

# Accidental Death Plan

Combined Product Disclosure Statement  
and Financial Services Guide

Issue date **24 December 2015**

Protect your loved  
ones with an  
Accidental Death Plan

**Insuranceline**

## About this document

This document is designed to help you decide whether to buy an Insuranceline Accidental Death Plan. The document comprises the combined Product Disclosure Statement and Policy Document (PDS), and Insuranceline Financial Services Guide (FSG). The information contained in this document is general information only and does not take into account your individual objectives or financial situation. Therefore, you should consider how appropriate this insurance is with regard to your objectives, financial situation and needs before making a decision whether to buy this product.

If you take out a Policy, please keep a copy of this document with your Policy Schedule in a safe place as together with your application they form the contract between TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life Limited) and the Policy Owner. The PDS sets out all of the terms and conditions for the Policy and the Policy Schedule sets out your Policy details and any additional terms and conditions applicable to you. Please read the PDS and the Policy Schedule carefully to understand how your Policy operates and to ensure all of your details in the Policy Schedule are correct. These documents will be required in the event of a claim.

There are risks involved with taking out insurance and you should be aware of these. Please refer to page 17 for more information. From time to time updates about our products which are not materially adverse to you, may be found on the Insuranceline website at [insuranceline.com.au](http://insuranceline.com.au). You can call us on 1800 999 804 if you would like a copy to be sent to you.

In this document, some words and expressions have special meaning. They normally begin with capital letters and their meaning is explained in the Glossary on page 21.

Also in this document, references to you and your mean the Life Insured and/or the Policy Owner as the context requires. References to we, us and our mean TAL Life Limited or TAL Direct Pty Limited ABN 39 084 666 017 AFSL 243260 (TAL Direct) as applicable.

The Policy is subject to and governed by the laws of Australia. The singular includes the plural and vice versa. Words of one gender include the other gender. Headings are only for convenience. Apart from the Glossary, headings do not affect the interpretation of the words of the Policy.

## About the issuer of the PDS

TAL Life Limited of Level 16, 363 George Street, Sydney NSW 2000 is the issuer of the life insurance benefits outlined in this document. TAL Life Limited is responsible for the entirety of this PDS.

## About the distributor

Insuranceline, a trading name of TAL Direct, promotes and distributes the product outlined in this document. TAL Direct is responsible for the entirety of the FSG. TAL Direct and TAL Life Limited are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL).

If you take out a Policy, please keep a copy of this document with your Policy Schedule in a safe place as together with your application they form your contract of insurance.

## Contents

1. Choosing the right Policy.....	7
Step 1. Choose who to Cover & the amount of Cover.....	7
Step 2. Choose your payment option .....	7
2. Taking out Cover.....	8
How can I take out an Accidental Death Plan?.....	8
If I change my mind, am I entitled to a refund?.....	8
3. Making a claim.....	9
How do my loved ones make a claim if they ever need to? .....	9
Who receives the claim payout?.....	9
Misstatement of age.....	9
Additional claim information.....	10
Information we will need.....	10
4. Benefit terms and conditions.....	11
What is your Policy made up of?.....	11
Accidental Death Benefit.....	11
Bonus Cover Benefit.....	11
What isn't Covered? .....	12
When the Benefits are Indexed.....	12
Can I make alterations to my Policy after it has commenced?.....	13
Alterations and variations.....	13
Special conditions and exclusions.....	13
Maximum benefit per Life Insured.....	13
When does my Cover end?.....	13
5. Premiums .....	14
How are your premiums calculated?.....	14
When do you have to pay?.....	14
Unpaid premiums and premium dishonours .....	15

What happens if I stop paying?.....	15
Can we change the standard premium rates?.....	15
Will my premiums go up?.....	16
Are my premiums tax-deductible?.....	16
Reinstatement.....	16
Government duties.....	16
<b>6. Important information.....</b>	<b>17</b>
Why Insuranceline?.....	17
Any questions?.....	17
Statutory fund.....	17
Risks.....	17
Dispute resolution process.....	18
Your Privacy.....	18
Direct marketing and opt out.....	20
Contact from us.....	20
<b>7. Glossary.....</b>	<b>21</b>
<b>Insuranceline direct debit service agreement.....</b>	<b>22</b>
How direct debit works.....	22
When we deduct your payments.....	22
Our promise to you.....	22
Your commitment to us.....	23
How to make changes.....	23
<b>Financial Services Guide.....</b>	<b>24</b>
Purpose of this Financial Services Guide.....	24
Our services and who we act for.....	24
Who are our representatives?.....	25
What does general advice mean?.....	25
Dispute resolution process.....	25
Disclosure of remuneration.....	26
PI Insurance.....	26

