

Funeral Insurance

Combined Product Disclosure Statement
and Financial Services Guide

Issue Date **2 March 2020**

Look after your
loved ones with
Funeral Insurance

Insuranceline

Important information

This document is designed to help you decide whether to buy Insuranceline Funeral Insurance. This document comprises the Product Disclosure Statement and Policy Document (together referred to as the PDS) and Financial Services Guide (FSG).

The PDS contains information about the product's key features, premiums, Benefits, risks and the complaints handling procedure and sets out the terms of the Policy. The FSG outlines the financial services offered, including the fees and commissions, and is designed to assist you in deciding whether to use any of the financial services. We are required to give you an FSG if we provide certain financial services to you.

The information contained in this document is general information only and does not take into account your individual objectives, financial situation or needs. Therefore, you should consider how appropriate this insurance product is with regard to your objectives, financial situation and needs before making a decision whether to buy this product.

You may wish to consider seeking advice from a financial adviser, or compare the product with products offered by other insurers.

All the information contained in this PDS/FSG is current at the time of issue of this PDS/FSG. From time to time we may change or update information that is not materially adverse by providing a notice of any such changes at www.insuranceline.com.au. You can also call us on 1300 888 750 if you would like a free printed 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 32.

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 ABN 70 050 109 450 AFSL 237848 or TAL Direct Pty Limited ABN 39 084 666 017 AFSL 243260 as applicable.

If you decide to take out a Policy, we will issue you a Policy Schedule. Please keep a copy of this PDS/FSG and your Policy Schedule in a safe place as, together with your application, they form the contract between the Insurer and the Policy Owner. The Policy Schedule sets out your Policy details and any additional terms and conditions applicable to you. Please read the PDS/FSG and the Policy Schedule carefully to understand how your Policy operates and to ensure all of your details in the Policy Schedule are correct.

The Policy Schedule, correspondence and notices about your Policy will be sent to the email address you give to us unless you ask to receive this information in the post. You can nominate at any time to receive your Policy correspondence by post instead of email. You should save or print a copy of any information or documents that we email to you, and keep these in a safe place so that you can always refer back to them. Some documents, such as your Policy Schedule, may be required in the event of a claim.

If you ever lose or misplace these documents and need another copy, just give us a call or send an email to customerservice@insuranceline.com.au, so a replacement can be organised.

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 ABN 70 050 109 450 AFSL 237848 (**TAL Life**) of Level 16, 363 George Street, Sydney NSW 2000 is the issuer of the life insurance benefits outlined in this document. TAL Life is responsible for the entirety of this PDS.

About the distributor

Insuranceline, a trading name of TAL Direct Pty Limited ABN 39 084 666 017 (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 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.

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Your funeral is a chance for friends and family to gather and say goodbye. Yet, even the most modest funeral can cost over \$6,000. Insuranceline is committed to offering flexible and affordable Funeral Insurance to make sure your loved ones receive the financial assistance they need to help cover your final expenses, so they're not out of pocket after you've gone.

These are the Benefits you can expect:

Funeral Insurance cover up to \$15,000

You can choose a Funeral Insurance Cover Amount up to \$15,000. You are covered for the Life Insured's Accidental Death from the cover Commencement Date specified in the Policy Schedule. From the first anniversary of the cover Commencement Date, you are covered for the Life Insured's death by any cause.

If you increase the Funeral Insurance Cover Amount, then any additional cover you take out also only covers the Life Insured's Accidental Death for the first 12 months from the date of the increase. After 12 months, you are covered for the Life Insured's death by any cause. See page 10.

You decide how you wish to pay premiums

You can pay premiums fortnightly, monthly or annually. You decide how much to pay when taking out cover. For more information in relation to premiums, please refer to the "Premiums" section on pages 23-25.

Fast payouts

Your Funeral Insurance claim is paid to your nominated Beneficiary fast – generally within 24 hours of us receiving completed claim requirements – and they are free to use the money however they wish. See page 13.

Bonus Cover

On the fifth anniversary of cover, 10% extra Funeral Insurance cover will be added to your Funeral Insurance Benefit at no extra cost. Bonus Cover is calculated as 10% of the average Funeral Insurance Cover Amount for each Life Insured held during the previous five years. The average Funeral Insurance Cover Amount takes into account any changes made to a Life Insured's Funeral Insurance Benefit and the time each Cover Amount is in place. Bonus Cover provides additional cover for any cause of death at no additional cost to you. It's our way of thanking you for choosing Insuranceline for Funeral Insurance cover. See page 16.

Early Payout Option

From the Policy Anniversary after a Life Insured turns 85, you will be eligible to cash in the Life Insured's Funeral Insurance Benefit for 120% of the Life Insured's average Funeral Insurance Cover Amount. See page 17.

Insuranceline Value Promise

You can select from 2 options when choosing your Insuranceline Value Promise.

Option 1: 100% Value Promise

Our 100% Value Promise means that at the time of a claim for the Funeral Insurance Benefit, the claim payout for the Life Insured will always be the higher of:

1. the Funeral Insurance Cover Amount then in place plus any Bonus Cover, where applicable; or
2. 100% of the total premiums paid for the Life Insured's Funeral Insurance Cover Amount from the cover Commencement Date.

