

LOAN PROTECTION

Product Disclosure Statement Including Policy Wording

Issued by: St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd
Dated 1 December 2017

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THE PRODUCT ISSUERS

St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd are wholly owned subsidiaries of Bank of Queensland Limited (BOQ) – a leading ASX listed financial institution which can trace its heritage in Australia back to 1874. St Andrew's are a specialist life and consumer credit insurer, providing insurance solutions to consumers in Australia since 1998.

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** 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** is greater than 3 years, St Andrew's Life is the issuer and the underwriter of the Accident & Sickness Cover.

BOQ is the distributor of the product.

In this Product Disclosure Statement including Policy Wording (PDS) unless specified otherwise '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.

Our contact details

St Andrew's can be contacted at:

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

IMPORTANT INFORMATION ABOUT THIS DOCUMENT

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

In this document some words are printed in bold text and begin with a capital letter, for example **Commencement Date**. These words have special meanings as defined in the Glossary on page 5.

If you apply for Loan Protection and we confirm your acceptance in writing, this PDS together with the **Policy Schedule** form your **Policy**. Your **Policy** contains all of the terms and conditions of our contract, including when we will pay a benefit under the **Policy** and any exclusions that may apply. If you received this PDS electronically and want to obtain a paper copy, please contact St Andrew's for a free copy.

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 Loan Protection.

This PDS 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.

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

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.

LOAN PROTECTION AT A GLANCE

Loan Protection is consumer credit insurance which is designed to cover your repayment obligations on a personal loan if an insured event occurs. Insured events include:

- 1. Life: for death or diagnosis of a terminal condition;
- 2. Accident & Sickness: for when becoming **Unfit for work** as a result of sickness or an **Accident**;
- 3. Involuntary Unemployment: for redundancy or involuntarily losing your job.

Loan Protection allows you to build a **Policy** that best suits your needs. Providing you meet the eligibility criteria, you can select any combination of insured events (cover types), from either one single cover type, or two, or a package of all three.

However, please note, Involuntary Unemployment Cover can only be purchased where Life Cover and/or Accident & Sickness Cover has been purchased and can't be purchased on its own.

EXCLUSIONS

This product includes certain exclusions as detailed throughout this document. It is important that you carefully consider these exclusions when deciding whether Loan Protection is appropriate for you. A full list appears in the sections titled *When you are not covered (exclusions)* on pages 16-20 for each cover type.

Insured events in their cover types are described below:

Cover Type	Insures you	What it does
Life	If you die or are diagnosed with a Terminal Illness	Pays as a lump sum the amount required to repay your Loan as at the date of your death. Also includes a Terminal Illness benefit providing an early payment of the Life Cover Benefit in the event of a diagnosed illness with life expectancy of 12 months or less.
Accident & Sickness	If you can't Work due to an Accident or illness	Pays a Monthly Benefit for up to 36 months or until an overall maximum benefit of \$100,000 has been paid or until you are deemed fit to return to Work (whichever comes first).
Involuntary Unemployment	If you lose your job unexpectedly	Pays a Monthly Benefit for up to 6 months or until an overall maximum benefit of \$100,000 has been paid or until you get another job (whichever comes first).

Note maximum benefit limits apply. Refer to pages 14-15 for more information.

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GLOSSARY

Some words have special meanings as described below. These words are identified as such within the document with Capitalisation and bold text:

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 Loan 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 entitles 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 permanently reside in Australia.

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

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

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 in the section *When does your policy start and end* on page 15.

Insured Borrower means the borrower under the **Loan**, or in the case of joint cover, the borrowers under the **Loan**, that are insured by the Loan Protection **Policy** and named as such in the **Policy Schedule**.

Lender means the financier of your **Loan** and named as **Lender** in your **Application**.

Life Cover Benefit means the Life or **Terminal Illness** claim benefit payment as an amount equal to the outstanding balance on your **Loan**, as at date of death or diagnosis of the **Terminal Illness**.

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

Monthly Benefit means an Accident & Sickness or Involuntary Unemployment claim benefit payment which is equal to the monthly loan repayment as shown in your **Policy Schedule**, up to a maximum **Monthly Benefit** of \$12,000.

In the instance of a part **Monthly Benefit** period, the **Monthly Benefit** is calculated proportionately, on a daily basis i.e. **Monthly Benefit**/30 x number of days.

