

Vodafone Cover me Mobile Insurance.

Vodafone
Power to you





Protecting Your device.

It can happen so easily. You drop and damage Your device, or worse still, it gets stolen. To replace or repair Your device can be a costly exercise.

Vodafone Cover me Mobile Insurance is a monthly renewable insurance policy that provides You with a broad range of cover for Your device when You're on the move anywhere in Australia or travelling overseas.

Policy summary.

Your premium, and what it covers

| | |
|---|---|
| Monthly Premium | \$15.00 (incl GST) |
| Cover | Repair or replacement of Your device when lost, damaged or stolen |
| Replacement or repair of Your Mobile Phone or Tablet PC | Up to \$2000 (incl GST) less the applicable excess |
| Unauthorised calls & data usage | Up to \$500 (incl GST) |
| Accessories | Up to \$100 (incl GST) |
| Worldwide cover | Up to \$300 (incl GST) for a phone You need to hire or purchase while You are outside of Australia. |

Excess

| | Standard Device less than \$600* | Premium Device \$600 or more* |
|--|-------------------------------------|----------------------------------|
|--|-------------------------------------|----------------------------------|

Damaged devices

| | | |
|-----------------------------------|------|-------|
| Repair or refurbished replacement | \$50 | \$125 |
|-----------------------------------|------|-------|

Lost or stolen devices

| | | |
|-------------------------|-------|-------|
| Refurbished replacement | \$75 | \$200 |
| New replacement | \$125 | \$300 |

*Based on recommended retail price at the time Your claim is lodged

You will not have cover under this insurance unless you are citizen or permanent resident of Australia or New Zealand.

For more info or to buy insurance visit:



Vodafone.com.au/insurance

To lodge a claim call:



1800 371 713 Monday to Friday 09.00am – 06:00pm AEST.

Please note that this is a limited summary only and not a full description of the cover. The cover is subject to terms, conditions, exclusions and limitations that are not listed in the summary. You need to read the policy to properly understand the cover provided.

Combined financial services guide and product disclosure statement.

This Combined Financial Services Guide (FSG) and Product Disclosure Statement (PDS) was prepared on August 4th 2016.

General advice warning

The information in this document is of a general nature and has not been prepared taking into account Your particular needs, circumstances and objectives. You should read this document carefully to ensure that the product meets Your needs. It is important that You understand the extent of the cover provided and its limitations.

Product disclosure statement

This PDS is designed to help You understand what You need to know about the Vodafone Cover me Mobile Insurance policy so that You may make an informed decision about whether or not to purchase the insurance policy.

Your application, this PDS and Your Vodafone monthly invoice set out the full terms and conditions of Your cover.

Insurance details

The policy is issued by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 ("Hollard") AFSL 241436 of Level 12, 465 Victoria Avenue, Chatswood, NSW 2067 through its agent Risk Insure Pty Ltd ABN 23 090 918 399 ("Risk Insure") AFSL 230163, of PO Box 7087 Hutt Street, Adelaide SA 5000.

Hollard has granted Risk Insure a binder to act as its agent to arrange for the issue, variation or disposal of the Vodafone Cover me Mobile Insurance policy and to issue, vary or dispose of this policy as if it were Hollard.

Cost

The premium for Your Vodafone Cover me Mobile Insurance is \$15.00 per month inclusive of GST and any relevant amounts payable in respect of Government taxes, charges and levies. The premium will be included on Your Vodafone monthly invoice, which also includes the Insurance Schedule, confirmation of transaction and offer to renew for the upcoming month. The Vodafone monthly invoice is provided to You each month for the renewal of Your policy. The premium provides You with one month's insurance cover.

For information on remuneration that Vodafone may receive from Risk Insure in relation to the policy see "How are We paid?" in the FSG section of this document.

Commencement

The Policy commences on the billing date shown on Your monthly Vodafone invoice and expires one month later on the next billing date. Each month on the expiry of Your cover You are able to renew the policy for a further month by paying the premium shown on Your Vodafone monthly invoice unless We advise otherwise.

Renewal – subject to monthly payment

As this policy is renewed each month by You paying Your premium one month in advance, if Your premium remains unpaid for one month after Your billing date, the policy will automatically lapse with effect from that billing date. We can reinstate the policy at Our absolute discretion.

Optional Cover

The cover available under the policy is not compulsory and insurance can be arranged with an insurer of Your choice.