Option 2: 70% Value Promise

If you choose the 70% Value Promise option, your premiums will be lower. This lower cost option will reduce the amount of the Value Promise so that at the time of a claim for the Funeral Insurance Benefit, the claim payout for the Life Insured will be the higher of:

1. the Funeral Insurance Cover Amount then in place plus any Bonus Cover, where applicable; or
2. 70% of the total premiums paid for the Life Insured's Funeral Insurance Cover Amount from the cover Commencement Date

The Value Promise option you have selected will be shown in your Policy Schedule and will apply for the life of the Policy.

Note: The Value Promise does not apply to a Life Insured's optional Accidental Death Benefit.

Please refer to Page 18 for more information on the Insuranceline Value Promise.

Loyalty Discount

A 5% Loyalty Discount is applied to the Funeral Insurance premium for a Life Insured after the 10th anniversary of the Cover Commencement Date of that Life Insured, or on the Policy Anniversary after that Life Insured reaches age 84, whichever happens first. See page 24.

When is a Benefit payable?

The Funeral Insurance Benefit is payable on the Life Insured's death, subject to the conditions set out below under "When is a Benefit not payable?"

Cover is available for all Australians aged 25 to 80. Depending on the amount of cover you need, up to \$15,000 cover is available per Life Insured. Policies can cover more than one person, as long as each person is an Australian Resident and aged between 25 and 80.

Funeral Insurance provides worldwide cover 24 hours a day.

When is a Benefit not payable?

Cover is for Accidental Death only for the first 12 months of cover (known as the Accidental Death Only Period). After the first 12 months, you are covered for all causes of the Life Insured's death. If a new person is added to your Policy or you increase your Cover Amount, the Accidental Death Only Period also applies to the new person or increased Cover Amount, from the date those changes are effective.

If a Life Insured dies during the first 12 months of cover from any cause other than Accidental Death, we will pay a Benefit equal to the Funeral Insurance premiums you've paid in respect of that Life Insured.

Accidental Death means death from a physical injury caused directly by violent, external and visible means. Accidental Death does not include, and we will not pay any Accidental Death Benefit for, a death caused by:

- actual or attempted intentional self-injury or suicide;
- participation in any criminal or unlawful activity;
- being under the influence of alcohol (over the prescribed legal limit for driving a motor vehicle according to the relevant state or territory limit), illicit drugs in any dosage, or any pharmaceutical drug (whether or not prescribed by a Medical Practitioner) not taken in the correct dosage;
- war, hostilities or war-like operations (whether war is declared or not), civil commotion, civil war or rebellion, but not terrorism, outside of Australia or New Zealand;
- undertaking a Dangerous Occupation; or
- participation in Dangerous Pursuits.

What is the cost?

The cost of your Policy depends on the Life Insured's age, the amount of cover you choose and any optional Benefits you choose to include. A 5% Loyalty Discount will apply for a Life Insured from the earlier of the Policy Anniversary after that Life Insured's Funeral Insurance Benefit has been in place for 10 continuous years, or the Policy Anniversary after that Life Insured reaches age 84. A minimum premium of \$2.75 per week applies.

How to apply

Applications for Funeral Insurance can be made in minutes by calling 1300 880 750 or online at www.insuranceline.com.au.

Step 1. Choose the amount of cover

Subject to a minimum premium of \$2.75 a week, Funeral Insurance Cover Amounts range from \$3,000 up to \$15,000. Simply choose the amount of cover that best suits you and your preferred Value Promise option.

Step 2. Choose how you wish to pay

Not every household budget is the same, which is why we've made it easier for you to budget Funeral Insurance into your lifestyle, with a choice of billing options. We offer you the flexibility of paying by direct debit (fortnightly, monthly or annually) or by credit card (monthly). Plus, if you pay annually, you'll get 12 months cover for the cost of 11.

All payments in connection with this Policy must be in Australian currency.

Step 3. Choose whether you'd like to add extra Benefits to your Policy

+ Accidental Death Cover

To help with the often unexpected costs associated with an Accidental Death, we offer Accidental Death Cover. This is optional cover available for an extra premium. If selected, it will be included in your Policy Schedule.

Accidental Death Cover is payable if you die as a result of an Accident, or within six months of the Injury leading to your death.

You can choose a Cover Amount between \$1,000 and \$50,000. The amount can be higher or lower than your Funeral Insurance Benefit.

Accidental Death Cover is payable in addition to your Funeral Insurance Benefit.

Accidental Death Cover is available to all Australian Residents aged 25 to 80. Cover for a Life Insured can continue for as long as the Funeral Insurance Benefit remains in place. If a Life Insured's Funeral Insurance Benefit is cashed in under the Early Payout Option, then Funeral Insurance and any Accidental Death Cover will also end for that Life Insured.

Step 4. Choose whether to add others to your Policy

We never know what lies ahead for ourselves or our loved ones. This is why your Policy allows you to add cover for other adults aged 25 to 80. Additional people insured can have different Cover Amounts, if required, as long as the premium for each additional Life Insured is equal to or more than the multi-life discount given to the first Life Insured.

The multi-life discount is provided when you cover more than one person, in which case each person receives a 5% discount off the Funeral Insurance premium. The multi-life discount doesn't apply to Accidental Death Cover.

Step 5: Check your Policy Schedule

We'll confirm the Funeral Insurance Cover Amount and any Accidental Death Cover Amount included for the Life Insured in the Policy Schedule we'll send you on cover commencement.

