

St Andrew's

Classic Bills Cover

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

Classic Bills Cover

About this Product Disclosure Statement

The Insurers:

- 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 underwriter of the Involuntary Unemployment Cover under the Classic Bills Cover policy; and
- 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 underwriter of the Accidental Injury & Illness Cover and Life Cover under the Classic Bills Cover policy.

Classic Bills Cover is promoted by Bankwest.

In this Product Disclosure Statement including policy terms (PDS), 'Bankwest' means a division of Commonwealth Bank of Australia ABN 48 123 123 124 AFSL / Australian Credit Licence 234945 and its successors and assigns.

The Commonwealth Bank of Australia is not the issuer of the insurance covers and neither it nor any of its related corporations guarantee or is liable to pay any of the benefits under these covers. Neither the Commonwealth Bank of Australia nor any of its related corporations is an Authorised Representative of St Andrew's or any of its related companies. St Andrew's Insurance and St Andrew's Life each takes full responsibility for this PDS.

In this PDS, some words have special meanings. They are written in **bold** and their meaning is given in the Glossary starting on page 29. In this PDS references to "St Andrew's", "we", "our" and "us" refers to both St Andrew's Insurance and St Andrew's Life, and references to "you" and "your" refer to the policy owner and life insured.

If you apply for Classic Bills Cover and we confirm your acceptance in writing, this PDS (which includes the policy terms) together with the **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.

How to contact St Andrew's

Post: 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

Classic Bills Cover summary – helps cover your bills when you can't

Think for a moment about what would happen if you had an accident or were diagnosed with an **Illness** that stopped you from working, or if you suddenly lost your job. How would you or your family continue to meet your daily bills and expenses without an income? Classic Bills Cover can help.

Classic Bills Cover is an easy to understand, value for money product that can help you to service your daily living expenses and obligations when things don't go to plan.

If you are **Employed** or **Self-Employed**, Classic Bills Cover can provide a regular benefit that is paid directly to you if you are unable to **Work** because of **Accidental Injury** or **Illness**. Providing you are not **Self-Employed**, you can also choose to be covered for the involuntary loss of your **Employment**.

In addition to this, you have the added peace of mind of a lump sum benefit that will be paid in the event of your death. This is automatically included if we accept your **Application** for Classic Bills Cover.

You can select a **Benefit Amount** up to \$3,900 per month, with claim benefits paid to you monthly. This product includes certain exclusions as detailed throughout this document. It is important that you carefully consider these exclusions when deciding whether Classic Bills Cover is appropriate for you.

Employment Type	Accidental Injury & Illness	Involuntary Unemployment	Life
Employed	Y	Optional	Y
Self Employed	Y	Not Available	Y

Pre-existing Conditions exclusion

We will not pay a Life Cover and/or Accidental Injury and Illness benefit under the policy if you die or become **Disabled** 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, Disability** or condition relating to your health:

- a) which existed or you were aware of, or which a reasonable person in your circumstances could be expected to have been aware of, on the date of your **Application** for your policy or your **Application** for an increase in the **Benefit Amount** under an existing policy (but only in respect of that increase); or
- b) which, in the 12 months prior to, and including, the date of **Application** for your policy or your **Application** for an increase in the **Benefit Amount** under an existing policy (but only in respect of that increase):
 - i) you have received medical advice, treatment, diagnosis or care from a **Qualified Medical Practitioner**; or
 - ii) you have experienced symptoms, whether or not diagnosed, or where medical investigations had commenced in respect of those symptoms.

Life Cover Pre-existing Condition example:

Sue is diagnosed with emphysema in 2012. Sue applies for a Classic Bills policy in 2015. After the policy commences, Sue passes away as a result of emphysema. As Sue was first diagnosed with emphysema 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 Classic Bills policy that includes Life Cover. At the time he applies Peter had a **Benefit Amount** of \$3,000, meaning the benefit payable under the Life Cover would be \$30,000 (10 x \$3,000). In 2015, Peter is diagnosed with a heart condition. In 2016, Peter applies to increase the **Benefit Amount** under his Classic Bills policy to \$3,500, increasing the benefit payable under the Life Cover to \$35,000 (10 x \$3,500). 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 before he applied for the increase in his Classic Bills policy, the benefit payable would exclude the increase (\$5,000) he applied for in 2016 and the maximum life benefit would therefore \$30,000.

