

Description of Insurance Cover

1 May 2016

Citibank Ready Credit

Citibank Personal Credit

Citibank Business Credit

Diners Club Credit Line

Contents

What is this booklet?	3
The issuer of this insurance cover	3
Other Insurances	4
Sanctions	4
Enquiries	4
Definitions and Interpretation	5
Terms and Conditions applying to all Covers	8
Exclusions	9
Purchase Cover Insurance	11
Guaranteed Pricing Scheme	12
Extended Warranty Insurance	13
How to make a Claim	14
Complaints	16
Privacy and General Insurance Code of Practice	17

What is this booklet?

This is **your** complimentary credit account insurance cover provided at no additional cost to **you**, and applies to purchases made on or after 1 May, 2016. If **you** want to make a claim, **you** are bound by what is set out in this booklet.

It's important that **you** read this booklet carefully and keep it in a safe place.

You may also need to keep detailed particulars and proof of any loss including sales receipts and credit account statements showing any purchases.

The issuer of this insurance cover

This insurance cover is available under a Group Policy issued to Citigroup Pty Limited, ABN 88 004 325 080, AFS Licence No 238098 of 2 Park Street, Sydney, NSW 2000 ("Citibank") by AGA Assistance Australia Pty Ltd, ABN 52 097 227 177, AFS Licence No 245631 trading as Allianz Global Assistance of 74 High Street, Toowong, QLD 4066 ("Allianz Global Assistance") under a binder from the underwriter, Allianz Australia Insurance Limited, ABN 15 000 122 850, AFS Licence No. 234708, of 2 Market Street, Sydney, NSW 2000 ("Allianz"). For general enquiries call Allianz Global Assistance who issues and manages the Group Policies on behalf of Allianz. In this booklet, Allianz may also be expressed as 'Allianz', 'we', 'us' or 'our'.

Neither Citibank nor Diners Club is the issuer of the covers and neither they nor any of their related corporations guarantee or are liable to pay any of the benefits under these covers.

Citibank and Diners Club do not receive any commission or remuneration in relation to the covers set out in this booklet.

Neither Citibank nor Diners Club nor any of their related corporations are Authorised Representatives of Allianz, Allianz Global Assistance or any of their related companies.

Other Insurances

The insurance cover described in this booklet is provided for **your** benefit under a Group Policy entered into between Allianz, Allianz Global Assistance and Citibank. Citibank is the policy owner. As an eligible **accountholder**, **you** have the benefit of insurance cover as a third party beneficiary.

If **you** are entitled to receive a benefit or make a claim under another insurance policy ('Other Policy') in respect of the same loss as **your** claim under this Group Policy, then Allianz is not liable to provide indemnity under this Group Policy until the amount of any indemnity under that Other Policy is exhausted. In other words, any insurance cover under this Group Policy in respect of the same loss shall only be excess insurance cover over and above the applicable Other Policy.

Sanctions

Notwithstanding any other terms, we shall not be deemed to provide coverage and we will not make any payments nor provide any service or benefit to any person or other party to the extent that such cover, payment, service, benefit and/or any business or activity of the person would violate any applicable trade or economic sanctions law or regulation.

Enquiries

- Additional copies of this booklet can be obtained from Citibank by phoning 13 24 84 or online at www.citibank.com.au
- For claims and/or general enquiries call 1800 072 791, 9 am-5 pm (Sydney time), Monday to Friday and please make sure **you** have this booklet on hand when **you** phone. However, if **you** require personal advice, please see **your** general insurance adviser.

Definitions and Interpretation

The words below and/or their plurals, when highlighted in bold, have the following specific meanings in this booklet.

'\$' means Australian dollar.

'account' includes the following credit accounts issued by Citibank and/or Diners Club:

- Citibank Ready Credit;
- Citibank Personal Credit;
- Citibank Business Credit; and
- Diners Club Credit Line.

'accountholder' **'you'** and **'your'** means a person who resides in **Australia**, and holds either an Australian Medicare card or a subclass 457 Visa and, to whom **Citibank** or **Diners Club** has issued an **account**, and includes additional persons who are authorised to operate the **account**.

'act of terrorism' means an act, including but not limited to, actual and/or threatened use of force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic, racial, economic or similar purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.