Please always check the Policy Schedule is correct and includes the Cover Amount/s you have chosen.

Don't forget that if your circumstances change, you have the flexibility to adjust the Cover Amount or cancel the Accidental Death Cover – just give us a call on 1300 880 750.

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 of the Policy Commencement Date and you'll get a full refund, provided you have not made a claim under the Policy.

If you do cancel your Policy after 30 days, you may not receive your money back. Funeral 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?

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

Step 1.

Call us on 1300 880 750 and we will send a claim form, or go to www.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.

Your Beneficiary must 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. For example, we may request birth and death certificates or evidence from a Medical Practitioner.

Once we've received the completed claim information acceptable to us to determine that the claim should be paid, your loved ones will receive the money fast; we generally pay out Funeral Insurance within 24 hours of receiving completed claim requirements. Some Accidental Death claims will take longer to assess, but we'll make sure we keep your loved ones informed throughout the process.

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 to the Policy Owner or the Policy Owner's estate. For Early Payout claims, we will pay the Policy Owner.

Misstatement of age

Proof of age must be provided using a birth certificate, passport or drivers licence. 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. Where the terms and conditions of a Benefit vary by the age of the Life Insured, the correct age of the Life Insured will be used to determine whether a Benefit is payable.

Accidental Death claims

For Accidental Death claims, we will require proof of the accidental nature of the death of the Life Insured for which the claim is being made, evidenced by a certified copy of the Death Certificate, Medical Attendant's Certificate or Coroner's report, as required by us. We will require proof of the injury sustained by the Life Insured for which the claim is being made, evidenced by (and not limited to):

- (a) appropriate documentation from a Medical Practitioner, including confirmatory investigations such as clinical, radiological, histological and laboratory evidence; and
- (b) if a condition required a surgical procedure to be performed which resulted in the death of the Life Insured, the procedure must have been the usual treatment for the condition and been medically necessary.

Fraudulent claims

We will refer any suspected fraudulent claims or illegal activity to the relevant law enforcement authorities and will, to the extent permissible by law, seek to recover any monies paid, expenses or damages incurred in obtaining such evidence as may be required to protect our rights. We are able to cancel your Policy and no claim will be payable if you make a fraudulent claim.

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

Funeral Insurance

The Funeral Insurance Benefit is payable on the death of the Life Insured.

Cover is for Accidental Death only for the first 12 months of Funeral Insurance cover. The Life Insured is covered for Accidental Death from the Funeral Insurance Cover Commencement Date specified in the Policy Schedule. All causes of the Life Insured's death are covered after the first 12 months.

Accidental Death means death from a physical injury caused directly by violent, external and visible means. Accidental Death does not include, and we will not pay any Accidental Death Benefit for, a death caused by:

- actual or attempted intentional self-injury or suicide;
- participation in any criminal or unlawful activity;
- being under the influence of alcohol (over the prescribed legal limit for driving a motor vehicle according to the relevant state or territory limit), illicit drugs in any dosage, or any pharmaceutical drug (whether or not prescribed by a Medical Practitioner) not taken in the correct dosage;
- war, hostilities or war-like operations (whether war is declared or not), civil commotion, civil war or rebellion, but not terrorism, outside of Australia or New Zealand;
- undertaking a Dangerous Occupation; or
- participation in Dangerous Pursuits.

Premiums will not be refunded if an Accidental Death Benefit is not payable for the reasons given above.

The initial 12-month Accidental Death cover period also applies to any new person added to the Policy, or to any increase in cover you request.

If a Life Insured dies in the first 12 months of cover as a result of Accidental Death, on proof satisfactory to TAL whilst the Funeral Insurance Benefit is in place, we will pay the Funeral Insurance Cover Amount in respect of that Life Insured.

If, within the Accidental Death Only Period, a Life Insured dies as a result of anything other than an Accidental Death, on proof satisfactory to us, the Funeral Insurance Cover Amount will not be paid. We will, however, pay a Benefit amount equal to all Funeral Insurance premiums paid to the date of death in respect of that Life Insured.

If, after the Accidental Death Only Period, a Life Insured dies for any reason, on proof satisfactory to us, we will pay the Funeral Insurance Cover Amount in respect of that Life Insured. If a Life Insured also has Accidental Death Cover, and dies as a result of an Accidental Death, we will also pay the Accidental Death Benefit.

Cover under the Funeral Insurance Benefit for a Life Insured ceases on the earliest of the following Policy events:

- your Policy being cancelled;
- the Funeral Insurance Cover Amount being paid in full for the Life Insured;
- an amount being paid for that Life Insured in accordance with a refund of premiums because the Life Insured died within the first 12 months as a result of anything other than an Accidental Death;
- the cancellation of the cover of all Lives Insured on the Policy; or
- the Early Payout Amount being paid for the Life Insured.

Bonus Cover

On the fifth anniversary of the commencement of the Life Insured's Funeral Insurance Benefit, we will increase the Funeral Insurance Cover Amount by an additional 10% at no additional cost. The additional cover is 10% of the average Funeral Insurance Cover Amount continuously in place from cover commencement until the fifth anniversary of cover commencement. The average Funeral Insurance Cover Amount takes into account any changes made to a Life Insured's Funeral Insurance Benefit and the time each Cover Amount is in place. Bonus Cover is not subject to the initial Funeral Insurance 12-month Accidental Death Only Period.