## Why Accidental Death Insurance?

You can't always see what's around the corner, which is why Insuranceline has made it easier for you to make sure your family is protected, just in case. Insuranceline offers an affordable way to help you secure a tax free payout for your loved ones if you had a fatal accident. It's your way of making sure your family has a financial safety net.

Thanks for taking this important step to help look after your family's financial future. It's great to know you have extra protection in place. You'll find everything you need to know about Insuranceline's Accidental Death Plan in this easy to understand PDS.

With your insurance sorted, you can get on with being great in so many other ways.

These are the benefits you can expect:

### Affordable Cover

Lower levels of Cover can be taken out for as little as \$2.31 per week, ensuring some level of Cover is available for everyone.

### Stable premiums

Once Covered, premiums will not increase just because you get older.

### Up to \$400,000 Cover

Depending on your circumstances you can choose the amount of Cover right for you, locking in those premiums for the length of your Policy.

### Simple Cover

Cover is available over the phone, meaning you can be protected straight away.

### 50% extra payout

Depending on the cause of death, you may be entitled to an additional 50% extra payout of the Cover amount.

# 1

## Choosing the right policy

### Step 1. Choose who to Cover & the amount of Cover

We provide up to \$400,000 Cover – simply choose the amount that best suits your requirements. You can also add your partner or another adult to your Policy. Each of you can have different Cover amounts if required.

If the loss of life is the result of a violent assault on an innocent victim, or if two lives are Covered by the Policy and both are lost as a result of the same accident, an additional 50% of the Cover amount is payable.

When you Cover more than one adult, each adult receives a 10% discount off their Insurance Policy premium. This 10% discount is applicable to the total premium of the joint life Policy.

Don't forget that if your circumstances change, you have the flexibility to adjust your Cover amount – just give us a call on 1800 999 804.

### Step 2. Choose your payment option

We understand how important it is for your Accidental Death Cover to fit within your budget. We've made our policies flexible so you can choose how frequently you pay premiums, whether it be fortnightly, monthly or annually. This gives you the convenience of paying premiums in line with the days you get paid, providing you more flexibility and control.

Plus, if you pay annually, you'll get one month's Cover free each year! All payments in connection with this Policy must be made in Australian dollars.

### How can I take out an Accidental Death Plan?

If you're an Australian Resident aged 18 to 69, you can take out an Accidental Death Plan over the phone or request more information online. Just call 1800 999 804 between 8am and 8pm (AEST), Monday to Friday or go to [insuranceline.com.au](http://insuranceline.com.au) for more information.

### If I change my mind, am I entitled to a refund?

We offer a full 30 day money back guarantee (Cooling Off Period), giving you time to go over your Policy, and make sure it's the right one for you. There are no hidden catches – cancel your Policy within 30 days and you'll get a full refund.

If you do cancel your Policy after 30 days, you won't receive your money back. Accidental Death Insurance works just like your car and home insurance – it's not a savings plan and has no cash value.

## How do my loved ones make a claim if they ever need to?

Accidental Death Insurance helps take the financial difficulty out of what can be a very stressful time. That's why, if your loved ones need to make a claim, we've kept the process as straightforward as possible:

### Step 1.

Call us on 1800 999 804 and we will send a claim form or go to [insuranceline.com.au](http://insuranceline.com.au) to download one. The sooner a claim is made, the sooner your loved ones can receive the financial assistance they need.

### Step 2.

Complete the relevant form and return it, together with any requested documents we need to validate the claim. Depending on the claim, we'll let them know what we need when they call us. For example, we may request birth and death certificates or information to assist assessment of the claim from a Medical Practitioner.