Notification of Unemployment means the first indication given to you either verbally or in writing of your impending **Unemployment**, given either by or on behalf of your employer.

Pre-existing Condition means an illness, sickness, disability or condition relating to your health, which in the 12 months prior to the date you applied for your **Policy** or the date you applied to reinstate your **Policy**:

- 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 means the legal contract between you and us. The PDS current at the time you applied, your **Application**, any future **Application** accepted, the current **Policy Schedule**, and any special conditions, amendments or endorsements make up the **Policy**.

Policy Schedule means the most recent document we send to you titled **Policy Schedule**, specific to your Loan Protection **Policy** and this includes any notices we send to you in writing advising of amendments to your **Policy Schedule**.

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 insured 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 have a terminal medical condition and have two **Qualified Medical Practitioners** (at least one of them a specialist in the area of the 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.

Unemployment/Unemployed means the termination of your employment by your employer (subject to *When you are not covered (exclusions)* section on pages 16-20) 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 **Accident**, 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 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 at the time an Insured event occurs

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**, or in the case of joint cover, the borrowers (or if the context requires, one of them) under the **Loan**.
- II. we/us/our in relation to Accident & Sickness Cover (only where the duration of the **Loan** 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.

AM I ELIGIBLE?

You, as the borrower on the **Loan**, 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, and working for at least (on average) 20 hours per week as outlined below.

HOW DO I APPLY?

You can only apply for Loan Protection by completing an **Application** at the time of applying for the personal **Loan**. An **Application** is available from your **Lender** during this process.

UNDERWRITING QUESTIONNAIRE

If the total of the amounts you insure with St Andrew's and its related companies is more than \$750,000, you will be required to complete an additional Underwriting Questionnaire.

This questionnaire will ask for details of your medical history, occupation and other relevant information.

The total of the amounts you insure with St Andrew's and its related companies includes the amount of cover:

- you apply for in your **Application** for this Loan Protection **Policy**; and
- provided under all policies already issued to you or where you are the insured person, by St Andrew's or its related companies.

Employment Type	Description
Permanent (PAYG) or Casual	<p>You are working on an average basis for at least 20 hours a week and employed by an organisation legally recognised as carrying on business within Australia.</p> <p>Casual workers please note: For Involuntary Unemployment claims you must have been with your employer for a continuous period of at least 12 months before you are eligible to make a claim.</p>
Self-employed	<p>You are a subcontractor or are actively working for remuneration or reward but not as an employee of another. You are working on an average basis for at least 20 hours a week within Australia.</p>
Fixed-term contract	<p>You are working on an average basis for at least 20 hours a week and contracted by an organisation legally recognised as carrying on business within Australia.</p> <p>Fixed-Term contractors please note: For Involuntary Unemployment claims you must have been employed under a fixed term contract for at least 12 continuous months immediately prior to any claim event, before being eligible to claim.</p>

Important information about the Underwriting Questionnaire

St Andrew's reserves the right to decline your **Application** as a result of the information you provide in the Underwriting Questionnaire, or to accept your **Application** subject to additional terms, conditions or exclusions.

If you are required to complete an Underwriting Questionnaire and 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 in your **Policy Schedule**.

The remaining terms and exclusions set out within this document will continue to apply.

JOINT BORROWERS

You and any additional borrower/s can apply for cover to be insured on the same **Loan**. To be eligible to apply for Loan Protection, each borrower must have a contractual obligation with the **Lender** to meet the repayments on the **Loan**. Each borrower who applies for Loan Protection must fulfil the relevant eligibility criteria for Loan Protection and if we agree to insure each of you, then you must each pay the applicable premium.

On acceptance of your **Application**, a **Policy Schedule** will be issued to each of you as **Insured Borrowers**. Please note that the benefit limits set out in this **Policy** will apply to each **Insured Borrower** as if each of you were a single entity, even when one or more of you is entitled to claim. If each of you have different benefit entitlements, e.g. different cover types, and both of you are eligible to claim at the same time, then the combined benefit cannot exceed:

- for Accident & Sickness or Involuntary Unemployment claims, the **Monthly Benefit**; or
- for Life Cover claims, the outstanding balance of the **Loan** as at the date of your death or diagnosis of a **Terminal Illness**.

Joint borrower example

Ted and Stacy are joint borrowers on their BOQ personal loan and both decide to apply for Loan Protection. Their personal **Loan** has an initial **Loan** amount of \$20,000 and a **Monthly Repayment** of \$600. Both Ted and Stacy apply for Accident & Sickness Cover.