Fraudulent claims or misleading conduct

If You submit a claim which is fraudulent, or false in any respect, or there is a material alteration in the risk, We may deny part of, or all of the claim, to the extent permitted by law. If You, or someone authorised and acting for You, submits to Us any false or misleading information You may be prosecuted. Additionally, Your policy may be cancelled by Us under the law and no refund of premium will be made.

Policy wording

Where a policy is entered into, policy cover is provided in accordance with the following definitions, terms, exclusions and conditions.



1. Definitions

| | | | |
|----------------------------|---|------------------------|--|
| Agreement | Your ongoing service agreement with Vodafone. | Standard Device | any Mobile Phone or Tablet PC where its Recommended Retail Price (RRP) is less than \$600 at the time Your claim is lodged and which has an IMEI (serial number) and mobile number In Use which is registered on the Vodafone network in Your name, and on Your monthly Vodafone account. Included are associated accessories supplied with the Mobile Phone or Tablet PC at the time of purchase. It must be in perfect condition and no more than 30 days old from the date of receipt of the device from Vodafone when insured. |
| Excess | the amount of each claim that You must pay or bear. | Tablet PC | any netbook or tablet data communication device that has been supplied to You by Vodafone and is approved for use on and is registered as such on the Vodafone network. It must be in perfect working condition and no more than 30 days old from the date of receipt of the device from Vodafone when insured. |
| In Use | where Your Standard Device or Premium Device: (a) is being used with Your Usual SIM in it, unless You have contacted Us and We have agreed to extend cover whilst You use an alternative SIM; (b) has been activated; and (c) shows that activity (including, but not limited to, calls, texts and internet activity) has occurred with Your Usual SIM or alternative SIM We have agreed to extend cover to. | Unattended | without attendance, not accompanied, not cared for or ministered to, or not watched over. |
| Insurance Schedule | the details of the insured, premium, Policy Number and transaction date included within Your Vodafone monthly invoice. | Unsecured | a situation where You do not have possession or control over the Standard Device or Premium Device and where, as a result, it is exposed to, and not reasonably protected from loss, theft or damage. |
| Mobile Phone | a GSM, 3G or 4G Mobile Phone hardware comprising the handset, battery charger and which is in perfect working condition and is no more than 30 days old from the date of receipt of the device from Vodafone when insured. | Usual SIM | the card installed or inserted into a Standard Device or Premium Device containing all subscriber-related data that is linked to the Vodafone Policy Number associated to Your Vodafone Agreement which is shown on Your Insurance Schedule. |
| Period of Insurance | the ongoing renewal period of one (1) month which commences after We have accepted Your request for a monthly policy. This Period of Insurance of Your monthly policy will correspond with the same day in the month as Your usual monthly billing date which aligns with Your agreement with Vodafone. The Period of Insurance, including the transaction date, will be clearly detailed in the Insurance Schedule. Each subsequent month the policy is renewed when You pay the monthly premium. The Period of Insurance continues until either the Agreement expires or this insurance cover is cancelled, whichever occurs first. | Vodafone | Vodafone Pty Limited, ABN 76 062 954 554 and Authorised Representative Number 266992 or Vodafone Hutchinson Australia Pty Limited, ABN 76 096 304 620 and Authorised Representative Number 344422, as applicable. |
| Policy Number | is Your Mobile Phone telephone number. | We, Our, Us | The Hollard Insurance Company Pty Ltd and Risk Insure Pty Ltd as agent of Hollard. |
| Premium Device | any Mobile Phone or Tablet PC where its Recommended Retail Price (RRP) is equal to or more than \$600 at the time Your claim is lodged and which has an IMEI (serial number) and mobile number In Use which is registered on the Vodafone network in Your name, and on Your monthly Vodafone account. Included are associated accessories supplied with the Mobile Phone or Tablet PC at the time of purchase. It must be in perfect condition and no more than 30 days old from the date of receipt of the device from Vodafone when insured. | You, Your | the customer of Vodafone registered on the Vodafone network and includes, subject to exclusion 4.1(e) below, any person who is authorised by that customer to use the Standard Device or Premium Device. |

2. Your Coverage

In the event that Your Standard or Premium Device is damaged, lost or stolen We will, at Our option:

- repair it (damage only); or
- replace it with the closest equivalent model; or
- make a cash payment to You equivalent to the cost to Us of replacing it.

Any replacement device may at Our sole discretion be refurbished or contain refurbished parts.

