

Holden Extended Factory Warranty

Product Disclosure Statement
and Warranty Booklet



Holden^{wise}
Extended Warranty



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About this Holden Extended Factory Warranty Product Disclosure Statement & Warranty Booklet

Preparation Date: 12 August 2011

This Holden Extended Factory Warranty Product Disclosure Statement & Warranty Booklet 'warranty document' has been prepared to assist you in understanding this Holden Extended Factory Warranty and making an informed choice in relation to it and your warranty requirements.

It contains important information about the warranty, such as its significant benefits and risks, your rights to cancel the warranty, and our dispute resolution processes.

Please read this document carefully in order to gain an understanding of what is covered and not covered. Please keep this document in a safe place for future reference.

Important information

The roles of those involved in this warranty

Issuer:

GM Holden Ltd. (“Holden” or “Holden Australia”) of 191 Salmon Street, Port Melbourne, Victoria, 3207 ABN 84 006 893 232, referred to as “us”, “we” and “our” in this warranty document, issues and is responsible to you for this warranty.

Holden does not hold an Australian Financial Services Licence (AFSL) for the purposes of issuing warranties and is not required to by reason of exemptions that apply to it under the Corporations Act 2001 (Cth).

Holden only issues extended warranties where they have been arranged by Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708, or by Allianz’s representatives. In the event that you purchased this product from a Holden dealer, the dealer who provided you this Holden Extended Factory Warranty Product Disclosure Statement and Warranty Booklet is an authorised representative of Allianz.

Holder:

Throughout this warranty document, the holder of the product (the person named in the warranty application) is referred to as “you” or “your”.

Others:

Allianz Australia Insurance Limited, ABN 15 000 122 850 AFSL 234708, acts as the administrator of this warranty for Holden.

Allianz also plays a role in the distribution of this product. Allianz and Holden dealers are authorised by Holden to issue, vary and dispose of the warranty on Holden’s behalf.

Information about your rights under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits conferred by the Holden Extended Factory Warranty are in addition to other rights and remedies available to you under the Australian Consumer Law, which cannot be excluded or limited, the duration of which may operate concurrently with the period of this Holden Extended Factory Warranty. The Holden Extended Factory Warranty in no way limits or restricts your rights or remedies under the Australian Consumer Law. Payment under the Holden Extended Factory Warranty is only for rights that are additional to the rights available to you under the Australian Consumer Law.

Plan choices

You can choose:

- The Holden Extended Factory Warranty 'time only' plan – which provides this warranty protection for an agreed period of time only; or
- The Holden Extended Factory Warranty 'time and distance' plan – which provides this warranty protection for an agreed period of time and kilometres.

How to apply

To apply, please complete the warranty application. For details relevant to the cost of the warranty please see "Costs" section on page 11 of this warranty document.

How to contact us

You may contact us by:

- telephone on 1300 632 407, or
- writing to Holden Extended Factory Warranty, GPO Box 5432, Melbourne, Vic. 3001, or
- emailing customerassistance.holden@gm.com

A summary of the warranty and its significant benefits and risks

The following is a summary only. You need to read this warranty document along with your Holden Extended Factory Warranty certificate to properly understand the full terms and conditions of the warranty that apply.

Certain words used in this warranty document have special meanings (refer to section “Words with important meanings” from page 13 of this warranty document).

- We will, subject to the warranty exclusions, cover the correction, during the warranty period, of any vehicle defect related to the materials or workmanship, as advised to an authorised Holden dealer or authorised service outlet, by repair or at our option, replacement.
- Costs, such as those incurred by you in transporting your vehicle to the relevant repairer, or losses associated with the use of your vehicle, are not covered by this warranty. We set out what is not covered in the “Warranty exclusions” and “When this warranty will not apply” sections on pages 16 to 19 of this warranty document.
- We only provide warranty cover during the warranty period (refer to section “Our agreement with you and when your warranty starts and ends” on page 8 of this warranty document).
- Warranty cover only applies to the person and vehicle specified on the Holden Extended Factory Warranty certificate.
- A transfer process is available when the vehicle this warranty applies to is sold privately. See “Transferring this warranty” section on page 21 of this warranty document.
- Conditions apply to this warranty, and if you do not comply with these conditions you may not be entitled to cover under it. For example, in order for the warranty to remain valid, it is a requirement that your Holden is serviced in accordance with

the instructions specified for the vehicle by us (see “When this warranty will not apply” on page 19 of this warranty document). It is recommended that all servicing is carried out by an authorised Holden dealer.