Sometime after their **Policy** commences, Ted and Stacy are involved in a car accident from which both suffer injuries that render them **Unfit for work** for more than 30 days.

As Ted and Stacy are joint borrowers the **Monthly Benefit** is \$600 to cover the cost of the loan repayments. They will not both be able to claim.

Both Ted and Stacy are otherwise able to claim up to the maximum of the limits applicable under the **Policy**.

YOUR BENEFIT AMOUNTS

For Life Cover, the **Life Cover Benefit** will be equal to the amount required to repay your **Loan** as at the date of your death or diagnosis of a **Terminal Illness**.

For Accident & Sickness and Involuntary Unemployment Covers, the **Monthly Benefit** is the monthly **Loan** repayment as shown in your **Policy Schedule**.

In the instance of a part month benefit period, the **Monthly Benefit** is calculated proportionately, on a daily basis i.e. **Monthly Benefit/30 x number of days**.

There are maximum benefits payable in respect of your **Policy** for each cover. For more information, please see the *Limits on what we pay* section on page 14-15.

INSURED EVENTS COVERED BY LOAN 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 benefits will be right for you.

LIFE COVER

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

How it works

Life Cover can provide you and your family with peace of mind knowing that we will pay a **Life Cover Benefit** to your **Loan** if you die or are diagnosed with a **Terminal Illness**.

Please note, there is a 90 day **Qualifying Period** for **Terminal Illness** claims, which means we will not pay a **Life Cover Benefit** if you are diagnosed with a **Terminal Illness** within the first 90 days of the **Insurance Term**.

Life Cover is subject to certain exclusions – which are listed in the section *When you are not covered (exclusions)* section on pages 16–20.

Interim Life Cover

Should you die during the period between when you apply for Loan Protection and the date your **Loan** settles, we will pay the full amount of your **Life Cover Benefit** as long as:

- a. you had already submitted your **Application** for Life Cover; and
- b. we would have accepted your **Application**

This is an added benefit and at no additional cost to you. This additional benefit is subject to the normal eligibility, exclusions and maximum amounts, and provided that the period between your **Application** and your **Loan** funding date is not greater than 180 days.

This insurance is temporary and will end at the earliest of 180 days after approval of your **Loan** by your **Lender** or when your **Loan** settles.

What we will pay

The **Life Cover Benefit** will be equal the amount required to repay your **Loan** as at the date of your death or diagnosis of a **Terminal Illness**.

We will only pay 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 all policies underwritten by St Andrew's and its related companies in respect of you.

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

How we pay

We will pay a lump sum benefit equal to the amount required to repay your **Loan** as at the date of your death, or diagnosis of **Terminal Illness**.

We will pay the **Life Cover benefit** into your **Loan** account.

There are maximum benefit amounts and benefit periods that apply – which are listed in the section titled *Limits on what we pay* on page 14–15.

Life Cover example

2 years after taking out a personal **Loan** and a **Loan Protection Policy** with Life Cover, Trevor dies as a result of a fishing **Accident**. Trevor had taken out cover on his \$25,000 **Loan**, with \$17,000 still outstanding at the date of his death.

We will pay the outstanding balance of his **Loan** as at the date of death, being \$17,000, directly to the **Lender**.

ACCIDENT & SICKNESS COVER

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

How it works

Accident & Sickness Cover allows you to concentrate on getting back on your feet if you are off **Work** due to accidental injury or sickness.

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.

You will be classified as being **Unfit for work** due to **Accident** or sickness if you satisfy the conditions set out below.

There is a 30 day **Qualifying Period** for Accident & Sickness claims, where no claims will be payable if you become **Unfit for work** for any reason other than due to **Accident**. This means that you cannot claim for an event that happens within 30 days of you purchasing Accident & Sickness Cover, unless the event is an **Accident**.

This cover is also subject to other exclusions – which are listed in the section entitled *When you are not covered (exclusions)* section on pages 16–20.

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 the **Monthly Benefit** as shown in your **Policy Schedule**.

We do not pay for the first 30 days of your claim. We start paying your benefit from the 31st day and **Monthly Benefit** payments are made in arrears.

If you're **Unfit for work** for only part of a month, your **Monthly Benefit**, will be calculated proportionately, on a daily basis i.e. **Monthly Benefit/30 x number of days**.

