

Your

Product Disclosure Statement
and Insurance Policy



Queensland
COUNTRY
CREDIT UNION

TM *membersafe*

In arranging this insurance Queensland Country Credit Union Limited ABN 77 087 651 027 AFS Licence No. 244533 is acting pursuant to an agreement with the Insurer¹.

¹Insurer details - see inside back cover.

Essential Cover
Loan Repayment Insurance
Product Disclosure Statement
and Policy

Essential Cover Loan Repayment



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This Product Disclosure Statement (PDS) has been designed to help *You* get the most out of *Your policy*.

Use the contents page to help *You* find what *You* are looking for. Important tasks such as taking out insurance or making a claim are explained in easy to follow steps. *We* have included a glossary of words with a special meaning. These words will be shown in italics in this PDS.

When *You* take out an insurance policy with *Us*, the cover *We* agree to provide *You* is set out in *Your* current schedule, and described in this PDS, as well as any Supplementary PDS *We* may issue. Together, they make up the terms and conditions of *Your* insurance contract with *Us*. Read them carefully and store them together in a safe place.

Information in this PDS may need to be updated from time to time where required and permitted by law. *You* can obtain a paper copy of any updated information without charge by calling *Us* on the contact details provided in this document. If the update is to correct a misleading or deceptive statement or an omission that is materially adverse from the point of view of a reasonable person deciding whether to acquire the Policy, *We* will provide *You* with a new PDS or a Supplementary PDS.

If *You* need more information about this PDS, please contact *Us* or *Your* insurance adviser.

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About This Insurance

Before you apply for insurance

You are not obliged to purchase this insurance and insurance can be arranged through a different insurance company.

This insurance provides Consumer Credit Insurance which has been developed to assist *You* to meet *Your* loan repayments on *Your* behalf in the event of *Your Disablement*, Hospitalisation or *Involuntary unemployment* or to pay the outstanding balance of *Your* loan if *You* die, or to pay *You* a benefit if *You* suffer a *Trauma*. The amount paid on a claim is measured by reference to *Your* liability under *Your* loan and is subject to the benefit limits set out in this PDS.

This insurance has been designed for loans where the *loan balance* reduces as each loan repayment is made.

We issue *Your* insurance relying on:

- the information *You* provide in answer to *Our* questions when *You* apply for insurance
- *You* meeting the eligibility conditions when *We* accept *Your* application for insurance
- *You* being engaged in *permanent and gainful employment* and *You* are not under notice of dismissal when *We* accept *Your* application for insurance. This does not apply to Life and *Trauma* covers.

Who is the insurer

For *Disablement*, Hospitalisation and *Involuntary unemployment*, CGU Insurance Limited is the *insurer* and issuer ABN 27 004 478 371 AFS Licence No. 238291. In this PDS the *insurer* is called '*We*', '*Us*', or '*Our*'.

For Life and *Trauma* benefits, *We* hold an insurance policy issued by the National Mutual Life Association of Australasia Ltd, ABN 72 004 020 437 AFS Licence No. 234649, a member of the AMP Group.

What This Policy Covers

What you are insured for

Provided *You* have paid the *premium* and *We* have accepted *Your* application, *We* agree to insure *You* during the *period of insurance* for the type of cover selected and stated on the *policy schedule*, subject to the terms, conditions and limits of this PDS.

24 hour world wide cover

You will be covered 24 hours a day, every day of the year, anywhere in the world. Cover subject to exclusions detailed in the section titled “**Exclusions to Your Cover**”.

Who can apply?

You can apply for single cover on *Your* own, or *You* can apply for a joint cover to include other parties on *Your* loan obligation.

You (and the other parties) must be Australian Permanent Residents.

The insurance cover you select

When *You* take out *Your* insurance *You* have a choice of covers to select from. Subject to meeting *Our* acceptance criteria, *You* may select the combination of covers that *You* require.

If *You* need cover for *Involuntary unemployment*, *You* must also select *Disablement* and *Hospitalisation* cover. *Involuntary unemployment* cover is not available as a stand alone cover option.

If *You* have selected *Life* or *Disablement* cover or both of these covers *You* can add *Trauma* to *Your* policy. *Trauma* cover is not available as a stand alone option.

The type of cover *You* have is stated on the *policy schedule*.

The cover provided by this insurance may vary from the prescribed standard cover. It is therefore important that *You* read, retain and understand this PDS.

