



VITARA CAREPILOT®
More than just technology.

DISCOUNTS GUIDE

WELCOME TO VITARA CAREPILOT & THANK YOU FOR TRUSTING US AS YOUR COPILOT IN CARE

The Vitara CarePilot Discounts Guide is designed to help customers understand the available savings that may apply to the Peace of Mind Plan, sensor purchases, and other eligible service related charges. This guide outlines current offers, eligibility criteria, and the conditions that apply to each discount so you can make informed decisions with confidence. Please read it carefully and keep it for future reference.

CONTACT DETAILS

This booklet provides essential information about your product/s and service with us. If you have any questions or require assistance, we're here to help. Reach out to us today!

General Enquiries: info@vitaracarepilot.com

Website: www.vitaracarepilot.com

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CONTENTS

- 1 Overview.....3**
- 2 Discounts.....3**
- 3 STANDARD PLAN BILLING DISCOUNT.....4**
 - Standard Plan Billing Discount4**
 - Billing Frequency Eligibility Criteria.....4
 - Standard Plan Billing Discount.....5**
 - Calculation details.....5
- 4 Loyalty Discount.....6**
 - Loyalty Discount Schedule.....6**
 - Loyalty-Discount Eligibility Criteria.....7
 - Example:** Loyalty Discount applied to Annual Billing after the standard 10% annual billing discount.....7
 - Calculation details.....8
- 5 Multi-Sensor Purchase Discount.....9**
 - Multi-Sensor Discount Structure.....9**
 - Multi-Sensor Purchase Discount Eligibility Criteria.....9
 - Example:** Multi-Sensor Purchase Discount for 6 Sensors Purchased.....10
 - Calculation details.....10
 - Example:** Loyalty Discount applied to Annual Billing after the standard annual billing discount11
 - Calculation Details.....11
- 6 The Founder’s Club Discount.....12**
 - Founder’s Club Discount Schedule.....12**
 - Eligibility Criteria for The Founder’s Club Discount.....12
 - Example:** Founder’s Club Discount applied sequentially to Peace of Mind Plan billing.....13
 - Sensor Discount Schedule for Founder’s Club Members.....13
- 7 Important Information.....14**

OVERVIEW

This Vitara CarePilot Discounts Guide should be read together with, and forms part of, the Vitara CarePilot Terms of Service Agreement and Customer Agreement, as updated from time to time. It applies to all new Peace of Mind Plan agreements commencing on or after the applicable effective date.

This guide provides further details about discounts that may apply during the service period, including any eligibility criteria, conditions, and limitations.

Please note that discount structures, availability, and terms may be updated from time to time. The latest version of this guide will be available on our website.

IMPORTANT DISCOUNT CONDITIONS

You may be eligible for discounts such as the **Standard Annual Plan Discount**, the **Loyalty Discount**, the **Standard Multi Sensor Purchase Discount**, and the exclusive **Founder's Club Discount**. We calculate any discounts that apply to your **Peace of Mind Plan**, sensor purchases, or other eligible service related charges, and your total fees will be adjusted to reflect any approved savings. Please refer to the relevant sections of this guide for further details about each discount.

Please note that discounts apply only to future plan charges or eligible purchases and cannot be applied retrospectively to prior payments or billing periods. Plan pricing and any eligible discounts are calculated based on the **minimum required purchase of three (3) Vitara CarePilot sensors**. For further details, please refer to the Important Information Summary in this guide.

If more than one discount applies, **discounts will be applied sequentially** in a predetermined order. For example, if you qualify for a **10% discount** and a **5% discount**, the **second discount** will be calculated on the already discounted amount, rather than applying a combined 15% discount to the original amount.

Where discounts are offered at renewal, including the Loyalty Discount, the discounted renewal pricing may differ from offers available to new customers. Discount availability and terms may change from time to time and may be updated, varied, or withdrawn at renewal.

Please note that all discounts may be subject to rounding adjustments in the final billing calculation.

If there is any inconsistency between this guide and the Vitara CarePilot Terms of Service Agreement or Customer Agreement, the Terms of Service Agreement will prevail.

If you have any questions about the discounts available to you or how they have been applied, please contact us at info@vitaracarepilot.com.

Important Note

'The Founder's Club' Discount is an exclusive offer for a very limited number of early adopters of Vitara CarePilot (see page 12 for more information).

