



Loan Protection Insurance

Product Disclosure Statement and Policy Document.

Allianz 

Contents

Section A – About this insurance	3
Welcome	3
About the insurers	3
What is the purpose of this insurance?	3
Applying for cover	8
Section B – Your cover	12
What the policy consists of	12
Our agreement with you	12
Words with special meanings	13
Part 1 – Trauma and Death cover	17
What we will pay	17
When we will not pay	18
Part 2 – Disability cover	20
What we will pay	20
When we will not pay	20
Part 3 – Involuntary Unemployment cover	24
What we will pay	24
When we will not pay	24
Conditions of cover	28
Changes to your policy	28
Cancellation of the policy	28
When the policy ends	29

How to make a claim	30
How to make a death claim	30
How to make a trauma claim	30
How to make a disability claim	30
How to make an involuntary unemployment claim	31
Provision of information	31
Section C – Other important information	32
Your Duty of Disclosure	32
Privacy Act 1988 – Information	34
Dispute resolution process	35
General Insurance Code of Practice	37
General Product Disclosure Statement information	38
Phoning for assistance and confirmation of cover	38

Section A – About this insurance

Welcome

Allianz and Allianz Life utilise local expertise, combined with global experience, to offer a range of highly featured products and services to our customers. As members of the worldwide Allianz Group, we are committed to the continuous improvement of our products and services and strive to achieve this through knowledge transfer within the Group, dedicated technical research units, sharing globally new product developments and a wide range of risk management services. We also aspire to Insurance Industry best practice procedures in all aspects of our business.

Preparation Date: 06/12/2007.

About the insurers

Allianz Australia Insurance Limited is the insurer of the disability cover (see Part 2) and involuntary unemployment cover (see Part 3) and is only responsible for these covers.

Allianz Australia Life Insurance Limited is the insurer of the trauma and death cover (see Part 1) and is only responsible for this cover. Allianz acts as Allianz Life's agent in offering and administering the trauma and death cover.

Full details of the insurers are found on page 16. References to “we”, “our” or “us” only apply to Allianz and Allianz Life for the cover they are responsible for.

What is the purpose of this insurance?

Allianz Loan Protection Insurance is consumer credit insurance and by way of summary, its purpose is to pay (up to the maximum policy benefits):

- part of your loan repayments if you are unable to work due to a defined injury or illness (we call this **disability cover**),
- part of your loan repayments if you become involuntarily unemployed (we call this **involuntary unemployment cover**),
- the outstanding balance of your loan if you should die or suffer a defined trauma (we call this **trauma and death cover**). The trauma and death cover does not have a surrender value and does not entitle you to participate in our profits.

This insurance covers you for the period of insurance stated on the policy schedule or until the policy ends (see “When the policy ends” on page 29), whichever happens first. If there is a general increase in the interest rate charged by your financial institution resulting in the term of the loan being extended, the expiry date shown on the policy schedule will be extended by up to 6 months in total, free of charge.

While the policy is in force you are covered 24 hours a day, 7 days a week, and 365 days a year.

Choice of cover

You may choose any one of the following combinations of cover:

- trauma and death, disability and involuntary unemployment,
- disability and involuntary unemployment,
- trauma and death and disability,
- disability only, or
- trauma and death only.

(See “Applying for cover” on pages 8 to 11 on how to apply).

Benefit payments

We make all benefit payments directly to the financial institution you have your loan agreement with. They are calculated by reference to the amount you owe under the loan agreement to which your policy relates.

Maximum benefits

The maximum policy benefits we pay for the cover(s) you have been provided with, no matter how many people are covered or how many claims are made, are shown in the following table. The information is a basic summary only and does not set out the full details of the benefits.

Cover	Maximum Policy Benefits
Trauma and Death	<p>The maximum benefit is the lesser of the net balance due and payable under the loan agreement at the date of your death or trauma or \$100,000.</p> <p>We only pay one claim under trauma and death cover even if there is more than one insured person. Other limitations apply (see Part 1 – Trauma and Death cover).</p>
Disability	<p>We will pay a daily benefit at the rate of one-thirtieth of the minimum monthly repayment amount required under your loan agreement for each day you are totally disabled after the 7 day elimination period up to a maximum monthly amount of \$3,000.</p> <p>Our payment will continue for as long as you are totally disabled or until the policy ends, whichever happens first.</p>

