

Life

Product Disclosure Statement
and Insurance Policy



CGU Life

Product Disclosure Statement
and Policy

Life



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This Product Disclosure Statement (PDS) has been designed to help *you* get the most out of *your* cover. 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. The insurance cover provided under CGU Life is set out in the *certificate of insurance you will receive when you acquire life cover under CGU Life*, and is described in this PDS, as well as in any Supplementary PDS. Together, they make up the terms and conditions of *your* insurance cover under CGU Life. 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 this insurance cover, *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. The information in this PDS is general information only and does not take into account *your* individual objectives, financial situation or needs. *You* should consider whether the information in this PDS is appropriate for *you* in light of *your* objectives, financial situation and needs.

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About This Insurance

Overview

CGU Life provides a benefit in the event that a *Life insured* dies or is diagnosed with a *terminal illness* which will result in death within 12 months, regardless of any treatment that might be undertaken.

Who is the product Administrator & insurer

CGU Insurance Limited ABN 27 004 478 371 AFS Licence No 238291 is the *administrator* of the insurance cover provided under CGU Life. In this PDS, CGU Insurance Limited is called 'CGU', 'we', 'us', or 'our'.

The administration function includes collecting *premiums*, processing insurance applications and managing claims. *Our* liability is limited to these activities.

The insurance cover under CGU Life is provided under an insurance policy *we* hold which is issued by the *insurer*, National Mutual Life Association of Australasia Ltd (NMLA), ABN 72 004 020 437 AFS Licence No. 234649, a member of the AMP Group.

NMLA is responsible for paying the benefits under CGU Life.

No other company (including any other company in the AMP Group) underwrites or stands behind NMLA's responsibility to pay benefits under CGU Life.

This PDS has been prepared and is issued by NMLA. It includes statements by CGU. CGU has consented to these statements being included in this PDS in the form and context in which they appear.

Changes to CGU Life

When *you* obtain cover under CGU Life, *you* become a *Life insured* under the policy we hold with NMLA. *You* do not have a separate insurance policy with NMLA.

As the policyholder, we also reserve the right to change the *insurer* of the policy under which CGU Life cover is provided. We can cancel the policy with NMLA and replace it with a policy issued by another *insurer* only if *you* will receive suitable equivalent replacement cover under the new policy.

We will provide *you* with written notice of any change to *your* cover under CGU Life before, or as soon as possible after, the change becomes effective.

What CGU Life Covers

What you are insured for

Provided *you* have paid the *premium* and *your* application for cover is accepted, *you* will be covered during the *period of insurance* for the type of cover selected and stated on *your certificate of insurance*, subject to the terms, conditions and limits set out in this PDS and any special terms set out in *your certificate of insurance*.

24 hour worldwide cover

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

Who can apply?

You can apply for cover just on *your* own life, or *you* can apply for cover for *you* and *your* spouse, partner or de facto.

Each *Life insured* must be at least 18 and under 65 years of age, and an *Australian Permanent Resident*.

Immediate cover

Your insurance cover is effective on:

- acceptance of the application by the *insurer*; and
- receipt and acceptance of the *premium*.

Life insurance benefit

In the event of *your* death *you* are entitled to a Life Insurance Benefit of the sum insured detailed in *your certificate of insurance*.

Terminal illness benefit

In the event *you* are diagnosed with a *terminal illness* *you* are entitled to a *Terminal Illness* Benefit of an amount equal to the sum insured for the Life Insurance Benefit as detailed in *your certificate of insurance*. If the *Terminal Illness* Benefit is paid *your* cover will end.

Advance funeral benefit

In the event of *your* death, this benefit provides an advance payment of \$10,000 in order to meet funeral expenses when they fall due, which may be before the Life Insurance Benefit claim is processed.

If an advance funeral benefit is paid, then the Life Insurance Benefit will be reduced by the same amount.

An advance funeral benefit is payable upon the receipt of the death certificate, or other proof of death that is acceptable to *us*, of the *Life insured*.

The payment of an advance funeral benefit is not an admission of liability to pay the full Life Insurance Benefit.

Risks

Some of the risks to be considered for this product are:

- The amount of insurance cover *you* select, and the maximum cover available, may not be appropriate or adequate for *your* needs or the needs of *your* beneficiaries.
- If *your premium* is 30 days late, *your* cover will be cancelled and *we* will not assess any claim for an event arising after the cancellation date.
- This insurance cover is designed for protection, unlike some other types of insurance that have saving and investment components. If *you* cancel *your* cover (after the 28 day cooling-off period) *you* will not receive any benefits.
- A *Life insured* may die in circumstances where there is no cover provided (for example because an exclusion to cover applies or after the cover ends). In this case, no Life Insurance Benefit or advance funeral benefit will be paid.

Additional Information

How much life insurance can I apply for?