STANDARD PLAN BILLING DISCOUNT

Vitara CarePilot offers one Peace of Mind Plan with monthly, quarterly, and annual billing options. Billing discounts may apply depending on the billing frequency selected.

Standard Plan Billing Discount Schedule

BILLING FREQUENCY	DISCOUNT APPLIED	BEST SUITED FOR	KEY CONSIDERATIONS
Monthly Billing	0% discount applied	<ul style="list-style-type: none"> families or carers seeking maximum flexibility those who prefer lower upfront costs customers who want month to month billing 	<ul style="list-style-type: none"> offers the greatest flexibility no standard billing discount applies higher total cost over time compared with annual billing an additional Founder's Club discount may apply where eligible <p>Note: A discount applies for Founder's Club members: 10% discount applied on monthly plans (see page 12 for details).</p>
Quarterly Billing	5% discount applied	<ul style="list-style-type: none"> families or carers seeking a balance between flexibility and savings customers who prefer fewer billing cycles across the year those comfortable with a three month upfront payment 	<ul style="list-style-type: none"> offers moderate savings compared with monthly billing requires payment every three months less flexibility than monthly billing <p>Note: An additional discount applies for Founder's Club members: 7.5% discount applied on quarterly plans (see page 12 for details).</p>
Annual Billing	10% discount applied	<ul style="list-style-type: none"> families or carers seeking the strongest value across the year customers comfortable paying upfront for a full service period those who prefer fewer billing events and greater Billing certainty 	<ul style="list-style-type: none"> offers the highest standard billing discount requires upfront payment for the full annual period less flexibility than monthly or quarterly billing <p>Note: An additional discount applies for Founder's Club members: 5% discount applied on annual plans (see page 12 for details).</p>

Billing Frequency Eligibility Criteria

- **Monthly Billing:** No standard billing discount applies.
- **Quarterly Billing:** A 5% discount applies where the customer selects quarterly billing and pays three months in advance.
- **Annual Billing:** A 10% discount applies where the customer selects annual billing and pays the full annual amount in advance.

✦ Important Discount Notes

- 1.No standard billing discount applies to monthly billing, unless an additional promotional discount, such as the Founder's Club Discount, applies.
- 2.All Billings include GST and may be subject to minor rounding adjustments.
- 3.Discounts are applied to eligible plan charges in accordance with this guide and any applicable promotional terms.

Example: Standard Plan Billing Discount

All examples are based on the minimum purchase of 3 Vitara CarePilot sensors.

	BILLING FREQUENCY			
	MONTHLY BILLING (Standard Price)	QUARTERLY BILLING (With 5% Quarterly Discount)	ANNUAL BILLING (Standard Price)	ANNUAL BILLING (With 10% Annual Discount)
Peace of Mind Plan	\$69/per month (Standard rate applies)	\$196.65/per quarter (You save \$10.35)	\$828/year (Standard rate applies)	\$745.20/year (You save \$82.80)

📌 **Helpful Reminder:** Discounts apply sequentially, not cumulatively. Each discount is applied to the already discounted amount, not the original amount.

Calculation details

- **Monthly Billing (No standard discounts applied):**
 - **Peace of Mind Plan:** \$69/month
- **Quarterly Calculation (Standard 5% quarterly discount applied)**
 - **Multiply the monthly plan price by 3, then apply the 5% quarterly discount**
 - **Peace of Mind Plan:** $\$69 \times 3 = \207 , then apply the 5% quarterly discount = $\$10.35$; final quarterly Billing = **\$196.65/quarterly.**
- **Annual Calculation (Standard 10% Discount applied):**
 - **Multiply the monthly plan price by 12, then apply the 10% annual discount.**
 - **Peace of Mind Plan:** $\$69 \times 12 = \828 , then apply the 10% annual discount = $\$82.80$; final annual Billing = **\$745.20/year.**



What this means to you? The longer your billing cycle, the more you save. **Monthly billing** offers the greatest flexibility, while **quarterly and annual billing** can reduce your Peace of Mind Plan cost by **up to 10%**. **Annual billing** offers the highest standard billing discount and may suit households seeking greater value across the year.

