



Marine, Cargo & Transit

Nominated Items In Transit Supplementary Product Disclosure Statement

Date of preparation: 17 July 2024

Effective date: 19 July 2024

360MCTNIITSPDSV124



360 Marine, Cargo & Transit Pty Ltd **ABN** 98 666 683 763 is an Authorised Representative (**AR** 1302961) of
360 Underwriting Solutions Pty Ltd **ABN** 18 120 261 270, **AFSL** 319181
Suite 1, Level 18, 201 Kent Street, Sydney, NSW 2000

Nominated Items In Transit Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) sets out important changes to the Nominated Items In Transit Insurance Policy Wording and Product Disclosure Statement prepared on 11 November 2021 (PDS).

This SPDS was prepared on 17 July 2024 and applies to policies with a commencement date or a renewal effective date on or after 19 July 2024. It is issued by Berkshire Hathaway Specialty Insurance Company (incorporated in Nebraska, USA) **ABN 84 600 643 034, AFS Licence No. 466713.**

This SPDS should be read together with your PDS and Policy Schedule.

Change 1: Who acts for the insurer

The text under the heading “*Who acts for the insurer*” on page 4 of the PDS is deleted and replaced with the following:

About 360 Marine, Cargo and Transit Pty Ltd

360 Marine, Cargo & Transit Pty Ltd **ABN 98 666 683 763** (360 Marine) is an Authorised Representative (**AR 1302961**) of 360 Underwriting Solutions Pty Ltd **ABN 18 120 261 270, AFSL 319181**. 360 Marine has an authority from the **insurer** to arrange, enter into/bind and administer this insurance for the **insurer**. This means that 360 Marine will be acting as agent for the **insurer**, not for the persons covered.

360 Marine contact details are:

Telephone. 1800 411 580
Post. Suite 1, Level 18, 201 Kent Street
Sydney, NSW 2000

All references to ‘SURA Pty Ltd **ABN 36 115 672 350, AFSL 294313** trading as SURA Marine’ (SURA Marine) are to be replaced with “360 Marine”.

The Nominated Items In Transit Insurance is no longer distributed by SURA Pty Ltd. It is now distributed by 360 Marine.

Change 2: Privacy Statement and Policy

The *Privacy Statement* on page 22 of the PDS is deleted and replaced with the following:

In this Privacy Statement, the use of “**we**”, “**our**” or “**us**” means 360 Marine, its related bodies corporate, and the **insurer** unless specified otherwise. In this Privacy Statement, the use of “personal information” includes sensitive information.

We are committed to protecting the privacy of the personal information **you** provide to **us**.

The *Privacy Act 1988* (Cth) contains the Australian Privacy Principles which require **us** to tell **you** that **we** collect, handle, store and disclose **your** personal and sensitive information for the specific purpose of:

- + deciding whether to issue a **policy**;
- + determining the terms and conditions of **your policy**;
- + compiling data to help develop and identify other products and services that may interest clients; and
- + handling claims.

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- + whether the information or opinion is true or not;
- + whether the information or opinion is recorded in a material form or not.

Sensitive information includes, amongst other things, information about an individual’s racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information or templates.

You have given **us your** consent to collect, use and disclose **your** personal information in order to provide **you** with the relevant services and/or products.

When **you** give **us** personal information about other individuals, **we** rely on **you** to have made or make the individual aware that **you** will or may provide their personal information to **us** and the types of other parties and service providers **we** may provide it to, the relevant purposes **we** and the other parties and service providers will use it for, and how they can access it. If **you** have not done or will not do either of these things, **you** must tell **us** before **you** provide the relevant personal information to **us**.



Marine, Cargo & Transit

We disclose personal information to other parties and service providers whom **we** believe are necessary to assist **us** and them in providing the relevant services and/or products. For example, in handling claims, **we** may have to disclose **your** personal and other information to other parties and service providers such as **our** claim management partner, other insurers, reinsurers, loss adjusters, external claims data collectors, investigators and agents, facilitators, assessors or other parties as required by law. **We** limit the use and disclosure of any personal information provided by **us** to them to the specific purpose for which **we** supplied it.

We may disclose **your** personal information to **our** insurers, reinsurers, related entities and service providers overseas, including but not limited to New Zealand, Singapore, United Kingdom, the Philippines, India, the European Union and the United States of America. **We** will only do this where it is reasonably necessary for, or directly related to, the functions, services or activities **we** provide to **you**.

If **you** do not provide the personal information requested and/or do not provide **us** with **your** consent to the use and disclosure of **your** personal information as set out in this Privacy Statement, **your** insurance application may not be accepted, or **we** may not be able to administer **your** policy.

If **you** would like a copy of **our** Privacy Policies, would like to seek access to or correct **your** personal information, opt out of receiving materials **we** send, complain about a breach of **our** privacy or **you** have any query on how **your** personal information is collected, stored or used, or any other query relating to how **we** handle **your** personal information, please contact **us**.

Change 3: Complaints and Disputes Resolution Process

The *Complaints and Disputes Resolution Process* on page 22 of the PDS is deleted and replaced with the following:

Complaints and Disputes Resolution Process

In this Complaints and Disputes Resolution Process, the use of **'we'**, **'our'** or **'us'** means 360 Marine and the **insurer** unless specified otherwise.

Our complaints process

We view seriously any complaint made about **our** products or services and will deal with it promptly and fairly. If **you** have a complaint, please first try to resolve it by contacting the relevant member of 360 Marine.

Complaint – insurance product

If **you** have a complaint or concern about the insurance product provided by the **insurer**, **you** may escalate **your** complaint by contacting Berkshire Hathaway Specialty Insurance (BHSI) directly:

Berkshire Hathaway Specialty Insurance

Email. complaints.australia@bhspecialty.com
Post. GPO Box 650, Sydney, NSW 2001

BHSI will attempt to resolve the matter in accordance with its BHSI Complaints Review Process. For more information on how BHSI handle complaints, or to obtain a copy of the BHSI Complaints Review Process, go to www.bhspecialty.com/aus/aus-disclosures/ or contact BHSI by email to the above.

Complaint – service

If **you** have a complaint or concern about the service **you** have received from 360 Marine, **you** may escalate **your** complaint by contacting 360 Marine:

Telephone. 1800 411 580 (freecall)
Email. idr@360uw.com.au
Post. Attention IDR Officer
Suite 1, Level 18, 201 Kent Street,
Sydney, NSW 2000

Review by the Australian Financial Complaints Authority (AFCA)

If **we** cannot resolve **your** complaint, or **you** are dissatisfied with the response, **you** can contact AFCA for an independent external review at no cost to **you**, subject to its terms of reference. **We** are bound by any determination by AFCA, but the decision is not binding on **you**. AFCA can be contacted:

Australian Financial Complaints Authority

Telephone. 1800 931 678
Email. info@afca.org.au
Post. GPO Box 3, Melbourne, VIC 3001
Online. www.afca.org.au





360

Marine, Cargo & Transit

Suite 1, Level 18
201 Kent St
Sydney, NSW 2000