Accidental injury and illness cover

Pre-existing Condition example:

In 2013, John is diagnosed with a disc protrusion of the lumbar spine. In 2015, he applies for a Classic Bills policy that includes Accident Injury and Illness cover. In 2016 John is unable to work due to the disc protrusion of the lumbar spine and makes an Accident Injury and Illness claim. As this claim related to his lumbar spine condition, which occurred before the date he applied for his policy it is a **Pre-existing Condition** and the claim is not covered by his policy.

Classic Bills Cover offers

- Simple online application process at www.bankwestclassicbills.com.au
- No medical examinations or lengthy forms are required
- Your choice of **Benefit Amount**
- Accidental Injury & Illness Cover automatically includes a death benefit
- No waiting periods for **Accidental Injury**
- Automatic annual renewal
- Flexible premium payment options
- Premium holiday whilst on claim.

How to apply for cover?

Visit www.bankwestclassicbills.com.au where you can obtain a quote or apply online.

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Accidental Injury Cover and Illness Cover

Who can apply?

You can apply for cover if you are:

- aged 18 years or over, and under 61 years of age, and
- an **Australian Resident**, and
- either **Employed** or **Self Employed**.

The amount of accidental injury cover and illness cover you can apply for

You can apply for a **Benefit Amount** of up to \$3,900 per month.

When is a benefit payable?

If you become **Disabled** during the **Insurance Term** and remain **Disabled** for a continuous period of more than 30 days from the **Date of Disablement**, we will calculate a **Daily Benefit** for each consecutive day after the first 30 days that you are **Disabled**:

We will accumulate the **Daily Benefit Amounts** and make claim payments monthly, in arrears, during a period of **Disability** until the earliest of the following dates:

- a) the date on which you cease to be **Disabled**; or
- b) the date you fail to provide proof that you are **Disabled**, if we have asked you to do so by that date and you have, without a reasonable excuse, failed to do so; or
- c) the date on which you return to **Work**; or
- d) the date the **Insurance Term** ends; and
- e) up to a maximum of:
 - i) \$3,900 for each month that you are **Disabled**; or
 - ii) an amount equal to 365 **Daily Benefits** in respect of all claims under this section within any 36 consecutive month period.

We will not pay more than one Disability or Unemployment benefit in respect of the same period, under all Classic Bills Cover policies issued by St Andrew's and its related companies, and the maximum amount we will pay is \$3,900 per month. For example, if you have both Disability and Unemployment cover and you are **Disabled** and **Unemployed** in the same month, we will not pay both a Disability benefit and an Unemployment benefit for that month, and the maximum amount we will pay for that month is \$3,900.

The maximum aggregate amount we will pay for all Disability and Unemployment claims under all Classic Bills Cover policies issued by St Andrew's and its related companies is \$60,000 in respect of any 36 consecutive month period.

Accidental injury and illness cover example:

Stephanie had a Classic Bills policy which included Accidental Injury & Illness cover. Stephanie works full time. 6 months after the policy 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. She had not previously had any issues/concerns with her lumbar spine. She undergoes treatment for her lumbar spine injury and is certified **Disabled** by her doctor (who is a **Qualified Medical Practitioner**) who certifies her to be **Disabled** for a period of 4 months.

The monthly benefit payment is \$1,500 as per the **Policy Schedule**. The **Daily Benefit** payable to Stephanie in arrears, after the first 30 days, from day 31, is \$50 (\$1,500/30). We will pay this **Daily Benefit** into Stephanie's account for the remaining 3 months she is unable to work (being \$1,500 per month). Stephanie returns to work in May 2015. The total benefit paid for this claim is \$4,500.