📌 Important Discount Notes

1. All final amounts include GST and may vary slightly due to rounding. All discounts, whether applied to plan charges or sensor purchases, are calculated and applied to two decimal places. Minor rounding differences may occur in the total amounts shown.
2. No standard discount applies to monthly billing. If a customer is eligible for the Founder's Club Discount, that discount may apply to the Peace of Mind Plan across available billing frequencies, subject to the conditions set out in this guide.
3. All examples are based on the minimum purchase of 3 Vitara CarePilot sensors.
4. For more information, please refer to the Important Information Summary in this guide.

LOYALTY DISCOUNT

Vitara CarePilot values long term customers and may offer **Loyalty Discounts** as a thank you for continued use of the Peace of Mind Plan. These discounts are based on the length of uninterrupted service and are designed to provide increasing savings over time, subject to the conditions of this guide.

Loyalty Discount Schedule

LOYALTY PERIOD	LOYALTY DISCOUNT
Year 0 - 1	No loyalty discount applies
Year 1+	50% discount applied to the first month of your renewed plan, or the equivalent value applied to your selected billing frequency, subject to the conditions of this guide
Year 3+	5% discount applied
Year 5+	7.5% discount applied
Year 7+	10% discount applied

Things to Keep in Mind

1. From Year 2, a loyalty discount equal to 50% of one month's plan value is automatically applied at renewal. For customers on annual billing, this is equivalent to an approximate 4.17% discount on the annual plan charge. For customers on quarterly billing, this is equivalent to an approximate 12.5% discount on the quarterly plan charge. Where applicable, the discount is applied to the already discounted billing amount.

Loyalty Discount Eligibility Criteria

To qualify for a Loyalty Discount, customers must meet the following conditions:

Active Plan

Your Peace of Mind Plan must remain active and uninterrupted for the required period to qualify for a Loyalty Discount. If the plan is cancelled or ends, the eligibility period may reset.

Billing Frequency

Loyalty Discounts may apply across available billing frequencies for the Peace of Mind Plan, subject to the terms of this guide.

Payment Compliance

All plan payments must be made on time to retain eligibility for Loyalty Discounts. Missed or overdue payments may affect the application of any loyalty based discount.

Example: Loyalty Discount applied to Annual Billing after the standard 10% annual billing discount

All examples are based on the minimum purchase of 3 Vitara CarePilot sensors.

LOYALTY PERIOD	LOYALTY DISCOUNT APPLIED	HOW THE DISCOUNT IS APPLIED	PEACE OF MIND PLAN FINAL ANNUAL BILLING
Year 0 - 1	No loyalty discount applies	No additional loyalty discount applies	\$745.20/year
Year 1+	50% of one month's plan value at renewal	50% of one month's plan value at renewal applied to the already discounted annual billing amount	\$714.15/year (You save an additional \$31.05)
Year 3+	5% loyalty discount applied	Applied to the already discounted annual billing amount	\$707.94/year (You save an additional \$37.26)
Year 5+	7.5% loyalty discount applied	Applied to the already discounted annual billing amount	\$689.31/year (You save an additional \$55.89)
Year 7+	10% loyalty discount applied	Applied to the already discounted annual billing amount	\$670.68/year (You save an additional \$74.52)

Note: Discounts are applied sequentially. Each discount is calculated after the previous discount has been applied.

Important Discount Notes:

- From Year 2, a loyalty discount equal to 50% of one month's plan value is automatically factored into your renewal billing. For annual billing, this is equivalent to an approximate 4.17% discount on the full annual plan charge. For quarterly billing, this is equivalent to an approximate 12.5% discount on the quarterly plan charge.
- Discounts are applied sequentially, not cumulatively. For example, the Loyalty Discount is applied to the already discounted annual or quarterly billing amount, not to the original plan price.

Calculation details

Note: Discounts are applied sequentially. Each discount is calculated after the previous discount has been applied.

