

One pager summary of submissions

Issues	Stakeholder views
Premium increases on renewal notices and components pricing	<ul style="list-style-type: none">• There was broad support among the industry, consumer groups and regulators to disclose previous year's premiums on renewal notices.• Many stakeholders supported the ACCC's recommendation in its First Interim Report on Northern Australia Insurance Inquiry to mandate a link to MoneySmart, disclosing costs that count toward sum insured and disclosing the sum insured and excess on renewal notices.• While there was in-principle support for component pricing, there are differences in views on the breakdown of components.• Some stakeholders raised concerns about disclosure in certain classes of general insurance and suggested exemptions for certain types of insurance may be required.
Standard cover regime	<ul style="list-style-type: none">• The current standard cover regime was considered outdated and warrants review.• Some stakeholders supported adopting minimum standards and basic defaults with options for insurers to add extras. It was also suggested that disclosure requirement for insurers be strengthened where their products deviate from the standard cover.
Standardised definitions of key terms	<ul style="list-style-type: none">• There was a general consensus that Government, in consultation with stakeholders, should standardise the definitions of key terms for general insurance, in particular for definitions related to natural disasters.• Some stakeholders supported standardising the terms of exclusions.
Key Fact Sheets	<ul style="list-style-type: none">• Most stakeholders supported reviewing the usefulness of Key Fact Sheets (KFS) and suggested undertaking a cost-benefit analysis of the KFS and adopting stricter standards on the current design to improve consumer understanding.• A few stakeholders did not support the continued use of the KFS highlighting that it may mislead consumers due to its oversimplification of insurance products. There was also a view that improving the Product Disclosure Statement and/or the standard cover regime may make the KFS redundant.
Modern approach to disclosure	<ul style="list-style-type: none">• Innovation and insurers' use of modern technology to communicate information to consumers should be encouraged.• Some stakeholders suggested updating the legislation to ensure insurers are not prohibited from using modern technology to communicate effectively with consumers.• While there are opportunities to use modern technology, there should be a careful assessment of the risks and benefits of different approaches. Stakeholders were conscious of the limits of consumers' attention and their ability to process information.