Life insurance benefit

In event of *Your* death, *We* will pay on behalf of the *Life insurer* the lesser of:

- The *loan balance* at the date of *Your* death, **or**
- \$500,000.

Where the policy insures a *construction loan*, the benefit paid is the lesser of:

- The total amount *You* have agreed to borrow during construction, **or**
- The *loan balance* after construction has been completed, **or**
- \$500,000.

Claim payment example

If the outstanding balance on *Your* loan obligation is \$200,000 at the date of *Your* death *We* will pay *Your* creditor \$200,000 in total.

For a *construction loan*, if *You* have agreed to borrow \$400,000 and *You* die after only \$200,000 has been advanced, *We* will pay *Your* creditor \$400,000 which represents the amount *You* have agreed to borrow.

Free life insurance benefit

If *You* die, other than by suicide, during the period of time from the date *Your* creditor approves *Your* loan to the date the loan is settled by a first or full advance *We* will pay, on behalf of the *Life insurer*, the life insurance benefit provided the following has occurred:

- *We* have accepted *Your* application for life cover, **and**
- *Your* loan is approved, **and**
- *Your* death occurs within 120 days after the creditor approves *Your* loan or *credit facility*.

You will not be charged any *Life* cover *premium* for the period of cover prior to the *commencement date*.

Claim payment example

If *Your* loan is approved for \$300,000 and *You* die 60 days after *Your* loan has been approved by *Your* creditor, and *You* have not settled, *We* will pay *Your* creditor \$300,000.

Disablement benefit

For each day of *Disablement*, excluding the *waiting period* of 21 days *We* will pay 1/30th of the lesser of:

- the *monthly benefit*
- \$3,500.

The most *We* pay per claim is the lesser of:

- a maximum period of 30 months per claim, **or**
- *Your loan balance* at the date of *Disablement*.

If *You* return to *permanent and gainful employment*:

- for less than 6 consecutive months following a period of *Disablement*, any further claim for *Disablement* will be considered as a continuation of the prior period of *Disablement*
- for 6 consecutive months or more following a period of *Disablement*, any further claim for *Disablement* will be considered as a new separate claim and a new 21 day *waiting period* will apply.

The most *We* will pay for this *Disablement* benefit is \$210,000 no matter how many times *You* become disabled during the *period of insurance*.

If the period of *Disablement* continues beyond the end of the *period of insurance*, *We* will continue to pay *Your* claim for up to 30 months from the date of *Your Disablement*, subject to the benefit limit.

Claim payment example

If *You* are disabled due to an accident and *You* are unable to work for 45 days and *Your monthly benefit* is \$2,400 *We* will pay *Your creditor* 1/30th of \$2,400 for each day after the *waiting period* of 21 days. This means *We* will pay *Your creditor* \$80 a day for 24 days which equals a total of \$1,920.

Hospitalisation benefit

If *You* are *hospitalised* due to illness or injury (other than mental illness or injury) excluding the *waiting period* of 5 days, *We* will pay 1/30th of *Your monthly benefit* for each day *You* are *hospitalised*. If *Your Disablement* continues after *Your Hospitalisation*, no additional *waiting period* for *Disablement* will apply. *Disablement* exclusions apply.

The most *We* will pay under this benefit is \$6000 during the *period of insurance*.

Claim payment example

If *You* are disabled due to an illness and *You* are *hospitalised* for 12 days and *Your monthly benefit* is \$2,400 *We* will pay *Your creditor* 1/30th of \$2,400 for each day after the *waiting period* of 5 days. This means *We* will pay *Your creditor* \$80 a day for 7 days which equals a total of \$560. Once released from hospital if *You* are still unable to return to work *Your Hospitalisation* benefits will continue up until day 21. If after day 21 *You* have not returned to work *Your Disablement* benefits will be paid and no *Disablement waiting period* applies.

Involuntary unemployment benefit

For each day of *Involuntary unemployment* excluding the *waiting period* of 21 days, *We* will pay for up to 180 days, the lesser of 1/30th of:

- the *monthly benefit*, **or**
- \$3500.

The most *We* pay per claim is the lesser of:

- \$7,500, **or**
- *Your loan balance* at the date of unemployment.

No benefit will be paid if the *Involuntary unemployment* occurred within 12 months after the date the last payment was made under a previous *Involuntary unemployment* claim.

The most *We* will pay under this benefit for the entire *period of insurance* is \$15,000 no matter how many times *You* become involuntarily unemployed.