- In making a claim you must comply with certain claims conditions (refer to section “If you need to make a claim” on page 22 of this warranty document).
- Limits on what we pay apply. The most we will pay in relation to any one claim is limited to the market value of the vehicle as determined by us, at the time of the claim.
- An excess may apply if noted on your Holden Extended Factory Warranty certificate. The excess is an amount you will be required to pay towards each claim, made under this warranty.
- This is a warranty product, not an insurance product.
- Holden Extended Factory Warranty includes 24hr Holden Roadside Assistance. Please refer to your Holden Roadside Assistance information for the Terms and Conditions and cover period or call Holden Customer Assistance on 1800-033-349.

Our agreement with you and when your warranty starts and ends

If, after submitting the application, you are provided with a Holden Extended Factory Warranty certificate, then subject to the terms and conditions set out in this warranty document and the warranty certificate (together, these make up the terms and conditions of your warranty and should be read together and kept in a safe place for future reference), cover under your warranty:

- starts the later of:
 - the day you signed the warranty application; or
 - the date your Holden new vehicle warranty expires; and
- terminates on the expiry of the warranty period (refer to “Words with important meanings” section from page 13 of this warranty document), unless cancelled earlier by you or us (refer to section “Your cancellation rights” section on page 9 of this warranty document).

Your cooling off period

If you decide after buying this warranty that you do not want it, you can return it within 14 days of the purchase date by advising us in writing, and we will provide you with a full refund of the plan price where it was paid separately by you and not being part of the purchase price of the vehicle, provided that you have not made a claim under the extended warranty.

Please note that you also have cancellation rights (refer to section “Your cancellation rights” section on page 9 of this warranty document).

Dispute resolution

If you have an enquiry or you are unhappy with the warranty or any services provided by those involved in this product, please contact us (refer to section “How to contact us” on page 5 of this warranty document).

When you advise us of the query or complaint, the staff member you speak to will try to solve it for you. If the staff member is unable to resolve the query or complaint, they will refer you to a manager.

The manager will review and respond to you. A response will usually be provided within 15 days from when you made the query or complaint.

If this process doesn't resolve your enquiry or complaint, we will give you information about how to access our dispute resolution process.

If you need to claim

Immediately notify your authorised Holden dealer

If it becomes necessary to make a claim under this warranty, you will need to provide details of your warranty to an authorised Holden dealer and ask their service personnel to lodge a claim for you. You may be required to provide other documentation such as proof of servicing, invoices etc.

For more information on making a claim, please see “If you need to make a claim” section on page 9 of this warranty document.

Your cancellation rights

Cancellation by you

You may cancel this warranty at any time by notifying us in writing.

If you request cancellation after your cooling off period, but before the expiry of the Holden New Vehicle warranty, we will refund you the plan price less any reasonable administrative costs related to the acquisition and termination of your warranty and any government taxes and duties we cannot recover.

In all other cases we will not provide any refund of the plan price.

Cancellation by us

We have the right to cancel the warranty by mailing a notice to you at the address specified in your warranty certificate within 45 days of the date our representative issued your warranty certificate to you (for example, if we determine the type of plan applied for in relation to your vehicle is not in accordance with our approval criteria). In such a case, your warranty will end seven days from the date we mail the notice. However, if in our absolute discretion, we are satisfied by you that, through no fault of your own, the notice was not received at your address, we will continue to provide you with protection but may terminate your warranty after that at our discretion by giving you written notice.

We may also cancel this warranty if you have not fully complied with the conditions of this warranty.

If we cancel your warranty we will send you notification explaining our reasons for cancellation. We will retain an amount from the plan price to cover the term that the warranty has been in force and a \$75 (inc. GST) cancellation fee. We will refund the balance to you.

A financier may seek cancellation and refund of a portion of the plan price financed by them in the event the vehicle is repossessed.

Costs

Our vehicles come with certain guarantees that cannot be excluded under the Australian Consumer Law. The plan price you pay (explained below) is only for the rights this warranty gives you that are in addition to your rights under those guarantees.

How is the Holden Extended Factory Warranty plan price calculated?

The plan price you pay will vary depending on a number of factors.

We determine a base price which varies according to the plan you choose and the category of vehicle you own.