We will pay a **Monthly Benefit** payment, after the first 30 days, up to a maximum amount of \$12,000.

No more than 36 **Monthly Benefits** (whether or not consecutive) for all claims will be paid under this **Policy**.

An overall 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 underwritten by St Andrew's and its related companies in respect of you.

That means if you have other Loan Protection or any other St Andrew's policies and are claiming on each for Accident & Sickness, the maximum we will pay per month for all of them is \$12,000, up to an overall maximum of \$100,000.

How we pay

There is a 30 day waiting period in which no benefits are payable. The 30 day waiting period commences from the date you become **Unfit for work** and you must remain **Unfit for work** for the full 30 day waiting period. Benefits then start to accrue from the 31st day.

We will pay a **Monthly Benefit** for each consecutive day that you remain **Unfit for work**. This benefit payment will be made on a monthly basis in arrears, into your **Loan** account, during the benefit period.

This means that together with the 30 day waiting period and any **Monthly Benefits** being paid monthly in arrears, a benefit payment will not be made into your **Loan** account for up to 60 days from the date you become **Unfit for Work**, or even longer depending on when you lodge your claim. Because of this delay we suggest you speak to your **Lender** if you are having any financial difficulties in meeting your loan repayments.

When do my benefit payments end?

We will continue to make **Monthly Benefit** payments while you are **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 in respect of all claims under your **Policy**; or
5. the date on which we have paid our total maximum payable limit of \$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; or
6. the date your **Insurance Term** ends.

Note that if we stop paying your **Monthly Benefit** because any of the events described in 1, 2 or 3 previously has occurred, then we will not make any further **Monthly Benefit** payments 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. We will not apply another 30 day waiting period, however the maximum number of benefit payments described previously will apply to the combined claim.

Accident & Sickness Cover example

Stephanie had a personal **Loan** with a minimum **Loan** repayment of \$650 per month. This amount was her **Monthly Benefit**. She had purchased Loan Protection and included the option for Accident & Sickness. Stephanie works full time. Six 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 education training and experience.

She has not previously had any issues with her lumbar spine. She undergoes treatment for her lumbar spine injury and is certified **Unfit for work** by a **Qualified Medical Practitioner** for a period of 13 months.

After the first 30 days, from day 31, we will pay 12 **Monthly Benefit** payments of \$650 per month, into Stephanie's **Loan** account for the remaining 12 months she is unable to **Work**. Stephanie returns to work in February 2016. The total benefit paid for this claim is \$7,800.

INVOLUNTARY UNEMPLOYMENT COVER

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

How it works

Involuntary Unemployment Cover helps protect your financial security while you focus on finding new **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 benefit payment after the first 30 days for up to 6 months for any one claim. Importantly, when assessing your claim for Involuntary Unemployment Cover, we do not take into consideration any redundancy payout you may have received as a result of you being made **Unemployed**.

We will consider you to be involuntarily **Unemployed** if you are:

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

There is a 30 day **Qualifying Period** for Involuntary Unemployment claims, where no claims will be payable if you become involuntarily **Unemployed**. This means that you cannot claim for an event that happens within 30 days of you purchasing Involuntary Unemployment Cover.

This cover is also subject to certain exclusions – which are listed in the section *When you are not covered (exclusions)* on pages 16-20.

What 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** as shown in your **Policy Schedule**.

We do not pay for the first 30 days of your claim. We start paying your benefit from the 31st day and **Monthly Benefit** payments are made in arrears.

If you're **Unemployed** for only part of a month, your **Monthly Benefit** for that month will be calculated proportionately, on a daily basis from the **Monthly Benefit** i.e. $\text{Monthly Benefit} / 30 \times \text{number of days}$.

We will pay a **Monthly Benefit** payment, after the first 30 days, up to a maximum amount of \$12,000.

No more than 6 **Monthly Benefits** per claim and within any 12 month period will be payable. No more than 24 **Monthly Benefits** for all claims will be paid under this **Policy**.

An overall maximum **Monthly Benefit** of \$12,000 and an overall maximum benefit of \$100,000 applies for all Involuntary Unemployment claims payable to you under all policies underwritten by St Andrew's and its related companies in respect of you.

That means if you have other Loan Protection or any other St Andrew's policies and are claiming on each for Involuntary Unemployment, the maximum we will pay per month for all of them is \$12,000, up to an overall maximum of \$100,000.