If the period of *Involuntary unemployment* continues beyond the end of the *period of insurance*, *We* will continue to pay *Your* claim for up to 180 days from the date of *Your Involuntary unemployment* subject to the benefit limits.

Claim payment example

If *You* become involuntarily unemployed, and *You* remain unemployed for 60 days and *Your monthly benefit* is \$2,400 *We* will pay *Your creditor* 1/30th of \$2,400 for each day after the *waiting period* of 21 days. This means *We* will pay *Your creditor* \$80 a day for 39 days which equals a total of \$3,120.

Trauma benefit

In the event of *You* suffering a covered *Trauma* (*cancer, heart attack, stroke or coronary artery surgery*) We will pay, on behalf of the *Trauma insurer*:

- the amount *You* have selected up to a maximum of \$50,000.

No *Trauma* benefit will be paid if death occurs within 14 days after the *date of Trauma*.

Claim payment example

If *You* have selected a *Trauma* benefit of \$30,000 and *You* suffer a *heart attack*, We will pay *You* \$30,000.

Waiting Periods that Apply to Your Cover

A *waiting period* applies if *You* make a claim for *Disablement, Hospitalisation or Involuntary unemployment*.

Cover	waiting period
<i>Disablement</i>	First 21 Days
Hospitalisation	First 5 Days
<i>Involuntary unemployment</i>	First 21 Days

Exclusions to Your Cover

This insurance does not cover:

- More than one *monthly benefit* at the same time
- More than one Life insurance benefit in total regardless of the number of people named on the schedule
- More than one *Trauma* benefit under the policy per person named as an insured on the *policy schedule*
- Any benefit as a result of an event or a circumstance indicated by a '●' in the following table:

Event or circumstance	Life	Disablement & Hospitalisation	Involuntary unemployment	Trauma
Suicide occurring within 13 months of the <i>commencement date</i> .	●			
Any illness, injury or condition known to be present in the 12 months preceding the <i>commencement date</i> .	●	●		●
Any illness sustained or manifested within 30 days of the <i>commencement date</i> .	●	●	●	
Any <i>Trauma</i> that occurs within 90 days of the <i>commencement date</i> .				●
An intentionally self-inflicted illness or injury or engaging in a criminal act.		●	●	●

When Your Policy Will End

Event or circumstance	Life	Disablement & Hospitalisation	Involuntary unemployment	Trauma
Childbirth, abortion or pregnancy (including conditions accelerated or induced thereby).		●	●	
Alcoholism, drug addiction or the influence of intoxicating liquor or drugs.		●	●	
Lockouts, taking part in riots, strikes.		●	●	
Engaging in motor racing.		●	●	
Flying or taking part in aerial activity except as a passenger in a motor propelled, fixed wing aircraft owned and/or operated by a recognised airline or licensed charter company.		●	●	
Cessation of Your employment within 30 days of the <i>commencement date</i> or failure to provide proof of at least 60 days continuous employment prior to any period of <i>Involuntary unemployment</i> .			●	
More than one claim per 12 month period.			●	
<i>war or warlike activities.</i>	●	●	●	●
<i>terrorism.</i>		●	●	
<i>avian influenza, epidemic influenza, pandemic influenza.</i>		●	●	

Your cover will end at the earliest of:

- the expiry date of the *period of insurance*, **or**
- the date on which the *credit facility* or loan obligation is cancelled, discharged, refinanced, foreclosed or terminated, **or**
- the date We give You notice cancelling this insurance in accordance with relevant legislation, **or**
- for a mortgage loan the 5th anniversary of the *commencement date*, **or**
- for a personal loan the 10th anniversary of the *commencement date*, **or**
- the date You reach Your 65th birthday. If there are two people named as insured's on the *policy schedule*, cover provided by this insurance will end in respect of a person when they reach their 65th birthday, **or**
- the date a life benefit or *Total benefit* is paid, **or**
- the date You request in writing to cancel Your cover, **or**
- the date a *premium* instalment remains unpaid for more than 30 days, **or**
- the date You cease to be an Australian Permanent resident, **or**
- the date on which You have resided outside Australia for a continuous period exceeding 6 months (unless You obtain Our prior written consent).

Total Benefit

The most *We* will pay in total for Life, *Disablement*, Hospitalisation and *Involuntary unemployment* cover collectively is \$500,000.

Any *Trauma* benefits are paid in addition to the *Total benefit*.