Example: A Life Insured is covered for a Funeral Insurance Benefit of \$10,000 from the commencement of cover. On the fifth anniversary of that Life Insured's \$10,000 Funeral Insurance Benefit, we will increase the Funeral Insurance Cover Amount by an additional \$1,000 at no additional cost.

As long as the Life Insured's Funeral Insurance Benefit remains in place, the \$1,000 Bonus Cover Amount will always be payable if the Life Insured dies, even if the Funeral Insurance Cover Amount is subsequently changed.

Bonus Cover will, however, be cancelled if the Early Payout Option is claimed or the Funeral Insurance Benefit is cancelled or lapses due to premiums not being paid when due.

Early Payout Option

The Early Payout Option gives you the option after a Life Insured reaches age 85 to either:

- continue cover in respect of that Life Insured by continuing to pay premiums; or
- cash in the Funeral Insurance Benefit early to receive an immediate payout of 120% of the Life Insured's average Funeral Insurance Cover Amount, excluding Bonus Cover, with no more premiums to pay for that Life Insured.

The average Funeral Insurance Cover Amount takes into account any changes made to a Life Insured's Funeral Insurance Benefit and the time each Cover Amount is in place.

The Early Payout Option can be claimed at any time on or after the Policy Anniversary immediately after the Life Insured reaches age 85. You must contact us for the Early Payout Option to be payable.

Claiming the Early Payout Option cancels any Bonus Cover, Funeral Insurance Cover and Accidental Death Cover.

You should consider how the Early Payout Option may affect entitlements to government benefits such as age pensions and financial assistance for older Australians. We recommend you seek advice from a financial adviser on the Early Payout Option.

There are income tax implications if the payout of 120% of the Life Insured's average Funeral Insurance Benefit is paid to the Policy Owner before the end of the 10th anniversary of the commencement of risk. The additional Benefit from exercising the Early Payout Option may need to be included in your assessable income, and a tax offset of 30% may be available to reduce the income tax liability in respect of the additional Benefit. For comprehensive advice regarding taxation please contact a registered tax agent, tax (financial) adviser or the Australian Taxation Office.

Insuranceline Value Promise

You can select from 2 options when choosing your Insuranceline Value Promise.

Option 1: 100% Value Promise

Our 100% Value Promise means that at the time of a claim for the Funeral Insurance Benefit, the claim payout for the Life Insured will always be the higher of:

1. the Funeral Insurance Cover Amount then in place plus any Bonus Cover, where applicable; or
2. 100% of the total premiums paid for the Life Insured's Funeral Insurance Cover Amount from the cover Commencement Date.

Option 2: 70% Value Promise

If you choose the 70% Value Promise option, your premiums will be lower. This lower cost option will reduce the amount of the Value Promise so that at the time of a claim for the Funeral Insurance Benefit, the claim payout for the Life Insured will be the higher of:

1. the Funeral Insurance Cover Amount then in place plus any Bonus Cover, where applicable; or
2. 70% of the total premiums paid for the Life Insured's Funeral Insurance Cover Amount from the cover Commencement Date.

The Value Promise option you have selected will be shown in your Policy Schedule and will apply for the life of the Policy.

Note: The Value Promise does not apply to a Life Insured's optional Accidental Death Benefit.

Examples of how the Value Promise options affect your claim payout are illustrated below:

Example 1:

If you have a Funeral Insurance Cover Amount of \$10,000 (including Bonus Cover) and, over time, paid premiums totalling \$15,000:

- Under the 100% Value Promise, the amount we will pay upon claim is \$15,000, which represents total premiums paid, being higher than your Cover Amount.
- If you selected the 70% Value Promise, the amount we will pay upon claim is \$10,500, which represents 70% of the \$15,000 premiums paid, being higher than your Cover Amount.

Example 2:

If you have a Funeral Insurance Cover Amount of \$10,000 (including Bonus Cover) and, over time, paid premiums totalling \$9,000:

- In this instance, regardless of which Value Promise option you have, the amount we will pay upon claim is \$10,000, which represents your Funeral Insurance Cover Amount, being higher than the premiums paid.

Accidental Death Cover

If the Life Insured has Accidental Death Cover, it will be shown in the Policy Schedule. The Accidental Death Benefit is payable in the amount specified if the Life Insured dies as a result of an Accident, or within six months of the physical injury leading to the Life Insured's death, on proof satisfactory to us. The maximum Cover Amount is \$50,000 and can be higher or lower than the Funeral Insurance Cover Amount. The Accidental Death Cover for a Life Insured stops at the earliest of:

- the cancellation of the Accidental Death Cover for that Life Insured;
- your Policy being cancelled;
- the Accidental Death Cover Amount being paid in full for that Life Insured;
- the cancellation of the Funeral Insurance Benefit for that Life Insured; or
- a claim being made for the Early Payout Option for that Life Insured.

What isn't covered?

Accidental Death Cover

If you choose to add Accidental Death Cover, please be aware that the Life Insured is not covered for that Accidental Death Cover in any of the following circumstances:

- actual or attempted intentional self-injury or suicide;
- participation in any criminal or unlawful activity;
- being under the influence of alcohol (over the prescribed legal limit for driving a motor vehicle according to the relevant state or territory limit), illicit drugs in any dosage, or any pharmaceutical drug (whether or not prescribed by a Medical Practitioner) not taken in the correct dosage;
- war, hostilities or war-like operations (whether war is declared or not), civil commotion, civil war or rebellion, but not terrorism, outside of Australia or New Zealand;
- undertaking a Dangerous Occupation; or
- participation in Dangerous Pursuits.

