

Car Craft Excess Plus Reimbursement

Key Fact Sheet



Features and Benefits of the Car Craft Excess Plus program

Customer eligibility	Vehicle eligibility
<p>A Car Craft Excess Plus Certificate can be issued to a customer at the completion of a repair undertaken by a Car Craft Accident Repair Centre. The benefit for the customer is for any further repair undertaken by the customer, not the current repair.</p> <p>The Certificate holder is an individual person and is not a company or business with multiple vehicles.</p> <p>The customer or the Authorised Driver (as relevant) must be twenty-one (21) years of age or older and hold a full Australian licence, excluding Provisional and Learner Licences.</p>	<p>The eligibility criteria for the Car Craft is for personal passenger vehicles only. This includes a sedan, station wagon, hatchback, four-wheel drive (4WD), SUV or other passenger vehicle owned by the Certificate holder and that is identified on the Certificate by Make, Model and Registration number.</p> <p>A Covered Motor Vehicle does not include;</p> <ul style="list-style-type: none">• motorcycle, scooter or moped;• mobile home, camper van, camper trailer, or any trailer;• limousine, rental vehicle or loan vehicle;• vehicle used for ride-sharing purposes (Uber, Taxi etc);• commercial fleets including vans, light trucks, or buses;• vehicle gross vehicle with a mass of more than 3.5 tonnes;• vehicle load-carrying capacity of more than 1.5 tonnes; or• vehicles that are manufactured to seat nine (9) or more occupants.

The benefit triggers exist for the entire term of the **Certificate** to the person named in the **Certificate**.

Claiming the benefit under a Car Craft Excess Plus Program

Claim event
<p>If within 12 months of the date of issue on this Car Craft Excess Plus Certificate (Certificate) issued to the customer:</p> <ul style="list-style-type: none">• If the customer is required to pay or bear yourself a Covered Excess as the result of an At-Fault Collision in accordance with your comprehensive motor vehicle insurance; and• If the customer has all repairs in relation to that At-Fault Collision carried out by a Car Craft Accident Repair Centre; and• The Covered Excess has been paid for in full, to either the customer's comprehensive insurance company or to their Car Craft Accident Repair Centre.

Who submits the claim to Xtreme Administration?
<p>The customer. This is a reimbursement certificate which means that Xtreme Administration will pay the customer directly for any benefit after they have made a valid claim. There is no benefit applicable to the repair centre, so it is important that you charge the customer correctly and give them a claim form to make a submission for the reimbursement. There can be no payments paid directly to the Car Craft Accident Repair Centres.</p>

What does the customer require to make a claim?
<p>To claim a benefit under this Certificate, the customer must give Xtreme Administration:</p> <ol style="list-style-type: none">1. The Certificate issued by the same Car Craft Accident Repair Centre the motor vehicle is being repaired at;2. A copy of the customer's comprehensive motor vehicle insurance policy detailing the Authorised Drivers (if listed) and any excess applied to the policy;3. A copy of the customers or the customers authorised driver's licence;4. Claims Advice/Statement of Events from the customers comprehensive insurance company outlining: The date of the At-Fault Collision while the customer or the Authorised Driver was in control of the nominated vehicle, that involved another vehicle/pedestrian/motorcycle/stationary object/cyclist or animal on a public road or private property in Australia, including:<ol style="list-style-type: none">i. The date the collision was reported to their comprehensive insurance company; andii. A description of the At-Fault Collision.5. Copy of received excess payment by the insured owner from either your comprehensive insurance company or Car Craft Accident Repair Centre where your vehicle is being repaired;6. A copy of the repair estimate by the Car Craft Accident Repair Centre noted on the Certificate;7. A completed Car Craft Excess Plus Reimbursement Claim Form; and8. The holder of the Certificate is required to send all documents to Xtreme Administration via an email to claims@xtremeadministration.com.au <p>This is to be completed by the customer, not the Car Craft Accident Repair Centre.</p>

Key Points:

Feature	Benefit
Benefit	Each Certificate has a benefit limit of \$500.
Simple Claims Process	The customer will seek reimbursement. No claims activity needs to be completed by any Car Craft Accident Repair Centre.
Marketing	These Certificate are to increase repeat customers to your Accident Repair Centre's and is exclusive to the Car Craft group.

Please refer to the relevant Certificate for the full terms and conditions, exclusions and other vital information.

This Key Fact Sheet is designed as an overview only. For full terms and conditions please refer to the relevant Certificate which applies to your purchase. Benefits offered by these products are in addition to any other warranties and guarantees relating to your Motor Vehicle under the Competition and Consumer Act 2010 (Australian Consumer Law) and State and Territory legislation. This product is offered by Australian Warranty Network Pty Ltd through Xtreme Administration, ABN 78 075 483 206, Coverholder of Lloyds and holder of AFS Licence No. 246469. Xtreme Administration Insurance does not take into account your personal or financial circumstances when offering these products.