insurer. You must give Us any information or assistance We reasonably ask for to help Us make a claim from Your other insurer.

Subrogation

We may, at Our discretion, undertake in Your name and on Your behalf, control and settlement of proceedings for Our own benefit, to recover compensation or secure indemnity from any party in respect of anything covered by the Policy in the event that your claim under the Policy is accepted.

You are to assist and permit to be done, all acts and things as required by Us for the purpose of recovering compensation or securing indemnity from other parties to which We may become entitled or subrogated, upon Us settling Your claim under the Policy regardless of whether We have yet settled Your claim and whether or not the amount We pay You is less than full compensation for Your loss.

FINANCIAL SERVICES GUIDE

IMPORTANT INFORMATION

This Financial Services Guide (FSG) was prepared by Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579 on 1 November 2018. VSC has authorised the distribution of this FSG by Computers Now Pty Ltd (CompNow) ABN 48 592 886 118.

Purpose of this Financial Services Guide

The purpose of this FSG is to help you make an informed decision about the services that VSC and CompNow offer and can provide to you. This FSG contains information about:

- VSC and the financial services it provides;
- how complaints are dealt with;
- how to contact VSC;
- how You can provide instructions in relation to your DevicEnsure insurance policy;
- CompNow and the financial services it provides;
- how CompNow is remunerated in relation to those services;
- how CompNow respects Your privacy; and
- how You can contact CompNow.

The Product Disclosure Statement in Part A of this Combined Product Disclosure Statement and Financial Services Guide sets out the relevant benefits and significant characteristics of DevicEnsure insurance and is aimed at assisting You to compare and make informed choices about DevicEnsure insurance.

VSC and the financial services it provides

Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579 of Level 2, 693 Burke Road, Camberwell VIC 3124 is the issuer of this Policy and is the insurer providing the cover under the Policy.

VSC is an insurance company supervised by the Australian Prudential Regulation Authority and are subject to the prudential requirements of the Insurance Act 1973 (Cth).

VSC holds an Australian Financial Services Licence and is authorised to issue, vary and cancel general insurance products and provide financial product advice in relation to general insurance. In relation to your insurance VSC only provides general product advice.

VSC acts for itself when CompNow provides financial services on its behalf.

VSC's Compensation Arrangements

VSC is an insurer permitted under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia. VSC is supervised by the Australian Prudential Regulation Authority (APRA) and subject to the prudential requirements of the Insurance Act.

The Insurance Act contains prudential standards and practices designed to ensure that under all reasonable circumstances, financial promises made by insurers, such as VSC, are met within a stable, efficient and competitive financial system.

Because of this, VSC is exempted by the Corporations Act 2001 (Cth) from the requirement to meet the compensation arrangements that Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of that Act. VSC has compensation arrangements in place that are in accordance with the Insurance Act.

Complaint and Dispute Resolution

Should You have a concern relating to any area of Our business or Your Policy You may request that it be dealt with by the supervisor or manager directly responsible for that area. If Your complaint is not resolved by the supervisor or manager, Your complaint may then be referred to Our Internal Dispute Resolution Panel.

You can contact Our Internal Disputes Resolution Panel:

- by emailing Us at customerfeedback@thewarrantygroup.com; or
- by phone on 1300 654 611

We will respond to Your complaint in writing provided We have all the necessary information. If You are not satisfied with the outcome, and the matter is not related to use of Your personal information, You may refer the matter to the external disputes resolution body. The external disputes resolution body is the Australian Financial Complaints Authority (AFCA). AFCA may be contacted::

- by phone on 1800 931 678 (free call within Australia);
- by post to GPO Box 3, Melbourne VIC 3001;
- by emailing them at info@afca.org.au;
- on the web www.afca.org.au

AFCA provides an independent service which will investigate Your complaint and provide a ruling at no cost to You.

How to contact VSC

If You would like to contact VSC or confirm any transaction, you can do so by:

Email: devicensure.au@thewarrantygroup.com
Phone: 1800 814 099

How You can provide instructions in relation to Your Policy

If You want to update your Policy information or provide other instructions in relation to Your Policy to VSC or CompNow you can do so by contacting VSC.

CompNow and the financial services it provides

Computers Now Pty Ltd (ABN 48 592 886 118), Authorised representative number: 282130 of 352 Ferntree Gully Road Notting Hill, Victoria (CompNow), is a corporate authorised representative of VSC and has been provided with an authorisation notice by VSC authorising it to issue DevicEnsure insurance on behalf of VSC, and to arrange for a person to deal in DevicEnsure insurance on behalf of VSC.

Certain individuals employed by CompNow have also been appointed as authorised representatives of VSC. CompNow (and the individuals employed by CompNow who have been appointed as authorised representatives of VSC) may provide these financial services under a binder from VSC.

The significance of this is that CompNow (and the individuals employed by CompNow who have been appointed as authorised representatives of VSC) act as VSC's agent, not Your agent when they provide financial services to You.

How CompNow is remunerated

CompNow receives a commission of between 0% and 10.0% of the base premium whenever You enter into a Policy arranged by CompNow (including some variations which increase the premium payable).