'business effect' relates to Citibank Business Credit account purchases only and means a new item acquired for use by the business, but does not include the following:

- items with an original purchase price in excess of \$3,000;
- items acquired for the purpose of sale or trade;
- items acquired to undergo process or transformation in the business;
- animals or plant life;
- computer software or non-tangible items;

- cash, bullion, negotiable instruments, vouchers, gift cards trading cards, tickets of any description, travellers cheques or collections such as stamps, coins and cards;
- consumable or perishable items (including but not limited to food, drink, drugs, cosmetics, fuel or oil);
- boats, automobiles, motorboats, motorcycles, airplanes or any other motorised vehicles and their integral parts and installed accessories;
- second-hand items including antiques;
- items of contraband; or
- real estate and movable fixtures or fittings (including but not limited to dish washers, stoves, ovens and fixed air conditioners) which are or are intended to form part of any home or real estate.

'covered breakdown' means the failure of a **covered product** to operate for the purpose for which it was designed, as a direct result of a breakdown or defect. This does not include where the breakdown or defect is covered by the terms of the **registered warranty**.

'covered product' means:

- a) **business effects** (if **you** have a Citibank Business Credit account); or
- b) a new item purchased for personal, domestic or household use but excludes:
 - items acquired for the purpose of sale or trade;
 - animals or plant life;
 - computer software or non-tangible items;
 - cash, bullion, negotiable instruments, vouchers, gift cards, trading cards, tickets of any description, travellers cheques or collections such as stamps, coins and cards;
 - consumable or perishable items (including but not limited to food, drink, drugs, cosmetics, fuel or oil);
 - boats, automobiles, motorboats, motorcycles, airplanes or any other motorised vehicles and their integral parts and installed accessories;

- second-hand items including antiques;
- items of contraband;
- real estate and movable fixtures or fittings (including but not limited to dish washers, stoves, ovens and fixed air conditioners) which are or are intended to form part of any home or real estate; or
- items purchased for a price of more than \$10,000 per item for Guaranteed Pricing Scheme and Purchase Cover Insurance and \$20,000 per item for Extended Warranty Insurance.

'excess' means the amount **you** must first contribute towards any claim as specified in the "Excesses - What **you** contribute to a claim" section of this booklet.

'public place' includes but is not limited to shops, buses, planes, trains, taxis, ferries, airports, bus depots, railway stations, streets, hotel and conference centre foyers (and hallways, common areas, grounds and unlocked rooms), restaurants, beaches, around swimming pools, toilets, car parks, office areas, behind counters, housing and hostel common areas, unlocked hostel rooms and any place that is accessible to or by the public.

'registered warranty' means the manufacturer's written warranty, properly registered with the manufacturer, that is applicable and able to be fulfilled within Australia.

'unattended' means but is not limited to when **your** belongings are not with either **you** or an **Australian** resident, whom **you** can identify and tell us where they live, or are in a position where they can be taken without **you** or the **Australian** resident knowing or being able to prevent them being taken. This includes when **you** or the **Australian** resident are asleep and **your** belongings are taken without any of **you** knowing.

Terms and Conditions applying to all Covers

You need to comply with **your** obligations under the terms and conditions set out in this booklet otherwise we may refuse to pay **your** claim.

How can this policy be terminated or changed?

Citibank or **Diners Club** may terminate or change any one or all of the covers at any time. **Citibank** or **Diners Club** will give **you** written notice of the change or termination.

The existing cover will apply to purchases made before the date of the change or termination.

Excesses - What you contribute to a claim

You must pay the following **excess** amounts for each claim made under the following cover sections even if a number of claims are submitted on the one claim form. However if **you** make more than one claim as the result of a single event, the highest **excess** will apply but will only apply once.

Section	Excess amount
Purchase Cover Insurance	\$100
Extended Warranty Insurance	\$100

In every other case, we will only pay expenses that we consider to be reasonable in all the circumstances.

Minimising loss

You must take all reasonable steps to prevent or minimise loss.

You must take all reasonable precautions to safeguard **your** belongings. For example, leaving **your** belongings unattended in a public place encourages theft and is not a reasonable precaution.

You must take all reasonable steps to safeguard **your** own safety and follow the advice and heed the warnings of any government or government agency and any official body and heed warnings broadcast in the mass media.

Headings

Headings have been included for ease of reference but do not form part of the policy.

Exclusions

The exclusions below set out what is not covered.

You should also read each section as they may contain specific exclusions that also apply.