## Who receives the claim payout?

You can nominate one or more beneficiaries over the age of 18 to receive the claim payout if you were to pass away. If you do not nominate a beneficiary, the claim will be paid into the Policy Owner's estate. All payments in connection with this Policy will be made in Australian currency to an Australian bank account unless we agree otherwise.

## Misstatement of age

If the age of the Life Insured has been understated on the application for this Policy, then the Benefit payable in respect of a Life Insured will be recalculated based on the Benefit that the premium would have purchased if the correct age had been provided. If the age of the Life Insured has been overstated we will refund any excess premium paid.

We may also vary the end date of the Policy to what it would have been had the correct date of birth been provided by the Life Insured.

## Additional claim information

We will need the completed claim form as soon as possible after the Life Insured's death so that we can assess whether the conditions necessary for a claim have been met. We may not be able to do this effectively if the claim form is delayed.

## Information we will need

You or your representative must provide us, at your own expense, with any information and documentation supporting the Accidental Death claim that we reasonably require. We will contact you or your representative within a reasonable time of the submission of your claim and inform you of any additional information and documentation that we require in order to assess your claim.

If additional information and documentation is required this must be provided within 90 days of the death of the Life Insured or any other period as agreed in writing between the parties. We may not consider a claim at all if we have not received this information and documentation within 12 months of the Life Insured's Accidental Death. We will require proof of age of the Life Insured if it has not already been provided.

With Insuranceline, there's no small print or nasty surprises. We encourage our customers to make sure they understand all aspects of their Policy, so here are a few things you need to know before you take out your Cover.

### What is your Policy made up of?

Your Policy with us is made up of:

- this document;
- the Policy Schedule that we will send you if your application is accepted.

An Accidental Death Benefit listed in this document only applies if shown in your Policy Schedule.

### Accidental Death Benefit

The Accidental Death Benefit Amount is payable if a Life Insured suffers an Accidental Death while Covered under an Accidental Death Plan and the accident resulting in the Accidental Death occurred after the Commencement Date, except as otherwise stated in these conditions.

**Accidental Death** means death which directly and independently of any other cause, is the result of bodily injury caused directly and solely by sudden, violent, accidental, external and visible means and which occurs within 365 days of sustaining that injury.

### Bonus Cover Benefit

An additional 50% of the Accidental Death Benefit Amount is payable if the Accidental Death of the Life Insured is caused as a direct result of either of the following two circumstances:

- being an innocent party in an assault situation, including murder, manslaughter or terrorism except as otherwise stated in these conditions; or
- in the event that both lives on the same Policy die as a result of the same accident except as otherwise stated in these conditions.

In the event that both of these circumstances apply to a claim, the maximum we will pay in total for that claim is the Benefit Amount plus an additional 50% of the Benefit Amount, for each Life Insured.

## What isn't covered?

No Benefit is payable on the death of a Life Insured if it is the direct or indirect result of:

- actual or attempted intentional self-injury or suicide;
- the taking of intoxicating liquor or drugs other than those prescribed for the Life Insured by a medical practitioner and taken in the correct dosage (we will not attempt to avoid a claim if the Life Insured is at or under the legal blood alcohol limit for driving);
- the Life Insured or Policy Owner's participation in a criminal activity;
- war, hostilities or war-like operations (whether war is declared or not), civil commotion, civil war or rebellion, but not terrorism;
- any period of time spent in any country which the Australian Government has at that time advised against all travel;
- undertaking a dangerous occupation. Dangerous occupations are those occupations that would ordinarily be regarded as dangerous including, but not limited to, test pilot, explosives workers, underground miners, bomb disposal workers and over 20m high window cleaners. This does not include normal travel to and from dangerous occupations; or
- participation in a dangerous pastime. Dangerous pastimes are those pastimes that would ordinarily be regarded as dangerous, including but not limited to professional sports, hang gliding, underwater diving beyond 30 metres, motor car or motor cycle sports, speed contests, skydiving, parachuting and flying in an aircraft (except as a fare paying passenger or aircrew traveling in a duly licensed aircraft engaged in public transport service). This does not include normal travel to and from dangerous pastimes.

If a Benefit is not paid, we will not refund the premiums you have paid.