If an Accidental Death Cover Benefit is not payable, we will not refund premiums paid for Accidental Death Cover.

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 people to your Policy or remove existing ones, change your Cover Amount, switch between premium payment options or change your billing information.

Please note these changes may have an impact on your Policy. By adding people to your Policy or increasing your Cover Amount, your premiums will go up. If you reduce your Cover Amount, the future amount of Bonus Cover, Early Payout Amount and the Value Promise will change.

The Value Promise option you have will be shown in the Policy Schedule and will apply for the life of the Policy.

While a Life Insured's Funeral Insurance Benefit remains in place, the Bonus Cover Amount calculated on the fifth anniversary of the commencement of the Funeral Insurance Benefit will always be payable if the Life Insured dies, even if the Funeral Insurance Cover Amount is subsequently changed.

Cover increases

The Funeral Insurance and the Accidental Death Cover Amount can be increased, and the premium you have to pay will be increased correspondingly.

You may increase the Funeral Insurance Cover Amount for each Life Insured prior to the Life Insured reaching 80 years of age.

Any increased portion of the Funeral Insurance Cover Amount, requested by you, will be payable only for the Life Insured's Accidental Death during the first 12 months following the increase.

Cover reductions

The Funeral Insurance and Accidental Death Benefit amounts can be reduced, and the premium you have to pay will reduce accordingly.

You may reduce the Funeral Insurance Cover Amount at any time. If you reduce your Funeral Insurance Cover Amount, the amount of future Bonus Cover, Early Payout Amount and the Value Promise will change in line with changes in the Funeral Insurance Cover Amount in place.

Beneficiary/ies

You can nominate one or more people to receive the Funeral Insurance and Accidental Death Benefits payable under this Policy. They are called the Beneficiary/ies. A Beneficiary can be a person who is at least 18 years old, an institution or your estate. If there are one or more Beneficiaries under this Policy:

- (a) this will be indicated on your Policy Schedule; and
- (b) the Beneficiary will receive the proceeds of this Policy in the proportions indicated on your Policy Schedule if a claim is paid by us.

If no nomination has been made, the proceeds will be paid to the Policy Owner or the Policy Owner's estate.

Any nomination is binding on us. However, you may revoke or change a nomination at any time. Any nomination, revocation or change in the details of a Beneficiary has no effect unless we have issued a written confirmation to you.

Maximum Benefit per Life Insured

The maximum Funeral Insurance Benefit that can be paid per Life Insured is \$25,000. The maximum Accidental Death Benefit that can be paid per Life Insured is \$50,000.

More than one Life Insured

Your Funeral Insurance Policy can cover more than one Life Insured, subject to entry age requirements. All Lives Insured will be shown individually on your Policy Schedule.

If more than one Life Insured is covered under this Policy, a reference to a Life Insured means each respective Life Insured individually.

The 30-day Cooling-Off Period applies only once when the Policy is first issued. No further Cooling-Off Periods will apply for additional Lives Insured added to the Policy.

You may add a new Life Insured to your Policy after the Policy Commencement Date. If a new Life Insured is added, a new Policy Schedule will be sent to you listing all of the Lives Insured covered under the Policy, effective as at the Issue Date of the Policy Schedule. Lives Insured added after the Policy Commencement Date will be subject to an Accidental Death Only Period of 12 months from the Issue Date of the new Policy Schedule.

Additional Lives Insured can have different Funeral Insurance and, if applicable, Accidental Death Cover Amounts. For Funeral Insurance, the premium for each additional Life Insured will be required to be equal to or more than the multi-life discount given to the first Life Insured.

When does my Policy end?

As long as you keep your premiums up to date and pay when due, you'll continue to be covered.

Your Policy starts at the Policy Commencement Date and ends on the first to occur of:

- cancellation due to non-payment of premiums;
- claiming under the Early Payout Option for the last remaining Life Insured;
- the death of the last remaining Life Insured under the Policy;
- the date we receive a request from the Policy Owner to cancel the Policy altogether.

Premiums

This is an insurance Policy, not a savings plan, which means you may pay more or less in premiums than your Cover Amount over the life of the Policy. After the first 12 months of cover, if the total premiums paid for a Life Insured's Funeral Insurance Benefit is greater than the Funeral Insurance Cover Amount (inclusive of any Bonus Cover), this amount will be payable on the death of a Life Insured. If you make changes to your Policy, your premium may change as a result. We will inform you of any changes in premium at the time.

The premium you have to pay

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

Will my premium change?

Your premium will change when any of the following events occur:

- if you make changes to your Policy;
- if your Cover Amount is increased or decreased;
- if you add or remove a Benefit (such as Accidental Death Cover) or Life Insured from your Policy;
- if you change your premium frequency from yearly, then you will lose the annual premium payment discount;
- if a Policy has more than one Life Insured and cover ends as a result of the death or the removal of one or more Lives Insured, such that premiums remain payable only in respect of one Life Insured, then the discount for more than one Life Insured will no longer apply;
- if there are changes in government duty or taxes and we choose to pass on these additional costs. If this happens, we will give you 30 days' written notice;
- if there are circumstances impacting the cost of providing cover across Funeral Insurance policyholders as a whole (for example, a pandemic or other circumstances where more people make a claim on their Policy than expected) and we choose to re-price our Funeral Insurance portfolio. If this happens, we will give you 30 days' written notice. You will never be singled out for a premium rate increase and we cannot change your premium just because you get older or your health changes.

