

St Andrew's

Credit Protection

Product Disclosure
Statement including
Policy Wording

Issued by: St Andrew's Insurance
(Australia) Pty Ltd ABN 89 075 044 656
and St Andrew's Life Insurance Pty Ltd
ABN 98 105 176 243

1 June 2017



making banking easier

Credit Protection

Product Disclosure Statement including Policy Wording

This is a very important document. Please read this document carefully to ensure you understand the extent of cover provided by Credit Protection and its limitations. You should store this document in a safe place for your records and future reference.

The information in this document has been prepared without taking into account your objectives, financial situation or needs. Because of this, before acting on the information in this document, you should consider the appropriateness of this product having regard to your objectives, financial situation and needs.

You may wish to speak to an adviser authorised to provide advice tailored for your personal situation before making a decision to apply for Credit Protection.

The preparation of this document was completed on 1 June 2017.

About This Document

Part A: Summary of Credit Protection

Part A of this document is a summary of Credit Protection. It contains the general terms of the Credit Protection policy. Terms defined in Part B of this document have the same meaning in Part A, unless the context otherwise requires.

Part B: Policy Wording

Part B of this document is the Policy Wording which outlines in more detail the terms of your contract with St Andrew's if you purchase the Credit Protection policy. This section details the cover provided and when we will and won't pay under the relevant sections that apply to you. You should carefully read all sections before acting on the information it contains. In the event of any inconsistency between the policy wording and the summary of Credit Protection, the policy wording prevails.

Important information about this document

If you apply for Credit Protection and we confirm your acceptance in writing, this Product Disclosure Statement (which includes the Policy Wording) together with the Application and Policy Schedule form your policy document. Your policy document contains all of the terms and conditions of our contract, including when we will pay a benefit under the policy.

If you received this Product Disclosure Statement electronically and want to obtain a paper copy, please contact St Andrew's for a free copy.

This Product Disclosure Statement can only be used by customers in Australia. In addition to this document, you may also be provided with a Financial Services Guide (FSG) by the person who assists you in arranging this insurance.

Your choice of insurer

You can arrange consumer credit insurance through a different insurer if you wish. This cover is optional and your loan approval is not dependent on you having this type of insurance.

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PART A: Summary of Credit Protection

1. The Product Issuers

St Andrew's Insurance (Australia) Pty Ltd (St Andrew's Insurance) ABN 89 075 044 656, Australian Financial Services Licence No. 239649, is the issuer and the underwriter of the Involuntary Unemployment Cover. Where the duration of the Loan Agreement is 3 years or less, St Andrew's Insurance is the issuer and the underwriter of the Accident & Sickness Cover.

St Andrew's Life Insurance Pty Ltd (St Andrew's Life) ABN 98 105 176 243, Australian Financial Services Licence No. 281731, is the issuer and the underwriter of the Life Cover. Where the duration of the Loan Agreement is greater than 3 years, St Andrew's Life is the issuer and the underwriter of the Accident & Sickness Cover.

In this Product Disclosure Statement 'St Andrew's', 'we', 'our' and 'us' refers to both St Andrew's Insurance and St Andrew's Life.

St Andrew's Insurance and St Andrew's Life each takes full responsibility for the whole of this PDS.

2. Our contact details

St Andrew's can be contacted at:

PO Box 7395

Cloisters Square WA 6850

Telephone: 1300 363 159

Facsimile: 1300 720 722

Email: standrews@standrews.com.au

Website: www.standrews.com.au

3. Introducing Credit Protection

Helping cover your loan commitments when you can't

Getting a new personal loan or mortgage can be an exciting time; you may be looking to the future, looking forward to using the money available to improve your quality of life. However, you can't plan for everything and unexpected things can happen.

Think for a moment about what would happen if you had an Accident or illness that stopped you working, if you suddenly lost your job or, even worse, were to pass away?

How would you or your family continue to meet your Loan repayments?

Credit Protection can help.

Credit Protection at a glance

Credit Protection is consumer credit insurance which is designed to cover your repayment obligations on a personal loan or mortgage if an insured event occurs. Insured events are the involuntary loss of employment, becoming Unfit for Work as a result of sickness or Accident, and death.

Where your Credit Protection policy covers your mortgage, you will remain covered under the same policy even if you close your mortgage or change your lender. If your Credit Protection policy covers a personal Loan, your cover will end when your Loan closes. More information on how this works is on page 23. This product includes certain exclusions as detailed throughout the document. It is important that you carefully consider these exclusions when deciding whether Credit Protection is appropriate for you.

Flexible cover options

Credit Protection allows you to select your own cover combination. As an example, you could choose a single cover type, two or all three types of cover. Involuntary Unemployment Cover can only be purchased where Life Cover and/or Accident & Sickness Cover has been purchased and cannot be purchased on its own.

Summary of Cover

Cover Type	Insures You	What it Pays
Life	If you die	Pays a lump sum as shown on your Policy Schedule equal to your Loan Credit Limit ¹ Also includes a Terminal Illness benefit providing an early payment of the Life benefit in the event of a diagnosed illness with life expectancy less than 12 months
Accident & Sickness	If you can't work due to an Accident or illness	Pays a monthly benefit for up to 36 months or until you are deemed fit to return to Work ¹
Involuntary Unemployment	If you lose your job unexpectedly	Pays a monthly benefit for up to 6 months or until you get another job ¹

1. Maximum benefit limits apply. Refer to page 18 for more information.

4. Am I eligible?

You, as the borrower on the Loan Agreement, and any additional borrowers, are eligible for cover if you are aged 18 years and over and under 61 years of age when you apply for cover and you are an Australian Resident.

For Accident & Sickness and Involuntary Unemployment cover, you also need to be employed as a permanent, Self Employed, casual or fixed-term worker as outlined on page 7.

Employment Type	Description
Permanent	You are working at least 20 hours a week and employed by an organisation carrying on business within Australia.
Self Employed	Includes a person who is a subcontractor or is actively working for remuneration or reward but not as an employee of another. You are working at least 20 hours a week within Australia.
Casual	<p>You are working at least 20 hours a week and employed by an organisation carrying on business within Australia, and your Work is not temporary or seasonal in nature.</p> <p>Please note: You must have been with your employer for at least 12 months before you are eligible to make a claim.</p>
Fixed-term contract	<p>You are working at least 20 hours a week and employed by an organisation carrying on business within Australia.</p> <p>Please note: You must have been with your employer for at least 12 months before you are eligible to make a claim.</p>

5. How do I apply?

You can apply for Credit Protection at any time by completing an application. An application is available from your lender.

If the total of the amounts you insure with us is more than \$750,000 (even if that's across more than one St Andrew's policy), you will also be required to complete an additional questionnaire along with your Application that details your medical history, occupation and other relevant information.

You can cover your loan amount up to \$1.5 million!

Important section related to the questionnaire:

St Andrew's reserves the right to decline your Application as a result of the information you provide in the questionnaire or to accept your Application subject to additional terms, conditions or exclusions. If St Andrew's accepts your Application the Pre-existing Condition exclusion will not apply. Any specific exclusions will be agreed with you in writing and will be listed as exclusions on your Policy Schedule. The remaining terms and exclusions set out within this document will apply unless otherwise varied by your Policy Schedule.

6. Insured events covered by Credit Protection

How does the cover work?

The next few pages will let you know a bit more about how each cover type works to help you decide which combination of cover will be right for you.

Life Cover

How it works

If you have Life Cover and die or are diagnosed with a Terminal Illness, Credit Protection will pay a benefit amount equal to your Loan or Credit Limit as shown on your Policy Schedule.

There are maximum benefit amounts and periods that apply - which are listed in the section 'Limits on what we pay' on page 18.

This cover is also subject to certain exclusions - which are listed in the section "When you are not covered (exclusions)" on page 34 and 35.

Interim Life Cover

As an added benefit and at no additional cost to you, should you die during the period between when you apply for Credit Protection and the date your Loan settles, and you had already submitted your Application for Life Cover, and we would have accepted your Application, we will pay the full amount of your Life benefit.

