

[Insert Date]

[Addressee Name]
[Address]
[Suburb State Post Code]

Dear [Addressee Name],

**You are entitled to a refund
Policy No. [insert policy number]**

We think you have paid for insurance you didn't need. And if you agree, we'll be happy to fully refund your premium, including interest.

I'm referring to the Guaranteed Asset Protection (GAP) insurance policy you bought from (insert introducer name) on (insert date).

Why your GAP insurance policy may not be necessary

If your vehicle is written off, GAP insurance covers the difference between the amount you're paid by your Comprehensive Motor Vehicle Insurer and the loan balance outstanding on your finance agreement, this is also commonly referred to as a 'gap'.

After reviewing your policy, we believe there was unlikely to be a gap because you paid for more than 20% of the vehicle upfront. This means your GAP insurance policy may have limited benefit or even may be unsuitable for you. The attached Fact Sheet provides more information if you need it.

Would you like to keep your insurance or cancel it and get a full refund?

You now have two options:

You can keep your policy

You won't receive any refund but you will continue to be covered.

Or

You can cancel your policy

We'll give you a full refund of (insert premium plus interest), including interest.




What you need to do

- Please complete the table below, then scan or take a photo of this page and email it to addonrefunds@qbe.com; or
- Post a copy of it to QBE Motor Trade Refund, Lvl 2, 60 Station Street, Parramatta NSW 2150.

If you respond within 30 days that will help us get your money back to you quickly. We'll post your cheque within 30 days. But of course you can still request your refund after that time.

GAP insurance policy number:	<auto population>
Insured Name:	<auto populate using first policy holder name>
Please tick one option only:	
1. I want to keep my policy <input type="checkbox"/>	OR 2. I want to cancel my policy and receive a full refund <input type="checkbox"/>
Contact telephone number:	
Email address:	

If you need help or further information please

-  Read the attached Fact Sheet
-  Phone us on 1300 022 509
-  Email us at addonrefunds@qbe.com

Yours sincerely,

[insert signature]

Matt Lawler
National Distribution Manager
CTP & Motor Trades
Consumer & Retail Partnerships
QBE Australia