## When the Benefits are indexed

Each year your Benefit Amount will increase automatically at your Policy Anniversary to ensure that it keeps pace with rising costs in living. We call this increase Indexation and the rate of increase will be based on the Indexation Factor as set out in the Glossary. The Benefit Amount shown in your Policy Schedule will be Indexed if your Policy Schedule shows that Indexation applies.

Indexation is not compulsory so if you do not wish to have your Benefit Amount increase each year, you must write to us within 30 days of receiving your Policy Anniversary letter. If you ask us to Index the Benefit Amount for three successive years, no further Indexation applies for the Policy.

## Can I make alterations to my Policy after it has commenced?

You have the flexibility to make changes to your Policy after it has commenced. For example, you can add an additional person to your Policy who is aged 69 or younger or remove existing ones or change your Cover amount.

Please note these changes may have an impact on your Policy. By adding people to your Policy or increasing your Cover amount, your premiums may go up however if the Cover you need reduces then your premiums will likely reduce in line with this. We understand that situations can change. If you find yourself having trouble budgeting for your Policy, please call us – we'll go through your options and work out the best way for you to manage your premiums, while still keeping your Cover.

Any change made to your Policy has to be agreed by us in writing.

## Alterations and variations

This Policy can only be changed by us in writing. No other person or company including our agent has the right to change any part of the Policy.

## Special conditions and exclusions

It is important that you read the Policy Schedule to confirm the details are correct and to note any special conditions or additional exclusions, which may apply to this Policy.

## Maximum benefit per Life Insured

If a Life Insured is Covered under more than one Accidental Death Plan the maximum benefit that can be paid under all accidental death policies insured by us is \$600,000 plus any Indexation applied.

## When does my Cover end?

As long as you keep your premiums up to date and pay when due, you'll continue to be Covered. Once accepted, Accidental Death Insurance is guaranteed to be renewed up until age 70, provided you keep up to date with your payments.

Your Cover starts at the Policy Commencement Date and ends when the earliest of the following events occurs:

- your Policy is cancelled;
- when the Benefit Amount is paid in full for that Life Insured; or
- the Policy Anniversary after the Life Insured's 70th birthday.

The total first year's premium, or the first instalment of that premium, you have to pay is shown in your Policy Schedule. The premium is payable on the premium due dates shown in the Policy Schedule.

The premium you have to pay in subsequent years is the same as the first year's premium, unless any of the following occur:

- your Benefit Amount is increased in accordance with Indexation – this means your premium will also increase each year;
- your Benefit Amount is otherwise decreased or increased – this means your premium will be altered at that time in accordance with the new Benefit Amount;
- the underlying standard premium rates are ever changed by us or if there are changes in taxes or Government charges that apply to your Policy; or
- you change your premium frequency from yearly – your premium will increase because your annual discount will no longer apply.

We will inform you of your premium each year in your Policy Anniversary letter.

### How are your premiums calculated?

Premiums are calculated separately for each Life Insured and are based on their age, gender, level of Cover and any applicable discounts. Once Covered, your premiums do not go up just because you get older.

### When do you have to pay?

The premium is payable on the premium due dates shown in the Policy Schedule. You can at any time change the frequency of premium payments.

If you are paying by direct debit, the premium will be deducted from the account that you have authorised us to debit. Depending on weekends and public holidays, the deduction will be made around the due date.

If you pay premiums yearly, a discount will apply.

## Unpaid premiums and premium dishonours

If you don't pay the premium when due, or the premium deduction from your account can't be made, then:

- if the unpaid premium was the first premium, then there will be no Cover under the Policy at all; or
- if the unpaid premium was a premium other than the first premium, we will allow 30 days from the due date to make this payment. If we have not received payment by this time, we will send you a notice telling you that we will cancel your Policy if the premium then due is not paid by the date shown in the notice. This date will be at least 28 days from the date of the giving of this notice. If you do not pay the premium by that date, we will cancel the Policy and the insurance Cover stops.

No benefits will be paid if the Policy is cancelled. If however, a benefit is payable after the date the premium is due, but before we cancel the Policy, we will pay the benefit in accordance with Policy conditions after deducting the outstanding premiums.

If your Policy is cancelled, you may apply to us to have it reinstated.