How we pay

There is a 30 day waiting period in which no benefits are payable. The 30 day waiting period commences from the date you become **Unemployed** and you must remain **Unemployed** for the full 30 day waiting period. Benefits then become payable and start to accrue from the 31st day.

We will pay a **Monthly Benefit** for each consecutive day that you remain **Unemployed**. This benefit payment will be made on a monthly basis in arrears, into your **Loan** account, during the benefit period.

This means that in consideration of the 30 day waiting period and any **Monthly Benefits** being paid monthly in arrears, a benefit payment will not be made into your **Loan** account for up to 60 days from the date you become **Unemployed**. Because of this delay we suggest you speak to your **Lender** if you are having any financial difficulties in meeting your loan repayments.

When do my benefit payments end?

We will continue to make **Monthly Benefit** payments while you are **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 **Monthly Benefit** payments in respect of any one claim; or
4. the date on which we have made 6 **Monthly Benefit** payments within any 12 month period; or
5. the date on which we have paid 24 **Monthly Benefit** payments in respect of all claims under this **Policy**; or

6. the date on which we have paid our total maximum payable limit of \$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; or
7. the date the **Insurance Term** ends.

Note that if we stop paying the **Monthly Benefit** because any of the events described in 1 or 2 previously has occurred, then we will not open a new claim 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. We will not apply another 30 day waiting period, however the maximum number of benefit payments described previously will apply to the combined claim.

Involuntary Unemployment Cover example

Gemma has a personal **Loan** with a minimum **Loan** repayment of \$400 per month. This amount was her **Monthly Benefit**. Gemma took Loan Protection and included the Involuntary Unemployment Cover in her **Policy**. 9 months after taking out her cover Gemma's employer goes through a restructure and she is involuntarily made redundant. It takes Gemma 6 months to find new employment.

After the first 30 days, from day 31, we will pay 5 **Monthly Benefits** of \$400 per month, into Gemma's **Loan** account for the remaining 5 months she is **Unemployed**. The total benefit paid for this claim is \$2,000.

LIMITS ON WHAT WE PAY

Cover Type	Benefit Payable
Life	<p>We will pay a benefit amount equal to the outstanding balance on your Loan, as at the date of death or diagnosis of a Terminal Illness.</p> <p>A maximum overall benefit of \$1,500,000 for all policies issued to you or under which you are insured by St Andrew's and its related companies.</p> <div><p>Example</p><p>Stefan had a \$45,000 personal Loan and purchased Loan Protection with Life Cover.</p><p>Tragically, within just a few months of the Loan settling, Stefan passed away as a result of a sudden Accident. The outstanding amount on Stefan's Loan as at the date of the Accident was \$42,000.</p><p>St Andrew's will pay a total Life Cover Benefit of \$42,000, and Stefan's family will not have the additional burden of this debt.</p></div>
Accident & Sickness Cover	<p>The Accident & Sickness Cover Monthly Benefit is the monthly Loan repayment as shown in your Policy Schedule.</p> <p>No more than 36 Monthly Benefits (whether or not consecutive) will be paid under this Policy.</p> <p>A maximum Monthly Benefit of \$12,000 applies to all Accident & Sickness claims.</p> <p>An overall maximum Monthly Benefit of \$12,000 and an overall aggregated 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> <div><p>Example</p><p>Mary has a Loan Protection Policy which includes the Accident & Sickness Cover option. The minimum monthly repayment on her personal Loan is \$700 per month, which is shown in her Policy Schedule as the Monthly Benefit.</p><p>26 months after buying the Policy, Mary is involved in a trampolining Accident and suffers an injury which renders her Unfit for work.</p><p>St Andrew's will pay an Accident & Sickness Cover Monthly Benefit of \$700 until Mary can return to Work, or up to the maximum period and benefit amount provided for under her policy.</p></div>