Further and recurrent claims

1. If we stop paying the **Daily Benefit** because any of the events described in a), b) or c) on page 7 has occurred and you do not return to **Work** for a continuous period of at least 30 days, you cannot make any further claim under this section.

2. If you return to **Work** for a continuous period of at least 30 days and then become **Disabled** again during the **Insurance Term**, we will treat this as a new claim. A new waiting period of 30 days will apply.
3. Notwithstanding 1 on page 8, if you return to **Work** but not for a continuous period of at least 30 days and you then become **Disabled** again during the **Insurance Term** as a result of the same **Accidental Injury, Illness** or disease, we will treat this as a continuation of the original claim and not as new claim. A new waiting period of 30 days will not apply. The maximum benefit levels will apply collectively to the original claim and the continuation or the original claim.

When is a benefit not payable?

We will not pay an Accidental Injury or Illness benefit under this policy, if:

- a) you have reached 65 years of age; or
- b) you were not in **Work** as at the date you became **Disabled**; or
- c) you become **Disabled** within the first 30 days of the **Insurance Term**, except where you became **Disabled** due to an **Accident**; or
- d) we are currently paying a **Daily Benefit** under the Involuntary Unemployment Cover of this policy; or
- e) we ask you to attend an examination by a **Qualified Medical Practitioner** of our choice and you fail to do so; or
- f) you fail to follow the prescribed treatment plan as advised by your treating **Qualified Medical Practitioner**; or
- g) you have reached the total maximum benefit limits payable under the Accidental Injury & Illness covers provided under this and all policies underwritten by St Andrew's and its related companies in respect of you; or
- h) you become **Disabled** directly or indirectly as a result 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) 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
- iv) a **Civil Disorder**; or
- v) engaging in any criminal activities or illegal acts; or
- vi) an act of **Terrorism**; or
- vii) intentionally self-inflicted bodily injury or attempted suicide; or
- viii) backache and related conditions unless there is radiological or other sufficient evidence of medical abnormality; or
- ix) childbirth, pregnancy, miscarriage, abortion or any complications arising from any of these; or
- x) 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**; or
- xi) participation in, or training for, any **Professional Sport**.

Involuntary Unemployment Cover

Who can apply?

You can apply for cover if you are:

- also applying for Accidental Injury and Illness Cover, and
- aged 18 years or over, and under 61 years of age, and
- an **Australian Resident**, and
- **Employed** but not **Self-Employed**

The amount of involuntary unemployment cover you can apply for

Your **Benefit Amount** for Involuntary Unemployment will be equal to the **Benefit Amount** chosen by you for Accidental Injury and Illness Cover.

When is a benefit payable?

If you become **Unemployed** during the **Insurance Term** and remain **Unemployed** for a continuous period of more than 30 days from the date you became **Unemployed**, we will calculate a **Daily Benefit** for each consecutive day after the first 30 days that you are **Unemployed**.

We will accumulate the **Daily Benefit Amounts** and make claim payments monthly, in arrears, during a period of **Unemployment** until the earliest of the following dates:

- a) the date on which you cease to be **Unemployed** or fail to provide proof that you are **Unemployed**; or
- b) the date on which you return to **Work**; or
- c) the date the **Insurance Term** ends; and up to a maximum of:
 - i) \$3,900 for each month that you are **Unemployed**; or
 - ii) an amount equal to 180 **Daily Benefits** in respect of all claims under this section within any 36 consecutive month period.

We will not pay more than one Disability or Unemployment benefit in respect of the same period, under all Classic Bills Cover policies issued by St Andrew's and its related companies, and the maximum amount we will pay is \$3,900 per month. For example, if you have both Disability and Unemployment cover and you are **Disabled** and **Unemployed** in the same month, we will not pay both a Disability benefit and an Unemployment benefit for that month, and the maximum amount we will pay for that month is \$3,900.

The maximum aggregate amount we will pay for all Disability and Unemployment claims under all Classic Bills Cover policies issued by St Andrew's and its related companies is \$60,000 in respect of any 36 consecutive month period.