## What happens if I stop paying?

Your Cover is only valid while premiums are paid when due, so if you stop paying, your Cover will end. As an Accidental Death Plan is an insurance policy, not a savings plan, it works in the same way as other insurance, such as car insurance. If you stop paying or cancel outside of the first 30 days, there will be no refund of any of the money you've paid in premiums.

## Can we change the standard premium rates?

We cannot change the standard premium rates for your Policy alone, but we can change the standard premium rates or premium calculation factors applying to all Accidental Death Insurance policies, or a group of policies under the same table of rates, in the same manner.

A copy of the standard premium rates for the Accidental Death Plan is available on request. If there is any change to these standard premium rates we will notify you in writing at least 30 days before the change becomes effective.

## Will my premiums go up?

Your premiums will remain unchanged for life as long as your Policy is active and you don't, at a later date, make changes to your Cover amount. For example your premiums will go up if you increase your Cover amount or add an additional life to your Policy.

## Are my premiums tax deductible?

Generally, the premiums paid will not be tax deductible nor will the benefits be assessable for income tax purposes. The taxation information in this Product Disclosure Statement is based on the continuation of present laws and their current interpretation and is a general statement only. For comprehensive advice regarding taxation please contact your registered accountant or the Australian Taxation Office.

## Reinstatement

If this Policy lapses it may be reinstated at our sole discretion at any time within one year after the date that the unpaid amount became due, on such terms and conditions as we may require. Outstanding premiums will need to be paid before a Policy can be reinstated.

## Government duties

We reserve the right to pass on to you any Government duties, taxes or other charges that are or become payable by us or you in respect of this Policy.

## Why Insuranceline?

Insuranceline is Australia's number one choice for direct life insurance\*. Why? Because above all, we believe that all Australians have the right to be protected and that this peace of mind should not be a luxury, but an affordable part of everyday life.

\*Source: Direct Life Insurance 2015, Rice Warner Actuaries' Pty Ltd.

## Any questions?

If there's anything we haven't answered for you here, or even if there's anything you're not completely sure about, please don't hesitate to contact us. We'd love to hear from you!

1800 999 804 8am – 8pm (AEST) Monday to Friday  
customerservice@insuranceline.com.au  
Reply Paid 62, Carlton South VIC 3053

For legal purposes and quality control, all phone calls are recorded. If you don't want your call recorded, please tell us. In this case, we may ask that your request be put in writing.

## Statutory fund

The assets of TAL's Statutory Fund Number 1 will alone be liable for the payment of the benefits under this Policy. You have no rights in the assets of any other TAL Statutory Fund.

## Risks

There are risks involved with taking out insurance that you should be aware of. These include:

- you may not select the right insurance product and Cover level for your needs;
- it is possible to pay more in premiums than the amount you are Covered for;
- if you are replacing another insurance contract, you should consider the terms and conditions of each insurance contract before deciding to make the change;
- our policies do not contain a savings or investment component, which means that if you cancel your Policy after the 30 day Cooling Off Period, you will not receive any money back.

You should consider if the Policy meets your needs both now and in the future. You may need to seek assistance from a financial adviser to assist you to determine if the terms are consistent with your objectives, financial situation and needs.

## Dispute resolution process

Insuranceline offers an internal dispute resolution service in relation to any concerns you may have about your Policy, our services or your privacy. If a dispute is not resolved to your satisfaction through our internal dispute resolution service, you may then refer your concern to an external dispute resolution service. These are free of charge to you.

### Internal dispute resolution service

In the first instance, we hope that our representatives can handle any concern you may have. Please call us on 1800 999 804 or write to us at Insuranceline, Reply Paid 62, Carlton South VIC 3053 or via email at [insuranceline@insuranceline.com.au](mailto:insuranceline@insuranceline.com.au). If you are not satisfied with our initial response, please ask to speak to the Complaints Officer who will handle your matter personally, or write to our Complaints Officer.

### External dispute resolution service

In the event that we are unable to resolve your concern, you have the right to contact the Financial Ombudsman Service (FOS) which is an independent complaints resolution body. Call FOS on 1800 367 287 or write to G.P.O Box 3, Melbourne Victoria 3001. FOS is an independent body and its service to you is free. Different terms of reference are applied by FOS depending on whether your complaint relates to a life insurance product or a general insurance product. Please refer to FOS for details.

To use FOS, you must have firstly attempted to use our internal dispute resolution service.