We take into consideration a number of factors when setting our base price. These include:

- the frequency with which claims (other than those which you would have a right to make under the Australian Consumer Law) are expected to occur and the expected cost of each claim;
- the level of protection you have selected (the Holden Extended Factory Warranty 'time only' plan base price is cheaper than the Holden Extended Factory Warranty 'time and distance' plan because it provides a more limited cover);
- the make, model and type of your vehicle;
- the type of modifications fitted or made to fit your vehicle;
- how much you use your vehicle; and
- our costs and expenses associated with issuing this product.

The authorised Holden dealer then adds a retail margin to the base price to take into account their distribution costs, role and a profit component. This may vary for each authorised Holden dealer.

The base price, retail margin and any relevant Government taxes and charges make up the total plan price you must pay us. The plan price you pay is inclusive of Goods and Services Tax (GST).

You will be told the plan price for the cover you select when you apply and it will be specified on your Holden Extended Factory Warranty certificate.

Other authorised Holden dealer benefits

Holden may provide your authorised Holden dealer or its employees with other monetary or non-monetary benefits to reward performance. Performance may be assessed by taking into account the volume of warranties and other products sold or distributed by the authorised Holden dealer or by the particular employee. Monetary benefits may include the payment of cash bonuses. Non-monetary benefits may include travel and accommodation, restaurant meals, tickets to films and other events, entertainment, gift vouchers, merchandise and other goods. The details of the performance criteria and the benefits available vary from time to time at the discretion of Holden.

Taxation information

Your plan price includes Goods and Services Tax (GST).

Generally, the plan price payable for your warranty is not tax deductible, nor are the benefits assessable for income tax purposes. Any tax enquiries should be referred to your tax adviser, who can take into consideration your personal circumstances.

Words with important meanings

Some of the words in this Product Disclosure Statement and Warranty Booklet have important meanings where they appear. These words and their meanings are defined below.

“Australian Consumer Law” means the consumer protection sections under Australian Consumer Law found in the Competition and Consumer Act 2010.

“authorised Holden dealer” means a dealer appointed by us to sell new and/or used vehicles of a kind marketed from time to time by us in Australia, and/or to perform services on such vehicles.

“covered part” means a component of the vehicle that was covered by the Holden new vehicle warranty, but excludes any component described in this booklet under the “Warranty exclusions” section on pages 16.

“Holden parts and genuine Holden accessories” means the automotive parts and the automotive accessories marketed by Holden under the Holden parts and accessories trademark.

“Holden new vehicle warranty” means the original warranty provided by us covering components of the vehicle.

“maintenance” means the regular care and upkeep required for your vehicle to operate as per the instructions and recommendations specified for the vehicle by Holden.

“market value” means the pre-defect retail value of your vehicle. The market value is determined by us, based on the age and condition of the vehicle and the kilometres it has travelled.

“normal wear” means the gradual reduction in operating performance of a component, having regard to the vehicle age, the way in which it's being used and the total distance it has travelled. This includes corrosion and rust.

“owner literature” means the customer information and maintenance book applicable to the vehicle, or any other literature which is approved by us, and is provided by us or an authorised Holden dealer to you, in relation to the vehicle.

“plan price” means the amount paid for this warranty (if applicable) as stated on the warranty certificate, inclusive of government charges, including GST.

“selling dealer” means the authorised Holden dealer from whom you purchased the vehicle.

“term in kilometres” means the term of this warranty expressed in kilometres as stated on your warranty certificate.

“term in months” means the term of this warranty expressed in months as stated on your warranty certificate.

“vehicle” means the vehicle described in the warranty application and warranty certificate.

“vehicle defect” means a defect in material or workmanship of a covered part. This does not include normal wear.

“warranty administrator” means any entity we authorise to administer this warranty on our behalf, from time to time.

“warranty application” means the warranty application you have completed to take out this cover which contains details specific to you, the vehicle and this warranty.

The warranty application is not confirmation of Holden Extended Factory Warranty coverage.

“warranty certificate” means the most recent certificate we give you describing the terms and conditions that are specific to your warranty. This includes any amendments we send you.

The warranty certificate confirms Holden Extended Factory Warranty coverage.

“Holden Extended Factory Warranty period” means the period commencing on the date the Holden vehicle warranty expired and expiring the sooner of:

- 4pm on the date the term in months outlined on your warranty certificate has elapsed from the date the warranty commenced; or
- when the vehicle has travelled the total distance in kilometres as noted on your warranty certificate, since new.

