

Funeral Insurance – Key Facts Sheet

This Key Facts Sheet (KFS) sets out some of the benefits you will be entitled to, information on level and stepped premiums, what happens if you stop paying your premium or cancel your policy, and how your beneficiary may claim in the event of your death. The KFS does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the combined Product Disclosure Statement and Policy Document (PDS, prepared on 1/3/2019) and all other policy documentation for more details.

Benefits

Funeral Insurance is designed to provide an affordable, easy to obtain financial safety net for you and your loved ones. Please see below some of the benefits and features of the Funeral Insurance Policy.

Funeral Benefit	<p>If you die:</p> <ul style="list-style-type: none">• during the first 12 months of your policy as a result of an accident which occurs after the policy commencement date, we will pay the sum insured as a lump sum payment; or• during the first 12 months of your policy as a result of a sickness, an intentional self-inflicted act, or an accident which occurs before the policy commencement date we will not pay the sum insured, however we will refund all premiums paid under this policy;• after the first 12 months of your policy as a result of any cause, we will pay the sum insured as a lump sum payment.
Early Payment Benefit	<p>If you are certified as terminally ill:</p> <ul style="list-style-type: none">• during the first 12 months of your policy, you will be eligible to apply for the Early Payment Benefit after you have held the policy for 12 months;• after the first 12 months of your policy, we will advance the Funeral Benefit sum insured as a lump sum payment and your policy will stop.
Value Promise	<p>When a claim is made and accepted for the Funeral Benefit (or Early Payment Benefit), we will pay the sum insured or total premiums (minus any Cash Back Benefit) paid over the life of the policy, whichever is greater. This means you never pay more than the amount received from a claim.</p>
Premium Pause Benefit	<p>Where you have paid premium for the previous 12 consecutive months, you may pause premium payments for up to 3 months over the life of the policy. While premiums are paused, you will only be covered if you die as a result of an accident.</p>
10% Cash Back Benefit	<p>We will refund 10% of the total premiums you have paid if you have continuously held the policy for 3 years. We will give you this refund every 3 years you continue to hold the policy.</p>
Automatic Indexation Benefit	<p>On each anniversary of your policy, the sum insured will be increased by the consumer price index (CPI) to a maximum of 10%. You may ask us to not apply this benefit which will result in the sum insured remaining unchanged. This benefit stops on your 85th birthday.</p>
Premium Freeze Benefit	<p>If you have selected the stepped premium option, you can request to freeze premium increases which means your premium will remain the same but the sum insured will decrease as you get older. This benefit stops on the anniversary of the policy after your 85th birthday.</p>

Your Premiums

Your premiums are level which means they will not increase each year just because you get older. The Automatic Indexation Benefit will increase your sum insured each year in line with inflation (to a maximum of 10%), unless you choose to decline it. Your premium will increase to reflect any increase to your sum insured, unless you choose to decline it. The cost for the increase in sum insured will be calculated on the rate for your age at the time of the increase.

On the policy anniversary after you turn 85 years of age, no further premiums are required. Your cover will continue at no cost to you.

Frequently Asked Questions

What happens if the total amount of premiums payable under this policy exceed the sum insured amount?	Depending on your individual circumstances, over the life of your policy the premiums you pay may be more than the sum insured. If this occurs, when we pay a claim for Funeral Benefit or Early Termination Benefit, we will pay the greater of the sum insured or total premiums you have paid for the life of the policy (minus any Cash Back Benefit). This is called our Value Promise. Funeral Insurance is not a savings plan and does not include a surrender value. If you cancel your insurance you will not receive a refund of your previous premium payments. The Value Promise is only applicable for approved claims.
What happens if you stop paying your premiums?	You have 30 days from the date each premium is due to pay your premium. If you do not pay your premium within this period, we'll write to you to inform you of the date we will cancel your policy and you will not receive any refund of premiums. If your policy is cancelled because you have stopped paying your premiums, you have up to 3 months after the date of cancellation to reinstate your policy. All outstanding premium must be paid to reinstate.
How can my beneficiary (if applicable) make a claim in the event of my death?	If your beneficiary would like to make a claim, they or your legal personal representative of your estate can contact us. We will then send out a claim pack for them to complete and return to us. We may ask for further information we reasonably need to assess a claim (such as medical records).
What's not covered?	The Funeral Benefit will not be paid if you die during the first 12 months after your policy commences due to an accident that occurred prior to the policy start date, a sickness, or as a result of an intentional self-inflicted act.

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