You may apply for a minimum Life Insurance Benefit of \$100,000 up to a maximum of \$1,000,000, depending on *your* age:

Age	Cover
18-50 years of age	\$100,000 - \$1,000,000
51-65 years of age	\$100,000 - \$500,000

When applying with *your* spouse, partner or de facto, *you* can both apply for individual sums insured based on the limits above. *Your* cover can exceed \$1,000,000 as a result of automated annual increases (see below) to a maximum of \$1,500,000.

If *you* have more than one CGU Life *certificate of insurance* and the combined Life Insurance Benefit exceeds \$1,000,000, the most *you* will receive is \$1,000,000 plus automated annual increases (to a maximum of \$1,500,000).

Automated annual increases

To protect *you* against the effects of inflation *your* sum insured will automatically increase by 5 per cent or the increase in CPI (whichever is the greater) each year without *you* having to provide evidence of health. This occurs on each anniversary of the cover *commencement date*. *You* cannot opt out of this.

Automated annual increases will cease once *you* reach 80 years of age, or the sum insured reaches \$1,500,000.

Nominations of beneficiaries

As the *Life insured* *you* can nominate a beneficiary or beneficiaries to receive payment of the Life Insurance Benefit and advance funeral benefit amounts on *your* death.

To make a nomination *you* need to complete the 'Nomination of beneficiaries' section on the application form.

Conditions of nominations

The following conditions apply:

- there must be no more than five *nominees*
- nominated beneficiaries must be natural persons
- nominations must be in writing on the 'Nomination of beneficiaries' section on the application form or advised to *us* and confirmed by *us* in writing at a later date
- *you* may vary the nomination at any time. The variation takes effect when it is received by *us* and confirmed by *us* in writing
- payment of Life insurance benefits will be made on the basis of the latest valid nomination received by *us*
- if a *nominee* is a minor when payment is made, the payment will be made to the minor's legal guardian or trust for the benefit of the minor, and
- if a *nominee* pre-deceased the *Life insured*, that *nominee's* share is payable to the *Life insured's* estate.

The payment of the Life insurance benefit in accordance with the insurance cover terms and conditions will end any liability under the cover for that *Life insured*.

Exclusions To Your Cover

We will not pay a Life insurance benefit in respect of a *Life insured*, if the *Life insured* dies, or has a *terminal illness* directly or indirectly as a result of suicide, attempted suicide or an intentional self-inflicted injury (including conditions arising from the use of drugs without medical advice) or intentionally contracted infection or any attempt to do so, within 13 months of:

- the *commencement date*; or
- the date any increase in cover starts (but only in respect of the increase); or
- where *your* cover is reinstated after it was cancelled, the date on which the cover is reinstated.

In addition to the above exclusions no Life insurance benefit will be paid if *your* death or *terminal illness*:

- occurred before the cover *commencement date* or after the cover ends; or
- occurred as a result of a criminal act [by *you*]; or
- is directly or indirectly attributed to, or a consequence of *War or Warlike Activities*; or
- results from a cause for which cover is excluded under the *certificate of insurance*.

When Your Cover Will End

Your insurance cover will end at the earliest of:

- the anniversary of the *certificate of insurance* date when the *Life insured* is 80 years of age
- the date *you* die
- the date a life benefit or *terminal illness* benefit becomes payable
- the date *you* request in writing to cancel *your* cover
- the date *your* *premium* instalment remains unpaid for more than 30 days
- the date *you* cease to be an *Australian Permanent Resident*
- the date on which *you* have resided outside Australia for a continuous period exceeding 6 months (unless *you* obtain *insurer's* prior written consent).
- the date the life policy with the *insurer* terminates.

Your Responsibilities To Us

When applying for cover under CGU Life, *you* must answer all questions honestly. If *you* make a misrepresentation to the *insurer*, and the *insurer* would not have provided cover if the misrepresentation had not occurred, the *insurer* can avoid the cover within three years of the *commencement date* of the cover.

If *your* misrepresentation is fraudulent, the *insurer* may avoid the cover at any time.

If the cover is avoided by the *insurer* as a result of *your* misrepresentation:

- the cover is avoided as at the *commencement date*; and
- the *insurer* will have no obligation to pay any benefits under the cover.

The *premiums* paid by *you* for the avoided cover may be refunded.

Our Commitment To You

Our guarantee

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

Fair dealing guarantee

We will process any claims fairly and promptly.

Money back guarantee (Cooling-off period)

If *you* change *your* mind, *you* have a cooling-off period which lets *you* cancel *your* cover within 28 days of the *commencement date* of *your* cover 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.

Intermediary remuneration

CGU Insurance Limited pays remuneration to *intermediaries*. The amount of remuneration varies and may include commission and other payments.

If *you* require more information about *remuneration* we may pay *your intermediary*, *you* should ask *your intermediary*.