This additional benefit is subject to the normal eligibility, exclusions and maximum amounts, and provided that the period between your Application and Loan settlement is not greater than 180 days.

This insurance is only temporary and will end when your Loan settles.

<p>How we pay</p>	<p>We will pay a lump sum benefit equal to the amount of your Loan or Credit Limit when you first applied for Credit Protection. This amount will be shown on your Policy Schedule.</p> <p>We will pay the benefit into your Loan account. Any Life benefit in excess of the outstanding Loan balance will be paid to your estate. Any excess Terminal Illness benefit will be paid to you.</p>
<p>Example</p>	<p>3 years after taking out a home Loan and a Credit Protection policy with Life Cover, Richard dies as a result of a motor vehicle accident. Richard had taken out a \$750,000 Loan with \$640,000 still outstanding at the time of his Accident.</p> <p>We will pay his original Loan Credit Limit of \$750,000. This will cover the \$640,000 required to pay the outstanding balance of his home Loan with the remaining \$110,000 being paid directly to his estate.</p>

Accident & Sickness Cover

<p>How it works</p>	<p>Accident & Sickness Cover allows you to concentrate on getting back on your feet if you are off work due to accidental injury or sickness.</p> <p>If you become Unfit for Work for a continuous period that is more than 30 days, we will pay a monthly benefit after the first 30 days for up to 36 months.</p> <p>You will be classified as being Unfit for Work due to Accident or sickness only if you satisfy the conditions set out in Part B of this document.</p> <p>There are maximum benefit amounts and periods that apply - which are listed in the section 'Limits on what we pay' on page 18.</p> <p>This cover is also subject to certain exclusions - which are listed in the section entitled "When you are not covered (exclusions)" on page 37 and 38.</p>
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<p>How we pay</p>	<p>We will calculate a Daily Benefit for each consecutive day that you are Unfit for Work and we will accumulate these Daily Benefit amounts and make Benefit Payments monthly to your Loan, in arrears, during the benefit period. It's important to know that we start calculating this benefit after the first 30 days of you being Unfit for Work.</p>
<p>Example</p>	<p>Matthew has a mortgage Loan of \$700,000 and his minimum monthly repayment is \$5,000, as shown in his Policy Schedule. Matthew suddenly becomes ill and the illness means he is unable to Work or find other Work that suits his experience, education or training. He has not previously experienced this illness. Matthew receives treatment from his doctor (who is a Qualified Medical Practitioner) who certifies Matthew to be Unfit for Work for a period of 8 months. He has not changed Financier, but due to a decrease in his Loan interest rate, at the date he was certified Unfit for Work, his minimum monthly Loan repayment is \$4,800.</p> <p>The monthly benefit will be the greater of:</p> <ul style="list-style-type: none"> a) The minimum monthly repayment as at the date certified Unfit for Work= \$4,800; or b) The monthly Loan repayment indicated in their Policy Schedule = \$5,000; and up to a maximum amount of, c) 1% of the Credit Limit = \$7,000. <p>The greater amount is the monthly Loan repayment indicated on his Policy Schedule, so the benefit paid would be \$5,000 per month for up to the maximum period provided for under the policy.</p>

Involuntary Unemployment Cover

How it works

Involuntary Unemployment Cover helps protect your financial security while you focus on getting back to Work.

If you have Involuntary Unemployment Cover and you become involuntarily Unemployed for a continuous period that is more than 30 days, we will pay a monthly benefit after the first 30 days for up to 6 months for any one claim.

We will consider you to be involuntarily Unemployed depending on your employment type below:

- **Permanent or Casual** - your employer terminates your employment or makes you involuntarily redundant
- **Self employed** - you or your business is declared insolvent or has been placed into insolvency administration as a result of business related debts
- **Fixed-term contract** - your employer terminates your contract early, or makes you involuntarily redundant

If you applied for or purchased Involuntary Unemployment cover more than 60 days after the date your Loan settled, your Qualifying Period is 120 days after the commencement of your new cover. This means that you cannot claim for an event that happens within 120 days of you purchasing Involuntary Unemployment Cover.

A maximum of 6 monthly repayments are payable within any 12 month period. These payments are subject to benefit limits - which are listed in the section 'Limits on what we pay' on page 18.

<p>How it works (continued)</p>	<p>This cover is also subject to certain exclusions – which are listed in the section “When you are not covered (exclusions)” on page 41 and 42.</p>
<p>How we pay</p>	<p>We will calculate a Daily Benefit for each consecutive day from the date you became involuntarily Unemployed and we will accumulate these Daily Benefit amounts and make Benefit Payments monthly to your Loan, in arrears, during a period of Unemployment. It’s important to know that we start calculating this benefit after the first 30 days of you being Unemployed.</p>
<p>Example</p>	<p>Lisa has a personal loan with a minimum loan repayment of \$400 per month. Lisa took out Credit Protection and included the Involuntary Unemployment cover in her policy. The monthly Loan repayment shown on Lisa’s Policy Schedule is \$400. Lisa is employed on a permanent basis. 9 months after taking out her cover, Lisa’s employer goes through a restructure and she is involuntarily made redundant. At the time Lisa is notified of her Unemployment, her minimum monthly repayment under her Loan Agreement is still \$400. It takes Lisa 6 months to find suitable new employment.</p> <p>After the first 30 days, from day 31, we will pay 5 monthly Benefit Payments of \$400 per month into Lisa’s Loan account for the remaining 5 months she is Unemployed. This will be paid, in arrears, as a Daily Benefit of \$13.33 ($\\$400/30$). The total benefit paid for this claim is \$2,000.</p>

7. Exclusions

We can't pay a claim in every situation. It's important to understand when we don't pay – in particular for a disability or death resulting from a Pre-existing Condition.

To try to keep the cost of this protection low, some exclusions do apply. The main exclusions are in the table below. This is not the full list of exclusions. A full list appears in the sections titled "When you are not covered (exclusions)" for each cover type within Part B of this document.

Cover Type	Life	Accident & Sickness	Involuntary Unemployment
Pre-existing Condition	×	×	
Engaging in criminal activities or illegal acts	×	×	×
Congenital diseases and recurrent cancers	×	×	×
Suicide within 13 months from the Commencement Date of your policy	×		
Not being in Work as at the date you became Unfit for Work		×	
Self-inflicted bodily injury		×	
Sickness within the first 30 days from the commencement date of your policy		×	

Cover Type	Life	Accident & Sickness	Involuntary Unemployment
Temporary or seasonal employment, expiry of a fixed term contract			×
Dismissal following formal disciplinary procedures or serious misconduct, voluntary Unemployment, retirement			×
Unemployment within the first 30 days from the Commencement Date of your policy (or within the first 120 days if your Application is made 60 days or more after your Loan settled)			×

8. Pre-existing Conditions Exclusion

We will not pay a Life Cover and/or Accident & Sickness benefit under the policy if you die or become Unfit for Work as a result, directly or indirectly of a Pre-existing Condition (see below explanation).

What is a Pre-existing Condition?

Pre-existing Condition means an illness, sickness, disability or condition relating to your health, which in the 5 years prior to the date you applied for your policy, the date you applied to reinstate your policy or the date you applied to increase your cover (but only in relation to that increase),

- a) existed or you were aware of, or which a reasonable person in your circumstances could be expected to have been aware of; or
- b) you have received medical advice, treatment, diagnosis or care from a Qualified Medical Practitioner; or
- c) you have experienced symptoms, whether or not diagnosed, or where medical investigations had commenced in respect of those symptoms.

However, it is important to note that we will not pay a Life Cover and/or Accident & Sickness benefit under the policy for some health conditions at all. Health conditions for which no benefit is payable are Congenital Conditions (see below explanation), the recurrence of a previous malignant cancer or cancer confirmed to be a metastases (spreading) of the original cancer, any health related conditions listed in 'When you are not covered (exclusions)' in Sections 2 and 3 of this PDS and any other specific exclusions agreed with you in writing and listed as an exclusion on your Policy Schedule.