We do not cover **you** for any claims for, caused by or arising from (whether directly or indirectly):

Personal belongings and business items

1. **you** leaving **your** personal belongings or business items **unattended**:
 - (a) in a **public place**, regardless of whether they are left behind, forgotten or misplaced;
 - (b) in a motor vehicle unless stored in the boot and forced entry is gained;
 - (c) in a motor vehicle overnight (even if in the boot);
 - (d) with a person who steals or deliberately damages them;
2. jewellery, watches, cameras, mobile phones, portable electrical items, laptop computers or cash or equivalent **unattended** at any time or left in a motor vehicle (even if in the boot) or baggage;
3. securities, stamps, manuscripts, books of account, works of art and antiques;
4. sporting equipment whilst in use;
5. any items that are intended for sale or trade, and commercial samples;

6. items that are brittle or fragile unless the loss or damage is caused by thieves or fire or an **accident** involving the **conveyance** in which **you** are travelling (however photographic or video equipment, spectacles, contact lenses, binoculars and laptop computers are not considered brittle or fragile items);
7. items **you** post or otherwise pay to be transported and which are not part of **your** accompanying baggage;
8. confiscation or destruction by customs or any other authorities or officials;
9. disappearance of any items in circumstances that cannot be explained to our reasonable satisfaction;

General

10. changes in currency rates;
11. **your** failure to take reasonable care;
12. any **act of terrorism**;
13. war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, riot, rebellion, revolution, insurrection, military coup or overthrow/attempted overthrow of a government/military power;
14. damage or loss arising from wear and tear, deterioration, atmospheric or climatic condition, flood, mould, fungus, mildew, animals (including but not limited to insects, rodents and vermin), inherent defect in any item, or any process of servicing, repairing, restoring, altering or cleaning (including but not limited to washing, ironing and dry cleaning);
15. consequential loss or damage, punitive, exemplary or aggravated damages or any fine or penalty;
16. radioactivity or the use, existence or escape of any nuclear fuel, nuclear material or nuclear waste; or
17. the dispersal, application or release of pathogenic or poisonous biological or chemical materials.

Purchase Cover Insurance

Summary of cover

Purchase Cover Insurance provides cover against theft, loss or damage to **covered products** that have been purchased on **your account**.

Details of the cover follow. Please also see below for the cover limits for this section.

Who is eligible?

All **accountholders** are eligible for Purchase Cover Insurance for **covered products**:

- (a) purchased anywhere in the world; or
- (b) given as a gift to any permanent Australian resident,

provided the whole purchase price of the **covered products** is charged to the **accountholder's account**.

When does cover apply?

Purchase Cover Insurance applies to **covered products** for 90 days after the date of purchase.

What is covered?

We cover the **covered products** against theft, loss or damage anywhere in the world if **you** or the recipient of the **covered products** has already taken possession of them and **you** make a claim within 21 days of the theft, loss or damage.

What are the cover limits?

We will pay the lesser of:

- (a) the actual amount which has been charged to the **accountholder's account** to purchase the **covered products**; or
- (b) \$1,000 per claim in respect of jewellery, watches and fine arts.

The most we will pay is a maximum of **\$50,000** in any 12 month period in respect of any one **account**.

Guaranteed Pricing Scheme

Summary of cover

Guaranteed Pricing Scheme reimburses **you** for the difference in price, up to **\$500**, between a **covered product you** have purchased on **your account** and the same **covered product** advertised in a store-printed catalogue.

Details of the cover follow. Please also see below for the cover limits for this section.

Who is eligible?

All **accountholders** are eligible for Guaranteed Pricing Scheme when the whole purchase price of a **covered product** is charged to the **accountholder's account** and the price difference is more than **\$75**.

What is covered?

We cover **you** for the difference in price, up to **\$500**, between the price of a **covered product** and the purchase price of the same item advertised in a store catalogue that is printed within 90 days after **you** purchase the **covered product**, provided that:

- (a) the cheaper **covered product** is new, the same model number and year and produced by the same manufacturer as the **covered product** purchased;
- (b) the cheaper **covered product** is available from a store within a 25 kilometre radius of the store where **you** purchased the **covered product**; and
- (c) **you** make a claim under this cover no later than 2 months after the purchase of **your covered product** and provide to **us** the store- catalogue advertising the cheaper **covered product**.

What are the cover limits?

This cover section does not apply to **covered products** purchased or advertised exclusively on the internet.