Cover	Maximum Policy Benefits
	<p>The maximum total benefit payable during the entire period of insurance, no matter how many times you become totally disabled and for claims by all insured persons combined, is \$100,000. No amount is paid for the 7 day elimination period. Other limitations apply (see Part 2 – Disability cover).</p>
<p>Involuntary Unemployment</p>	<p>We will pay a daily benefit at the rate of one-thirtieth of the minimum monthly repayment amount required under your loan agreement for each day you are involuntarily unemployed after the 7 day elimination period up to a maximum of \$4,000 per claim.</p> <p>Our payment will continue for as long as you remain involuntarily unemployed up to a maximum period of 120 days or until the policy ends, whichever happens first.</p> <p>The maximum amount payable during the entire period of insurance is \$10,000 for claims by all insured persons combined. No amount is paid for the 7 day elimination period. Other limitations apply (see Part 3 – Involuntary Unemployment cover).</p>

Make sure you understand what is and is not covered

Section B of this document sets out the cover(s) we are able to provide you with. You need to decide if the limits, type and level of cover(s) are appropriate for you and will cover your potential loss. If they are not, you may be underinsured and have to bear part of any loss you are not covered for yourself.

Not everything is covered by this insurance and there are limitations. It is important that you read this document carefully, so that you can understand what we cover and the limitations.

Read “Words with special meanings” (see pages 13 to 16) to ensure you understand what we mean by terms used in relation to the cover we provide. For example “total disablement”, “involuntary unemployment” and “net balance due and payable” are defined terms that affect what we cover you for.

Read each cover part which will tell you the events we can cover. For example:

- your death, trauma, total disability or involuntary unemployment must occur during the period of insurance;
- your total disability and involuntary unemployment must be for longer than the 7 day elimination period; and
- no benefits are payable from the time the policy ends.

Make sure you understand what we specifically exclude. Each cover has specific exclusions that apply to it. For example, we do not cover you for certain pre-existing illnesses or injuries, or for self-inflicted injuries (including suicide). See “When we will not pay” for each cover on pages 18 to 19 (Part 1 – Trauma and Death cover), 20 to 23 (Part 2 – Disability cover) and 24 to 27 (Part 3 – Involuntary Unemployment cover) for full details of the exclusions that apply.

Make sure you comply with the relevant conditions of your policy. If you don't we may refuse to pay or reduce any claim and/or cancel the policy.

For full details of what we do and do not cover please read this document together with your policy schedule once issued.

Applying for cover

Eligibility

You are eligible to apply for this insurance if you:

- are at least 16 years of age at the effective date and not more than 64 years of age during the period of insurance, and
- are in good health and not aware that you have any sickness or disability that a reasonable person in the circumstances would be aware of, and
- have no knowledge or warning of any proposed or actual termination or decrease in work available to you and are actively employed in a paid permanent occupation for not less than 20 hours per week if you wish to apply for disability cover or involuntary unemployment cover, and
- are not self-employed and are in permanent employment if you wish to apply for involuntary unemployment cover, and
- are applying for the insurance to cover a new loan.

Other eligibility criteria may apply and we will tell you what they are when you apply.

No medical

You do not need a medical examination to apply for this insurance. All we require is your confirmation that the information and answers given by you in your application are true and accurate.

Not compulsory and free choice of insurer

The purchase of this insurance is not compulsory, nor is it a condition of your loan agreement approval.

You should also be aware that you can arrange similar insurance (often known as consumer credit insurance) through different insurers if you wish.

Your premium

We calculate your premium for the insurance you apply for after taking a variety of factors into account. Some of these factors include our costs, the level of cover you select, your loan amount and other information you provide to us when applying for this insurance.

Your premium also includes amounts that take into account our obligation to pay any relevant compulsory government charges, taxes or levies (for example, Stamp Duty and GST where applicable) in relation to your policy. These amounts will be set out separately as part of the total premium payable.

The policy schedule contains the details of the premium and any government charges, taxes or levies.

The application and acceptance process

Before you make a decision and buy this insurance you must:

- read this document to ensure you are eligible and to decide whether the insurance is right for you, and
- answer all questions in your application truthfully and accurately and provide it to the motor vehicle dealer or broker acting as our agent. Please refer to your Duty of Disclosure set out in “Section C – Other important information” on pages 32 to 34. If you fail to comply with your Duty of Disclosure, we may be entitled to reduce our liability under the policy in respect of a claim or we may cancel your policy. If you have told us something which is fraudulent, we may cancel your policy from its commencement.