The coverage event may be anywhere in the world but must occur during the Period of Insurance. Your premium payments must have been made in accordance with the Vodafone monthly invoice. Under this coverage any claim payment We make is subject to a maximum amount of \$2,000 (inclusive of GST), from which We will deduct Your Excess.

Your Excess for Standard Devices

- \$50, if Your Standard Device is damaged and is repaired or replaced with a refurbished device.
- \$75, if Your Standard Device is lost or stolen and is replaced with a refurbished device.
- \$125, if Your Standard Device is lost or stolen and is replaced with a new device.

Your Excess for Premium Devices

- \$125, if Your Premium Device is damaged and is repaired or replaced with a refurbished device.
- \$200, if Your Premium Device is lost or stolen and is replaced with a refurbished device.
- \$300, if Your Premium Device is lost or stolen and is replaced with a new device.

Where Your Standard Device or Premium Device is, at the time of a claim under this policy, a discontinued model the applicable RRP used to determine which Excess applies will be the last RRP recorded by Vodafone for the relevant device prior to its discontinuance of sale in retail stores.

We will cover You for up to three (3) claim events in a twelve (12) month period.

3. Additional Benefits

If You have a covered claim then, subject to the terms, exclusions and conditions of this policy, You have the following additional benefits.

(1) We will pay:

- (a) up to \$500 (inclusive of GST) per theft or loss claim for unauthorised calls and data usage made from the Standard Device or Premium Device during the period the Standard Device or Premium Device is stolen or lost;
- (b) up to \$100 (inclusive of GST) per claim for the replacement or repair of Your accessories lost, stolen or damaged with the reported claim; and/or
- (c) up to \$300 (inclusive of GST) towards a phone if You need to hire or buy a temporary replacement while You are outside of Australia.

4. Exclusions

4.1

We will not be liable under this policy for any claim for loss, theft or damage caused by or arising from any of the following:

- a) any intentional act or omission by You or anyone acting on Your behalf;
- b) theft or damage as a result of an attempted theft of Your Standard Device or Premium Device from any unlocked vehicle including, water borne vessel or private residence unless at the time of the theft or attempted theft:
 - i. You are in the vehicle or private residence; or
 - ii. the Standard Device or Premium Device is out of sight and there is clear evidence of forcible and violent entry to the vehicle or private residence;
- c) loss, theft or damage to Your Standard Device or Premium Device when You have left it Unsecured and/or Unattended in a public place or a place to which the public had access at the time of the incident (including and not limited to Your workplace);
- d) wear and tear, gradual deterioration or developing flaws, corrosion, oxidation, rust, dampness of atmosphere or other variations in temperature, inherent vice and latent defect;
- e) Your Standard Device or Premium Device being in the possession of a child who is under the age of 14 and within the grounds of a primary or secondary school;
- f) any process of installation, cleaning, maintenance, servicing, adjustment or repair;
- g) any loss where Your Standard Device or Premium Device has been left behind in an unknown location or You have misplaced or forgotten its whereabouts;
- h) a willful act or negligence, abuse or misuse by You, Your employees or any person using Your Standard Device or Premium Device with Your permission;
- i) war, invasion, acts of foreign enemy, hostilities or warlike operations (whether war is declared or not) civil war, rebellion, revolution, insurrection, military or seized power;
- j) the use, existence or escape of nuclear or radioactive material, or any activity associated with them;
- k) the failure to follow the manufacturer's instructions;
- l) the use of accessories or software not approved by the manufacturer;
- m) incorrect connections of signal leads or application of incorrect electrical supply, power surge or fluctuation;
- n) lawful seizure, including repossession or other operation of law;
- o) a virus. For the purpose of this Exclusion, a virus includes Trojan horses, worms, logic bombs or any other program or software which prevents the operating system software or content download on Your Standard Device or Premium Device working properly in any way;
- p) fire;

- q) any loss, theft or damage or malfunction where no actual known or identifiable event can be attributed to causing the loss, theft or damage; or
- r) the Standard Device or Premium Device has not been In Use at any time prior to the time of loss, theft or damage.

4.2

We do not cover the cost of:

- a) repairs, refurbishment or replacement caused by marking, chipping, scratching or cosmetic damage of any kind to the appearance of Your Standard Device or Premium Device;
- b) any costs or charges for which the supplier, distributor or manufacturer, are liable in accordance with their standard warranty obligations;
- c) repair, refurbishment or replacement resulting from anything other than damage covered by this insurance;
- d) any call charges incurred on any temporary replacement equipment;
- e) any data, software or games stored on Your Standard Device or Premium Device, Usual SIM, memory card, any other storage device or media used with the Mobile Phone or Tablet PC not otherwise expressly covered.