What is a Congenital Condition?

A Congenital Condition means a condition which develops or is known during pregnancy or is diagnosed or known shortly after birth.

Life Cover Pre-existing Condition example:

Sue is diagnosed with emphysema in 2012. Sue applies for a Credit Protection policy in 2015. After the policy commences, Sue passes away as a result of emphysema. As Sue was first diagnosed with emphysema within the 5 years prior to the date she applied for her policy, it is a Pre-existing Condition so no claim would be paid.

Life Cover - Increase in Cover - Pre-existing Condition example:

In 2012, Peter applies for and is issued a Credit Protection policy that includes Life Cover. At the time he applies Peter had a mortgage Loan of \$300,000. In 2015, Peter is diagnosed with a heart condition. In 2016, Peter applies to increase the limit under his Credit Protection policy, as his mortgage Loan has increased to \$500,000. Peter passes away in 2017 as a result of the heart condition. A claim for Life Cover is made.

As this claim relates to his heart condition, which occurred less than 5 years before he applied for the increase in his Credit Protection policy, the benefit payable would exclude the increase (\$200,000) he applied for in 2016 and the maximum life benefit would therefore be the original Loan limit of \$300,000.

Accident & Sickness Cover Pre-existing Condition example:

In 2013, John is diagnosed with a disc protrusion of the lumbar spine. In 2015, he applies for a Credit Protection policy that includes Accident & Sickness cover. In 2016 John is unable to Work due to the disc protrusion of the lumbar spine and makes an Accident & Sickness claim. As this claim related to his lumbar spine condition, which occurred less than 5 years before the date he applied for his policy, it is a Pre-existing Condition and the claim is not covered by his policy.

9. Limits on what we pay

Cover	Benefit Payable
Life & Terminal Illness	<p>a) We will pay a benefit amount equal to the original Loan amount or Credit Limit as shown on your Policy Schedule.</p> <p>b) The maximum we will pay is \$1,500,000.</p> <p>c) An overall maximum benefit of \$1,500,000 applies for all policies issued to you or under which you are insured by St Andrew's and its related companies.</p>
Example	<p>Katrina had a Credit Protection policy on her \$450,000 home Loan. She had also purchased a Life Cover policy with St Andrew's for \$250,000 a year earlier. Tragically, within just a few months of the Loan settling, Katrina passed away as a result of a sudden Accident. St Andrew's will pay a total of \$700,000, and Katrina's family will not have the additional burden of this debt.</p>
Accident & Sickness Cover	<p>The monthly benefit is the greater of:</p> <p>a) the minimum monthly repayment on your Loan Agreement as at the date you are certified Unfit for Work; or</p> <p>b) the monthly Loan repayment as shown on your Policy Schedule;</p> <p>Up to a maximum of:</p> <p>i) \$12,000; or</p> <p>ii) 1% of your Credit Limit if your Loan is for a mortgage.</p> <p>If you purchased Credit Protection for a mortgage and have changed your lender or closed your Loan, then your monthly benefit will be a fixed amount of 0.75% of the original Loans Credit Limit (with the same maximum monthly and overall limits still applying).</p>

<p>Accident & Sickness Cover (continued)</p>	<p>No more than 36 monthly Benefit Payments (whether or not consecutive) will be paid under this policy.</p> <p>A maximum monthly benefit of \$12,000 and an overall maximum benefit of \$100,000 applies for all Accident & Sickness claims payable to you under all policies issued to you or under which you are insured by St Andrew's and its related companies.</p>
<p>Accident & Sickness Cover Example</p>	<p>Stephanie had a mortgage Loan with Credit Protection which included Accident & Sickness cover. The Credit Limit on her mortgage Loan is \$250,000. The monthly Loan repayment shown on Stephanie's Policy Schedule is \$1,500. Stephanie works full time. 6 months after the Loan commences, in January 2015, Stephanie suddenly injures her lumbar spine and the injury means she is unable to Work or find other Work that suits her experience, education or training.</p> <p>Stephanie has not changed her Loan since applying for Credit Protection and she had not previously had any issues/concerns with her lumbar spine. She undergoes treatment for her lumbar spine injury and is certified Unfit for Work by her doctor (who is a Qualified Medical Practitioner) who certifies her to be Unfit for Work for a period of 13 months.</p> <p>At the date of her diagnosis, the minimum monthly repayment on her mortgage is \$1,650.</p> <p>The monthly benefit payable to Stephanie is \$1,650, as the minimum monthly payment at the date she is certified Unfit for Work is greater than the monthly Loan repayment shown on her Policy Schedule.</p>

<p>Accident & Sickness Cover Example (continued)</p>	<p>This means that the Daily Benefit payable to Stephanie in arrears, after the first 30 days, from day 31, is \$55 (\$1650/30).</p> <p>We will pay this Daily Benefit into Stephanie's Loan account for the remaining 12 months she is unable to Work (being \$1,650 per month). Stephanie returns to Work in February 2016. The total benefit paid for this claim is \$19,800.</p>
<p>Involuntary Unemployment Cover</p>	<p>The monthly benefit is the greater of:</p> <ul style="list-style-type: none"> a) the minimum monthly repayment on your Loan Agreement as at the date of Notification of Unemployment; or b) the monthly Loan repayment as shown on your Policy Schedule; <p>Up to a maximum of:</p> <ul style="list-style-type: none"> i) \$12,000; or ii) 1% of your Credit Limit if your Loan is for a mortgage. <p>If you purchased Credit Protection for a mortgage and have changed your lender or closed your Loan, then your monthly benefit will be a fixed amount of 0.75% of the original Loans Credit Limit (with the same maximum monthly and overall limits still applying).</p> <p>No more than 6 monthly Benefit Payments per claim and within any 12 month period will be payable.</p> <p>No more than 24 Benefit Payments for all claims will be paid under this policy.</p> <p>A maximum monthly benefit of \$12,000 and an overall maximum benefit of \$100,000 applies for all Involuntary Unemployment claims payable to you under any other policies issued to you or under which you are insured by St Andrew's and its related companies.</p>

**Involuntary
Unemployment
Cover
Example**

Tyrone has a personal Loan with a minimum Loan repayment of \$600 per month. Tyrone took out Credit Protection and included the Involuntary Unemployment cover in his policy. The monthly Loan repayment shown on Tyrone's Policy Schedule is \$600. Tyrone is employed on a permanent basis as a salesman. 18 months after taking out his cover, Tyrone's employer decides to scale back their operations and he is made involuntarily Unemployed.

At the date Tyrone is notified of his Unemployment, his minimum monthly repayment under his Loan Agreement is unchanged at \$600. It takes Tyrone 4 months to find suitable new employment.

After the first 30 days, from day 31, we will pay 3 monthly Benefit Payments of \$600 per month, into Tyrone's Loan account for the remaining 3 months he is Unemployed. This will be paid, in arrears, as a Daily Benefit of \$20 ($\$600/30$). The total benefit paid for this claim is \$1,800.

10. Your premium

The premium you pay is calculated based on the amount you have borrowed, your age at the time of application and the cover type(s) selected.

Premiums are paid monthly by Direct Debit.

St Andrew's will accept payments of premium by monthly Direct Debit from bank accounts or credit cards.

A minimum Direct Debit amount of \$29 per month is applicable.

An insurance company may not retain all of the premium that has been paid by a customer. In addition to any commission paid to a distributor, there are a number of statutory charges and taxes that may be included in an insurance premium. These include:

- Stamp Duty
- Goods & Services Tax

All premiums for Credit Protection are inclusive of any applicable charges or taxes.

11. Premium changes

We may review our premium rates for our policies from time to time and as a result, premiums may increase. Premium rates will only increase if we review all our rates for a type of policy within the same series (for example, all our Credit Protection rates). For Involuntary Unemployment cover and for Accident & Sickness Cover where the duration of the Loan is 3 years or less, any increase in premium will be in proportion to an increase in the St Andrew's claims loss ratio, as determined by our Actuary. We will not single you out for an increase in premiums. We will send a written notice of any change in your premium to the address you last notified us of at least 30 days before the effective date of the change.