Taxation

Life insurance *premiums* are not generally deductible to *you* and benefits are generally not assessable for income tax.

Specific taxation implications may apply if this insurance cover is taken out for business purposes. Seek professional taxation advice if this applies to *you*.

If *we* or the *insurer* are required to pay any tax, duty or government charge or levy related to any payment to *you*, *we* or the *insurer* may reduce the amount payable to *you* by the amount of that tax, duty or government charge or levy.

The statement made here is based on *our* interpretation and the continuance of current tax laws of the relevant legislation as at the issue date of the PDS and is subject to change. Individual circumstances may differ and independent taxation advice should be sought.

How we handle your personal information

We and the *insurer* are committed to handling *your* personal information in accordance with the Privacy Act.

We and the *insurer* 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 cover issued by the *insurer*, *us* or *our* related entities
- calculate and offer discounts
- provide *you* with cover
- administer the cover, **and**
- investigate, assess and pay any claim.

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 cover and who referred *you* to *us*, the *insurer*, 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*, the *insurer* 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*, the *insurer* and *your intermediary* may use and disclose *your* personal information to offer *you our*, the *insurer's* or *your intermediary's* products and services directly, or to any other organisation to carry out the above marketing purposes on *our*, the *insurer's* or *your intermediary's* behalf. However:

- *We*, the *insurer* and *your intermediary* will not use *your* information in this way if *you* have already told *us*, the *insurer* or *your intermediary* not to
- *You* must inform *us*, the *insurer* 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 required information to *us* or *your intermediary* to apply for insurance cover under CGU Life. If *your* application for insurance is accepted, *we* will send *you* a *certificate of insurance* that confirms cover options and sets out the details of the insurance *you* have selected.
2. Check *your certificate of insurance* carefully to ensure the insurance 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 cover

If *you* want to cancel *your* cover, 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*, *you* will not receive a refund of any *premium* if paid on a monthly basis. If *your premium* is paid annually, a pro rata refund will be generated from the date *we* receive *your* written request to cancel *your* cover.

If *we* receive *your* cancellation request within 28 days from the *commencement date* and *you* have not made a claim on *your* cover, *we* will refund *your premium* collected in full.

Cancellation by us

We or the *insurer* may cancel this insurance policy where circumstances described in insurance legislation allow *us* or the *insurer* to do so.

How to change your cover

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

You will be sent an endorsement schedule that includes any changes or variations *you* have requested and that are agreed to, and any special conditions that may have been 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 begin deducting the new amount from *your* nominated account. If *you* pay *your premium* annually *we* must receive *your* payment within 30 days of *your* renewal date.

Your premium

1. How we calculate your premium

The *premium* payable by *you* will be shown on *your certificate of insurance*. 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 age of each *Life insured* at the *commencement date*
- gender
- smoking status
- the level of cover *you* have selected
- the automatic annual increases in cover
- the type of plan selected.

Your premium will also include a fixed annual fee component, and may be reduced by any discount applied by the *insurer*.

Premiums are also subject to Commonwealth and State taxes and/or charges. This includes stamp duty. *Your premium* including any taxes and/or charges will be listed on *your certificate of insurance*.

2. How to pay your premium

You can pay *your premium* by instalments by credit card or by direct debit from a financial institution.

Your cover may be cancelled if:

- *you* do not pay *your premium*
- *your* direct debit or credit card is dishonoured by *your* financial institution, or
- *your* instalments are more than one month behind.

We may refuse to pay a claim if:

- at least one instalment of the *premium* has remained unpaid for a period of at least 14 days.

Annual premium adjustments

Each year *your premium* will increase as a result of the automatic annual increase in cover. *Your premium* will also be affected as *your age* increases.

Variation of charges

We and the *insurer* reserve the right to vary charges as described below:

The *insurer* can revise the *premium* rates for the insurance cover. However, any such changes to *premium* rates will be part of a general review that will apply to all cover of that type.

All other changes, including those resulting from indexation or market variations will be advised in writing, following the change.

The *insurer* can change the standard *premium* tables, fees or charges at any time to take account of any change to taxation or revenue laws.

If *you* wish to change *your* sum insured amount, please contact *us* on 1800 CGU LIFE (1800 248 543). Please note *your* existing policy may be cancelled and reissued for the new sum insured amount.

How To Make A Claim

Contact *us* on 1800 CGU LIFE (1800 248 543) for a claim form or print one from *our* website www.cgu.com.au as soon as something happens for which a claim may be made under *your* cover. *You, your nominee or your estate* must fully complete the claim form, sign and return it to *us* within 30 days of an incident. If *we* do not receive the completed claim form within 30 days of an incident *we* reserve the right to refuse the claim.

Before a claim is payable *we* must receive proof, provided at the expense of the person making the claim and to *our* satisfaction, that the insured event has occurred.