The commission excludes GST and is a percentage of the base premium for Your Policy (i.e. premium excluding VSC's actual or estimated liability for stamp duty, GST or any other government charges, taxes, fees or levies).

The commission is included as part of Your premium. CompNow employees

who have been appointed as authorised representatives of VSC are paid a market-based salary by CompNow, if You enter into a Policy.

If You would like more information about the remuneration that CompNow receives, please contact VSC. This request should be made within a reasonable time after this document is provided to You and before this insurance is issued to You.

How CompNow respects Your privacy

In order for CompNow to provide financial services to You it will need to collect certain personal information about You.

If You do not provide the personal information requested by CompNow, it may not be able to provide financial services to You. CompNow will disclose the personal information collected about You to VSC for the purpose of providing financial services to You. CompNow may also use the personal information collected about You for marketing purposes (including direct marketing activities).

For further information about CompNow's practices in relation to personal information, please refer to its privacy policy, which is available from the CompNow website (www.compnow.com.au).

How to contact CompNow

You can contact CompNow:

- By phone: 1300 COMPNOW
- By email: insurance@compnow.com.au

WHAT OUR WORDS MEAN

In this Policy the singular includes the plural unless the context otherwise requires.

Some words have a special meaning in this Policy and have been capitalised. These words are listed below. In some cases, certain words may be given a special meaning when used in other documents making up the Policy. Headings are provided for reference only and do not form part of the Policy for interpretation purposes.

Accidental Damage: means unintentional damage to the insured Device that is not expected or planned by You but, but does not include Accidental Loss or Theft.

Accidental Loss: means an event which results in loss of the Insured Device which was unintended and could not have been foreseen by You, but does not include Accidental Damage or Theft.

Act of Terrorism: includes any act, or preparation in respect of action or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:

- a) involves violence against one or more persons; or
- b) involves damage to property; or
- c) endangers life other than that of the person committing the action; or
- d) creates a risk to health or safety of the public or a section of the public; or
- e) is designed to interfere with or to disrupt an electronic system.

Actual Total Loss: means when the Repair costs of the Insured Device will exceed the Cover Amount.

Claims Agent: means Computers Now who act under a claims service agreement with Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579.

Cover Amount: means the maximum amount You are covered for an Insured Device per claim. The Cover Amount is the amount shown on the Policy Schedule.

Deemed Total Loss: means when the Repair costs of the Insured Device will not exceed the Cover Amount but We decide it is uneconomical or impractical for Us to Repair the Insured Device.

Desktop Computer: means a personal computer designed for regular use at a single location.

Excess: means the amount You have to pay in accordance with the Policy terms each time You make a claim for each Insured Device.

Guaranteed Repair Period: has the meaning given in the Guaranteed Repair Period section of this policy.

IMEI number: means the International Mobile Equipment Identity, a unique 15-digit number assigned to all cellular devices.

Insured: means the person who purchases this Policy and who is specified on the Policy Schedule.

Insured Device: means the Tablet, Notebook or Desktop Computer listed in Your Policy Schedule as insured.

Notebook: means a wireless portable personal computer with a flat-panel screen comprising the notebook hardware and battery charger but not a Tablet.

On-site: means the address of the educational facility that You attend if You are a student or Your business address if You are a business.

Original Purchase Price: means the purchase price of Your Insured Device specified on the Retailer's Tax Invoice, inclusive of GST, but does not include any additional accessories or sundries.

Policy: means this DeviceEnsure combined PDS and FSG, the Policy Schedule and any other documents that We tell You forms part of Our agreement with You.

Policy Schedule: means the most current document of that name that describes the individual details of Your Policy.

Policy Term: means the number of years of cover that You have purchased, being either one, two or three years duration unless the Policy otherwise ends.

Repair: means the restoration of the Insured Device to its condition prior to the covered Accidental Damage. Repair may be effected using new or used parts. Any replaced parts used will have the same functionality as the original parts.

Replacement Device: means an appliance that We supply to You from the manufacturer or retailer. It may include changeover appliances that have been re-manufactured or refurbished under a recognised changeover program.

Retailer's Tax Invoice: means the original purchase invoice for the Insured Device covered by this Policy.

Tablet: means a wireless, portable personal computer with a touch screen interface comprising the tablet hardware and battery charger. In interpreting this definition a Tablet is to be considered as typically smaller than a Notebook but larger than a smart mobile phone.

Theft: means the dishonest appropriation without lawful excuse of the Insured Device by someone other than You, where that other person intended to permanently deprive You of that Insured Device.

Unattended: means in relation to the Insured Device that You were not attending to it, or accompanying it, or looking after it or watched over it or at a distance from it such that You are unable to prevent it being taken.

User: means a person who with Your approval will be the primary user of the Insured Device.

Violent and Forcible Entry: means evidence of visible damage at the point of entry to a building or vehicle.

We, Us, Our: means Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579 of Level 2, 693 Burke Road, Camberwell VIC 3124 who is the insurer providing cover under Your Policy.

You or Your: means the person named on the Policy Schedule as the Insured.

Covered by



Cover is subject to standard underwriting guidelines and policy terms. Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579 is the issuer of DevicEnsure. Computers Now Pty Ltd ABN 48 592 886 118, AR 282130 is an authorised representative of VSC.

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