Your coverage

We will, subject to the warranty exclusions, cover the correction, during the warranty period, of any vehicle defect related to the materials or workmanship, as advised to an authorised Holden dealer or authorised service outlet, by repair or at our option, replacement.

The most we will pay in relation to any one claim is limited to the market value of the vehicle, at the time of claim.

For example, if, at the time of claim, the market value of the vehicle is \$25,000, the most we will pay for the claim under your Holden Extended Factory Warranty is \$25,000.

Any warranty work undertaken (including parts and labour) as rectification of a valid claim will be carried out at no cost to you, subject to the terms and conditions of this warranty.

Vehicle maintenance and servicing is your responsibility and not covered by this warranty.

Warranty exclusions

Not everything is covered by the Holden Extended Factory Warranty. The warranty exclusions include:

Rights existing under the Australian Consumer Law

This warranty does not cover any damage in relation to which you have rights or remedies under the Australian Consumer Law or any other law. To the extent that you have rights or remedies available to you other than in connection with this warranty, you are not covered under this warranty.

Damage

Your warranty does not extend to the following damage:

- Damage caused by an accident, fire, theft or moving objects striking the vehicle.

- Damage caused by industrial fallout, chemicals or sealants.
- Damage caused by atmospheric fallout or flood, hail, salt etc.

Maintenance items

Maintenance costs are costs which are required as part of normal vehicle maintenance. The maintenance schedule in the owner's handbook or service booklet specifies the minimum maintenance required for your vehicle operating under normal conditions. The maintenance items (except where they are required as a result of vehicle defects) for which you will have to pay include:

- Engine tune-up, including spark plugs replacement.
- Replacement of all filters (including LPG lock off filter – if fitted), engine and other belts, hoses (including LPG hoses – if fitted) wiper blades and clutch linings.
- Cleaning or flushing of fuel, coolant, brake, engine, transmission, differential, power steering, etc.
- Carbon and sludge removal.
- Maintenance servicing of emission control system devices.
- Adding to (or replacing) lubricants.
- Adding to (or replacing) air conditioning refrigerant.
- Any necessary adjustments to drive belts, transmission, clutch, park brake etc.
- Wheel balancing.
- Wheel alignment.
- De-dusting or de-glazing of brake linings or pads.
- Clutch lining wear or damaged clutch components due to lining wear.
- Brake disc pad or disc wear.
- Battery recharging.
- Paint, bright metal finish and trim, due to normal deterioration.
- Body panel adjustment.
- Door, or bonnet lock adjustments.

- Glass or channel adjustments.
- Body rattle, squeaks and general tightening of bolts, fasteners and fittings.
- Chipped glass or breakage.
- Torn or damaged floor mats or carpets.
- Normal wear and tear to trim components.

Tyres

The tyres (and tubes where applicable) fitted to your vehicle are not covered by this warranty.

Batteries

Batteries are not covered by this warranty

Accessories

Accessories are not covered by this warranty. Holden genuine accessories are covered by their own Holden genuine accessories warranty.

See www.holden.com.au for more information.

Misuse

This Warranty does not cover damage caused by:

- Misuse or abuse of the vehicle such as by racing, rallying, overloading or neglect.
- Operation of the vehicle after the defect is known.
- Failure to carry out proper maintenance services.
- Use of incorrect types and grades of fuel, oil or lubricants.
- Alteration of the vehicle by anyone not authorised by Holden.
- Fitting of parts or accessories not recommended by Holden.
- Any work carried out on the vehicle by anyone except a Holden dealer.

When this warranty will not apply

The Holden Extended Factory Warranty will cease to operate and no claims will be accepted where the vehicle;

- is being used for the purpose of driver instruction or tuition for reward, or the conveyance of passengers for hire or reward (this includes car rental);
- is being used as a Police or other emergency vehicle;
- has been exported and is being used outside Australia;
- is being used for a purpose for which it is not designed;
- odometer reading cannot be determined as accurate by virtue of it having been inoperative, tampered with or removed from the vehicle;
- is being used for courier purposes; or
- is unroadworthy or unregistered.

Servicing your vehicle

In order for this warranty to remain valid, it is a requirement that your Holden is serviced in accordance to the instructions specified for the vehicle by us. It is recommended that all servicing is carried out by an authorised Holden dealer.

If you do not comply with these servicing and operating requirements, we may refuse a claim or cancel this warranty.