Your Responsibilities to Us

Your duty of disclosure

When *You* take out, change or vary a policy *You* have a duty to answer *Our* questions truthfully and provide *Us* with any information that could affect *Our* decision to insure *You*, or the terms of *Your policy*. This is called *Your* 'duty of disclosure'.

What you must tell us when you apply to take out this policy

When applying to take out insurance *We* will ask *You* certain questions. When answering these questions, *You* must be honest, and *You* have a duty under the Insurance Contracts Act 1984 to tell *Us* anything:

- known to *You*, **and**
- which a reasonable person in the circumstances would include in answer to any question.

We will use *Your* answers to help *Us* decide whether to insure *You* and anyone else under this policy, and on what terms.

Who you are answering the questions for

It is important that *You* understand *You* are answering the questions in this way on behalf of yourself and anyone else that *You* want to be covered by the policy.

If you do not answer our questions in this way

If *You* do not answer *Our* questions in this way, *We* may reduce or refuse to pay a claim, or cancel the policy, or do both. If *You* answer *Our* questions fraudulently, *We* may refuse to pay a claim and treat the policy as never being in place.

Variation, reinstatement or extension of your policy

When *Your policy* is varied, reinstated or extended *You* have a duty, under the Insurance Contracts Act 1984, to tell *Us* anything that *You*:

- know, **or**
- could reasonably be expected to know, **and**
- is relevant to *Our* decision whether to accept the risk of insurance and, if so, on what terms.

Your duty does not require disclosure of anything that

- diminishes the risk to be undertaken by *Us*
- is of common knowledge
- *We* know or, in the ordinary course of business, ought to know, **or**
- is a matter that *We* indicate *Your* duty has been waived by *Us*.

If you do not comply with your duty of disclosure

If *You* fail to comply with *Your* duty of disclosure, *We* may be entitled to reduce *Our* liability under the policy in respect of a claim, or *We* may cancel the policy, or do both.

If *Your* non-disclosure is fraudulent, *We* may also have the option of avoiding the contract from its beginning.

In addition to *Your* duty of disclosure, there are other responsibilities that *You* must meet when *You* are insured with *Us*.

You must tell *Us* if:

- *You* change *Your* name or address
- *You* plan to live overseas for more than 6 months
- *You* are no longer an Australian Resident
- *Your* loan obligation is cancelled, discharged, refinanced, foreclosed or terminated.

When *You* tell *Us* any of the above, *We* may need to alter *Your policy*, recalculate *Your premium*, impose *special conditions* or cancel *Your policy*.

In addition, *You* must also:

- be truthful and frank in any statement *You* make in connection with *Your policy*
- pay *Your premium*, including paying instalments regularly
- take reasonable precautions to avoid a claim being made
- obey all laws and make sure anyone acting on *Your* behalf obeys all laws
- follow the conditions of this policy
- not make a fraudulent claim under this insurance policy or any other policy.

Your responsibilities when you are making a claim

When *You* make a claim *You* must meet a number of responsibilities.

***You* must:**

- be truthful and frank in any statement *You* make in connection with a claim
- take safe and reasonable steps to prevent any further loss, damage or liability occurring
- give *Us* any information or assistance *We* require to investigate and process *Your* claim.

In addition, *You* also give *Us* *Your* rights to claim from anyone else

- if *You* have a right to claim from anyone else for an event covered by *Us*, *You* give *Us* *Your* rights to make that claim, to conduct, defend or settle any legal action and to act in *Your* name – *You* must not do anything which prevents *Us* from doing this and *You* must give *Us* all the information and cooperation that *We* require.

If you do not meet your responsibilities

If *You* do not meet *Your* responsibilities, *We* may refuse or reduce a claim, cancel *Your policy*, or do both. If *We* cancel *Your policy* *We* will advise *You* in writing.

Our Commitment to You

The General Insurance Code of Practice

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The objectives of the Code are:

- to promote better, more informed relations between insurers and their customers
- to improve consumer confidence in the general insurance industry
- to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers, **and**
- to commit insurers and the professionals they rely upon to higher standards of customer service.

Our commitment to you

We have adopted and support the Code and are committed to complying with it.

Please contact *Us* if *You* would like more information about the Code.

Our guarantee

Our guarantee assures *You* of quality insurance and service at all times.

Fair dealing guarantee

We will meet any claims covered by *Your policy* fairly and promptly.