Further and recurrent claims

1. If we stop paying the **Daily Benefit** because either of the events described in a) or b) on page 11 has occurred and you do not return to **Work** for a continuous period of at least 180 days, you cannot make any further claim under this section.
2. If you return to **Work** for a continuous period of at least 180 days and then become **Unemployed** again during the **Insurance Term**, we will treat this as a new claim. A new waiting period of 30 days will apply.
3. Notwithstanding 1 above, if you return to **Work** but not for a continuous period of at least 180 days and you then become **Unemployed** again during the **Insurance Term**, we will treat this as a continuation of the original claim and not as new claim. A new waiting period of 30 days will not apply. The maximum benefit levels will apply collectively to the original claim and the continuation or the original claim.

When is a benefit not payable?

We will not pay an Involuntary Unemployment Benefit under this policy, if:

- a) you have reached 65 years of age; or
- b) you receive notice that you will become **Unemployed** or you become **Unemployed**:

- i) before the **Insurance Term** or Involuntary Unemployment cover commences; or
 - ii) within the first 90 days of the **Insurance Term** or Involuntary Unemployment cover commencing; or
- c) you are unable to demonstrate that you have made all reasonable efforts to seek **Work** since becoming **Unemployed**; or
- d) immediately before you became **Unemployed**:
- i) you were engaged in an occupation in relation to which becoming **Unemployed** is a regular or recurring feature, for example seasonal **Employment**; or
 - ii) you were **Employed** by a company or by any other employer controlled by you or your spouse, de facto spouse, parent, sibling, child, other relative or business associate (whether singly or jointly); or
 - iii) you were **Employed** on a temporary or casual 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
- e) you are **Unemployed** directly or indirectly as a result of:
- i) dismissal following formal disciplinary procedures brought against you by your employer; or
 - ii) instant dismissal due to your serious misconduct including, but not limited to, theft, assault, intoxication, or fraud; or
 - iii) your voluntary decision to leave your **Employment**; or
 - iv) 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
 - v) a strike or labour dispute; or
 - vi) engaging in any criminal activities or illegal acts; or

vii) 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

viii) **Civil Disorder**; or

ix) an act of **Terrorism**.

The exclusions in i) and ii) 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.

- f) your **Unemployment** occurs after you have reached the earlier of normal or statutory retirement age for the occupation in which you were engaged; or
- g) you become **Unemployed** because you have completed the term of a fixed term contract of **Employment**. This exclusion does not apply if:
 - i) at the same time you completed the term of that fixed term contract of **Employment**, you had been continuously **Employed** by that employer for more than 2 years, and the term of the fixed term contract was for a minimum of 12 months and has been renewed at least once; and
 - ii) there had been no period during which you were **Unemployed** before that fixed term contract of **Employment** or a similar contract of **Employment** was renewed.
- h) we are currently paying a **Daily Benefit** under the Accidental Injury & Illness Cover of this policy; or
- i) 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 **Daily Benefits** that apply to one claim; or
- j) 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.

Life Cover

Who can apply?

Life Cover is automatically included in your Classic Bills Cover policy.

When is a benefit payable?

If you die during the **Insurance Term**, we will pay a lump sum amount to your estate equal to 10 times your **Benefit Amount**.

When is a benefit reduced?

The maximum aggregate amount we will pay for all death, **Disability** and **Unemployment** claims under all Classic Bills Cover policies issued by St Andrew's and its related companies is \$60,000 in respect of any 36 consecutive month period. For example, if you have made a **Disability** or **Unemployment** claim in the 36 month period leading up to your death and the total of the amount we paid for that claim and the amount otherwise payable for your death claim (ie 10 times your **Benefit Amount**) exceeds \$60,000, the amount payable for your death claim will be reduced, so that the total amount we pay is \$60,000.

When is a benefit not payable?

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

- a) you have reached 65 years of age; or
- b) 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
- c) 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**.