4.3

We do not cover loss of use or consequential loss of any nature whatsoever.

4.4

We do not cover any loss, theft or damage if You do not take reasonable precautions to safeguard and protect Your Standard Device or Premium Device from such loss, theft and damage, and maintain it in a proper state of repair.

4.5

You will **not** have any cover under this insurance unless you are an Australian or New Zealand citizen or an Australian or New Zealand permanent resident. The Australian and New Zealand Governments define these two terms for citizen and permanent residency and we rely on those definitions. For Australia, you can view these at www.border.gov.au. For New Zealand citizens visit www.dia.govt.nz and for permanent residency view www.immigration.govt.nz. We reserve the right to request evidence from you to verify you meet these eligibility requirements for this insurance. Cover will continue if you are insured whilst You are temporarily travelling in any country outside Australia, where Your Standard Device or Premium Device operates in accordance with its specifications.

5. Conditions and Claims Procedure

Repair or Replacement by Us

It is a condition of Our liability under this insurance that when any event occurs which may give rise to a claim under this policy, Your Standard Device or Premium Device must be repaired or replaced by Us.

Letting Us know if You change Your Mobile Phone or Tablet PC

You must notify Vodafone of any substitution of the insured Standard Device or Premium Device. Vodafone must be immediately advised of any change to the Mobile Phone or Tablet PC used by You.

Change in ownership of the Mobile Phone or Tablet PC

Upon settlement of claim where any claim under this policy results in You receiving a replacement Mobile Phone or Tablet PC, You agree that all rights, title and ownership of the claimed Standard Device or Premium Device will pass to Us. You agree that You will have no further rights or interest in the Standard Device or Premium Device in respect of which the claim was made.

Contribution from other insurers

If, at the time You suffer loss, theft or damage to Your Standard Device or Premium Device which is the subject of a claim under this policy, there exists any other insurance pursuant to which You would be entitled to seek indemnity, You must notify Us immediately of its existence and provide to Us a copy of the relevant policy documents. No indemnity will be provided under this policy if You have already been indemnified for the loss, theft or damage to Your Standard Device or Premium Device from another source.

Condition of cover

Your Standard Device or Premium Device must be in perfect condition and no more than 30 days old from the date of receipt of the device from Vodafone when insured.

How to make a Claim

If You want to make a claim under the policy please call the **Vodafone Cover me Mobile Insurance Team** or lodge Your claim online.



1800 371 713



vodafone.com.au/makeaclaim

If Your claim involves the theft or loss of Your Standard Device or Premium Device, You must without delay, upon becoming aware of the theft or loss,

- instruct Vodafone to suspend immediately the use of Your Usual SIM and the IMEI number of the Standard Device or Premium Device, and
- report the theft or loss to the police within 48 hours.

Your claim will not be approved unless the IMEI number is blocked and police report number is supplied.

You must provide Us with all reasonable assistance and co-operation that We request. We may request additional information in support of Your Insurance claim. If the requested information is not supplied We have the option to decline settlement of Your claim.



6. Cancellation will occur when:

You may at any time cancel this policy. To cancel Your policy, please contact Vodafone on **1555** from a Vodafone mobile or **1300 650 410** from any other phone;

We may cancel in accordance with the law under the Insurance Contracts Act 1984;

Your Vodafone Agreement for Your insured Standard Device or Premium Device is cancelled;

You sell or pass Your right, title or interest in the Mobile Phone or Tablet PC to some other person; or

Your third valid paid claim in any 12 month period is accepted.

7. Cooling Off Period

If You are not satisfied with this policy You have a 14 day cooling off period, which commences when the policy is issued, during which You can cancel the policy and get a full premium refund, provided You have not made a claim.

8. Complaints and Dispute Resolution

If You are dissatisfied with Our services – Call the Vodafone Cover me Mobile Insurance Team on 1800 371 713 or write to Vodafone Cover me Mobile Insurance Customer Relations Department, PO Box 7087 Hutt Street, Adelaide SA 5000.

If We are unable to resolve the matter for You, We will treat it as a complaint and take steps to resolve Your matter as soon as possible.