Money back guarantee

If *You* change *Your* mind, *We* provide a cooling-off period which lets *You* cancel *Your policy* within 28 days of the commencement date of *Your policy* with a full refund of *Your premium*. However, *Your* cooling-off period no longer applies if *You* make a claim within this time.

Service guarantee

We will provide *You* with the highest standard of service.

Financial claims scheme

You may be entitled to payment under the financial claims scheme in the event that CGU Insurance Ltd becomes insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from the Australian Prudential Regulation Authority (APRA) website at <http://www.apra.gov.au> and the APRA hotline on 1300 13 10 60.

Intermediary remuneration

CGU Insurance Limited pays remuneration to insurance *Intermediaries* when *We* issue, renew or vary a policy the *Intermediary* has arranged or referred to *Us*.

The amount of remuneration may include commission and other payments of up to 20% of *Your premium* (excluding government charges) to the seller of the product. If *You* require more information about remuneration *We* may pay *Your Intermediary*, *You* should ask *Your Intermediary*.

How we handle your personal information

We are committed to handling *Your* personal information in accordance with the Privacy Act.

We need to collect, use and disclose *Your* personal information in order to consider *Your* application and to provide the cover *You* have chosen.

You can choose not to give Us some or all of Your personal information, but this may affect Our ability to provide You with cover.

When you provide your personal information to us

You acknowledge and consent to Us collecting and using Your information to:

- consider Your insurance application and any subsequent application for insurance
- underwrite and price any policy issued by Us or Our related entities
- calculate and offer discounts
- issue You with a policy
- administer the policy, **and**
- investigate, assess and pay any claim made by You.

For these purposes, You acknowledge and consent to Us collecting Your personal information from, and disclosing it on a confidential basis to Your Intermediary or the third party who You have been dealing with in respect to this insurance policy and who referred You to Us, other insurers, Our related entities, insurance reference bureaus, law enforcement agencies, investigators and recovery agents, lawyers, any credit provider that has security over Your property, assessors, repairers, suppliers retained by Us to supply goods and services, advisers, and/or the agent of any of these.

When you provide personal information to us about another person

You must be authorised to do so, and You must inform that person, unless informing them would pose a serious threat to the life or health of any individual:

- who We are
- how We use and disclose their information, **and**
- that they can gain access to that information.

Privacy of your personal information – for marketing purposes

In order to enhance its relationship with You, Your Intermediary may use Your personal information that You have provided Us to offer You other products and services, which may be of benefit to You.

When you provide your personal information to us – for marketing purposes

You acknowledge and consent to Your personal information being used on a confidential basis by Us or Your Intermediary to contact You by mail, phone, or email to provide You information on offers, products and services or for planning, market research and product development.

In using Your personal information for these marketing purposes, We and Your Intermediary may use and disclose Your personal information to offer You Our or Your Intermediary's products and services directly, or to any other organisation to carry out the above marketing purposes on Our or Your Intermediary's behalf. However:

- CGU Insurance Ltd (CGU Insurance) and Your Intermediary will not use Your information in this way if You have already told CGU Insurance or Your Intermediary not to
- You must inform CGU Insurance or Your Intermediary if You do not want Your personal information disclosed or used for these marketing purposes.

How to Take Out Insurance

How to apply for insurance

- 1. Provide the required information to Us of Your Intermediary to apply for cover. If We accept Your application for insurance, We will send You a policy schedule that confirms cover options and sets out the details of the insurance You have selected.**
- 2. Check Your policy schedule carefully to ensure the cover is what You need and pay Your premium.**
- 3. If more than one person is named as the insured, We will treat a statement, act, omission or claim by any one of these people as a statement, act, omission or claim by them all.**

How to cancel your policy

If *You* want to cancel *Your policy*, contact *Us* or *Your Intermediary*. *You* may cancel this insurance at anytime by requesting *Us* to do so in writing.

If *You* do request cancellation after 28 days from the *commencement date*, *We* will retain the amount of used *premium* in accordance with relevant legislation and *We* will refund any unused *premium*.

If *We* receive *Your* cancellation request within 28 days from the *commencement date* and *You* have not made a claim on this policy, *We* will refund *Your premium* in full.

You must notify *Us* immediately if *Your* loan ends earlier than the term specified in the *period of insurance* on *Your policy schedule*. This brings *Your policy* to an end.

If *We* are not notified of *Your* loan ending, *We* will continue to deduct *premium* payments.

Cancellation by us

We may cancel this insurance where circumstances described in insurance legislation allow *Us* to do so.