12. Commission

For any Credit Protection policy sold, St Andrew's will pay a maximum commission of up to 20% of the premium payable by you, excluding any government charges and taxes. Any commission we pay is included in the premium you pay, and is not an additional charge to you.

13. Taxation

In most cases your premium will not be tax deductible and tax will not be payable on any benefit paid under your policy.

However, there may be exceptions and it is possible that you may be able to claim a tax deduction on your premium and that tax may be payable on a benefit paid under this policy or both.

We recommend you consult your tax accountant or financial adviser for advice about the tax implications of taking out Credit Protection.

14. When does your cover start and end?

Your policy will start on the Commencement Date as shown in your Policy Schedule.

Your policy will end on the earliest of the following dates:

- a) the date you die;
- b) the date on which a Terminal Illness benefit is paid;
- c) the date you reach 65 years of age;
- d) the expiry date for the cover as shown on your Policy Schedule;
- e) the date on which you cease to reside permanently in Australia;
- f) the date your policy is cancelled for any of the reasons listed on pages 32 and 33;
- g) the date your policy is cancelled following receipt by us of 30 days written notice from you;
- h) the date we have paid our maximum benefits payable under the policy in respect of Life Cover.

Please note that in the case of joint insureds, conditions a), b), c) and e) will be applied separately to each insured.

Where the maximum benefits have been paid under the Involuntary Unemployment or Accident & Sickness Covers, the policy will continue, with any remaining covers continuing to be provided.

15. Changes to your policy

Changes to your mortgage

In the event that you change the amount of your Loan, your cover amount will not automatically change. If you don't change the cover accordingly, we will continue to cover you based on the original terms of your policy as stated in your Policy Schedule.

Where you have refinanced or closed your original Loan, we will write to you at the last address you notified us of to confirm your continuity of cover (it is important that you update St Andrew's if you have changed your mailing address). We will continue to cover you based on the original terms of your policy, except where you've selected either the Accident & Sickness or Involuntary Unemployment Cover, the monthly benefit we will pay will change to a fixed benefit amount of 0.75% of the original Loan amount and will be paid directly to you.

Changes to your personal loan

This policy is non-transferable. If you want to amend your cover you will need to contact us on 1300 363 159. Your cover will end immediately when your personal Loan closes.

Changes to your cover

You can apply to increase or decrease your cover amount, or add or remove your selected cover types by contacting us on 1300 363 159. If we accept your Application we will notify you in writing and any eligibility conditions, exclusions and waiting periods will apply to the new benefit as if it were a new policy.

16. Cooling off period

If you are not completely satisfied with your policy, you can cancel this policy within the first 30 days of the Commencement Date. Cancellations can be made by sending a written request to St Andrew's. If you cancel within this period we will refund any premiums paid in full unless a claim has been made.

17. Your duty of disclosure

What you must tell us

Before you enter into a contract of insurance with us, you have a duty of disclosure under the *Insurance Contracts Act 1984*.

When answering our questions, you must tell us anything known to you, and which a reasonable person in the circumstances would include in answer to the questions. You must also be truthful. We will use the answers in deciding whether to insure you and on what terms.

Your duty of disclosure continues until we agree to insure you.

If you do not tell us

With respect to cover that is not life insurance, if you fail to comply with your duty of disclosure, we may reduce our liability under the contract in respect of a claim, or cancel the policy, or both.

For the cover that is life insurance, in exercising our rights, we may consider whether your cover is constituted by separate contracts of life insurance and apply our rights separately to each type of cover. If you do not tell us anything you are required to, and we would not have insured you if you had told us, we may avoid the contract within 3 years of entering into it. If we choose not to avoid the contract, we may, at any time, reduce the amount you have been insured for by using a formula that takes into account the premium that would have been payable if you had told us everything you should have. If the contract provides cover on death, we may only exercise this right within 3 years of entering into the contract.

If we choose not to avoid the contract or reduce the amount you have been insured for, we may, at any time vary the contract which may reduce our liability under the contract in respect of a claim. This right does not apply if the contract provides cover on death.

In any case, if you fail to comply with your duty of disclosure and the failure was fraudulent, we may avoid the contract at any time and refuse to pay a claim.

18. Risks to consider

There are some risks if you take out Credit Protection.

The most significant risks are that:

- a benefit may not be payable under this insurance because a Pre-existing Condition or other exclusion applies or you did not satisfy your duty of disclosure; or
- the benefit we pay may be insufficient to meet your repayments under your Loan Agreement. This may occur if your minimum Loan repayments or Loan amount exceed the maximum benefits as set out on pages 18 to 21, or if your monthly repayments increase.
- receiving claim payments may impact your entitlement for other benefits or income you may receive including but not limited to:
 - where joint insureds are claiming simultaneously for Accident and Sickness or Involuntary Unemployment only one claim is paid for any one period.
 - we will not pay a claim under the Accident and Sickness Cover if we are paying Daily Benefits under the Involuntary Unemployment Cover of this policy and vice versa.
 - other insurance policies you have may reduce any benefit amounts payable to you if a claim is paid under this policy.
 - for joint insureds, where a benefit is paid under the Life Cover because one of the insureds dies, the policy ceases at that time (per the information on page 30 and 31).

19. How do I make a claim?

We realise that when you are claiming, you may be in a stressful situation that you did not expect to find yourself in. We have designed a claims process to keep things as easy as possible for you. Just call 1300 653 751 for a claim form and we will guide you through the claims process.

More detail on the full claims procedure and obligations can be found in Part B on page 44.

20. Life Insurance Code of Practice

St Andrew's Insurance has willingly adopted the Life Insurance Code of Practice. The code has been designed to promote high standards of service to consumers, provide a benchmark of consistency within the industry and establish a framework for professional behavior and responsibilities. It is designed to protect you, the consumer. Please refer to our website www.standrews.com.au or the FSC website www.fsc.org.au if you would like more information about the code.

21. What if I have a complaint?

If you have any concerns regarding your Credit Protection policy, the decision St Andrew's has made on your claim or the service you received when you bought Credit Protection, please contact St Andrew's first on 1300 363 159.

In the unlikely event that your complaint is not resolved by us to your satisfaction, we have an internal dispute resolution process which you may access by calling us or by writing to us.

If your complaint remains unresolved, you may then contact the Financial Ombudsman Service (FOS) Australia. This is an independent body that deals with disputes which is available at no cost to you. You can find our more information at www.fos.org.au or you may contact them on 1800 367 287.

22. Financial Claims Scheme

The covers issued by St Andrew's Insurance are "protected policies" for the purposes of the Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA). If you are entitled to claim under those covers, you may be entitled to payment under the FCS. Access to the FCS is subject to eligibility criteria. Information about the FCS can be obtained from the Financial Claims Scheme website at www.fcs.gov.au or by phoning APRA on 1300 55 88 49.

23. Your privacy

For the purposes of this privacy section, “we” refers to St Andrew’s Australia Services Pty Ltd ABN 75 097 464 616.

We collect your personal information so that we can establish and administer the financial product or service provided to you, identify you for inquiries, concerns and complaints you may have, deal with any requests or claims you may make, tell you about products and services offered by us or our affiliate companies and conduct customer satisfaction surveys to improve our products and services.

For some applications or in relation to any claim made, we may collect sensitive information related to your health. Without your information we will not be able to process your Application or claim.

If you provide us with personal information about someone else, you should ensure that you are authorised to do so and agree to inform that person of the contents of this notice.

We exchange your personal information with organisations in the normal operations of our business, for example, your Lender, our related companies and agents, coinsurers, reinsurers and with service providers (such as professional advisors, IT support and mailing houses). In the event of a claim under your policy, your information may be exchanged with other parties including ex-employers, government agencies, claims investigators, other insurance companies, lawyers, recovery agents, hospitals, doctors, medical specialists or other health professionals. We may also disclose your personal information overseas to countries in certain circumstances that are likely to include India and USA.

