

customer assistance program

DataDotAM is committed to keeping you on the road in your protected vehicle with Autosaver Customer Assistance.

Your DataDotDNA Vehicle PIN

If after the purchase, installation and registration of the DataDotDNA Vehicle System, your protected vehicle is stolen and –

- Not recovered; or
- Recovered but subsequently declared an insurance write-off by your insurance company, then we will meet the first \$1,000 of your insurance theft excess to help you get back on the road sooner.

To be eligible for our assistance package, you must satisfy the following conditions:

- The DataDotDNA Vehicle System must be purchased from an Authorised DataDotDNA Selling Agent;
- The DataDotDNA Vehicle System warning decals, as supplied after registration confirmation, must at all times be properly fitted to the protected vehicle;
- The protected vehicle must be insured by a recognised insurance company licensed to operate in Australia;

- Your insurer must be notified that you have DataDotDNA applied to your vehicle;
- Have DataDotDNA re-applied to any components replaced due to accident damage;
- The protected vehicle must be fitted with a functional OEM immobiliser or have a functional aftermarket immobiliser complying with Australian/New Zealand Standard for vehicle immobilisers (AS/NZS 4601:1999).

This service will be available for five (5) years from the later of the sale or installation date (the 'effective date') of the DataDotDNA Vehicle System indicated on the DataDotDNA Registration Form. In the event of the service being utilised, your entitlement to further recourse is terminated.

The service attaches to the initial sale and installation of The DataDotDNA Vehicle System as subject to the above conditions, and may not be transferred with any transfer of ownership of the protected vehicle.

DEFINITIONS

"We/us/our" means DataDotAM Pty Ltd.

"You/your" means the owner who registered the protected vehicle with the DataDotDNA Vehicle System.

"The Service" means the after sales service provisions as contained in this document and all of its terms and conditions.

"Actual Cash Value" means the current, average retail value of the protected vehicle, including all appropriate adjustments for mileage or optional equipment, as at the date of loss.

"Date of Loss" means the date on which your insurance company determines the total loss to the protected vehicle occurred.

"Total Loss" means the protected vehicle is deemed a total loss by your primary insurance company, solely due to the theft of the entire vehicle (whether or not the protected vehicle has been recovered) or due to constructive total loss from a collision that results from any incident relating to the theft of the protected vehicle.

"Protected Vehicle" means a vehicle properly registered with DataDot as a vehicle with the DataDotDNA Vehicle System warning details properly affixed.

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EXCLUSIONS

- (a) That material facts have been withheld by you, or misrepresented or in the event of fraud by you;
(b) Resulting from an intentional act, forgery or any criminal or illegal act committed by you at your direction.
- You will not be eligible for this service if the total loss –
 - Occurs prior to the effective date;
 - Is due to confiscation or repossession of the protected vehicle;
 - Is due to theft when the protected vehicle is left unlocked or with the keys in vehicle;
 - If you do not immediately report the theft of the reported vehicle to the Police.
- There is no payment due as part of the service for incidental or consequential expenses such as, but not limited to, loss of time or use, inconvenience, personal injury or property damage.
- The provision of the service is subject to all of the terms and conditions set forth within this document and are in lieu of all other expressed guarantees, warranties or liabilities. In no case shall we be liable for any consequential or incidental damages for breach of this Agreement, expressed or implied, whatsoever. No person or representative is authorised to assume any liability other than as expressed herein, in connection with the sale of the DataDotDNA Vehicle System.

PAYMENT PROCEDURES

In the event of a total loss, you shall provide the following documentation to DataDotAM Pty Ltd at the address shown below, within thirty (30) calendar days of the date of your primary insurance company's final settlement. Failure to submit a claim hereunder in a timely manner will result in loss of eligibility for the service.

- A complete legible copy of the protected vehicle's policy of insurance;
- A complete legible copy of the primary insurance company's settlement statement, including cause of loss and gross settlement amount;
- A complete legible copy of the Police Report made for the incident. Such Report shall include the date of loss and the protected vehicle mileage as at the date of loss as well as the circumstances involved in the total loss;
- Any other reasonable documentation that is requested by us in order to complete your request for claim payment.

Upon timely submission of proper documentation indicating that the DataDotDNA Vehicle System failed to prevent the theft and subsequent recovery of the protected vehicle, we will within seven (7) days of receipt and verification of the documents, pay to your insurer the sum of up to \$1,000 to be applied towards payment of your theft excess.

You may direct all enquiries, including claim information regarding this Agreement to:

DataDot^{AM}

DatadotAM Pty Ltd / 27 Birubi Street / Coorparoo QLD 4151 Australia
T 1300 DATADOT / F 07 3394 3966 / E info@datadotam.com.au