If *We* cancel this insurance, *We* will retain an amount from the *premium* in accordance with relevant legislation. *We* will refund the balance to the *creditor* to apply to the loan.

In the event of a Life insurance benefit payment, *We* will not refund any *premium* for this benefit and this insurance will end. If *You* are paying *Your premium* by instalments *We* will deduct all remaining instalment amounts for *Your* Life insurance benefit from *Our* payment.

In the event of a *Trauma* benefit payment, *We* will not refund any *premium* for this benefit.

If *You* are paying *Your premium* by instalments *We* will deduct all remaining instalment amounts for *Your Trauma* benefit from *Our* payment.

How to change your policy

1. Contact us or your intermediary to change or vary your policy

You will be sent an *endorsement schedule* that includes any changes or variations *You* have requested and *We* have agreed to, and any *special conditions* *We* may have applied to that agreement.

2. Check the changes

3. Pay any additional premium due

We will tell *You* if *Your premium* has increased. If *You* pay *Your premium* by instalments, *We* will adjust *Your* instalments and deduct the new amount on-going from *Your* nominated account. If *You* pay *Your premium* in one lump sum, *We* must receive *Your* payment within 30 days.

Your premium

1. How we calculate your premium

The *premium* payable by *You* will be shown on *Your policy schedule*.

The key factors that influence the *premium* calculations are reflected in the questions asked, and information sought, at the time of *Your* enquiry or application for insurance.

These include factors relating to:

- the particular cover or combination of covers *You* select
- the frequency claims occur
- the term of *Your* loan
- the amount of *Your* loan or line of credit and its repayments
- the expected mortality rates for life cover
- payment of *Your* premiums by instalments for *Trauma* and Life cover only
- number of insured's listed on the *policy schedule*.

Premiums are also subject to Commonwealth and State taxes and/or charges. These include the Goods and Services Tax (GST) and stamp duty. *Your premium* including any taxes and/or charges will be listed on *Your policy schedule*.

2. How to pay your premium

You can pay Your premium by instalments or funding it into *Your loan obligation*.

If *You fund the premium* into *Your loan obligation*, *Your loan obligation* will increase by the amount of *Your premium*.

If *You pay Your premium* by instalments, *You can pay* by direct debit from a nominated account.

We may cancel Your policy if:

- *You do not pay Your premium, or*
- *You pay Your premium* by instalments and *You are* more than 30 days behind.

We may refuse to pay a claim if:

- *You pay* by instalments and at least one instalment of the *premium* has remained unpaid for a period of at least 14 days.

If *You pay Your premium* by instalments an administration charge will apply if *You select a Life benefit and/or Trauma benefit*. This charge reflects the costs *We incur* in managing multiple payments *We receive* over the period of *Your insurance cover*. When *You commence this insurance* the administration charge is fixed and will not change during the *period of insurance*. The administration charge is included in the *premium* shown on *Your policy schedule*.

How to Make a Claim

Contact *Us* on 1800 CGU CCI (1800 248 224) for a claim form as soon as an event occurs that *You believe You* can claim for.

You must complete the claim form and return it to *Us* immediately following an event occurring that may result in a claim on this insurance.

You must give Us written statements and any other information *We ask for* to support *Your claim* and provide assistance when required.

How we settle a life claim

We will require proof of death, age, identity and amount to be claimed for.

In the case of *Your death*, the Life Insurance Benefit will be paid to the *creditor* shown on *Your policy schedule*, or as directed by the *creditor* to pay off *Your loan*.

How we settle disablement, hospitalisation or trauma claims

We will require evidence from a medical practitioner of the Disablement, Hospitalisation or Trauma. *We will also need evidence that You have obtained and are following the advice of the medical practitioner*.

For *Disablement* and *Hospitalisation Your benefit* excluding any applicable *waiting period* will be paid to the *creditor* shown on *Your policy schedule*, or as directed by the *creditor*.

The *Trauma benefit* will be paid to *You*, the insured.

How we settle an involuntary unemployment claim

If *You* were employed, *We* will require certification of registration as unemployed by the appropriate Australian government agency or job agency.

If *You* were self employed or in a partnership *We* will require documentation from *Your* accountant providing details of *Your* business ceasing to operate.

The *Involuntary unemployment* benefit excluding any applicable *waiting period* will be paid to the *creditor* shown on *Your policy schedule*, or as directed by the *creditor*.