Internal dispute resolution

If We haven't resolved Your matter to Your satisfaction, at Your request (refer to contact details provided for under "Complaints and Dispute Resolution"), We will escalate Your complaint for review by Our Internal Disputes Resolution team. After full consideration of the matter a written response will be provided that will outline the decision reached and the reasons for the decision.



Contact us at IDR@riskinsure.com.au

External dispute Resolution

In the unlikely event that Your complaint is not resolved to Your satisfaction, or a final response has not been provided within 45 days, You may refer the matter to the Financial Ombudsman Service Australia (FOS) subject to its terms of reference, which acts as Our external dispute resolution provider. FOS is an independent body and its service is free to You.

FOS can be contacted on:



1800 367 287



fos.org.au



info@fos.org.au



GPO Box 3, Melbourne, Victoria 3001

9. Financial claims scheme and compensation arrangements

Hollard is an insurance company authorised under the Insurance Act 1973 (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and is subject to the prudential requirements of the Insurance Act. The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

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

In the unlikely event that Hollard was to become insolvent and could not meet their obligations under the policy, a person entitled to claim under it may be entitled to payment under the Financial Claims Scheme. Access to the scheme is subject to eligibility criteria. Please refer to www.fcs.gov.au or call the APRA Hotline on 1300 558 849 for more information.

10. The General Insurance Code of Practice

Hollard is a signatory to the General Insurance Code of Practice. The objectives of this Code are to:

- commit Us to high standards of service;
- promote better, more informed relations between Us and You;
- maintain and promote trust and confidence in the general insurance industry;
- provide fair and effective mechanisms for the resolution of complaints and disputes between Us and You; and
- promote continuous improvement of the general insurance industry through education and training.

You can obtain a copy of the Code from the Insurance Council of Australia website www.insurancecouncil.com.au or by phoning (02) 9253 5100.

11. Any more information required?

If You have any queries, want further information about this insurance or want to confirm a transaction, please contact Risk Insure on 1800 371 713.

12. Confirmation of transaction details

To the extent the documents sent to You regarding confirmation of cover do not contain any relevant policy confirmation details required, You agree to contact Risk Insure to obtain them.

13. Updating the PDS

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. We will issue a new PDS or supplementary PDS or other compliant document to update the relevant information except in limited circumstances. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, We may issue You with notice of this information in other forms or keep an internal record of such changes. A paper copy of any updated information can be provided without charge, on request by contacting Risk Insure on 1800 371 713.



Financial services guide.

This Financial Services Guide (FSG) describes the insurance services offered by Vodafone Pty Limited (Vodafone), Vodafone Hutchinson Australia Pty Limited (VHA) and Risk Insure Pty Ltd (Risk Insure) and is designed to help You decide whether to Use those services. It also covers the charges for those services, Your rights as a client and how any complaints You may have will be dealt with. Vodafone gives You the FSG when You ask it to arrange insurance for You.

The Product Disclosure Statement (PDS) for Vodafone Cover me Mobile Insurance is included with this FSG and sets out the significant benefits, features and characteristics of the cover and will assist You to compare and make an informed decision about whether to take out the insurance.

About Vodafone, VHA, Risk Insure and their services

Vodafone is an authorised representative of Risk Insure and can give You information about Vodafone Cover me Mobile Insurance and can arrange for the issue, renewal, variation or cancellation of Your Vodafone Cover me Mobile Insurance. Vodafone cannot provide any advice about this insurance. If You need any advice about this insurance, contact Risk Insure.

Risk Insure is an Australian Financial Services Licensee authorised to advise on and deal in general insurance, including Mobile Phone and Tablet PC insurance. Risk Insure has a binder agreement with The Hollard Insurance Company Pty Ltd (Hollard), which enables Risk Insure to issue, vary, cancel, renew and handle and settle claims under the policy as agent for Hollard. Risk Insure does not act for You.

Who We act for

When Vodafone arranges for the issue, renewal, variation or cancellation of Your insurance and collects the premium for Your insurance, it acts on behalf of Risk Insure and Hollard and not on Your behalf. Risk Insure is responsible for the financial services provided to You by Vodafone.

When Risk Insure issues, varies, cancels, renews or handles claims in relation to the policy it acts on behalf of Hollard and not on Your behalf. If Risk Insure provides You advice it will be general advice only and will not take into account Your individual financial needs.

How are We paid?