- **Peace of Mind Plan (standard 10% annual billing discount applied first, followed by any applicable Loyalty Discount):**
 - **Year 0 to 1:** $\$69 \times 12 = \828 , then apply the 10% annual billing discount = $\$745.20$. Final annual billing = **\$745.20/year.** (No Loyalty Discount applies.)
 - **Year 1+:** $\$69 \times 12 = \828 , then apply the 10% annual billing discount = $\$745.20$. The Year 1+ Loyalty Discount is equal to 50% of one month's plan value at renewal, being $\$31.05$. **Final annual billing = \$714.15/year.**
 - **Year 3+:** $\$69 \times 12 = \828 , then apply the 10% annual billing discount = $\$745.20$. Then apply the 5% Loyalty Discount to the already discounted annual billing amount. **Final annual billing = \$707.94/year.**
 - **Year 5+:** $\$69 \times 12 = \828 , then apply the 10% annual billing discount = $\$745.20$. Then apply the 7.5% Loyalty Discount to the already discounted annual billing amount. **Final annual billing = \$689.31/year.**
 - **Year 7+:** $\$69 \times 12 = \828 , then apply the 10% annual billing discount = $\$745.20$. Then apply the 10% Loyalty Discount to the already discounted annual billing amount. **Final annual billing = \$670.68/year.**



What this means to you? Staying with Vitara CarePilot over time may unlock additional savings. From your second year, you **may receive a loyalty discount equal to 50%** of one month's plan value at renewal, or the equivalent value applied to your selected billing frequency. The longer your uninterrupted service continues, **the greater the loyalty discount** that may apply. **These discounts are applied after** any standard billing discount and can increase your total savings over time.

Things to Keep in Mind

1. From Year 2, a loyalty discount equal to 50% of one month's plan value is automatically factored into your renewal billing. For annual billing, this is equivalent to an approximate 4.17% discount on the full annual plan charge. For quarterly billing, this is equivalent to an approximate 12.5% discount on the quarterly plan charge.
2. Discounts are applied sequentially, not cumulatively. For example, the Loyalty Discount is applied to the already discounted annual or quarterly billing amount, not to the original plan price.
3. All final amounts include GST and may vary slightly due to rounding. All discounts, whether applied to plan charges or sensor purchases, are calculated and applied to two decimal places. Minor rounding differences may occur in the total amounts shown.

MULTI-SENSOR PURCHASE DISCOUNT

The Multi-Sensor Purchase Discount provides savings for customers who purchase multiple Vitara CarePilot sensors under the same account and service address.

Multi-sensor discount structure

NUMBER OF SENSORS PURCHASED	DISCOUNT ON SENSORS
1 – 3 Sensors	No discount
4+ Sensors	10% discount applied on the 4 th and subsequent sensors

Multi-Sensor Purchase Discount Eligibility Criteria

To qualify for the Multi-Sensor Purchase Discount, customers must meet the following conditions:

- **Minimum Purchase Requirement**
 - Customers must purchase 4 or more Vitara CarePilot sensors in a single transaction to qualify for the discount.
- **Discount Rate**
 - A 10% discount applies to each sensor starting from the 4th sensor purchased.
- **Same Account and Address Requirement**
 - All sensors must be purchased under the same customer account and registered to a single service address to qualify for the discount.
- **New Purchases Only**
 - The discount applies only to new sensor purchases and cannot be applied retroactively to previously purchased sensors.
- **Sensor Installation and Activation Requirement**
 - All discounted sensors must be installed and activated under the same active Peace of Mind Plan and registered to the same service address.
- **Exclusions**
 - **This discount does not apply to:**
 - sensor replacements provided under warranty
 - sensors purchased without an active Peace of Mind Plan
 - bundled offers or service packages where discounted sensor pricing is already included
- **Combination with Other Offers**
 - The multi-sensor discount cannot be combined with other promotional sensor offers unless explicitly stated in the offer terms.
- **Transferability**
 - The discount is non-transferable and applies only to the original purchaser and registered service address.
- **Offer Availability**
 - The Multi-Sensor Purchase Discount may be changed, withdrawn, or replaced from time to time in accordance with this guide and any applicable notice requirements.

Example: Multi-Sensor Purchase Discount for 6 Sensors Purchased

NUMBER OF SENSORS PURCHASED	BASE PRICE PER SENSOR	DISCOUNT APPLIED	FINAL PRICE PER SENSOR
1 Sensor	\$519	No discount applied	\$519
2 Sensors	\$519	No discount applied	\$519
3 Sensors	\$519	No discount applied	\$519
4 Sensors	\$519	10% discount applied	\$467.10 (You save \$51.90)
5 Sensors	\$519	10% discount applied	\$467.10 (You save \$51.90)
6 Sensors	\$519	10% discount applied	\$467.10 (You save \$51.90)

Helpful Reminder: Multi-sensor discounts only start from the 4th sensor and final prices may vary slightly due to two decimal rounding