When you present your vehicle for service, please pass the appropriate owner literature, along with your Holden Extended Factory Warranty certificate, to the dealer service personnel. Once the service is complete, please ensure that the dealer stamps (validates) each completed service in the Schedule service record (refer to "Schedule service record" section on pages 35 of this warranty document).

Transferring this warranty

Only you are entitled to make a claim or receive a benefit from this warranty. At our sole discretion, we may permit transfer to a new owner if you sell the vehicle privately.

To request transfer, please complete the “Warranty transfer request form” on page 29 of this warranty document and return it to us within 30 days of the vehicle sale date, accompanied by the following:

- A copy of the receipt of vehicle sale.
- A copy of a current roadworthy certificate or vehicle inspection report.
- A copy of the vehicle service records contained in this warranty document.
- \$75 transfer fee.

We will advise the person who requests the warranty transfer as to whether it has been accepted and approved by us by responding in writing.

If you need to make a claim

What you are required to do

To maintain cover under your warranty, you must:

1. properly use, maintain and care for the vehicle as outlined under the section "Servicing your vehicle" on page 20 of this warranty document;
2. retain the vehicle's maintenance service and inspection records; and
3. ensure that any failure or fault which arises with any of the covered components prior to the commencement of this warranty or in relation to which you have rights or remedies other than under this warranty is immediately rectified.

Lodging a claim

To make a claim under your warranty, you must:

1. return the vehicle to an authorised Holden dealer;
2. provide details of your warranty when delivering the vehicle to the authorised Holden dealer and ask the service personnel to lodge a claim for you; and
3. provide other documentation such as proof of servicing, invoices, etc. if required. We will ask for this documentation if needed.

If the vehicle cannot be driven, or cannot be driven safely, you should contact us as soon as possible to arrange any necessary repairs.

In an emergency

If, in an emergency, a repair is required of a kind covered by this warranty to enable the vehicle to be operated safely, and we are not available, you may have the repair performed by any authorised Holden dealer or qualified repairer but only to the extent that it is necessary to enable the vehicle to be operated safely.

Whether or not the repairs are completed at this time, you, or the repairer, must contact us on 1300 632 407 on the next working day to discuss the mechanical failure and obtain our authorisation.

Important information when making a claim

In some instances, you may be asked to complete the “Emergency claim form” located on page 31 of this warranty document. The appointed emergency repairer must also complete the repair instructions.

We will not compensate you for any loss of time, inconvenience, commercial or other direct or indirect consequence as a result of the vehicle failure covered and repaired or replaced under your warranty.

There will be some instances where repairs cannot be authorised until the vehicle has been dismantled.

In this case, we will need your authority to dismantle the vehicle for proper diagnosis prior to commencing any repairs.

Provided that the problem is covered by your warranty, repairs will be authorised. In instances where the problem is not covered by your warranty, you will be responsible for all costs associated with dismantling the vehicle.

Our privacy policy

GM Holden complies with the National Privacy Principles. GM Holden respects the rights of individuals to determine to whom they give their personal information and how this information is used. GM Holden collects and uses your information in order to provide better customer service by striving to meet your needs and expectations about our cars and other products. We will not sell your information to any other organisation. We will be fair and open about the way we collect information about you and what we intend to do with the information. We share information about you with our affiliated companies and related companies, like General Motors, Daewoo, SAAB and contracted service providers, as well as Dealers to assist them to improve the quality and standard of service they provide to you. We also provide information to industry bodies and others for the purposes of audits of our records. Our Dealers, affiliated companies and related companies share information with us about you so that we can learn more about your expectations of us and how we can meet them. Where practicable, we will collect personal information directly from you. If we receive information about you from someone else or provide information to someone else about you, like our Dealers or contractors providing services to us, wherever possible we will make sure they comply with the Privacy Act. We will be open with you about the kinds of personal information we hold and what we do with it. We will strive to ensure that information about you is accurate when we collect or use it. Wherever possible and appropriate we will let you see the information we hold about you and correct it if it is wrong. If we do not grant you access to your personal information we will tell you why. We will keep your information secure. Only properly authorised people are permitted to see or use it. We will take steps to protect your privacy if we send personal information about you outside Australia. When we no longer use your information we will take care to properly de-identify

it or destroy it. If you are unhappy with the way we have collected, used or shared your information we will investigate and respond to your complaint. Please contact GM Holden's Customer Assistance on 1800 033 349 or email us at customerassistance.holden@gm.com

For more information about GM Holden's use of personal information, visit www.holden.com.au

Your authority

By completing the Holden Extended Factory Warranty application, you consent and authorise Holden to collect, maintain, use and disclose your personal information in the manner set out above in this privacy policy.