When you apply for Credit Protection you consent to us:

1. collecting, using and disclosing information about you in the manner described above; and
2. (unless you opt out) using your personal information to identify and provide you with information about products and services you may be interested in.

Our Privacy Policy, a copy of which can be found at www.standrews.com.au, sets out how you can access and correct information we hold about you, how you can complain about a breach by us of your privacy rights and how your complaint will be handled. It also contains a more comprehensive list of countries to which your information may be disclosed and will be updated regularly.

You may contact our Privacy Officer in relation to your personal information (or to opt out of marketing) on 1300 363 159 or standrews@standrews.com.au

Part B: Policy Wording

Section 1: General Policy Conditions

Eligibility

Eligibility for all Credit Protection Cover Types

For all Credit Protection options, we will only insure you if you are:

1. aged 18 years and over and under 61 years of age when you apply for cover; and
2. an **Australian Resident**.

Additional Eligibility for Accident & Illness and Involuntary Unemployment Cover Types

1. You have to be employed or **Self Employed** for at least 20 hours per week and that employment must be within Australia.

Additional Eligibility for Involuntary Unemployment Cover

1. Your **Work** is not temporary or seasonal in nature.

Joint insureds

You and your co-borrower(s) may both purchase cover to be insured for the same **Loan Agreement**. In that case, each of you must fulfill the eligibility criteria. If we agree to insure each of you, then you must each pay the applicable premium.

Please note that the benefit limits set out in this policy will apply to both of you as if the two of you were a single party, even when each of you is entitled to claim.

For example, the Accident & Sickness or Involuntary Unemployment benefit we will pay is one **Benefit Payment** for each 30 day period, whether one or more of you is entitled to claim. Therefore, if more than one of you is simultaneously claiming for Accident & Sickness or Involuntary Unemployment, we will pay only one **Benefit Payment** up to a maximum of the limits applicable under the policy. Similarly, if a benefit is paid under the Life Cover provided under the policy because one of you dies, the policy will cease at that time.

Consequential Loss

Under this policy we will not pay compensation for consequential financial loss or non-financial loss (including compensation for distress or inconvenience) in relation to a claim you make with St Andrew's Insurance.

Financial Hardship

In the event that you are facing financial hardship and have difficulties meeting your premium payment obligations, please contact us on 1300 363 159 to discuss what options are available to you.

What if I change my mind?

You can cancel your policy at any time by sending us a cancellation request in writing.

Within the first 30 days:

If you cancel within the first 30 days of the **Commencement Date**, we'll refund any premiums you've already paid unless a claim has been made. We call this the cooling off period. Your refund will be the full premium paid.

After the first 30 days:

Following you providing us with at least 30 days written notice, your cancellation will take effect as of the date your next premium is due. There is no refund payable.

Reinstating your policy

If your policy is cancelled due to non-payment of premium or on the expiry of the policy, you have 30 days from the date of cancellation or expiry to notify us in writing that you would like to reinstate your policy. We have absolute discretion whether to accept or decline your request and we may ask you to back-pay any premiums you may have missed prior to agreeing to reinstate your policy. If we reinstate your policy it will continue on the original policy conditions unless otherwise stated in your **Policy Schedule**.

Further important information about your Policy

You should note the following about your Credit Protection policy:

- This policy has no surrender value
- Nothing in this policy may be waived or modified except in writing signed by an Authorised Officer on our behalf
- Some of your insurance premium is paid to the distributor of the policy as commission
- You may not transfer your rights under this policy
- You must comply with all parts of this policy and take all reasonable steps to:
 - minimise our risk; and
 - minimise the size of any claims you make
- The entire contract of insurance between you and us is comprised of this document (the Product Disclosure Statement including the Policy Wording) the **Policy Schedule** we send to you and any **Application** or any other written document prepared by you or on your behalf and given to us for the purpose of deciding whether to insure you
- Any notices we send to you regarding this policy will be sent to the address you last notified to us. If you change your address you must notify St Andrew's at the address on page 4

- We may cancel this policy:
 - a) if you fail to pay any premium when it is due under this policy and that remains unpaid for more than one month; or
 - b) when we are entitled to do so under the Insurance Contracts Act 1984 (Cth) or the Life Insurance Act (1995) (Cth)

If we cancel this policy due to non-payment of premiums, no refund of premiums will be paid.

- This contract is subject to the law in force in the State of Western Australia (as amended or affected by statutes of the Commonwealth of Australia)
- Accident & Sickness Cover (only where the duration of the **Loan Agreement** is greater than 3 years) and Life and **Terminal Illness** Cover is written out of St Andrew's Life Insurance Statutory Fund No. 1
- As part of the premium, we will collect an amount on account of goods and services tax payable under the A New Tax System (Goods & Services) Tax Act 1999 (as amended from time to time)
- We will not be liable to pay compensation for any consequential financial loss or non-financial loss (including compensation for distress or inconvenience) in relation to a claim with St Andrew's.

Section 2: Life Cover

You have this cover if you have chosen Life Cover and we accept your **Application**.

What we will pay

If you die during the **Insurance Term** or are diagnosed with a **Terminal Illness**, we will pay the amount equal to your **Loan** amount or **Credit Limit** as shown on your **Policy Schedule**:

- a) up to a maximum of \$1,500,000 as a total amount when added to any other benefits payable under the Life Cover provided under any other policy underwritten by St Andrew's and its related companies in respect of you.

That means if you have other mortgage protection, Loan protection or life policies with St Andrew's, the maximum we will pay for all policies combined is \$1,500,000.

Interim Life Cover

If you die during the period between the date of approval of your **Loan** by your **Lender** (for which you have completed and signed an **Application** and the **Application** would have been accepted by us) and the date your **Loan** is settled and you had chosen to purchase Life Cover, we will pay the full amount of your Life Cover at settlement. This is subject to the exclusions listed in the section titled "When you are not covered (exclusions)" on page 34, and provided your death occurs within 180 days of the date of approval of your **Loan** by your **Lender**, up to a maximum of \$1,500,000 when added to any other benefits payable under the Life Cover provided under any other policy underwritten by St Andrew's and its related companies in respect of you. This insurance is only temporary and will end when your **Loan** settles.

When you are not covered (exclusions)

We will not pay a Life Cover benefit under this policy if your reason for claiming is as a result, directly or indirectly due to:

- a) A **Congenital Condition**; or
- b) The recurrence of a previous malignant cancer or cancer confirmed to be a metastases (spreading) of the original primary cancer;

which existed, or you were aware of, at any time prior to, the date you applied for your policy, the date you applied to reinstate your policy or the date you applied to increase your cover (but only in relation to that increase).

We will also not pay a Life Cover benefit under this policy, if:

- c) you have reached 65 years of age; or
- d) you have reached the total maximum benefit limits payable under the Life Cover provided under this and all policies underwritten by St Andrew's and its related companies in respect of you; or

- e) your reason for claiming is as a result, directly or indirectly of;
 - i) a **Pre-existing Condition**; or
 - ii) a specific exclusion agreed with you in writing and listed as an exclusion on your **Policy Schedule**; or
 - iii) suicide within the first 13 months of the **Commencement Date** of this policy; or
 - iv) a **Civil Disorder**; or
 - v) you engaging in any criminal activities or illegal acts; or
 - vi) an act of **Terrorism**.

In addition, if you're diagnosed with a **Terminal Illness** within the first 90 days of the **Insurance Term** commencing then we will not pay a **Terminal Illness** benefit.

Section 3: Accident & Sickness Cover

You have this cover if you have chosen Accident & Sickness cover type and we accept your **Application**.

What we will pay

If you suffer an **Accident** or Sickness during the **Insurance Term** and are deemed to be **Unfit for Work** for more than 30 days, we will pay a monthly benefit equal to the minimum monthly repayment of your **Loan**, after the first 30 days, up to the maximum limits detailed below.