Cover Type	Benefit Payable
Involuntary Unemployment Cover	<p>The Involuntary Unemployment Cover Monthly Benefit is the monthly Loan repayment as shown in your Policy Schedule.</p> <p>No more than 6 Monthly Benefits per claim and within any 12 month period will be payable. No more than 24 Monthly Benefits for all claims will be paid under this Policy.</p> <p>A maximum Monthly Benefit of \$12,000 will apply to all Involuntary Unemployment claims.</p> <p>An overall maximum Monthly Benefit of \$12,000 and an overall aggregated maximum benefit of \$100,000 applies for all Involuntary Unemployment 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> <div> <p>Example</p> <p>Eloise has a Loan Protection Policy which includes the Involuntary Unemployment Cover option. The minimum monthly repayment on her loan is \$550. This amount is shown in her Policy Schedule as the Monthly Benefit.</p> <p>3 months after buying the Policy, Eloise is made involuntarily Unemployed.</p> <p>St Andrew's will pay an Involuntary Unemployment Monthly Benefit of \$550 per month, until Eloise can find new employment, or up to the maximum period and benefit amount provided for under her Policy.</p> </div>

INSURANCE TERM

Your **Insurance Term** must be the same as the term of your **Loan**. Your **Policy** will expire at the end of this period unless it is terminated on an earlier date because one of the events occurs as described in the section titled *When does your policy start and end* on pages 15-16.

The maximum **Insurance Term** is 7 years.

Please note that this **Policy** is non-transferable. Your cover will end under the **Policy** immediately if your **Loan** is repaid early or if your **Loan** is otherwise terminated.

WHEN DOES YOUR POLICY 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:

1. the date you die; or
2. the date on which a **Terminal Illness** benefit is paid; or
3. the date you reach 65 years of age; or
4. the expiry date for the cover as shown in your **Policy Schedule**; or

5. the date on which you cease to reside permanently in Australia; or
6. the date your **Policy** is cancelled for any of the reasons listed on page 21 of this **Policy**; or
7. the date your **Policy** is cancelled following receipt by us of 30 days written notice from you; or
8. the date we have paid our maximum benefits payable under the **Policy** in respect of Life Cover; or
9. the date your **Loan** is repaid or otherwise terminated.

Please note that in the case of multiple borrowers on your **Loan**, conditions 1), 2), 3) and 5) above will be applied separately to each **Insured Borrower**.

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.

WHEN YOU ARE NOT COVERED (EXCLUSIONS)

To ensure our products remain affordable, there are certain conditions or events we do not cover. It's important to understand when we don't pay – in particular for a disability or death resulting from a **Pre-existing Condition**.

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 following explanation).

If you are required to complete an Underwriting Questionnaire and St Andrew's accepts your **Application**, the **Pre-existing Condition** exclusion will not apply.

What is a Pre-existing Condition?

Pre-existing Condition means an illness, sickness, disability or condition relating to your health, which, in the 12 months prior to the date you applied for your **Policy** or the date you applied to reinstate your **Policy**:

- 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 explanation on the following page), the recurrence of a previous malignant cancer or cancer confirmed to be a metastases (spreading) of the original primary cancer, health related conditions listed in the *When you are not covered (exclusions)* section for each cover type on page 16-20 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 2014. Sue applies for a Loan 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 12 months prior to the date she applied for her **Policy**, it is a **Pre-existing Condition** so no claim would be paid.

Accident & Sickness Cover **Pre-existing Condition** example:

In 2013, John is diagnosed with a disc protrusion of the lumbar spine. In 2014, he applies for a Loan 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 the reason for the claim related to his lumbar spine condition, which was first diagnosed in the 12 months before the date he applied for his **Policy**, it is a **Pre-existing Condition** and the claim is not covered by his **Policy**.

LIFE COVER

We will not pay a **Life Cover Benefit** under this **Policy** if your reason for claiming is 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:
 - a. the date you applied for your **Policy**; or
 - b. the date you applied to reinstate your **Policy**.

We will also not pay a **Life Cover Benefit** under this **Policy**, if:

3. you have reached 65 years of age; or
4. 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
5. your reason for claiming is due to the diagnosis of a **Terminal Illness** within the first 90 days of the **Commencement Date** of this **Policy**; or
6. your reason for claiming is, directly or indirectly due to;
 - a. a **Pre-existing Condition**; or
 - b. a specific exclusion agreed with you in writing and listed as an exclusion in your **Policy Schedule**; or
 - c. suicide within the first 13 months of the **Commencement Date** of this **Policy**; or
 - d. a **Civil Disorder**; or
 - e. you engaging in any criminal activities or illegal acts; or
 - f. an act of **Terrorism**.

ACCIDENT & SICKNESS COVER

We will not pay an Accident & Sickness benefit under this **Policy** if your reason for claiming is 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:
 - a. the date you applied for your **Policy**; or
 - b. the date you applied to reinstate your **Policy**.