## Your privacy

Personal and sensitive information is collected from you or about you to enable us to provide our insurance products or services to you. Further information may be requested from you at a later time, such as if you want to make alterations to your insurance Policy or at claim time when we may need to collect financial and health information about you to process the claim.

If you do not supply the required information to us we may not be able to provide our products and services to you or pay your claim.

### Our Privacy Policy

The way in which we collect, use and disclose your information is described in our Privacy Policy available at [www.insuranceline.com.au/Privacy-Policy](http://www.insuranceline.com.au/Privacy-Policy) or is free of charge on request.

Our Privacy Policy contains details about the following:

- the kinds of personal information that we collect and hold;
- how we collect and hold personal information;
- the purposes for which we collect, hold, use and disclose personal information;
- how our customers may access personal information about them which is held by us and how they can correct that information; and
- how we deal with any complaints that our customers may have regarding privacy issues.

### Contacting us about privacy matters

If you have any questions regarding privacy related matters, about how we manage your information or a complaint relating to privacy please contact us using the contact details below:

Reply Paid 62, Carlton South VIC 3053  
1800 999 804  
customerservice@insuranceline.com.au

We rely on the accuracy of the information you provide. If you think that we hold information about you that is incorrect, please let us know using the communication methods above.

### Additional Information about privacy issues

The website of the Privacy Commissioner which is available at <http://www.oaic.gov.au/> is a useful source of additional information about both the privacy rights of individuals and the privacy laws imposed on organisations such as ours. This website also contains sensible steps that individuals can take to protect their information when dealing with organisations and when using modern technology. We take no responsibility for the contents of this Government run website.

### Access to information held about you

Under the current privacy legislation, you are generally entitled to access the personal information we hold about you. To access that information, simply make a request in writing. This process enables us to confirm your identity for security reasons and to protect your personal information from being sought by a person other than yourself.

If, for any reason we decline your request to access and/or update your information, we will provide you with details of the reasons. In some circumstances it may be appropriate to provide copies of complex medical information to a treating GP rather than directly to our customer so that the medical terminology can be explained.

There are some limited exemptions where TAL would be unable to provide the personal information that we hold about you and these include the following circumstances:

- If the access would have an unreasonable impact on the privacy of other people; or
- If the access request is frivolous or vexatious; or
- If giving access would be unlawful.

### Disclosure of information

In processing and administering your insurance (including at the time of claim) we may disclose your personal information to other parties such as organisations to whom we outsource our mailing and information technology, Government regulatory bodies and other companies within the TAL group and accountants (if applicable). We may also disclose your personal information (including health information) to other bodies such as the reinsurers, health professionals, investigators, lawyers and external complaints resolution bodies.

Generally we do not use or disclose any customer information for a purpose other than providing our products and services unless:

- our customer consents to the use or disclosure of the customer information; or
- the use or disclosure is required or authorised under an Australian law or a court/tribunal order; or
- the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body e.g. the police.

### Direct marketing and opt out

From time to time we and our related entities or business partners may use your personal information for the purpose of marketing our products and services, together with the products and services of third parties that we think may be of interest to you. If you do not want us to use or disclose your personal information for these marketing purposes please contact us on 1800 999 804 or email [customerservice@insuranceline.com.au](mailto:customerservice@insuranceline.com.au)

### Contact from us

From time to time we may contact you by telephone about your Policy. If you do not want to receive calls from us at all, or would prefer to receive calls at certain times or days, please contact us by calling 1800 999 804 or write to Insuranceline Reply Paid 62, Carlton South VIC 3053.

The Glossary defines expressions used in the Policy.

**Accidental Death** means death which directly and independently of any other cause, is the result of bodily injury caused directly and solely by sudden, violent, accidental, external and visible means and which occurs within 365 days of sustaining that injury.

**Australian Resident** means an Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia who has received the PDS in Australia.

**Benefit Amount** means the amount payable on the Accidental Death of the Life Insured, subject to the terms of Cover outlined in this document, with any respective increases or indexation applicable shown in the Policy Schedule.

**Commencement Date** means the date the Policy commences. If a Life Insured is not Covered under this Policy at that date, the Commencement Date for that Life Insured is the date that we confirm in writing that they are Covered under the Policy.