A 5% Loyalty Discount is applied to the Funeral Insurance premium for a Life Insured after the earlier of the 10th anniversary of the Cover Commencement Date for that Life Insured or the Policy Anniversary after that Life Insured reaches age 84.

How are premiums calculated?

Premiums are calculated separately for each Life Insured and are based on their age, amount of cover and any applicable discounts. Once covered, your premiums do not go up just because you get older or your health changes.

When do I have to pay?

The premium is due at the frequency shown in the Policy Schedule. The specific dates for the coming year are also outlined in your Policy Schedule which will be sent out at each Policy Anniversary.

You can change the frequency of premium payments at any time. An updated Payment Schedule will be sent for your records. If you are paying by direct debit or credit card, the premium will be deducted from the account that you have authorised us to debit, on the agreed date and frequency. Depending on weekends and public holidays, the deduction will be made on the next business day. If we are unable to debit on the agreed date due to insufficient funds we will, subject to the relevant debit authority, attempt to debit again.

Unpaid premium 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 is the first premium, the Policy will be cancelled and treated as if it had not operated at all; or
- if the unpaid premium is a premium other than the first premium, we will allow 30 days from the due date for you 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.

Discounts

We will apply a 5% discount to the Funeral Insurance premium for a Life Insured:

- from the Policy Anniversary after that Life Insured's Funeral Insurance Benefit has been in place for 10 continuous years; or
- the Policy Anniversary immediately following that Life Insured's 84th birthday, whichever happens first.

Discounts do not apply to premiums for Accidental Death Cover.

What happens if I stop paying?

Your cover only continues while premiums are paid when due, so if you stop paying, your cover will end. As Funeral Insurance 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.

If the Life Insured is age 85 or over, you may be eligible for an Early Payout Amount. Please contact us to claim your Benefit. After you claim the Early Payout Amount in respect of a Life Insured, premiums and all cover for that Life Insured will cease.

We understand that changes in your circumstances can occur. 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 and cover.

Income tax implications

Generally, the premiums paid will not be tax deductible nor will the benefits be assessable for income tax purposes. However please refer to the comments regarding tax and the Early Payout Option on page 17. The taxation information in this PDS is based on the continuation of present laws and their current interpretation and is a general statement only.

For comprehensive advice regarding the taxation implications of paying premiums or receiving any of the Benefits under the Policy that takes into account your personal circumstances, please contact a registered tax agent, tax (financial) adviser or the Australian Taxation Office.

Reinstatement

If this Policy lapses, cover may be reinstated at our sole discretion, on such terms and conditions as we may require including, but not limited to the following:

- Outstanding premiums will need to be paid before a Policy can be reinstated;
- Reinstatement is not guaranteed;
- Reinstatement may be in the form of a new Policy, with a new Policy number and contract conditions. Any Bonus Cover that applied on the lapsed Policy will have been forfeited by the Policy lapsing.

Important information

Why Insuranceline?

Insuranceline is a specialist provider of direct life insurance. 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.

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! Here's how to contact us:

1300 880 750 8am–8pm (AEST) Monday to Friday
customerservice@insuranceline.com.au
Reply Paid GPO Box 5380, Sydney NSW 2001

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.

No cash value

Your Funeral Insurance Policy does not acquire a cash value. No premiums or refunds will be payable to the Policy Owner or Lives Insured in the event of Policy cancellation, except within the 30-day Cooling-Off Period, or on claiming the Early Payout Option.

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 to the assets of TAL or any other TAL statutory fund.

Currency

All payments in connection with this Policy must be made in Australian dollars.

Risks

There are risks involved with taking out insurance and you should be aware of these. Risks 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 of cover provided by the Policy. You should consider the terms and conditions of each insurance contract before deciding to buy or continue to hold a Policy;
- Our policies do not contain a savings or investment component, which means that unless you claim under the Early Payout Option, if your Policy is cancelled after the 30-day Cooling-Off Period, you will not receive any money back. 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;
- The Early Payout Option may affect entitlements to the age pension and other government benefits. You may need to seek assistance from a financial adviser to assist you to determine if the Early Payout Option is consistent with your objectives, financial situation and needs;
- Exercising the Early Payout Option may give rise to income tax implications if the payout of 120% of the Life Insured's average Funeral Insurance Benefit is paid to the Policy Owner before the end of the 10th anniversary of the commencement of risk. The additional Benefit from exercising the Early Payout Option may need to be included in your assessable income, and a tax offset of 30% may be available to reduce the income tax liability in respect of the additional Benefit. For comprehensive advice regarding taxation please contact a registered tax agent, tax (financial) adviser or the Australian Taxation Office.

Complaints process

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

Complaints service

In the first instance, we hope that our representatives can handle any concern you may have. Please call us on **1300 880 750** or write to us at:

The Complaints Manager
Insuranceline
Reply Paid GPO Box 5380
Sydney NSW 2001

Alternatively, please email us at insuranceline@insuranceline.com.au.

If you are not satisfied with our initial response, please ask to speak to a manager or a representative from the Complaints Team.