The monthly benefit we will pay is the greater of;

- i) the minimum monthly repayment on your **Loan Agreement** as at the date you are certified **Unfit for Work**; or
- ii) the monthly **Loan** repayment as shown on your **Policy Schedule**;

Up to a maximum of the lesser of:

- iii) 1% of your **Credit Limit** if your **Loan** is for a mortgage; or
- iv) \$12,000 for each 30 day period when added to any other benefit payable under the Accident & Sickness Cover part of all policies underwritten by St Andrew's and its related companies in respect of you; and
- v) \$100,000 in respect of all claims under the Accident & Sickness Cover provided under all policies underwritten by St Andrew's and its related companies in respect of you.

For mortgages only, if you have changed your **Lender** or closed your original **Loan** your monthly benefit will be a fixed amount of 0.75% of the original **Loan Credit Limit** (with the same maximum monthly and overall limits still applying).

No more than 36 monthly **Benefit Payments** (whether or not consecutive) for all claims will be paid under this policy.

We start paying your benefit after the first 30 days.

If you're **Unfit for Work** for only part of a month, your benefit will be calculated proportionately, on a daily basis.

We'll pay your monthly **Benefit Payments** while you're **Unfit for Work** up until:

1. the date on which you are no longer **Unfit for Work**; or
2. the date on which you return to **Work**; or
3. the date you fail to provide proof that you are **Unfit for Work**, if we have asked you to do so by that date and you have, without a reasonable excuse, failed to do so; or
4. the date on which we have paid 36 monthly **Benefit Payments** (whether or not consecutive) in respect of all claims under this section; or
5. your **Insurance Term** ends.

Please note that:

If we stop paying the **Daily Benefit** because any of the events described in 1, 2 or 3 above has occurred, then we will not pay any further **Daily Benefit** under this section until you have returned to **Work** for a continuous

period of at least 30 days (including weekends and public holidays). Where you are **Unfit for Work** over two periods separated by less than 30 days, we will treat this as a continuation of the prior claim and the maximum benefit level will apply, including the maximum number of **Benefit Payments** that apply to one claim.

If you have more than one policy with us:

A maximum monthly benefit of \$12,000 and an overall maximum benefit of \$100,000 apply for all Accident & Sickness claims payable to you under all policies in which you are insured by St Andrew's.

That means if you have other mortgage protection or Loan protection policies with St Andrew's and are claiming on each for Accident & Sickness, the maximum we will pay per month for all of them is \$12,000.

When you are not covered (exclusions)

We will not pay an Accident & Sickness Benefit under this policy if your reason for claiming is as a result, directly or indirectly due to:

1. A **Congenital Condition**; or
2. The recurrence of a previous malignant cancer or cancer confirmed to be a metastases (spreading) of the original primary cancer; which existed, or you were aware of, at any time prior to, the date you applied for your policy, the date you applied to reinstate your policy or the date you applied to increase your cover (but only in relation to that increase).

We will also not pay an Accident & Sickness Benefit under this policy, if:

3. you have reached 65 years of age; or
4. you were not in **Work** as at the date you became **Unfit for Work**; or
5. you become **Unfit for Work** within the first 30 days of the **Insurance Term**, except where you became **Unfit for Work** due to an **Accident**; or

6. we are currently paying a **Daily Benefit** under the Involuntary Unemployment Cover of this policy; or
7. we ask you to attend an examination by a **Qualified Medical Practitioner** of our choice and you fail to do so; or
8. you fail to follow the prescribed treatment plan as advised by Your treating **Qualified Medical Practitioner**; or
9. you have reached the total maximum benefit limits payable under the Accident & Sickness covers provided under this and all policies underwritten by St Andrew's and it's related companies in respect of you; or
10. you become **Unfit for Work** directly or indirectly as a result of:
 - a) a **Pre-existing Condition**; or
 - b) a specific exclusion agreed with you in writing and listed as an exclusion on your **Policy Schedule**; or
 - c) your consumption of drugs (unless it was under the direction of a **Qualified Medical Practitioner** and not in connection with the treatment for drug addiction or dependence) or of alcohol; or
 - d) a **Civil Disorder**; or
 - e) engaging in any criminal activities or illegal acts; or
 - f) an act of **Terrorism**; or
 - g) intentionally self-inflicted bodily injury or attempted suicide; or
 - h) backache and related conditions unless there is radiological or other sufficient evidence of medical abnormality; or
 - i) childbirth, pregnancy, miscarriage, abortion or any complications arising from any of these; or
 - j) any psychotic or psycho-neurotic illness, mental or nervous disorder or stress or stress related condition, unless the condition has been diagnosed by a **Qualified Medical Practitioner** and you are under the continued supervision of and receiving treatment from a **Qualified Medical Practitioner**.

Section 4: Involuntary Unemployment Cover

You have this cover if you have chosen the Involuntary Unemployment Cover type and we accept your **Application**.

When we will pay

If you become **Unemployed** during the **Insurance Term** for a continuous period that is more than 30 days, we will pay a monthly benefit equal to the minimum monthly repayment of your **Loan** after the first 30 days, up to the maximum limits detailed below.

The monthly benefit we will pay is the greater of;

- i) the minimum monthly repayment on your **Loan Agreement** as at the date of **Notification of Unemployment**; or
- ii) the monthly **Loan** repayment as shown on your **Policy Schedule**;

Up to a maximum of the lesser of:

- iii) 1% of the **Credit Limit** for each 30 day period you are **Unemployed**, if your **Loan** is for a mortgage; or
- iv) \$12,000 for each 30 day period when added to any other benefit payable under the Involuntary Unemployment Cover provided under all policies underwritten by St Andrew's and its related companies in respect of you; and
- v) \$100,000 in respect of all claims under the Involuntary Unemployment Cover provided under all policies underwritten by St Andrew's and its related companies in respect of you.

For mortgages only, if you have changed your **Lender** or closed your original **Loan** your monthly benefit will be a fixed amount of 0.75% of the original **Loans Credit Limit** (with the same maximum monthly and overall limits still applying).

No more than 6 monthly **Benefit Payments** per claim and within any 12 month period will be payable. No more than 24 monthly **Benefit Payments** for all claims will be paid under this policy.

We start paying your benefit after the first 30 days that you are **Unemployed**.

If you're **Unemployed** for only part of a month, your benefit will be calculated proportionately, on a daily basis.

We'll pay your monthly **Benefit Payments** while you're **Unemployed** up until:

1. the date on which you cease to be **Unemployed** or fail to provide proof that you are **Unemployed**; or
2. the date on which you return to **Work**; or
3. the date on which we have made 6 consecutive **Benefit Payments** in respect of one claim under this section; or
4. the date on which we have made 6 **Benefit Payments** in any 12 month period; or
5. the date on which we have made 24 **Benefit Payments** in respect of all claims under this section; or
6. the date the **Insurance Term** ends.

Please note that:

If we stop paying the **Daily Benefit** because any of the events described in 1 or 2 above has occurred, then we will not open a new claim under this section until you have returned to **Work** for a continuous period of at least 180 days (including weekends and public holidays). If you become **Unemployed** over two periods separated by less than 180 days, we will treat this as a continuation of the prior claim and the maximum benefit level will apply including the maximum number of **Benefit Payments** that apply to one claim.

If you have other mortgage protection or Loan protection policies and are claiming on each for an Involuntary Unemployment claim, the maximum we will pay per month for all of them is \$12,000.