**Cover** refers to the circumstances in which a Benefit Amount is payable in accordance with this document. The Cover your Policy provides is shown in your Policy Schedule.

**Index, Indexed, Indexation and Indexation Factor** means the percentage increase in the Consumer Price Index (Weighted Average All Capital Cities) as published by the Australian Bureau of Statistics over a twelve (12) month period. As there is a delay between the end of each quarter and the publication of the index for that quarter, we use a 12 month period ending no more than six months before the statement date. If that Consumer Price Index is not published, we will select another similar indicator of inflation. A minimum indexation factor of 5% will be used to increase benefits when the published Consumer Price Index is below 5%.

**Life Insured, Lives Insured** means a person or persons that we have agreed in writing to insure under this Policy. The person or persons initially accepted to be insured under this Policy are shown in the Policy Schedule.

**Policy** means the legal contract between the Policy Owner and us. This document, the application, the Policy Schedule and any special conditions or endorsements make up the Policy.

**Policy Anniversary** means each anniversary of the Commencement Date.

**Policy Owner** means the person/s shown in the Policy Schedule as the person/s to whom the Policy has been issued. Also described as 'you' or 'your'.

**Policy Schedule** means the Policy schedule, which will be provided to you by us. It contains details concerning this Policy.

# Insuranceline direct debit service agreement

This Agreement is issued by TAL Life Limited. It sets out the conditions for using direct debit to pay your insurance premiums. Please keep this Agreement in a safe place for future reference.

## How direct debit works

On the day your premiums are due, we send a request to your financial institution to debit the payment from your nominated account.

It usually takes between one to three days for the funds to be deducted — so make sure you keep enough money in your account during this time. If there are insufficient funds in your account to Cover your premium payment, your bank may charge you a dishonour fee, and your insurance Cover may lapse.

Insuranceline does not charge a dishonour fee for missed payments, but we may cancel your Cover if your premiums remain unpaid.

## When we deduct your payments

Usually we'll deduct your payment on the day it is due. Here are the exceptions:

**Weekends** — we'll deduct your payment the next business day, usually Monday.

**National public holidays** (Christmas Day, Boxing Day, New Year's Day, Australia Day, Easter Friday, Easter Monday, and Anzac Day) — we'll deduct your payment the next business day.

For public holidays that do not apply in all States, we'll deduct your payment the day it's due.

## Our promise to you

We promise to:

- Give you at least 14 days' written notice of changes to this Agreement.
- Keep your nominated account information confidential, except where conducting direct debits with your financial institution, or otherwise as required by law.

## Your commitment to us

You agree that:

- You've given us the correct account details (please check a recent account statement to confirm).
- The account you've nominated allows direct debit payments.
- All account holders are party to this Agreement.
- Sufficient funds will be available on the due dates to Cover your direct debit payments.

## How to make changes

To make a change to your direct debit arrangement, please contact us on 1800 999 804. Our Customer Care Team can help you with:

- Changing your nominated account details.
- Delaying, stopping or suspending any debits.
- Cancelling the Agreement completely.

We'll need at least two business days' notice before your next payment for these changes to take effect.

If you delay, suspend, stop or cancel your direct debit payment, you'll need to make alternative payment arrangements to ensure your insurance Cover can continue.

This Service Agreement is administered by Insuranceline on behalf of TAL Life Limited.

# Financial Services Guide

This Financial Services Guide (FSG) is provided by TAL Direct Pty Limited ABN 39 084 666 017 (“TAL Direct”). TAL Direct holds an Australian Financial Services Licence 243260 and is related to the insurer TAL Life Limited ABN 70 050 109 450 (“TAL Life”). TAL Direct and TAL Life are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (“TAL”). TAL Direct is responsible for the content of this FSG and has authorised its distribution. For the purpose of this FSG references to we, us and our mean “TAL Direct.”

## Purpose of this Financial Services Guide

We are required by law to provide you with this FSG. This document outlines important legal information as required by the Corporations Act 2001. It contains important information about the authorised services we offer, the remuneration received by us, our service providers and our internal and external dispute resolution services. This FSG is designed to assist you in deciding whether to use any of the authorised services.