In addition *we* may also require some or all of the following documents:

- in relation to a Life Insurance Benefit or advance funeral benefit claim, the Death Certificate, Attending *Medical Practitioner's* Certificate or Coroner's Report stating date and cause of death, as well as the deceased's will
- in relation to a *Terminal Illness* Benefit claim, proof that *you* have a *terminal illness*
- documents confirming name, date of birth and address of the claimant, the insured and all policyholders as shown on the *certificate of insurance* (eg Birth Certificates, Driver's Licences, Passports and Marriage Certificates if names have been changed)
- *your certificate of insurance*
- any other documents *we* may require.

In addition, *we* or the *insurer* may conduct investigations to assess the validity of the claim. This could involve investigation agents, legal advisers and the collection of personal data.

Any amounts paid will be paid in Australian currency in Australia. The cover for the benefit must be in force when the insured event occurs.

How we settle a life claim

In the case of *your* death, the Life Insurance Benefit will be paid to *your nominees*. If *we* cannot locate the *nominees* after reasonable investigation or no *nominees* are stated in *your* application, *we* shall pay the benefit to the executor of *your* will, or to the administrator of *your* estate. If *we* cannot locate the executor of *your* will or administrator of *your* estate, *we* may pay the benefit to any other person as determined by the *insurer* in its sole discretion. Once the death benefit is paid, *your* policy will cease.

How we settle an advanced funeral benefit claim

The advance funeral benefit may be paid to the *nominees* or any other party the *insurer* believes is appropriate, in its sole discretion.

How we settle a terminal illness claim

If *you* suffer a *terminal illness* the *terminal illness* benefit will be paid to *you* and *your* cover will cease.

Claim recovery

If for any reason we pay benefits to a person to which they are not entitled, we shall have a right to recover those benefits from the recipient.

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

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

administrator

CGU Insurance Limited ABN 27 004 478 371 AFS Licence No 238291 is the administrator. In this PDS, CGU Insurance Limited is called '*we*', '*us*' or '*our*'.

Australian Permanent Resident/s

A person who resides in Australia and either holds Australian or New Zealand citizenship or holds an Australian permanent residency visa.

certificate of insurance

The most recent certificate of insurance *we* give *you* describing the terms and conditions that are specific to *your* insurance. This also includes any amendments *we* send *you* in writing.

commencement date

The start date of *your* policy which is the latter of the date *you* applied for this insurance and the date *your* application for insurance is accepted.

insurer

National Mutual Life Association of Australasia Limited ABN 72 004 020 437 AFS License No. 234649, a member of the AMP Group is the *insurer*.

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.

Life insured

The person whose circumstances *we* assess and accept as a life insured and who is named as such on *your certificate of insurance*.

medical practitioner/s

A person qualified and registered to practise medicine in Australia, who has examined *you* and who is acceptable to *us*. This cannot be *you*, *your* partner or a member of *your* immediate family.

nominee/s

People/person nominated on *your* application form under the section 'nomination of beneficiaries' or nominated and confirmed in writing at a later date.

period of insurance

The length of time between the start date and end date of *your* cover, as listed on *your* current *certificate of insurance*.

premium

The amount *you* pay for the insurance that includes applicable Government taxes such as Stamp Duty or charges payable by *you*. It is shown on *your certificate of insurance*.

terminal illness

Any condition that, in the opinion of two *Medical Practitioners*, may reasonably be expected to lead to the *Life insured's* death within a period of 12 months from the date the *Life insured* is first diagnosed with the condition.

us, we and our

Refers to:
CGU Insurance Limited
ABN 27 004 478 371

War or Warlike Activities

War (including war service), an act of a foreign enemy, hostilities or warlike 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 certificate of insurance*.

Contact us

CGU Insurance Limited

ABN 27 004 478 371

AFS Licence No. 238291

General enquiries

Phone number: 1800 CGU LIFE (1800 248 543)

Email address: cgulife@cgu.com.au

Postal address: GPO BOX 2261 Melbourne VIC 3001

Fax number: 03 8804 9009

Claims

Phone number: 1800 CGU LIFE (1800 248 543)

Email address: lifecclaims@cgu.com.au

Postal address: GPO BOX 2177 Melbourne VIC 3001

Fax number: 1800 032 535

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Life Insurer

**The National Mutual Life
Association of Australasia Ltd.**

ABN 72 004 020 437

AFSL No. 234649

(NMLA), a member of AMP Group

Administrator

CGU Insurance Limited

ABN 27 004 478 371

AFS Licence No. 238291



The administrator of the insurance cover provided under CGU Life is
CGU Insurance Limited ABN 27 004 478 371 AFS Licence No 238291.

The insurer is National Mutual Life Association of Australasia Ltd
ABN 72 004 020 437 AFS Licence No 234649, a member of the AMP Group.