Claiming on a previous policy

If *You* cannot claim under this policy due to the *period of insurance* or policy terms and conditions, *You* may be able to claim under a previous policy issued by *Us*.

You will only be able to do this if:

- this policy replaced the policy *You* wish to claim under, **and**
- *You* replaced *Your* previous policy before the expiry of that policy.

The amount paid for a claim will be as per terms and conditions of *Your* previous policy.

No claim will be paid under any previous policy where the expiry date of that policy was reached and *You* purchased this new replacement policy at *Our* invitation.

Claim recovery

If for any reason *We* pay benefits to which *You* are not entitled, *We* shall have a right to recover those benefits from *You* or the *creditor*.

How to resolve a complaint or dispute

1. Talk to us first

If *You* have a complaint, the first thing *You* or *Your* insurance adviser should do is speak to one of *Our* staff. If *Your* complaint relates specifically to a claim speak with the claims officer managing *Your* claim.

If the staff member or claims officer are unable to resolve the matter for *You*, *You* or *Your* insurance adviser may speak to a manager. If *You* are not satisfied with the decision *You* can go to step 2.

2. Seek a review

If the matter is still not resolved the manager will refer *You* or *Your* insurance adviser to the relevant internal dispute resolution area who will conduct a review of *Your* dispute.

If *You* are still not satisfied with the decision *You* can go to step 3.

3. Seek an external review

You are entitled to seek an external review of the decision. The dispute resolution area will provide *You* with information about the option(s) available to *You*, such as, referring *You* to the external dispute resolution scheme administered by the Financial Ombudsman Service Limited (FOS).

Further information about the complaint or dispute resolution procedures is available by contacting *Us*.

Glossary of Words with a Special Meaning

Some of the words in this PDS have special meanings. These words and their meanings are listed below.

avian influenza

An influenza virus that occurs naturally among birds and can be transmitted to humans. Avian influenza is commonly called bird flu.

cancer

The first unequivocal diagnosis of any internal malignant tumour requiring treatment by surgery, radiotherapy, hormone therapy or chemotherapy. Included will be any malignant tumour considered to be too advanced or too serious for specific treatment to be warranted. Excluded are:

- tumours treated by endoscopic procedures alone and tumours classes as carcinoma in situ and urinary bladder tumours that have not invaded the muscle layer.
- tumours of the skin with the exception of malignant melanoma where there is evidence of spread to lymph nodes or distant tissues.
- Kaposi's sarcoma and other tumours caused by AIDS.

commencement date

The start date of *Your policy* which is the later of the date the first monies are advanced (the settlement date of *Your loan obligation*) or the date *We* accepted *Your* application for insurance.

construction loan

A loan originated for the purposes of providing payment for the cost of land development and building construction, and is disbursed as needed or as each stage is completed.

coronary artery surgery

Coronary artery bypass grafting surgery performed via a thoracotomy.

credit facility

A facility provided by *Your creditor* which allows *You* to establish a line of credit.

creditor

The financial institution to whom money is owed for your loan obligation that this insurance covers.

date of Trauma

The date on which the *Trauma* has been proved to have occurred.

Disablement

For the first 12 months of a claim, *Your* total and continuous inability due to illness or injury to perform the duties of *Your* usual occupation. After the first 12 months of a claim, *Your* total and continuous inability to perform an occupation for which *You* are reasonably qualified by education, training or experience.

This must be certified by a legally qualified *medical practitioner* and *You* must not be engaged in work or an occupation for remuneration or profit.

endorsement schedule

A document that includes any information from the existing schedule that has not changed or varied, and confirms any alteration to the coverage, terms and conditions of *Your policy*.

epidemic influenza

A widespread outbreak of an influenza virus.

heart attack

A diagnosed acute myocardial infarction that has been documented by the occurrence of chest pain and electro cardiographic evidence and appropriate elevation in cardiac enzymes.

hospitalised

Being admitted as an in-patient to a hospital, but does not include being admitted to a facility for the care of mental or nervous illness or convalescence.

insurer

- *Disablement, Hospitalisation and Involuntary unemployment* cover is underwritten by CGU Insurance Limited as the insurer and issuer ABN 27 004 478 371 AFS Licence No. 238291
- Life and *Trauma* Benefits, *We* hold an insurance policy issued by the National Mutual Life Association of Australasia Ltd, ABN 72 004 020 437 AFS Licence No. 234649, a member of the AMP Group.