Automatic indexation

The expenses you incur often increase each year with inflation. To assist you in keeping up with these increases, we will automatically increase the **Benefit Amount** you have selected by 5% each year on the anniversary of the **Commencement Date** of your policy, up to the maximum of \$3,900 per month. Your premium will increase in line with this change, in addition to any changes relating to your age.

This automatic yearly increase in your **Benefit Amount** is optional and you may opt out at any time by notifying us in writing.

Premium holiday

Your premium will be suspended or refunded for the period you are receiving a benefit for any **Disablement** or **Unemployment** claim under your Classic Bills Cover policy. The premiums we refund to you will not need to be repaid after your claim has been closed.

Changing your mind

If you are not completely satisfied with your policy, you can cancel this policy in writing within the first 30 days (the “cooling-off” period or otherwise as permitted by law) from the **Commencement Date**. If you cancel within this period we will refund any premiums paid in full unless a claim has been made or can be made.

After the initial 30 day “cooling-off” period, you may cancel this policy by giving us 30 days written notice of cancellation and cancellation will take effect from the date we process your request for cancellation. If you cancel outside of the “cooling-off” period no refund of premiums will be paid.

Cancellations must be made by writing to St Andrew’s at PO Box 7395 Cloisters Square WA 6850.

How premiums are calculated and paid

The premium that you pay depends on the following factors:

- the cover(s) you select;
- the **Benefit Amount** you select;
- your age;
- your gender; and
- your smoking status (smoker/non-smoker).

An insurance company may not retain all of the premium that has been paid by a customer. There are a number of statutory charges and taxes that may be included in an insurance premium. You can obtain a premium estimate from www.bankwestclassicbills.com.au.

For Accidental Injury & Illness Cover and Life Cover, your premium will increase each year on your **Policy Anniversary**. The amount of the increase will depend on your age and **Benefit Amount** (which will increase each year unless you formally opt out of this process – please refer to the annual indexation section on page 16 of this PDS for details).

For Involuntary **Unemployment** Cover any annual increase will be in proportion with any increase to the Australian Bureau of Statistics seasonally adjusted **Unemployment** rate.

We will send written notification to your last known address at least 30 days prior to your **Policy Anniversary** of the new premium amounts you will be required to pay.

Your premium is payable fortnightly or monthly by direct debit from your nominated bank account or credit card. Your first premium payment will be debited within 10 days of the **Commencement Date**. A minimum direct debit of \$15 per month applies. If a premium debit payment is returned unpaid, you may be charged a fee from your financial institution for each returned item.

Renewing your cover

We guarantee to renew your cover (provided you pay your premiums when due) until the **Policy Anniversary** after your 64th birthday. The policy will cease on your 65th birthday.

When does your cover start and end?

Your cover begins on the day we accept your **Application**. This is the **Commencement Date** and will appear on your **Policy Schedule**. Cover will continue until the earliest of the following dates:

- the date you die; or
- the date you reach 65 years of age; or
- the date on which you cease to reside permanently in Australia; or
- the date nominated by us in writing that your policy is cancelled for non payment of premium; or
- the date we cancel this policy when we are entitled to do so under the Insurance Contracts Act 1984 (Cth) and the Life Insurance Act 1995 (Cth).

Can you change your cover?

You can apply to increase or decrease your **Benefit Amount** or add or remove the Involuntary Unemployment cover at any time (subject to eligibility listed on page 11). Your **Application** is subject to assessment and we do not guarantee to accept your **Application**. If we do not accept your **Application**, your existing policy will continue subject to the terms and conditions in this document.

If we accept an **Application** to increase a **Benefit Amount** under this policy, any waiting periods and qualification periods will recommence from the **Commencement Date** of the increased **Benefit Amount**, but only in respect of the increased **Benefit Amount**.

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 with St Andrew's Insurance.

Your duty of disclosure

In this section "you" includes yourself and anyone else to be covered by the policy.

What you must tell us

Before you enter into a contract of insurance with us, you have a duty to disclose to us every matter that you know, or could reasonably be expected to know, is relevant to our decision to insure you and on what terms.

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

You have the same duty to disclose those matters to us before you renew, extend, vary or reinstate a contract of insurance.