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 claim 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 its 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 in 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
- d. your consumption of alcohol (as an example, driving under the influence); or
- e. a **Civil Disorder**; or
- f. engaging in any criminal activities or illegal acts; or
- g. an act of **Terrorism**; or
- h. intentionally self-inflicted bodily injury or attempted suicide; or
- i. musculoskeletal conditions unless there is radiological or other sufficient diagnostic evidence of medical abnormality; or
- j. childbirth, pregnancy, miscarriage, abortion or any complications arising from any of these; or
- k. 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**.

INVOLUNTARY UNEMPLOYMENT COVER

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
3. 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 or child; 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 licenses, authorisation or permits required to operate the business, including, but not limited to, 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; or
4. 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 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. the conclusion of a probation period after which your employment was not continued; or
 - f. a strike or labour dispute; or
 - g. engaging in any criminal activities or illegal acts; or
 - h. 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;
 - i. your consumption of alcohol (as an example, driving under the influence)

The exclusions in 4a and 4b previously 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.

5. We are currently paying a claim under the Accident & Sickness Cover of this **Policy**; or
6. 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

7. You are unable to demonstrate that you have made all reasonable efforts to seek **Work** since becoming **Unemployed**; or
8. 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.

YOUR PREMIUM

The premium that you will be charged depends on the following factors:

- the cover type you have chosen i.e. Life Cover and/or Accident & Sickness Cover and/or Involuntary Unemployment Cover. The more cover types you select, the greater the premium;
- the amount of your **Loan**. The larger the amount, the greater the premium;
- the **Insurance Term**. The longer the Insurance Term, the greater the premium; and
- your payment type, depending on whether you choose to pay by direct debit or an upfront, single premium. A single premium may be lower than a premium paid in instalments by direct debit. Please refer to the information following for further details regarding paying by a single premium versus paying by direct debit.

You will be provided with a quote taking into account these factors prior to applying for Loan Protection. Loan Protection is available for more than one borrower. Where joint cover is chosen, the above rating factors apply to each borrower.

The **Policy Schedule** confirms the method of payment you have chosen for your premium. Available payment methods include direct debit or a once only upfront payment financed in to your **Loan**.

Direct debit

St Andrew's will accept payments of premium by monthly direct debit from bank accounts or credit cards. If paying your premium by direct debit, please refer to the Direct Debit Request – Service Agreement below.

Single premium – financed into your Loan

If your premium is paid out of your **Loan** (e.g. financed into your **Loan**), it will be paid as a single, up-front payment on the date of settlement and will provide cover for the **Insurance Term** as shown on your **Application** and **Policy Schedule** (to a maximum of 7 years). Please note that if you finance your premium into your **Loan**, you will be charged interest on the amount borrowed by your financial institution.

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

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 Loan Protection rates). 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.

COMMISSION

For any Loan 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. This amount is paid to BOQ as the distributor of the product. Any commission we pay is included in the premium you pay, and is not an additional charge to you.

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 that you consult your accountant or financial adviser for any taxation implications of taking out Loan Protection.

WHAT IF I CHANGE MY MIND?

You can cancel your **Policy** at any time by sending us a cancellation request in writing (refer to page 1 for our contact details) or via the phone on 1300 363 159.

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.

**After the first 30 days:
Premium paid by direct debit**

Please note that if you pay your premium by direct debit and you close your **Loan** you must also give us 30 days written notice asking us to cancel your **Policy**. Your **Policy** will not be automatically cancelled on closure of your **Loan**. No refunds are provided for payments made via direct debit as payments are made in arrears

Single premium – funded by your Loan

If your premium was financed into your **Loan** and you cancel your **Policy** after the 30 day cooling off period for any reason, St Andrew's will apply the following formula for determining your refund (where Term is the number of months):

Initial Premium (less taxes) x Remaining
Term x (Remaining Term +1)
Initial Term x (Initial Term +1)

As an example, if your initial premium (less tax) was \$1,000 and your **Policy** has an **Insurance Term** of 48 months and you cancelled it after 12 months, the refund would be:

$$\frac{1,000 \times 36 \times (36+1)}{48 \times (48 +1)} = \frac{1,332,000}{2,352} = \$566.33$$

Please note: Any refund due is paid to your **Lender** to be credited to your **Loan** account.