If at any time you provide the personal information of another person to us, then you must first ensure that the person (or their parent or guardian if they are under 18) has read and understood this statement and separately consented to that personal information being used and disclosed for the above purposes.

Information on financial services provided by Allianz and its representatives

Where Allianz provides any general advice and dealings in financial services in relation to this Holden Extended Factory Warranty, it does so under an authority to do so pursuant to its Australian Financial Services Licence (AFSL). Allianz has a binding authority from Holden, which means it can issue, vary and dispose of the warranty as if it were Holden (subject to the Holden guidelines). Allianz's employees provide these services for us under its AFSL.

Where any authorised Holden dealer provides any general advice and dealings in financial services in relation to this product, it does so as an authorised representative of Allianz under Allianz's AFSL. They will tell you when they are acting in this capacity. Allianz has authorised these dealers to act in accordance with Allianz's authority from Holden.

Details of what the authorised Holden dealers receive by way of remuneration in relation to this Holden Extended Factory Warranty are specified under "Costs" (refer to "Costs" section on page 11 of this warranty document).

Allianz's remuneration for its role is derived from the premium it receives on insurance it issues to Holden to cover Holden for certain of its liabilities arising under these warranties; where they fall within Allianz's eligibility criteria. Holden takes the premium it pays for this insurance into account when calculating the base price it will charge for this product, as this is one of the costs to Holden of issuing the warranty. Allianz pays Holden Insurance Services, ABN 15 006 507 740, an agreed percentage of up to 5% of the premium it receives. Allianz's employees are paid an annual salary that may include bonuses based on performance criteria (including sales performance) and achievement of company goals. They are not otherwise remunerated for any advice or dealing service that they provide to you.

If you require more information on our remuneration or that of our representatives please contact us within a reasonable time after being given this document and before any financial service is provided to you by us or our representatives.

Warranty transfer request form

Holden Extended Factory Warranty certificate number:

Should you sell your vehicle privately while your warranty is still current, you may request the warranty administrator to transfer the warranty to the new owner, subject to the warranty conditions and approval.

Please complete the details below and return this form accompanied by copies of each of the following:

- A copy of the receipt of vehicle sale.
- Complete and compliant Scheduled service records.
- Roadworthy certificate or vehicle inspection report.
- The transfer fee of \$75 (including GST).

(Do not send cash)

(Please Use Block Letters)

Name of owner (include ABN if Company): _____

Address _____

_____ Postcode _____ Phone _____

Vehicle registration no. _____ Odometer reading at
date of transfer _____ kms

Date sold / /

Name of owner (include ABN if Company): _____

Address _____

_____ Postcode _____ Phone _____

Signature of current owner _____ Date _____

Signature of new owner _____ Date _____

Transfer of ownership is only available where the plan price has been paid in full by you and the vehicle is not sold to or through a motor dealer or motor trader.

Transfer fee \$75.00 (including any GST).

Important Notice: Signing and sending this document to us does not effect the transfer. Transfer is only effective when it has been accepted and approved by us by responding to the person requesting this transfer in writing.

**Send to: Holden Extended Factory Warranty,
GPO Box 5432 Melbourne, Vic 3001**

Emergency claim form

**Holden Extended Factory Warranty
certificate number:**

Warranty Details

Name of owner (include ABN if Company): _____

Address _____

Postcode _____

Business telephone No. _____ A.H. _____

Are you registered for GST purposes?

No Yes What is your ABN?

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| : | : | : | : | : | : | : | : | : | : |
|---|---|---|---|---|---|---|---|---|---|

Have you claimed an input tax credit on the GST amount applicable to this warranty?

No Yes Is the amount claimed less than 100% of the GST applicable to the plan price?

No Yes Specify the % amount claimable %

Are you entitled to claim an input tax credit for repairs or replacement of your vehicle?

No Yes Is the amount claimable less than 100%?

No Yes Specify the % amount claimable %

Vehicle Details

Registration No. _____ Date of purchase / /

Selling dealer's name _____

Vehicle Make & Model _____

Year of manufacture _____

Has the vehicle been modified from the manufacturer's specification?