Your duty however does not require disclosure of anything that:

- reduces the risk to be undertaken by us;
- is common knowledge;
- we know or, in the ordinary course of our business, ought to know;
- we waive your duty to disclose us.

Who needs to tell us

If another person to be covered by the policy does not tell us everything he or she should have, this may be treated as a failure by you to tell us something that you must tell us.

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.

Risks to consider

There are some risks if you take out Classic Bills Cover. 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;
- receiving claim payments may impact your entitlement for other benefits or income you may receive including but not limited to:
 - we will not pay a claim under the Accidental Injury and Illness 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.

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, with Bankwest, St Andrew’s 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 the USA.

When you apply for a Classic Bills insurance policy, 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

Making a claim

1. If you wish to claim under this policy, you must give us written notice of your claim as soon as possible and in any event within 120 days of the date of the event giving rise to that claim. Should you notify us of the claim after 120 days and we, in our reasonable opinion, feel that you have prejudiced our position by doing so, we may restrict the benefit we pay to commence on the date we were notified of the claim. Your notice should be sent to us at the address on page 2.
2. In addition:
 - a) you will be required to fill out a claim form for all claims. For Accidental Injury & Illness and Involuntary Unemployment claims you will be required to provide proof of **Employment** as at the **Date of Disablement**, or **Unemployment**. You must at your own expense provide to us any information and proof as 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**.
 - b) so long as you are **Disabled** or **Unemployed** and we are paying the **Daily Benefit**, you must, at your own expense, provide to us such proof that you are **Disabled** or **Unemployed** as we may reasonably require.
 - c) 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.
 - d) if you die, 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 medical history as we may reasonably require.

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.

Financial Claims Scheme

The Involuntary Unemployment Cover is a “protected policy” 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 that cover, 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.

Life Insurance Code of Practice

St Andrew's Insurance has 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 behaviour and responsibilities. It is designed to protect you, the consumer. Please refer to our website www.standrews.com.au or the Financial Services Council website www.fsc.org.au if you would like more information about the code.

Complaints and disputes

If you should have any concerns regarding your Classic Bills Cover policy, the decision St Andrew's has made on your claim or the service you received when you bought Classic Bills Cover, please contact St Andrew's at the address on page 2.

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 St Andrew's.

If you remain unhappy with the response, 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 at:

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

Tax

Generally, the premium for Accidental Injury & Sickness Cover, and Involuntary Unemployment Cover is tax deductible, and benefits paid to you under those Covers are assessable to you as ordinary income. Generally, the premium for Life Cover is not tax deductible and the Life Cover benefit is not assessable either as ordinary income or as a capital gain to the recipient.

These statements are general in nature and do not take into account your specific circumstances. We recommend that you seek specific tax advice from your accountant or taxation adviser.

General conditions

There are further general conditions which apply to Classic Bills Cover. These are:

- you may not transfer your rights under your policy;

- your policy will be subject to the law of the State of Western Australia (as amended or affected by statutes of the Commonwealth of Australia);
- the policy has no surrender value;
- when you apply for a Classic Bills Cover policy, you agree to comply with your obligations set out in this PDS and to take all reasonable steps to minimise our risk under your policy;
- Accidental Injury & Illness Cover and Life Cover are written out of St Andrew's Life Statutory Fund No.1;
- the entire contract of insurance between you and us is comprised of this document (the Product Disclosure Statement which includes the policy terms), the **Policy Schedule** we send you and any **Application** or any other written document prepared by you or on your behalf given to us for the purpose of deciding whether to insure you;
- nothing in this policy may be waived or modified except in writing by an Authorised Officer on our behalf;
- any notices we send you regarding this policy will be sent to the address you last notified us. If you change your address you must notify us at the address on page 2.
- This product includes a **Pre-existing Condition** exclusion which means you are not covered for any medical condition you are aware of when you buy the policy.