We enter into a policy with you when you are issued with a policy schedule confirming the applicable cover(s), who is insured, the period of insurance, cover restrictions and other important information. It will be issued by us or the motor vehicle dealer or broker acting as our agent. See “Section B – Your cover” on pages 12 to 31 for details of what makes up your policy with us once issued and the basis on which we insure you.

Any new or replacement policy schedule you may receive from us, detailing changes to your policy or the period of insurance will become the policy schedule.

Non-Renewable

This is non-renewable insurance, and the period of insurance will not continue beyond 8 years. Please be aware that all benefits will cease when the policy ends irrespective of the amount already paid or the date on which you become totally disabled or involuntarily unemployed (see “When the policy ends” on page 29).

Cooling off and cancellation rights

You can cancel your insurance or any of the covers chosen for any reason within 14 days of receiving a policy schedule from us (we call this the cooling off period).

To exercise this right you must return the policy schedule to us, together with a cancellation letter within the above period. We will refund the premium paid in full unless an incident has occurred which may result in a claim.

In addition to cooling off you have cancellation rights (see “Cancellation of the policy” on page 28 for full details of your cancellation rights).

Commission

Our agents receive a commission for arranging this insurance. In arranging this insurance an agent is acting as our agent and not as your agent. The aggregate commission payable to all agents is 20% of the total premium amount payable, excluding Stamp Duty and government charges.

Section B – Your cover

What the policy consists of

Where we have agreed to cover you (as described in “The application and acceptance process” in Section A on pages 9 to 10), your policy will consist of:

- this printed Allianz Loan Protection Insurance Product Disclosure Statement and Policy Document, which sets out details of your cover and its limitations; and
- a policy schedule approved by us which sets out who is insured, the cover selected, the period of insurance, the limits of cover and other important information.

You should carefully read and retain this document and your policy schedule. These documents should be read together as they jointly form the contract of insurance between you and us. Any new or replacement policy schedule we may send you detailing changes to your insurance or the period of insurance will become the policy schedule which you should carefully read and retain.

Our agreement with you

Where we have agreed to cover you (as described in “The application and acceptance process” in Section A on pages 9 to 10) we will insure you for the cover(s) specified on the policy schedule for the period of insurance on the basis:

- that you have paid, or agreed to pay us the premium for the cover(s) you selected when you applied for this insurance and which the policy schedule indicates are in force,
- of the verbal and/or written information provided by you which you gave having been advised of your Duty of Disclosure either verbally or in writing.

If you failed to comply with your Duty of Disclosure, we may be entitled to reduce our liability under the policy in respect of a claim or we may cancel your policy. If you have told us something which is fraudulent, we also have the option of avoiding your policy from the effective date stated on the policy schedule.

For your assistance we have provided a full explanation of your Duty of Disclosure and the consequences of non-disclosure under the heading “Your Duty of Disclosure” on pages 32 to 34.

Words with special meanings

The following words have the meaning set out below when they appear in this document and your policy schedule.

“**cancer**” means the presence and diagnosis of one or more internal malignant cells or tumours, including Leukaemia, Lymphoma and Hodgkin’s Disease, that is confirmed by pathology tests and requires treatment by surgery, radiotherapy, hormone therapy or chemotherapy. Included are any malignant tumours considered too advanced or too serious for specific treatment to be warranted. Excluded are:

- tumours classed as carcinoma in situ, including cervical dysplasia classified CIN 1, CIN 2 or CIN 3, or pre-malignant tumours; or
- tumours treated by endoscopic procedures alone; or
- prostatic or bladder cancers which are historically described as TNM classification T1 (including T1a or T1b) or another equivalent or lesser classification; or
- all hyperkeratosis or basal cell carcinomas of the skin and all squamous cell carcinomas of the skin unless there is evidence they have spread to other organs; or

- Kaposi's Sarcoma or other tumours caused by or associated with Human Immunodeficiency Virus (HIV) or Acquired Immune Deficiency Syndrome (AIDS) as defined by the World Health Organization from time to time, or in the absence of any such definition, by any other recognised governmental health organisation selected by us.

"coronary artery by-pass" means coronary artery by-pass grafting surgery performed via a thoracotomy.