When you are not covered (Exclusions)

We will not pay an Involuntary Unemployment benefit under this cover, if:

1. You have reached 65 years of age; or
2. You received **Notification of Unemployment** (whether verbally or in writing) or you become **Unemployed**:
 - a) before the **Insurance Term** commences; or
 - b) within the first 30 days of the **Insurance Term**; or within the first 120 days if your **Application** is made 60 days or more after your **Loan** settled).
3. You are unable to demonstrate that you have made all reasonable efforts to seek **Work** since becoming **Unemployed**; or
4. Immediately before you became **Unemployed**:
 - a) you were engaged in an occupation in relation to which becoming **Unemployed** is a regular or recurring feature, for example seasonal employment; or
 - b) you were employed and receiving a salary by a company or by any other employer controlled by your spouse, de facto spouse, parent, sibling, child, or other relative; or
 - c) you were employed on a temporary basis or employed by an employer for a specific task or job and the completion of this task or job has resulted in your **Unemployment**; or
 - d) If **Self Employed**, you lose or do not maintain relevant licences, authorisation or permits required to operate the business, including drivers licence, trade or professional certification; or

- e) If employed as a casual or fixed-term contract worker, you were employed for a period of less than 12 months with the same employer.
5. You are **Unemployed** directly or indirectly as a result of:
- a) dismissal following formal disciplinary procedures brought against you by your employer; or
 - b) instant dismissal due to your serious misconduct including, but not limited to, theft, assault, intoxication, or fraud; or
 - c) your voluntary decision to leave your employment or you voluntarily terminate your fixed-term contract; or
 - d) your refusal of any offer of reasonable alternative employment by your employer, which by reason of your qualifications and previous experience and the location of such employment, it would have been reasonable for you to accept; or
 - e) a strike or labour dispute; or
 - f) engaging in any criminal activities or illegal acts; or
 - g) your consumption of drugs (unless it was under the direction of a **Qualified Medical Practitioner** and not in connection with the treatment for drug addiction or dependence) or of alcohol; or
 - h) **Civil Disorder**; or
 - i) **Terrorism**.

The exclusions in 5a) and 5b) above will not apply in the event that the dismissal is found to be unfair or unreasonable by the Fair Work Ombudsman or an appropriate court or tribunal.

- 6. You become **Unemployed** because you have completed the term of a fixed term contract of employment; or
- 7. We are currently paying a **Daily Benefit** under the **Accident & Sickness Cover** of this policy; or

8. You become **Unemployed** less than 180 days after we have finished paying you a benefit under this section. If this occurs we will treat this as a continuation of the prior claim and maximum benefit levels will apply, including the maximum number of **Benefit Payments** that apply to one claim; or
9. Where you are **Self Employed**, at any time prior to or within the first six months from your **Application** your business was served with any document to commence proceedings or process for you or your business to be placed in any form of insolvency administration for business-related debts; or
10. You have reached the total maximum benefit limits payable under the Involuntary Unemployment cover provided under this and all policies underwritten by St Andrew's and its related companies in respect of you.

Section 5: Claims Procedures and Obligations

How to make a claim

Our claims process is designed to be as simple as possible. There's a simple two step process to lodge a claim:

1. Call us on 1300 653 751

If you wish to claim on this policy you will need to call us as soon as possible and in any case within 120 days of the event giving rise to the claim. We will log your call and send you a claim form to complete and return to us.

2. Complete the claim form and return to us at:

St Andrew's Australia
PO Box 7395
Cloisters Square WA 6850
Or
Facsimile: 1300 720 722

For Accident & Sickness and Involuntary Unemployment claims

You will be required to provide proof of employment as at the date you became **Unfit for Work** or the date you became **Unemployed**. You must at your own expense provide to us any information and proof that we may reasonably require.

For instance, if you become **Unemployed**, you must provide a statement from your former employer indicating how you became **Unemployed** together with being able to demonstrate you have made all reasonable efforts to seek **Work** since becoming **Unemployed**.

If we agree to pay your claim, you will be required to obtain at your expense, any information and proof as we require from your **Lender** detailing appropriate

information about your **Loan** Amount to allow us to process your claim payment to your **Lender**.

So long as you are **Unfit for Work** or **Unemployed** and we are paying the **Daily Benefit**, you must, at your own expense, provide to us such proof that you are **Unfit for Work** or **Unemployed** as we may reasonably require.

For Accident & Sickness claims if we ask you to attend a medical examination by a **Qualified Medical Practitioner** of our choice, you must do so. We will pay for such an examination.

For Involuntary Unemployment claims

You will also be required to provide us with any information and proof as we may reasonably request, that you are actively seeking **Work**.

If you are **Self Employed** you will be required to provide us with proof of insolvency or appointment of an insolvency administrator.

For death claims

If you die, your personal representative (or the person making the claim under this policy) must provide us with an original death certificate or a certified copy of the death certificate and such records or evidence of your identity and medical history as we may reasonably require.

Where do we pay benefits?

All claim payments will be made by St Andrew's to your **Lender** to be applied directly to your **Loan** account or, if there is no longer a **Loan** account, then directly to you. In the case of a Life or **Terminal Illness** payment, once the outstanding **Loan** balance has been paid, any residual benefit amount will be paid either to you (in respect of a **Terminal Illness** benefit) or to your estate (in respect of a Life benefit).

We will pay claim **Benefit Payments** in Australian dollars only.

Any unpaid premium due to us will be deducted from any **Benefit Payment** made.

Claiming on a replacement policy

In the event that you have held a policy with us previously that has been cancelled and replaced with this policy, with respect to any increase in cover it is important for you to understand how we will treat **Qualifying Periods** and also **Pre-existing Conditions**.

Qualifying Periods

Qualifying periods apply in respect of the increased benefit amount under your new policy. This means if you have a successful claim between the commencement of your new policy and before the **Qualifying Period** is over, any amount payable will be capped at the benefit limits applicable under your previous policy.

Pre-existing Conditions

If you are claiming as a result of a medical condition that has arisen or has been diagnosed while you were covered under your previous policy, we will, despite the **Pre-existing Condition** exclusion, consider the claim under the new policy. However, any amount payable will be capped at the benefit limits applicable under your previous policy.

As an example, if you have refinanced your \$300,000 **Loan** to a \$500,000 **Loan** and were to pass away due to a medical condition which was diagnosed while you had coverage under the previous policy, the life benefit would be capped at \$300,000. For further details of the operation of the **Pre-existing Condition** exclusion, refer to page 16 of this PDS.

Fraudulent claims

If any claim under this policy is fraudulent or is intended to mislead us or if fraudulent or misleading actions are used by you or anyone acting on your behalf to obtain a benefit under this policy, your right to any benefit under this policy shall end and we shall be entitled to recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim.

Section 6: Enquiries and Complaints

Any enquiry or complaint regarding this policy should in the first instance be addressed to:

Head Office:

St Andrew's Australia
PO Box 7395
Cloisters Square WA 6850
Telephone: 1300 363 159
Facsimile: 1300 720 722

Please supply your policy number to enable the enquiry to be dealt with promptly. Your complaint or enquiry will be dealt with by someone with appropriate authority. We will acknowledge receipt of your complaint within 2 Business Days of receipt in all cases. However, where additional specific information is requested by us from a third party, a full answer to your complaint will follow as soon as possible.

In the unlikely event that your complaint is not resolved to your satisfaction, you may refer the matter for a further review to the Internal Dispute Resolution Committee at the above address.

Should the matter still not be resolved to your satisfaction, you may refer the matter for an external review. You do this by putting your position in writing to:

Financial Ombudsman Service Limited

GPO Box 3
Melbourne VIC 3001
Telephone: 1800 367 287
Facsimile: (03) 9613 6399
Website: www.fos.org.au
Email: info@fos.org.au

The Financial Ombudsman Service (FOS) Australia is an independent organisation who investigate and determine complaints. Their decisions are binding on us (up to specified limits) but not on you. It is a service provided without charge to you.

Section 7: Meanings of the words used in this policy

In this Part B, some words are printed in bold text and begin with a capital letter, for example, **Insurance Term**. These words have the special meanings described below.

The same terms used in Part A also have these meanings. However, in Part A they begin with a capital letter:

Accident means an accidental, external, visible and/or violent occurrence during the **Insurance Term** which causes injury.

Application means the document completed by you or on your behalf and signed by you when applying for Credit Protection.