Intermediary/ Intermediaries/ Intermediary's

The company or individual through which *You* purchased this insurance or the company named on the front cover of this booklet.

Involuntary unemployment

If *You* are:

- Working for wages or income, *Your* involuntary termination from *permanent and gainful employment* and being certified as unemployed by the appropriate government agency or job agency. This also means *Your* termination was not due to voluntary unemployment, voluntary redundancy, misconduct, resignation or reaching retirement.

- Self employed or in a partnership, *Your* termination from *permanent and gainful employment* arising from the business ceasing to operate due to:
 - Actual or imminent insolvency, or
 - Business factors beyond *Your* reasonable control, or
 - The business being placed in the control of an insolvency or bankruptcy administrator, or
 - The business is being wound up

loan balance

The amount borrowed as shown on the *policy schedule*, less any principal repayments made, and less any repayments overdue.

medical practitioner

A person qualified and registered to practise medicine in Australia, who has examined *You* and who is acceptable to *Us*. This cannot be *You*, or a member of *Your* immediate family.

monthly benefit

The amount of *Your* monthly repayment required for *Your* loan obligation at the *commencement date* of *Your policy*.

pandemic influenza

An influenza that spreads through an entire continent.

period of insurance

The length of time between the start date and end date of *Your policy*, as listed on *Your policy schedule*.

permanent and gainful employment

You are:

- Working on a permanent and continuous basis for wages or income for a minimum of 20 hours every week and *You* are not in employment of a seasonal, temporary or non renewable contract nature, or

- Self employed, or in a partnership, working on a permanent and continuous basis for wages or income for a minimum of 20 hours every week and *You* are not in employment of a seasonal, temporary or non renewable contract nature.

policy schedule

The most recent schedule *We* give *You* describing the terms and conditions that are specific to *Your* insurance. This also includes any endorsement schedules *We* send *You* in writing.

premium

The amount *You* pay for the insurance that includes applicable Government taxes such as GST and any duties or charges payable by *You*. It is shown on *Your policy schedule*.

special conditions

Additional exclusions, restrictions or extensions to cover that are imposed on *Your policy*.

stroke

Any infarction of brain tissue due to cerebro-vascular incident and which is associated with evidence of a neurological deficit that creates permanent functional impairment. It does not mean infarction of brain tissue as a result of bodily injury caused by violent, accidental, external and visible means.

terrorism

Any act which may involve the use of, or threat of, force, violence or biological warfare, or nuclear pollution or contamination or explosion where the purpose of the act is to further a political, religious, ideological aim, or to intimidate or influence a government or any section of the public.

Total benefit

The most *We* will pay in total for *Life*, *Disablement*, *Hospitalisation* and *Involuntary unemployment* cover collectively. The total benefit excludes any payments made under the *Trauma* benefit.

Trauma

A heart attack, coronary artery surgery, stroke, or cancer which occurs during the *period of insurance* beyond 90 days of the *commencement date*.

Us, We and Our

Refers to:
CGU Insurance Limited
ABN 27 004 478 371

waiting period

The period of time between the date of the incident and the date *Your* benefits come into effect and for which no benefit is payable. Waiting periods apply to claims made for *Disablement*, *Hospitalisation* and *Involuntary unemployment* cover types.

war or warlike activities

War (including war service), an act of a foreign enemy, hostilities or war like operation (whether war is declared or not), civil commotion, civil war or rebellion.

You and Your

The person/s named as the insured on your current schedule.

Your policy

The contract between *You* and *Us* which provides *You* with insurance cover in exchange for a *premium*. *Your* policy is made up of 2 documents: *Your* current schedule and this Product Disclosure Statement and policy booklet (PDS).

Contact Us

CGU Insurance Limited

ABN 27 004 478 371

AFS Licence No. 238291

Policy enquiries

Phone number: 1800 CGU CCI (1800 248 224)
Email address: ccioperations@cgu.com.au
Postal address: GPO BOX 2261 Melbourne VIC 3001
Fax number: 03 8804 9009

Claims

Phone number: 1800 CGU CCI (1800 248 224)
Email address: cciclaims@cgu.com.au
Postal address: GPO BOX 2177 Melbourne VIC 3001
Fax number: 1800 032 535

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**The National Mutual Life
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Queensland
COUNTRY
CREDIT UNION

Intermediary

Queensland Country Credit Union Limited

ABN 77 087 651 027

AFS Licence No. 244533

Insurer details – see inside back cover.