"date of your trauma" means the date on which, in our opinion, the trauma has been conclusively diagnosed for the first time.

"effective date" means the effective date shown on the policy schedule.

"elimination period" means the first 7 days of any claim commencing on the first date you are totally disabled or involuntarily unemployed in respect of a claim. We pay no benefits for or during this period.

"financial institution" means the financial institution shown on the policy schedule.

"heart attack" means death of a portion of heart muscle as a result of inadequate blood supply to the relevant area. The basis for diagnosis shall include:

- a. new and permanent electrocardiographic (ECG) changes associated with a Myocardial Infarction;
- b. elevation to at least twice the upper normal level of cardiac enzymes consistent with a Myocardial Infarction.

"illness" means illness, sickness or disease which manifests itself during the period of insurance and does not include any injury.

"injury" means bodily injury caused solely by accidental, external and visible means which occurs during the period of insurance and does not include any illness.

“involuntary unemployment” and **“involuntarily unemployed”** means a period during which you are registered and certified as unemployed by Centrelink or such other equivalent Commonwealth Government Authority following a termination of your employment which was not by your choice.

“loan agreement” means the loan agreement shown on the policy schedule.

“major stroke” means any infarction of brain tissue as a result of a cerebrovascular incident that is associated with evidence of neurological dysfunction that causes permanent functional impairment of at least 25% of whole person function, which is confirmed by a consultant neurologist. It excludes any:

- infarction of brain tissue as a result of bodily injury caused by accidental, external and visible means, or
- vascular disease affecting the nerve(s), or
- transient ischaemic attacks, or
- cerebral symptoms due to migraine.

“net balance due and payable” means the amount outstanding under the loan agreement at the date of your death or date of trauma (where trauma and death cover applies) or the date you are totally disabled (where disability cover applies) plus any credit charges accrued for up to 2 months after that date. This amount does not include any arrears in loan repayments in excess of 2 months.

“period of insurance” means the period of time beginning on the effective date shown on the policy schedule and ending on the earlier of the expiry date shown on the policy schedule or the date the policy ends (see “When the policy ends” on page 29). If there is a general increase in the interest rate charged by your financial institution resulting in the term of the loan being extended, the expiry date shown on the policy

schedule will be extended by up to 6 months in total, free of charge. The period of insurance will not continue beyond 8 years from the effective date.

“permanent employment” means being employed on a regular basis for a period of not less than 20 hours per week for remuneration or reward.

“premium” means the amount paid or payable by you for the cover(s) shown as applicable on the policy schedule.

“registered medical practitioner” means a person who is legally entitled to practice medicine by virtue of appropriate registration with the appropriate authority in the relevant State or Territory in which they are providing the relevant medical advice.

“totally disabled”, “total disability” and “total disablement” means where a registered medical practitioner has advised that you are unable to attend or engage in your usual profession, business or occupation because you have suffered an injury or an illness and where requested by us, this advice has been verified by a registered medical practitioner chosen by us.

“trauma” means cancer, coronary artery bypass surgery, heart attack or major stroke.

“we”, “our” or “us” means:

- Allianz Australia Insurance Limited, AFS Licence No. 234708, ABN 15 000 122 850 in respect of the disability and involuntary unemployment covers under Parts 2 and 3 of the policy,
- Allianz Australia Life Insurance Limited, AFS Licence No. 296559, ABN 27 076 033 782 in respect of the trauma and death cover under Part 1 of the policy.

“you” or “your” means the insured person or persons named on the policy schedule.

Part 1 – Trauma and Death cover

Part 1 – Trauma and Death cover only applies if the policy schedule shows that it applies and you have paid or agreed to pay the premium set out on the policy schedule for it. Allianz Life is the insurer of this cover. This trauma and death cover forms part of the No. 1 Statutory Fund of Allianz Life and it does not have a surrender value, nor does it entitle you to participate in our profits.

1. What we will pay

Death benefit

If you die during the period of insurance we will pay your financial institution the net balance due and payable by you under your loan agreement as at the date of your death, up to a maximum amount of \$100,000 during the period of insurance.

Trauma benefit

If you are diagnosed during the period of insurance with one of the following traumas:

- cancer,
- coronary artery bypass surgery,
- heart attack, or
- major stroke;

we will pay your financial institution the net balance due and payable by you under your loan agreement as at the date of your trauma, up to a maximum amount of \$100,000 during the period of insurance.