Australian Resident means you have been living lawfully and permanently in Australia for at least the 12 months prior and are an Australian citizen, Australian Permanent Resident, New Zealand citizen or hold an Australian Temporary Visa which enables you to live and **Work** in Australia for a minimum of 12 months from the date of **Application**. You will cease to be covered for this policy as at the date you no longer reside in Australia.

Benefit Payment means 30 **Daily Benefits**.

Civil Disorder means a war (whether declared or not), civil war, military activity other than normal peacetime activity, rebellion, revolution, riot or other civil commotion.

Congenital Condition means a condition which develops or is known during pregnancy or is diagnosed or known shortly after birth.

Commencement Date means the date the **Loan** is disbursed or the date that your **Application** is accepted by us, whichever is the later, as shown on your current **Policy Schedule**.

Credit Limit means the amount of credit agreed between you and the **Lender** to be available to you during the term of your **Loan** under the **Loan Agreement** or such amount as disclosed in your **Application**, whichever is the lesser.

Daily Benefit means the greater of;

- a) 1/30th of the monthly **Loan** repayment as shown on your **Policy Schedule**; or
- b) the amount which would be due from you to the **Financier** under the **Loan Agreement**, as at the date you are **Unfit for Work** or the date of **Notification of Unemployment**, if repayments had to be made daily (including on weekends and public holidays) but excluding default charges.

In the instance your **Loan Agreement** is closed or transferred to another **Financier**, the **Daily Benefit** is 1/30th of 0.75% of the original **Loan** limit.

Your **Daily Benefit** will be capped at the lesser of:

- 1/30th of \$12,000;
- 1/30th of 1% of your **Credit Limit** if you have a mortgage **Loan**.

Insurance Term is the period of cover, as stated in your **Policy Schedule** that starts on your policy **Commencement Date** and ends on the earliest of the dates listed under the section "When does your cover start and end" on page 23.

Lender means the company named as **Financial Institution** in your **Application** or advised to us in writing at some later time.

Loan means the amount outstanding from time to time under the **Loan Agreement** or such amount as disclosed in your **Application** whichever is the lesser.

Loan Agreement means the agreement with the Lender in respect of the **Loan** bearing the account number set out in your **Application**.

Notification of Unemployment means the first intimation given to you either verbally or in writing of your impending **Unemployment**, given either by or on behalf of your employer or by a trade union official.

Pre-existing Condition means an illness, sickness, disability or condition relating to your health, which in the 5 years prior to the date you applied for your policy, the date you applied to reinstate your policy or the date you applied to increase your cover (but only in relation to that increase):

- a) existed or you were aware of, or which a reasonable person in your circumstances could be expected to have been aware of; or
- b) you have received medical advice, treatment, diagnosis or care from a **Qualified Medical Practitioner**; or
- c) you have experienced symptoms, whether or not diagnosed, or where medical investigations had commenced in respect of those symptoms.

Policy Schedule means the most recent document we send to you titled **Policy Schedule**, specific to your Credit Protection policy. This also includes any notices we send to you in writing.

Qualified Medical Practitioner means a person who is legally entitled to practise medicine by virtue of registration with the appropriate authority in the Australian State or Territory in which you reside and who is acceptable to us. This person may not be you or your spouse, de facto spouse, parent, sibling, child or other relative.

Qualifying Period means the period of time from the **Commencement Date** where an **Involuntary Unemployment** or **Terminal Illness** event will not be covered.

Self Employed includes a person who is a subcontractor or is actively working for remuneration or reward but not as an employee of another.

Terrorism means an act or threat, including but not limited to the use of force or violence, intended to advance a political, ideological or religious cause by coercing or intimidating an Australian or foreign government or the public, by causing serious harm to people or property, creating a serious risk of health and safety to the public, disrupting trade, critical infrastructure or electronic systems.

Terminal Illness means you must have a terminal medical condition and have two medical practitioners (at least one of them a specialist in the area of illness or injury) certify that you are suffering from an illness, or have incurred an injury, which in the normal course would result in death within 12 months from the date of the certification.

Unemployed/Unemployment means the termination of your employment by your employer (subject to “When you are not covered (exclusions)” on page 41) or the situation where you are **Self Employed**, where the business is declared insolvent or has been placed into insolvency administration as a result of business related debts and you are applying for and making all reasonable efforts to seek **Work**.

Unfit for Work means suffering from a condition solely as a result of **Accidental** bodily injury, illness or disease that occurs or starts during a period when you were in **Work**; and that prevents you from doing your **Work** or from doing other **Work** that your experience, education or training enables you to do; and for which you are receiving treatment from a **Qualified Medical Practitioner** who certifies you to be **Unfit for Work**.

Work means **Self Employed** or employed by an organisation carrying on business within Australia under a contract of employment and through personal exertion working at least 20 hours per week for remuneration or reward. **Work** does not include periods you are on extended unpaid leave or on a workers compensation claim.

In this policy, the following words do not necessarily appear in bold text or begin with a capital letter but they have the special meanings described below:

- i) you/your means the borrower under the **Loan Agreement**, or in the case of joint cover, the borrowers (or if the context requires, one of them) under the **Loan Agreement**.
- ii) we/us/our in relation to Accident & Sickness Cover (only where the duration of the **Loan Agreement** is 3 years or less) and Involuntary Unemployment Cover means St Andrew’s Insurance (Australia) Pty Ltd. Otherwise “we/us/our” means St Andrew’s Life Insurance Pty Ltd.

Direct Debit Request - Service Agreement

1. St Andrew's Australia Services Pty Ltd ABN 75 097 464 616 (Debit User) will initiate direct premium debit payments in the manner referred to in the Schedule (contained in the Application for Credit Protection).
2. Debit payments will be made when due. The Debit User will not issue individual confirmation of payments made.
3. The Debit User will give you at least 14 days' written notice if the Debit User proposes to vary details of this arrangement, including the amount and frequency of debit payments.
4. If you wish to defer any payment or alter any of the details referred to in the Schedule, you must either contact the Debit User on **1300 363 159** or write to the Debit User at the address on page 4.
5. Any queries concerning disputed debit payments must be directed to the Debit User in the first instance. Details of the dispute resolution process that applies to the Debit User are described in the Credit Protection Product Disclosure Statement including Policy Wording. You may also contact the Debit User on **1300 363 159** or at the address on page 4. Any queries you have regarding any disputed debit payments, may also be directed to your financial institution.
6. Direct payment debiting is not available on the full range of accounts at all financial institutions. If in doubt, you should check with your financial institution before completing the Direct Debit Request.
7. You should ensure that your account details given in the Schedule are correct by checking against a recent statement from your financial institution at which your account is held.

8. It is your responsibility to have sufficient cleared funds available by the premium due date, in your account to enable debit payments to be made in accordance with the Direct Debit Request.
9. By signing the Direct Debit Request, you warrant and represent that you are duly authorised to request and instruct the debiting of premium payments from your account described in the Schedule.
10. If a debit payment falls due on any day which is not a business day, the payment will be made on the next business day. If you are uncertain as to when a debit payment will be processed to your account, you should make enquiries directly with your financial institution at which your account is held.
11. If a debit payment is returned unpaid, you may be charged a fee for each returned item by your financial institution.
12. Should you wish to cancel the Direct Debit Request or to stop individual payments you must give at least 7 days' written notice to the Debit User at the address on page 4 or by directing your request to your financial institution at which your account is held.
13. Except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required by law, the Debit User will keep the details of your account and debit payments confidential. The Debit User's Sponsor bank may require information relating to your records and account details to be provided in connection with any claim made on it relating to an alleged incorrect or wrongful debit.

St Andrew's is not an Authorised Deposit Taking Institution. Bankwest is a division of Commonwealth Bank of Australia ABN 48 123 123 124 AFSL/Australian credit licence 234945 ('Bankwest'). The Credit Protection Insurance policy is not a deposit with, product or liability of, nor guaranteed by, Bankwest. The role of Bankwest in relation to Credit Protection is as distributor only. Bankwest does not assume any responsibility for the content of this document.

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