Calculation details

- **Sensors 1-3 (No discount):** $\$519 \times 3 = \$1,557$
- **Sensors 4-6 (10% discount per sensor):** ($\$519 \times 10\%$ discount = \$51.90 savings per sensor)
 - Discounted price: $\$519 - \$51.90 = \mathbf{\$467.10}$ per sensor
 - Total for Sensors 4-6: $\$467.10 \times 3 = \mathbf{\$1,401.30}$
- **Grand Total:**
 - $\$1,557$ (Sensors 1-3) + $\$1,401.30$ (Sensors 4-6) = **$\$2,958.30$**
- **Total Savings:**
 - Total savings from the discount: $\$51.90 \times 3 = \mathbf{\$155.70}$



What this means to you? If you are monitoring multiple rooms, purchasing additional sensors can help **reduce the cost per extra sensor** from the 4th sensor onwards. This can make it more affordable to extend coverage across additional bedrooms, bathrooms, and living areas within the home.

Example: Multi-Discount Combination with Annual Billing and Loyalty Discount Applied Sequentially

PEACE OF MIND PLAN EXAMPLE	
DISCOUNT TYPE	DISCOUNT APPLIED
Annual Billing Discount	10% discount applied to the total annual billing amount.
Year 5+ Loyalty Discount	7.5% discount applied to the already discounted annual billing amount.

⚠ Note: discounts are applied sequentially. Each discount is calculated after the previous one has been applied.

Scenario #1

A customer in their **5th year with Vitara CarePilot** has a **Peace of Mind Plan** with **annual billing**.

The **standard 10% annual billing discount** is applied first, followed by the **7.5% Loyalty Discount**.

Peace of Mind Plan:

$\$69 \times 12 = \828 , then apply the 10% annual billing discount = $\$745.20$, then apply the 7.5% Loyalty Discount to $\$745.20$.

Final annual billing = \$689.31/year.



What this means to you? If you qualify for more than one discount, **we apply them sequentially in the order set out in this guide**. This means each eligible discount is applied after the previous one, helping reduce your overall plan charges while keeping the pricing structure clear and consistent.

Important Discount Notes:

1. Discounts are applied sequentially, not as a combined total. For example, a Loyalty Discount is applied to the already discounted annual or quarterly billing amount, not to the original plan price.
2. All final amounts include GST and may vary slightly due to rounding. All discounts, whether applied to plan charges or sensor purchases, are calculated and applied to two decimal places. Minor rounding differences may occur in the total amounts shown.

THE FOUNDER'S CLUB DISCOUNT

The Founder's Club Discount is a limited offer available to a select number of early Vitara CarePilot customers. Eligible customers may receive additional savings on the Peace of Mind Plan, subject to the conditions set out in this guide.

Founder's Club Discount Schedule

Founder's Club members may receive **additional discounts across available billing frequencies** for the Peace of Mind Plan. **These discounts are applied sequentially** on top of any standard billing discount that already applies.

BILLING FREQUENCY	FOUNDER'S CLUB DISCOUNT
Monthly Billing	An additional 10% discount applied
Quarterly Billing	An additional 7.5% discount applied
Annual Billing	An additional 5% discount applied

The Founder's Club Discount Eligibility Criteria

To qualify for the Founder's Club Discount, customers must meet the following conditions:

- **Early Sign-Up Requirement**
 - Must be among the eligible early customers selected for the Founder's Club offer.
- **Eligible Plan and Billing Frequency**
 - The discount applies to the Peace of Mind Plan and may be applied across available billing frequencies.
- **Continuous Active Plan Requirement**
 - The discount remains available only while the customer's Peace of Mind Plan remains active without cancellation or lapse.
- **Discount Application**
 - Founder's Club discounts apply to eligible plan charges only and are applied sequentially with any standard billing discount, where applicable.
- **Exclusions**
 - The Founder's Club Discount does not apply to one time setup costs, including sensors and installation, or to other charges unless expressly stated.
- **Offer Availability**
 - The Founder's Club Discount is subject to availability, eligibility, and any conditions communicated at the time of offer.

Example: Founder's Club Discount applied sequentially to Peace of Mind Plan billing

All examples are based on the minimum purchase of 3 Vitara CarePilot sensors.