For providing its various services (including the insurance billing service), Vodafone may receive a commission of up to \$5.25 plus GST from Risk Insure for each month the insurance is in force. This amount is included in the premium, which is referred to in the invoice You receive from Vodafone as "Handset Insurance". Sometimes bonuses are payable to the sales representatives. Any bonus payable will not exceed \$15.00 per sale of insurance product.

Risk Insure receives a 5% commission for each month the insurance is in force. Risk Insure receives or bears a share of the profit or loss which arises from the Vodafone Cover me Mobile Insurance it arranges after payment of all related claims and expenses incurred by both Risk Insure and Hollard.

Dispute resolution

For information on Vodafone and Risk Insure's internal and external dispute resolution see "Complaints and Dispute Resolution" in the PDS section.

Compensation arrangements

As required by the Corporations Act 2001 (Cth), Risk Insure has its own insurance protection to further protect Your interests. This insurance covers Risk Insure for claims against their current and former representatives, including Vodafone.

Full details of Risk Insure can be found on www.riskinsure.com.au or Risk Insure will provide details to You upon Your written request.



Privacy.

In this section, "We", "Our" and "Us" includes Hollard, Risk Insure, Vodafone, VHA and their related entities.

We deal with Your personal information in accordance with the Privacy Act 1988 (Cth) and each of Our respective privacy policies as listed below. We collect personal information to provide, offer and administer Our various products and services, or otherwise as permitted by law. Such purposes include responding to Your enquiries, providing You with assistance You request of Us, maintaining and administering Our products and services, providing You with marketing information regarding other products and services (of ours or a third party); quality assurance and training purposes; performing administrative operations and any other purpose identified at the time of collecting Your information.

If You provide personal information to Us about another person, We rely on You to have made or make them aware that You will, or may, provide their information to Us and the types of third parties We may provide it to, the relevant purposes We and any of the third parties will use it for and how they can access it. If You have not done, or will not do, either of these things, You must tell Us before You provide their relevant personal information.

We may collect Your personal information so that We or Our related entities or other third parties with whom We have a relationship can develop or offer You products and services which We believe may be of interest to You, but will not do so if You tell Us not to by contacting Us.

Collection can take place by websites, email, telephone or in writing. Unless it is unreasonable or impracticable for Us to do so, We collect Your personal information directly from You. There may, however, be occasions where We collect Your personal information from someone else.

If You do not consent to Us collecting and using all or some of the personal information We request, We may not be able to provide You with Our products or services such as processing Your application for insurance, Your claim or any payment due to You.

We may at times also disclose Your personal information to Our related companies or third parties who provide services on Our behalf; however We will never sell, rent or trade Your personal information. This may include Our professional advisors, authorised representatives, distributors or referers, mailing houses and marketing companies, insurance reference bureaux, reinsurers, credit providers, external IT service providers, other insurance intermediaries, providers and advisers. In the case of claims (or likely claims) it may be disclosed to persons involved in claim handling processes. Your personal information may also be disclosed to the Financial Ombudsman Service or other dispute resolution providers, government bodies, regulators, law enforcement agencies and any other parties where required by law.

It may happen that We disclose personal information to related companies or service providers located in countries other than Australia. These details are listed in each of our respective privacy policies and can change from time to time.

You consent to the use and disclosure of Your personal information as set out in this section. Your consent applies whether You become or remain the insured unless You tell Us otherwise by contacting Us. You can read more about how We collect, use and disclose Your personal information or Our complaints process about a breach of the Australian Privacy Principles in our respective privacy policies which are available on Our website or You can request a copy. If You wish to gain access to Your personal information (including correcting or updating it), have a complaint about a breach of Your privacy or have any other query relating to privacy, please contact Us (Our contact details are provided below).

Hollard



hollard.com.au/privacy-policy.aspx



02 9253 6600

Risk Insure



riskinsure.com.au/privacypolicy/



08 8232 2311

Vodafone and VHA



vodafone.com.au/aboutvodafone/legal/privacypolicy



1300 650 410

Contact Us

Risk Insure Pty Ltd

ABN: 23 090 918 399

AFS Licence No: 230163

PO Box 7087, Hutt Street, Adelaide SA 5000

T: 1800 371 713

Vodafone Pty Limited

ABN: 76 062 954 554

Authorised Representative No: 266992

Vodafone Hutchinson Australia Pty Limited

ABN: 76 096 304 620

Authorised Representative No: 344422

Call us on **1300 650 410**

vodafone.com.au



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