## Our services and who we act for

TAL Direct is authorised and responsible under its Australian Financial Services Licence to:

- Provide financial product advice about life risk and superannuation products to retail clients;
- Provide general advice only in relation to general insurance products to retail clients;
- Deal in life and general insurance products to retail clients; and
- Arrange superannuation products to retail clients.

When our representatives provide financial product advice, arrange for the insurer to issue policies or renew policies they are acting for TAL Direct. TAL Direct is also authorised to issue and administer policies and pay claims on behalf of certain insurers under an arrangement called a “binder”. These insurers are; for life cover, TAL Life Limited; for Involuntary Unemployment Cover, St Andrew’s Insurance (Australia) Pty Ltd, ABN 89 075 044 656 AFSL 239649 (St Andrew’s) and for Pet Insurance, The Hollard Insurance Company Pty Ltd, ABN 78 090 584 473 AFSL 241436 (Hollard). When TAL Direct does this we will tell you and, in these circumstances, TAL Direct is also acting for the insurer.

The Insurer's registered address is:  
TAL Life Limited  
Level 16, 363 George Street  
Sydney NSW 2000

TAL Direct's address is:  
Level 16, 363 George Street  
Sydney NSW 2000

St Andrew's address is:  
Level 6, 100 Skyring Terrace  
Newstead QLD 4006

Hollard's address is:  
Level 12, 465 Victoria Avenue  
Chatswood NSW 2067

## Who are our representatives?

Our representatives have been appointed by TAL Direct to provide a financial service over the telephone. These people have received specialist training to discuss the products we offer.

## What does general advice mean?

It is important that you understand that we will not provide personal advice or make recommendations about the suitability of the product for you. Therefore, you should carefully review the Product Disclosure Statement "PDS", having regard to your own objectives, financial situation and needs before deciding to purchase.

The PDS sets out the important information you should consider when deciding to acquire a certain product, including the insurer and the benefits, features and associated costs of the product.

You can read the PDS prior to receiving a call from our representative or if you like, you can ask our representative to read it to you.

## Dispute resolution process

Insuranceline offers a dispute resolution service in relation to any concerns you may have about your Policy, our services or your privacy. Please refer to page 18 for details of the Internal and External Dispute Resolution processes.

## Disclosure of remuneration

When insurance is arranged for you, you will be required to pay a premium and this will be paid to the insurer of the product. The premium includes any commission payable by the insurer for distributing the product so you do not need to pay any extra.

Where Involuntary Unemployment Cover is arranged for you, St Andrew's will pay a commission to TAL of up to 35% of the Involuntary Unemployment component of each premium paid. Currently GST of 10% is applied to amounts paid to TAL.

Where a representative arranges a policy for you over the telephone, that representative may in addition to their salary receive a commission from TAL. The amount of commission is dependent on a number of factors including the number of policies issued and the quality of the representative's conduct.

If we provide you with a financial service you are entitled to request details of this remuneration, and may do so by contacting us on the number specified in this FSG. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid and these will accrue from time to time. These are not an additional cost to you. TAL may also pay referral fees or commissions to people or organisations that refer new customers to us. The referral fee may be paid in the form of an upfront commission fee and/or periodical trail fees. This will be at no additional cost to you. In addition to paying referral fees, TAL may from time to time give other non-cash benefits to referral partners.

## PI Insurance

TAL Direct is part of TAL and we confirm that TAL retains professional indemnity (PI) insurance to cover the activities of licensees within TAL, including TAL Direct. This PI Cover is maintained in accordance with the law, is subject to its terms and conditions and provides indemnity up to the sum insured for the activities of the representatives of TAL and TAL Direct.

### **How to contact us.**

Phone: 1800 999 804

Fax: 1800 730 099

Mail: Insuranceline, Reply Paid 62,  
Carlton South VIC 3053

Email: [customerservice@insuranceline.com.au](mailto:customerservice@insuranceline.com.au)

Web: [insuranceline.com.au](http://insuranceline.com.au)

This page has been left blank intentionally

TA1D6124\_03/16 ISS8W

1800 999 804 8am – 8pm (AEST) Monday to Friday  
customerservice@insuranceline.com.au  
Reply Paid 62, Carlton South VIC 3053  
insuranceline.com.au

**Insuranceline**