	MONTHLY BILLING (Standard rate)	MONTHLY BILLING (Standard rate then with 10% Founders Club Discount applied)	QUARTERLY BILLING (With 5% Standard Quarterly Discount then 7.5% Founders Club Discount applied)	ANNUAL BILLING (With 10% Standard Annual Discount then 5% Founders Club Discount applied)
Peace of Mind Plan	\$69/per month	\$62.10/per month (You save \$6.90)	\$181.90/per quarter (You save \$25.10)	\$707.94/per year (You save \$120.06)

⚠ Note, discounts are applied sequentially; each discount is calculated after the previous one is applied.

Calculation details

- **Monthly Billing**

- **Peace of Mind Plan:** \$69, then apply the **10% Founder's Club Discount = \$62.10/month**

- **Quarterly Billing**

- **Peace of Mind Plan:** $\$69 \times 3 = \207 , then apply the standard 5% quarterly billing discount = \$196.65, then apply the **7.5% Founder's Club Discount = \$181.90/quarter**

- **Annual Billing**

- **Peace of Mind Plan:** $\$69 \times 12 = \828 , then apply the standard 10% annual billing discount = \$745.20, then apply the **5% Founder's Club Discount = \$707.94/year**



What this means to you? As an early Founder's Club customer, **you may receive additional savings** across available billing frequencies for the Peace of Mind Plan, subject to the conditions of this guide.

📌 Helpful Reminder

1. All discounts, whether applied to plan charges or sensor purchases, are calculated and applied to two decimal places. Minor rounding differences may occur in the total amounts shown.

IMPORTANT INFORMATION

Sensor Activation Requirement

- All discounted Vitara CarePilot sensors purchased under the Multi Sensor Purchase Discount must be installed and activated under the same active Peace of Mind Plan.
- This requirement supports eligibility for applicable sensor discounts and ongoing service continuity.
- Failure to install and activate eligible sensors under the same active Peace of Mind Plan may affect discount eligibility.

Minimum Sensor Purchase Requirement

- To support effective environmental coverage and proper service operation, a minimum purchase of three (3) Vitara CarePilot sensors is required for each Peace of Mind Plan.
- This minimum setup is designed to support monitoring across key areas of the home and the benefits included in the plan.

Plan Pricing Notice

- Peace of Mind Plan pricing is based on a minimum purchase of three (3) sensors.
- Plan charges may increase where additional sensors are added, reflecting expanded monitoring coverage, additional data processing, and associated service support.
- Pricing details will be set out in your Terms of Service Agreement.

Discount Application

- Discounts are applied sequentially, not cumulatively. This means each eligible discount is applied after the previous one.
- Final amounts may vary slightly due to rounding. All discounts, whether applied to plan charges or sensor purchases, are calculated and applied to two decimal places. Minor rounding differences may occur in the total amounts shown.

Loyalty Discount Eligibility

- **The Loyalty Discount** becomes available from Year 2 of uninterrupted service, subject to the conditions of this guide.
- To remain eligible, the Peace of Mind Plan must remain active without cancellation or lapse.
- **From Year 2**, the Loyalty Discount is equal to 50% of one month's plan value at renewal.
- **For annual billing**, this is equivalent to an approximate 4.17% discount on the annual plan charge.
- **For quarterly billing**, this is equivalent to an approximate 12.5% discount on the quarterly plan charge.

No Retrospective Discounts

- Discounts cannot be applied retrospectively to prior payments or billing periods. Discounts apply only to future eligible charges once the relevant conditions have been met.

Installation Costs

- Installation costs are not included in plan charges or discount calculations. These costs may vary depending on the service location and installation requirements.

Government Funding Support

- Eligible customers may wish to explore available funding support options, including:
- Support at Home for eligible older Australians, subject to applicable assessment and program requirements
- National Disability Insurance Scheme (NDIS) for eligible individuals, subject to applicable eligibility and funding requirements

Non Refundable Prepayments

- Customers who choose annual billing and receive applicable discounts should note that prepayments for the service period are non refundable, except where required by law or otherwise stated in the Terms of Service Agreement.

Future Service Updates

- Vitara CarePilot may update its service, pricing, or discount structures from time to time in accordance with this guide, the Terms of Service Agreement, and any applicable notice requirements.

NEED HELP?

If you have questions about discount eligibility or how discounts apply to your Peace of Mind Plan, please visit www.vitaracarepilot.com.au/contact or email info@vitaracarepilot.com.