External dispute resolution service

We will attempt to resolve your complaint within 45 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

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 or 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:

The Privacy Officer
Insuranceline
Reply Paid GPO Box 5380
Sydney NSW 2001

Phone: 1300 880 750

Email: 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 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 general practitioner rather than directly to our customer so that the medical terminology can be explained.

There are some limited exemptions where Insuranceline would be unable to provide the personal information that we hold about you, not limited to but including 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 1300 880 750 or email customerservice@insuranceline.com.au.

Contact from us

From time to time we may contact you by telephone about your Policy. If you prefer to receive calls at certain times or days, please contact us by calling 1300 880 750 or write to:

The Customer Service Manager
Insuranceline
Reply Paid GPO Box 5380
Sydney NSW 2001

Accident means an event where injury is caused solely and directly by violent, external and visible means.

Accidental Death means death from a physical injury caused directly by violent, external and visible means. Accidental Death does not include, and we will not pay any Accidental Death Benefit for, a death caused by:

- actual or attempted intentional self-injury or suicide;
- participation in any criminal or unlawful activity;
- being under the influence of alcohol (over the prescribed legal limit for driving a motor vehicle according to the relevant state or territory limit), illicit drugs in any dosage, or any pharmaceutical drug (whether or not prescribed by a Medical Practitioner) not taken in the correct dosage;
- war, hostilities or war-like operations (whether war is declared or not), civil commotion, civil war or rebellion, but not terrorism, outside of Australia or New Zealand;
- undertaking a Dangerous Occupation; or
- participation in Dangerous Pursuits.

Accidental Death Only Period means the period of time that the Life Insured is covered for Accidental Death only under the Funeral Insurance Benefit. The Accidental Death Only Period begins at the Commencement Date of the Funeral Insurance Benefit or the effective date of any increase to the Cover Amount in relation to the increased amount.

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

Beneficiary means the natural person/s, institution or estate selected by you to receive, in the proportion nominated, the Cover Amount payout in the event of your death.

Benefit or **Cover Amount** means the amount payable on the death of the Life Insured, subject to the terms of cover outlined in this document, as shown in the Policy Schedule.

Commencement Date means the date on which cover under your Policy starts and is the date from which you are able to claim against the Policy in the event of the death or injury of a Life Insured in accordance with the contents of this document. Where we have agreed to add additional Lives Insured to the Policy after the Commencement Date the Commencement Date of any such additional Life Insured will be deemed to be the Issue Date of the Policy Schedule we send to you confirming the addition of that Life Insured.

Cover Amount or **Benefit** means the amount payable on the death of the Life Insured, subject to the terms of cover outlined in this document, as shown in the Policy Schedule.

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 20 metre high window cleaners. This does not include normal travel to and from dangerous occupations.

Dangerous Pursuits are those activities that would ordinarily be regarded as dangerous, including but not limited to professional sports, hang gliding, underwater diving beyond 30 metres, motor car or motorcycle sports, speed contests, skydiving, parachuting and flying in an aircraft (except as a fare paying passenger or aircrew travelling in a duly licensed aircraft engaged in public transport service). This does not include normal travel to and from dangerous pursuits.

Early Payout Amount, Early Payout Option means the amount payable at the time of claim on or after the Policy Anniversary after the Life Insured reaches age 85, being 120% of the average Funeral Insurance Cover Amount for that Life Insured over the period that the Funeral Insurance Benefit was active. The average Funeral Insurance Cover Amount takes into account any changes made to a Life Insured's Funeral Insurance Benefit and the time each Cover Amount is in place.

Funeral Insurance is Life Insurance providing a sum payable in the event of the death of a Life Insured.

Immediate Family Member means a spouse, de facto partner (same or opposite sex), child, grandchild, parent, grandparent, sibling, aunt, uncle, cousin, niece or nephew.

Injury means an accidental bodily injury suffered by the Life Insured after the cover Commencement Date or in the case of an increase to a Benefit, after the commencement of the increase. The injury must be caused directly and solely by an Accident.

Issue Date means the date on which a new Policy Schedule is issued due to changes made to your Policy. This is the date from which you are able to claim against the Policy for Lives Insured or additional Benefits added on that date.

Life Insured or **Lives Insured** means a person or persons that we have agreed in writing to insure under this Policy as stated in the Policy Schedule.

Medical Practitioner means a person who is registered as a Medical Practitioner in Australia, other than:

- you or the Life Insured;
- a business partner of you or the Life Insured; or
- an Immediate Family Member of you or the Life Insured.

If practising other than in Australia, the Medical Practitioner must be approved by us and have qualifications equivalent to Australian standards.

Note: Chiropractors, physiotherapists and alternative therapy providers are not considered Medical Practitioners unless also registered to practise medicine in Australia.

PDS means the Funeral Insurance Product Disclosure Statement and Policy Document.

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

Policy Anniversary means each anniversary of the Commencement Date.

Policy Conditions means the Policy terms and conditions as set out in this PDS.

Policy Owner means the natural 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 document which will be provided to you by us, containing details of the Lives Insured under this Policy. Your Policy Schedule will be updated by us as a result of:

- any changes you make to your Policy and agreed to by us; and/or
- any changes made by us in accordance with these Policy Conditions.