Extended Warranty Insurance

Summary of cover

Extended Warranty Insurance covers **you** for the cost of repairing or replacing products that have been purchased on a **card**, in the event that the product fails or breaks down.

Details of the cover follow. Please also see below for the cover limits for this section.

Who is eligible?

All **accountholders** are eligible for Extended Warranty Insurance when the whole purchase price of the **covered products** is charged to the **accountholder's account**. This extended warranty insurance is not transferable.

What is covered?

We cover **you** for the cost to repair or replace **covered products** that suffer a **covered breakdown** after the **registered warranty** period has expired, provided **you**:

- (a) take all reasonable care to protect and/or maintain the **covered products**;
- (b) obtain **our** approval before starting any repairs or replacement of any **covered products** that have suffered a **covered breakdown**; and
- (c) keep the **covered products** or relevant parts of them so we can inspect them.

When does cover apply?

Extended Warranty Insurance starts from the date the **registered warranty** expires and applies for the same period as the **registered warranty** for up to a maximum of 12 months; however there is no cover if the **registered warranty** exceeds five years.

Registered warranty period	Extended warranty period
7 days	7 days
14 days	14 days
1 month	1 month
6 months	6 months
1 to 5 years	1 year
Over 5 years	No cover

What are the cover limits?

We will pay up to the purchase price of the **covered products** as charged to the **accountholder's account**.

The most we will pay is a maximum of **\$20,000** in any 12 month period in respect of any one **account**.

How to make a Claim

1. Contacting us

Please do not contact **Citibank** or **Diners Club** to make a claim as they are not involved in processing claims.

If **you** want to make a claim **you** must contact **Allianz Global Assistance** on 1800 072 791 within 30 days of learning of any loss or damage. If **you** fail to contact Allianz Global Assistance within the specified times, we may refuse to pay **your** claim.

2. Reporting stolen, lost or wilfully damaged items

If **your** belongings are stolen, lost or wilfully damaged, **you** must make a report to the police within 24 hours of learning of the theft, loss or damage. The report must list and describe the missing or damaged items and **you** must obtain a copy of that report.

3. Documentation

Where necessary, Allianz Global Assistance may require **you** to complete a written loss report which **you** must return to them within 30 days after **you** receive it.

Depending on the cover **you** are claiming under, Allianz Global Assistance may also require further documentation or material in support of **your** claim. This may include (but is not limited to):

- police reports;
- certified translations;
- damaged items;
- receipts;
- proof of ownership;
- valuations;
- quotations;
- store- catalogue advertisement; and
- **registered warranties.**

If **you** fail to complete the loss report or provide Allianz Global Assistance with the documentation required, we may refuse to pay **your** claim.

4. Assisting us with claims

In certain circumstances, we may have the right to sue others in **your** name to recover money payable under this policy. If this occurs, **you** must assist us and act in an honest and truthful way.

When making a claim **you** must tell us about any other insurance under which **you** are or might be able to claim. If **you** can claim from another insurer and we also pay **you** in respect of the same insured event, then **you** must refund to us the amount we paid if they also pay **you**. **You** cannot claim from us and from the other insurer to obtain an aggregate amount that exceeds **your** loss.

If **you** or anyone acting on **your** behalf makes a fraudulent claim under this insurance, then no payment will be made for that claim.

Also, we will inform Citibank or Diners Club (as applicable to **your** account) of the situation and **you** may no longer be eligible for any of the covers in this booklet.

5. Repairing or replacing damaged belongings

If an item is lost, stolen or damaged, we may choose to repair, replace or pay **you** for it after making allowance for depreciation and wear and tear.

Where the item is part of a pair or set, we will only pay the value of the particular part or parts lost, stolen or damaged regardless of any special value that the item may have by way of being part of such pair or set.

We will not pay **you** more than it originally cost **you** to buy the item.

Complaints

If **you** have a complaint about the covers or about the service **you** have received from Allianz Global Assistance, including the settlement of a claim, **you** can call Allianz Global Assistance on 1800 072 791.

We will respond to **your** complaint within 15 working days provided we have all necessary information and have completed any investigation required. If more information or investigation is required, we will agree reasonable alternative timeframes with **you**.

If **you** are unhappy with our response or cannot agree on reasonable alternative timeframes with us, the complaint will be registered as a dispute and it will be reviewed by our internal dispute resolution process which is free of charge.