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 Classic Bills Cover).
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 following address:

St Andrew's Australia
PO Box 7395
Cloisters Square WA 6850

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 Classic Bills Cover Product Disclosure Statement including policy terms. You may also contact the Debit User on 1300 363 159 or at the above address. 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 agreeing to 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 referred to above 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.

Glossary

Accidental Injury means an accidental, external, visible and violent occurrence during the **Insurance Term** which causes injury.

Application means the St Andrew's approved process completed by you when applying for Classic Bills Cover.

Australian Resident means a person who has been living lawfully and permanently in Australia for at least 200 days in the last 12 months and there is no legal reason preventing them from remaining in Australia indefinitely. Individuals on temporary visas are not considered to be **Australian Residents** under this policy.

Benefit Amount means the monthly benefit you apply for at your **Commencement Date** together with any requested increase, which we have accepted in writing, or any automatic increases that we have applied to your policy.

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.

Commencement Date means the date on which your **Application** is accepted by us, as shown on your **Policy Schedule**.

Daily Benefit means 1/30th of your **Benefit Amount**.

Date of Disablement means the day you first consult or receive treatment from a **Qualified Medical Practitioner** and are certified by that person to be unfit for **Work**.

Disabled/Disability means suffering from a condition solely as a result of **Accidental Injury, Illness** or disease that occurs or starts during a period when you were in **Work**; and that completely 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**.

Employed/ Employment means that you are **Employed** by an organisation carrying on business within Australia under a contract of employment and working through personal exertion and for remuneration or reward, for at

least 20 hours per week in a role that is not of a casual, temporary, fixed-term or seasonal nature. **Work** does not include periods you are on extended unpaid leave or on a workers compensation claim.

Illness means a pathological condition evidenced by medically recognised signs and symptoms.

Insurance Term means the period starting on your policy **Commencement Date** and ending on the earliest of the following dates:

- a) the date you die; or
- b) the date you reach 65 years of age; or
- c) the date on which you cease to reside permanently in Australia; or
- d) the date nominated by us in writing that your policy is cancelled due to non payment of premium when due; or
- e) the date we cancel this policy when we are entitled to do so under the Insurance Contracts Act 1984 (Cth) or the Life Insurance Act 1995 (Cth).

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

Qualified Medical Practitioner means a person who is legally entitled to practice 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.

Pre-existing Condition means an **Illness, Disability** or condition relating to your health:

- a) which existed or you were aware of, or which a reasonable person in your circumstances could be expected to have been aware of, on the date of your **Application** for your policy or your **Application** for an increase in the **Benefit Amount** under an existing policy (but only in respect of that increase); or

- b) which, in the 12 months prior to, and including, the date of **Application** for your policy or your **Application** for an increase in the **Benefit Amount** under an existing policy (but only in respect of that increase):
- i) you have received medical advice, treatment, diagnosis or care from a **Qualified Medical Practitioner**; or
 - ii) you have experienced symptoms, whether or not diagnosed, or where medical investigations had commenced in respect of those symptoms.

Professional Sport means a sport from which, through your participation in, you derive a majority of your income and would associate with your normal occupation.

Policy Anniversary means the anniversary of the **Commencement Date** of your policy.

Policy Schedule means the most recent document we send to you titled **Policy Schedule**, describing the terms and conditions specific to your Classic Bills Cover policy. This also includes any amendments we send to you in writing.

Self-Employed includes a person who is a subcontractor or is actively working through personal exertion and for remuneration or reward and working at least 20 hours per week 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.

Unemployment/Unemployed means the termination of your **Employment** by your employer (subject to "When is a benefit not payable" under Involuntary **Unemployment** listed on page 12); and you are applying for and making all reasonable efforts to seek **Work**.

Work means **Self Employed** or **Employed** by an organisation carrying on business within Australia under a contract of **Employment** and working through personal exertion for 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.

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St Andrew's are not Authorised Deposit Taking Institutions. The Classic Bills Cover policy is not a deposit with, product or liability of, nor guaranteed by Bankwest. The role of Bankwest in relation to Classic Bills Cover is as promoter only. Bankwest has not prepared this Product Disclosure Statement.



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