Value Promise means that at the time of a claim for the Funeral Insurance Benefit, the claim payout for the Life Insured will always be the higher of:

1. the Funeral Insurance Cover Amount then in place plus any Bonus Cover, where applicable; or
2. the relevant Value Promise option you have selected and as shown on your policy schedule, as described below:
 - where you have selected the 100% Value Promise option, 100% of the total premiums paid for the Life Insured's Funeral Insurance Cover Amount; or
 - where you have selected the 70% Value Promise option, 70% of the total premiums paid for the Life Insured's Funeral Insurance Cover Amount.

The Value Promise option you have selected will be shown in your Policy Schedule and will apply for the life of the Policy.

Note: The Value Promise does not apply to a Life Insured's optional Accidental Death Benefit.

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.

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. TAL Life Limited 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 1300 880 750. 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 the product issuer TAL Life Limited under an agreement to provide administration services for Funeral Insurance policies.

This Financial Services Guide (FSG) is provided by TAL Direct Pty Limited ABN 39 084 666 017 ('TAL Direct'). Insuranceline is a trading name of TAL Direct. TAL Direct holds an Australian Financial Services Licence (AFSL 243260) and is related to the insurer TAL Life Limited ABN 70 050 109 450 AFSL 237848 ('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 to give you this Financial Services Guide (FSG) by law before we can provide you with any financial services. 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

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 on general insurance products to retail clients;
- Deal in life and general insurance products to retail clients; and
- Arrange superannuation products to retail clients.

Who are our representatives?

A number of 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 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 or to continue to hold 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.

Who we act for

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 and for Involuntary Unemployment Cover, St Andrew’s Insurance (Australia) Pty Ltd, ABN 89 075 044 656 AFSL 239649 (St Andrew’s). When TAL Direct does this we will tell you and, in these circumstances, TAL Direct is acting for the insurer. TAL Direct will not issue or arrange for the issue of a life risk or general insurance product for any insurer or issuer other than the above mentioned insurers.

The registered addresses for the insurers are:

TAL Life Limited
Level 16, 363 George Street
Sydney NSW 2000

St Andrew’s:
Level 6, 100 Skyring Terrace
Newstead QLD 4006

Dispute resolution process

Insuranceline offers an internal dispute resolution service in relation to any concerns or complaints 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 or complaint to an external dispute resolution service.

Internal dispute resolution service

In the first instance, we hope that our representatives can handle any concern or complaint you may have. Please call or write to us first. 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 at the address shown at the end of this FSG.

External dispute resolution service

We will attempt to resolve your complaint within 45 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

Personal information

Personal and sensitive information is collected from you to enable TAL and St Andrew's to provide their 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.

The ways in which Insuranceline and St Andrew's collect, use, secure and disclose your personal information, as well as details about how to access or correct your personal information held by us, or make a complaint in relation to privacy, is set out in the Insuranceline and St Andrew's Privacy Policies, which are available at www.insuranceline.com.au/Privacy-Policy and www.standrews.com.au or free of charge on request to Insuranceline by contacting 1300 880 750 or customerservice@insuranceline.com.au. If you have any questions regarding your privacy please contact us. You may be entitled to gain access to information we have on file about you. If you wish to request access please contact TAL in writing.

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. In processing and administering your insurance (including at the time of claim) your personal information may be disclosed to St Andrew's (and its related bodies corporate) and TAL Life as well as any related bodies corporate including the following third parties, where necessary: your employer, general practitioners or

health professionals to verify any health information you may provide, your (or your employer's, if relevant) financial adviser, other companies within the TAL group of companies or partner organisations including companies based overseas; organisations to whom we outsource our mailing, administration and information technology, investigators, the Trustee (if relevant), the administrator of the product or fund, reinsurers, Government departments if required or authorised to do so, or any person acting on your behalf such as a lawyer or accountant. Information regarding the privacy rights of individuals is available at www.oaic.gov.au which is the website of the Office of the Australian Information Commissioner.

Opt-out

From time to time Insuranceline may use your information to promote and market our products and services to you. If you do not want to receive telemarketing calls, or would prefer to receive telemarketing calls at certain times or days, please call us on 1300 880 750. If you do not want to receive any further information on other products or services offered by Insuranceline, please call 1300 880 750 or email customerservice@insuranceline.com.au.

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.

You are entitled to request details of this remuneration, and may do so by contacting us on the number specified in this FSG. This request may be made after you receive the FSG and before any financial service is provided to you. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid to representatives 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.

Direct debit request summary

This summary describes how the Direct Debit Request system works. Upon issue of your policy, you will also receive a full copy of the Direct Debit Request Service Agreement. You should read the Agreement carefully as it explains your rights and obligations relating to your ongoing direct debits.

When you complete your bank details and sign the authority, you are authorising the direct debit of the appropriate premiums from your nominated account. Your authority will be kept confidential at all times. If your premium cannot be paid (for example there's not enough money in your nominated account) your bank may dishonour that payment, in which case your policy may lapse and all cover will cease.

If you have concerns about its operation or you subsequently need to change any aspects of the authority, please notify us. From time to time updates about our services which are subject to change and which are not materially adverse to you may be found on the Insuranceline website at www.insuranceline.com.au and if you request a paper copy of any updated information, this will be provided to you without charge.

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: 1300 880 750

Fax: 1800 730 099

Mail: Insuranceline
Reply Paid GPO Box 5380
Sydney NSW 2001

Email: customerservice@insuranceline.com.au

Web: insuranceline.com.au

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Insuranceline

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