

Target Market Determination

AUTOMOTIVE DEALER SERVICES P/L (ADS)

Introduction

The following is the Target Market Determination (TMD) for the ADS Dealer Warranty program as administered by Automotive Dealer Services P/L. (ADS) for various motor dealer warranty products which can be purchased from licensed motor vehicle dealers at the time the consumer purchases a vehicle.

Full details of the ADS Dealer Warranty plan are set out in the terms and conditions booklet prepared October 2021 which you should consider before you purchase an ADS Dealer Warranty plan.

ADS administered Dealer Warranty plans are optional and consumers can decide if the warranty plan offered is suitable for their needs.

The TMD does not provide you with any financial product advice and does not consider your personal needs, objectives or financial situation.

The TMD is available from your dealer and continues until amended or withdrawn.

Target Market

The ADS Dealer Warranty plan is designed for customers who purchase a new or used motor vehicle from an ADS motor dealer and wish to protect themselves against the cost of having to pay for the cost of repairs if the vehicle suffers a breakdown not covered by the standard dealer warranty, as well as the certainty and convenience of having the repair cost covered, having regard to the ACL rights and remedies that might be in existence.

ADS Dealer Warranty Plan

ADS administered dealer warranties that are sold to consumers provide comprehensive cover against defects in material and/or workmanship for extended periods and kilometers. The consumer can choose the term period and nominate the kilometer limit of the dealer warranty which best suits their needs.

If the consumer chooses to cancel the dealer warranty plan during the statutory warranty period (3 months/5,000km's) or while there is a balance of new car warranty valid, the consumer will be entitled to a full refund of the amount paid for the plan.

Distribution

The dealer warranty plan may be offered for sale to consumers by various participating licensed motor dealers. The plan may overlap with guarantees set out under Australian Consumer Law (ACL), however the dealer warranty plan offers benefits that are in addition to your rights under ACL. These include and are not limited to:

Benefits:

Loan vehicles and reimbursement costs for hire vehicles.

Towing costs.

Road-Side Assistance (if applicable).

Ease of remedy or repair for mechanical and electrical faults that may arise.

Speed of claim approval (99% same day approval).

Priority repairs (no waiting time for diagnosis or repairs subject to parts availability).

Accommodation reimbursement for claims arising more than 100km from the consumers residence.

Cover for items that may be considered maintenance under certain circumstances.

Cover for items that may fall outside ACL consumer guarantees.

All repairs guaranteed for the life of the warranty.

Distribution Conditions & Restrictions

ADS Dealer Warranty plan must offer consumers a minimum of 2 years or 40,000km's regardless of the km's on the odometer at the time of purchase.

The dealer warranty plan must not have onerous servicing conditions.

The dealer warranty plan must not require tied servicing conditions.

The dealer warranty plan must not offer a warranty that has a claim limit less than \$5,000 per claim.

The dealer warranty plan is not for sale to consumers who have not purchased the vehicle from the selling dealer that sells the dealer warranty.

The dealer warranty plan is not for sale to consumers where it is known, or reasonably should be known, to the dealer that the consumer will not receive a benefit because of the warranty plan term period or kilometer limitation. For example - where the consumer has advised that they will sell or trade the vehicle before or soon after the manufacturer's warranty expires.

ADS Review:

ADS review claims each month. If ADS receives complaints from consumers relating to claims or identifies breaches of distribution obligation guidelines by dealers or their representatives, ADS will immediately contact the dealer representative and management of the dealership to address the breaches.

ADS will provide email confirmation to the consumers who lodge a complaint and review the complaint within 24 hours.

Consumers can contact ADS Claims by email or phone for a review if they are not satisfied with the claims process or claim outcome.

Distributors of ADS administered dealer warranty contracts must notify ADS within 1 business day of any complaint or concern in relation to a dealer warranty plan if contacted by a consumer.

The TMD will be reviewed by ADS at regular intervals of not more than 12 months or earlier if there are complaints suggesting the TMD may not be appropriate.

Questions and Contact Details

sales@dealerservices.net.au

Ph: 1300 798 796