

INSURANCE



Supplementary Product Disclosure Statement

**This is a Supplementary Product Disclosure Statement (SPDS), dated 1 May 2019.
It will apply from that date.**

This SPDS updates and should be read with the following Product Disclosure Statements (PDS) and any other applicable SPDS we may have given you.

PDS	Reference	Preparation date
Toyota Insurance Comprehensive Motor Vehicle Insurance Policy and Product Disclosure Statement	TIN030	1 January 2014
Toyota Insurance Finance Gap Insurance Policy and Product Disclosure Statement	TIN009	1 January 2014
Toyota Insurance Finance Gap Insurance Policy and Product Disclosure Statement	TIN009	1 August 2012
Toyota Insurance Finance Gap Insurance Policy and Product Disclosure Statement	TIN009	1 March 2012
Toyota Insurance Finance Protection Insurance Policy and Product Disclosure Statement	TIN014	1 January 2017
Toyota Insurance Finance Protection Insurance Policy and Product Disclosure Statement	TIN014	1 February 2014
Toyota Insurance Payment Protection Insurance Policy and Product Disclosure Statement	TIN012	1 January 2014
Toyota Insurance Payment Protection Insurance Policy and Product Disclosure Statement	TIN012	1 June 2012
Toyota Insurance Payment Protection Insurance Policy and Product Disclosure Statement	TIN012	1 April 2012
Toyota Insurance Extended Warranty Insurance Policy and Product Disclosure Statement	TIN016	1 January 2014
Toyota Insurance Extended Warranty Insurance Policy and Product Disclosure Statement	TIN016	1 April 2012
Toyota Insurance Factory Approved Extended Warranty Insurance Policy and Product Disclosure Statement	TIN013	1 January 2014
Toyota Insurance Factory Approved Extended Warranty Insurance Policy and Product Disclosure Statement	TIN013	1 April 2012

Background to the change

From 1 November 2018, the Australian Financial Complaints Authority (AFCA) became the new external dispute resolution (EDR) scheme to deal with complaints from consumers in the financial system. It replaced the Financial Ombudsman Service (FOS). The purpose of this SPDS is to amend the references to the external dispute resolution provider, formerly 'FOS', to the new name of that provider, 'AFCA'.

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Changes to your PDS

Reference to EDR provider

Each PDS is amended to change references to the EDR provider (formerly FOS) to the new name of that provider, (AFCA) and to clarify the contact details of the new EDR provider. AFCA is the EDR provider that can assist you with any complaints you have about our service.

The new contact details for AFCA are:

AFCA can be contacted by:

Online: afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

The following changes are made to each PDS to detail the change to AFCA:

- Under the heading 'Important Information' in the section headed 'Our Service Commitment to you', reference to the 'Financial Ombudsman Service (FOS)' is amended to read 'Australian Financial Complaints Authority (AFCA)'.
- Under the heading 'How to tell us when you are not satisfied, for any reason' in the section headed 'Step 3. Seek an external review of your dispute':
 - Reference to 'Financial Ombudsman Service (FOS)' is amended to read 'Australian Financial Complaints Authority (AFCA)'.
 - Reference to 'FOS' is amended to read 'AFCA'.
 - The contact details for AFCA are those set out above.

If you have any questions, or would like another copy of your PDS, please call us on 1300 658 027, or email insurance@toyota.com.au