No Yes provide details

Details

Continued over page

Emergency claim form continued

Claim Details

Date of loss / /

Odometer reading at loss _____kms

Description of problem _____

Did you have any warning or indications of a problem occurring prior to the loss?

No Yes please give details _____

Has the account been paid? No Yes

Was the vehicle towed? No Yes please enclose a copy of the towing invoice

Declaration

I hereby declare that the information above is true and correct to the best of my knowledge and belief and I have complied with all the conditions of the warranty.

I consent to the warranty administrator using my personal information I have provided on this form for the purpose of processing my claim. I understand that if I choose not to provide the required details, this is my choice; however, the warranty administrator may not be able to process my claim.

I consent to the warranty administrator disclosing my personal information to or collecting additional information about me from investigators, legal advisers, third parties as permitted or required by law.

Your signature _____

Date / /

(The issue or completion by you of this form does not constitute any admission of liability by the dealer or the warranty administrator)

**Important: Repairer information
to be completed on next page**

To be completed by repairer

Holden Extended Factory Warranty
certificate number: _____

Repairer

Accounts will not be accepted unless they include the repair authority number supplied by the warranty administrator.

Repairer Information

Company name _____

Contact name _____

Address _____

_____ Post code _____

Bus. tel. no. _____ Hourly labour rate \$ _____

Vehicle Information

Make _____ Model _____ Yr of manu. _____

Reg. no. _____ Current odometer reading _____ kms

Nature of Repair

Description of repair _____

Description of Rectification

| Parts used | Cost |
|------------|------|
|------------|------|

| | |
|----------|----------|
| 1. _____ | \$ _____ |
|----------|----------|

| | |
|----------|----------|
| 2. _____ | \$ _____ |
|----------|----------|

| | |
|----------|----------|
| 3. _____ | \$ _____ |
|----------|----------|

| | |
|----------|----------|
| 4. _____ | \$ _____ |
|----------|----------|

| | |
|----------|----------|
| 5. _____ | \$ _____ |
|----------|----------|

Total labour hours _____

Total cost of repair (including parts, labour & GST) \$ _____

Repair authorisation number. _____

(If insufficient space, please attach any additional pages).

I/we hereby declare that the above information given is true and correct.

Signature _____ Date _____

REPAIR REPRESENTATIVE'S STAMP:

Authorised Repairer's No: _____

Send to: Holden Extended Factory Warranty,
GPO Box 5432 Melbourne, Vic 3001

Scheduled service record

**Holden Extended Factory Warranty
certificate number:**

These records will be required in the event of a claim.

| | | |
|-----------------------|-------------------------|---------------------------|
| 1st Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 2nd Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 3rd Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 4th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |

IMPORTANT: For your own protection ensure that your servicing dealer enters details and stamps each service.

Scheduled service record

Holden Extended Factory Warranty
certificate number:

These records will be required in the event of a claim.

| | | |
|--------------------------------------|---|---------------------------|
| 5th Service | | |
| Date of service / / | km at service <input type="text"/> km | Vehicle Registration No. |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp <input type="text"/> | | |
| 6th Service | | |
| Date of service / / | km at service <input type="text"/> km | Vehicle Registration No. |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp <input type="text"/> | | |
| 7th Service | | |
| Date of service / / | km at service <input type="text"/> km | Vehicle Registration No. |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp <input type="text"/> | | |
| 8th Service | | |
| Date of service / / | km at service <input type="text"/> km | Vehicle Registration No. |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp <input type="text"/> | | |

IMPORTANT: For your own protection ensure that your servicing dealer enters details and stamps each service.

Scheduled service record

Holden Extended Factory Warranty
certificate number:

These records will be required in the event of a claim.

| | | |
|-----------------------|-------------------------|---------------------------|
| 9th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 10th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 11th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 12th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |

IMPORTANT: For your own protection ensure that your servicing dealer enters details and stamps each service.

Scheduled service record

Holden Extended Factory Warranty
certificate number:

These records will be required in the event of a claim.

| | | |
|-----------------------|-------------------------|---------------------------|
| 13th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 14th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 15th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |
| 16th Service | | |
| Date of service | km at service | Vehicle Registration No. |
| / / | <input type="text"/> km | |
| Servicing Dealer Name | | R.O./Invoice No. |
| Service Adviser Name | | Service Adviser Signature |
| Dealer Stamp | | |
| <input type="text"/> | | |

IMPORTANT: For your own protection ensure that your servicing dealer enters details and stamps each service.

Notes

Notes

holden.com.au

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