We will respond to the dispute within 15 working days provided we have all necessary information and have completed any investigation required. If more information or investigation is required, we will agree reasonable alternative timeframes with **you**. We will keep **you** informed of the progress at least every 10 days and give a final response in writing.

If **you** are unhappy with our response or cannot agree on reasonable alternative timeframes with us, **you** can refer the matter to the external disputes resolution scheme of which we are a member. This scheme is administered by the Financial Ombudsman Service (FOS). This is a free service provided by an independent body. **You** must contact FOS within two years of receiving our final decision. **You** are not bound by the decision made by FOS but we are bound to act immediately on FOS's decision.

Brochures outlining the operations of FOS are available from both Allianz Global Assistance and the Insurance Council of Australia in each State or Territory. FOS can be contacted as follows:

The Financial Ombudsman Service

Phone: 1800 367 287
between 9am - 5pm AEST

Fax: (03) 96136399

Post: GPO Box 3, Melbourne, Victoria 3001

Website: www.fos.org.au

Email: info@fos.org.au

Privacy and General Insurance Code of Practice

Privacy

To arrange and manage these covers, we (in this Privacy Notice "we", "our" and "us" includes AGA Assistance Australia Pty Ltd trading as Allianz Global Assistance and it's duly authorised representatives) collect personal information including sensitive information from you and those authorised by you such as your family members, travelling companions, your doctors, hospitals, as well as from others we consider necessary, including our agents.

Any personal information provided to us is used by us to evaluate and arrange your cover. We also use it to administer and provide the insurance services and manage your and our rights and obligations in relation to those insurance services , including managing, processing and investigating claims. We may also collect, use and disclose it for product development, marketing, conducting customer research and analytics in relation to all of our products and services, IT systems maintenance

and development, recovery against third parties and for other purposes with your consent or where authorised by law.

This personal information may be disclosed to third parties involved in the above process, such as travel agents and consultants, travel insurance providers and intermediaries, authorised representatives, reinsurers, claims handlers and investigators, cost containment providers, medical and health services providers, overseas data storage and data handling providers, legal and other professional advisers, your agents and our related and group companies including Allianz.

Some of these third parties may be located in other countries such as Thailand, France and India. You agree that while those parties will often be subject to confidentiality or privacy obligations, they may not always follow the particular requirements of Australian privacy laws.

Unless you opt out, we may contact you on an ongoing basis by telephone, mail, electronic messages (including email), online and via other means with promotional material and offers of products and services that we consider may be relevant and of interest to you (including financial and insurance products and roadside and other assistance services).

If you do not want to receive such offers from us (including product or service offerings from us on behalf of our agents, intermediaries and/or our business partners) or do not want us to disclose your personal information to our related and group companies and business partners for marketing purposes, you can opt out at any time by calling us on 1800 023 767.

When you provide personal information about other individuals, we and our agents rely on you to have made or make them aware:

that you will or may provide their personal information to us;

of the types of third parties to whom the personal information may be provided to;

of the relevant purposes we and the third parties we will disclose it to, will use it for;

of how they can access it; and of the matters in this Privacy Notice.

We rely on you to have obtained their consent on these matters. If you do not, you must tell us before you provide the relevant information.

You can seek access to and correct your personal information by contacting us. You may not access and correct personal information of others unless you have been authorised by their express consent or otherwise under law, or unless they are your dependants under 16 years of age.

If you have a complaint about your privacy, please contact:

Privacy Officer, Allianz Global Assistance, PO Box 162, Toowong, QLD 4066 or you can contact the Privacy Commissioner at the Office of the Australian Information Commissioner, GPO Box 2999, Canberra, ACT 2601.

For more information about our handling of personal information, including further details about access, correction and complaints please see our privacy policy available on request or via: www.allianz-assistance.com.au

If you do not agree to the above or will not provide us with personal information, we may not be able to supply you with our services or products.

In cases where we do not agree to give you access to some personal information, we will give you reasons why.

General Insurance Code of Practice

As a member of the Insurance Council of Australia Limited, we subscribe to the General Insurance Code of Practice.

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The Code aims to:

- constantly improve claims handling in an efficient, honest and fair manner;
- build and maintain community faith and trust in the financial integrity of the insurance industry; and
- provide helpful community information and education about general insurance.

For more information on your
Account, visit us at

www.citibank.com.au

or call CitiPhone Banking

13 24 84

or

+61 2 8225 0615

if outside Australia

24 hours a day, 7 days a week