FINANCIAL HARDSHIP

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

CHANGES TO YOUR POLICY

You can apply to remove your selected cover types by contacting us on 1300 363 159. We will notify you in writing once your request has been completed.

Reminder; Involuntary Unemployment Cover can only be selected with Life Cover and or Accident and Sickness Cover and cannot be held on its own.

REINSTATING YOUR POLICY

If your **Policy** is cancelled due to non-payment of premium, 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**.

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 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.

Who needs to tell us?

It is important that you understand you are answering our questions in this way for yourself and anyone else to be covered by the **Policy**.

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 cover that is life insurance, 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 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 Loan Protection. The most significant risks are that:

1. 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

2. receiving claim payments may impact your entitlement for other benefits or income you may receive including but not limited to:
 - a. where more than one **Insured Borrower** is claiming simultaneously for Accident & Sickness or Involuntary Unemployment, the maximum benefit is limited to the **Monthly Benefit** for any month.
 - b. where we will not pay a claim under the Accident & Sickness Cover if we are paying benefit payments under the Involuntary Unemployment Cover of this **Policy** and vice versa.
 - c. any benefit amounts payable under other insurance policies you have may reduce if a claim is paid under this **Policy**.

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. 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

Email: claims@standrews.com.au

After receiving your claim, St Andrew's will then contact you within 3-5 working days to take you through the next steps in the claims process that relates to your claim.

For Life Cover claims

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.

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 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 a **Monthly 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**, you must do so. We will advise you of our preferred **Qualified Medical Practitioner** however, if you request, you can choose from a list of practitioners we nominate, however this may cause delays to your claim. We will pay for such an examination.

For Involuntary Unemployment claims

You will be required to provide us with information and proof that you are actively seeking **Work**. This information could include evidence of you regularly applying for **Work** as suitable to your education, training and previous experience

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

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.

We will pay claim benefits in Australian dollars only. Any unpaid premium due to us will be deducted from any benefit payment made.

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 vary or avoid the **Policy** from inception and recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim.

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

Email customerservice@standrews.com.au

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 receiving it. 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 previous address.

Should the matter still not be resolved to your satisfaction, you may refer the matter for an external review. You can do this by putting your situation in writing to the organisation listed below.

Financial Ombudsman Service Limited

GPO Box 3

Melbourne VIC 3001

Telephone 1800 367 287 (local fee applies)

Facsimile (03) 9613 6399

Website: www.fos.org.au

Email: info@fos.org.au

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.

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 FCS website at www.fcs.gov.au or by calling 1300 55 88 49.

Policies issued exclusively by St Andrew's Life Insurance are not "protected policies" under the Financial Claims Scheme.

YOUR PRIVACY

For the purposes of this privacy section, "we" also 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 St Andrew's related companies and agents, distributors (including the entity who referred you to us), your **Lender**, 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 New Zealand, India and USA.

When you apply for Loan Protection you consent to us:

1. collecting, using and disclosing information about you in the manner described in this section; and
2. (unless you opt out) using your personal information to tell you about products and services offered by us, other group companies or our preferred suppliers, which may be of interest to you and for the purpose of customer satisfaction surveys.

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.

OTHER IMPORTANT INFORMATION

You should note the following about your Loan Protection **Policy**:

1. This **Policy** has no surrender value
2. Nothing in this **Policy** may be waived or modified except in writing signed by an Authorised Officer on our behalf
3. Some of your insurance premium is paid to the distributor of the **Policy** as commission
4. You may not transfer your rights under this **Policy**
5. You must comply with all parts of this **Policy** and take all reasonable steps to:
 - a. minimise our risk; and
 - b. minimise the size of any claims you make

6. The entire contract of insurance between you and us is comprised of this PDS, the **Policy Schedule** we send to you (or as amended from time to time and advised to you in writing), 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
7. 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 1
8. 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.
9. 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)
10. Life, **Terminal Illness** and Accident & Sickness insurance is written out of St Andrew's Life Insurance Statutory Fund No. 1
11. 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)
12. 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.
13. You will cease to be covered for this **Policy** as at the date you no longer permanently reside in Australia and you must inform us of this change in residency status.

LIFE INSURANCE CODE OF PRACTICE

St Andrew's 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.

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 Loan 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 1.
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 Loan Protection PDS. You may also contact the Debit User on 1300 363 159 or at the address on page 1. 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 referred to on Page 1 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.

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