2. When we will not pay

We will not pay:

a. More than one person

more than one claim for trauma and/or death in the period of insurance even if the policy is in the name of more than one insured person.

b. Illness during the first 90 days of cover

if the illness which gives rise to the trauma manifests itself during the first 90 days of the period of insurance.

c. Pre-existing injury or illness

for any claim for your trauma or death that is directly or indirectly caused by any injury or illness or other condition relating to your health:

- of which you were aware or received advice or treatment from a registered medical practitioner or health professional for, within the 6 month period before the period of insurance commenced; or
- of which you, or a reasonable person in the circumstances, were aware of symptoms for which a reasonable person would have sought medical advice or treatment within the 6 month period before the period of insurance commenced; and
- where you required treatment for the same condition within the 6 month period after the commencement of the period of insurance.

If however, you previously held a policy with us that has been cancelled and we agreed to replace it with this insurance and it would have covered your claim, we will cover you under this insurance and pay the lesser of:

- the relevant benefits payable under this insurance, or
- the benefits that would have been payable under the cancelled policy for the period of insurance provided by that policy.

d. Self-inflicted injury or illness

if your trauma or death is caused directly or indirectly by or arises from a deliberately self-inflicted injury or illness (including suicide or attempted suicide) that occurs within 13 months of the effective date.

e. Criminal activity

if your trauma or death arises out of you taking part in a criminal activity.

f. War

if your trauma or death is caused by or arises from any war, hostilities or warlike operations (whether war be declared or not), rebellion, civil war, revolution, insurrection, military or usurped power, invasion, act of foreign enemy or popular or military rising.

Other terms and conditions apply to this cover. See “Conditions of cover” on pages 28 to 29 and “How to make a claim” on pages 30 to 31 for the details of these terms and conditions.

Part 2 – Disability cover

Part 2 – Disability cover applies only if the policy schedule shows that it applies and you have paid or agreed to pay the premium set out on the policy schedule for it. Allianz is the insurer of this cover.

1. What we will pay

In the event you become totally disabled during the period of insurance we will pay your financial institution a daily benefit at the rate of one-thirtieth of the minimum monthly repayment amount required under your loan agreement for each day you are totally disabled after the elimination period up to a maximum monthly amount of \$3,000.

Our payment will continue for as long as you are totally disabled or until the policy ends, whichever happens first.

The maximum total benefit we will pay during the period of insurance, no matter how many times you become totally disabled and for claims by all insured persons combined, is \$100,000.

2. When we will not pay

We will not pay:

a. More than one insured

in respect of more than one insured person for the same period of total disablement.

b. Failure to follow medical advice

if you do not obtain or follow the advice of a registered medical practitioner.

c. Pre-existing injury or illness

for any claim for your total disability that is directly or indirectly caused by any injury or illness or other condition relating to your health:

- of which you were aware or received advice or treatment from a registered medical practitioner or health professional for, within the 6 month period before the period of insurance commenced; or
- of which you, or a reasonable person in the circumstances, were aware of symptoms for which a reasonable person would have sought medical advice or treatment within the 6 month period before the period of insurance commenced; and
- where you required treatment for the same condition within the 6 month period after the commencement of the period of insurance.

If however, you previously held a policy with us that has been cancelled and we agreed to replace it with this insurance and it would have covered your claim, we will cover you under this insurance and pay the lesser of:

- the relevant benefits payable under this insurance, or
- the benefits that would have been payable under the cancelled policy for the period of insurance provided by that policy.

d. Self-inflicted injury or illness

if your total disablement is caused directly or indirectly by or arises from a deliberately self-inflicted injury or illness (including attempted suicide) that occurs within 13 months of the effective date.

e. Liquor or drugs

if your total disablement arises directly or indirectly because of your consumption or use of:

- intoxicating liquor,
- narcotics, or
- drugs (other than a drug taken or administered by or in accordance with the advice of a registered medical practitioner).

f. Criminal activity

if your total disablement arises out of you taking part in a criminal activity.

g. Riot and civil commotion

if your total disablement arises out of you taking part in a riot, civil commotion, strike or lockout.

h. Professional sports

if your total disablement is caused by professional racing of any kind (other than foot racing), or any form of professional football, boxing or wrestling.

i. War

if your total disablement is caused by or arises from any war, hostilities or warlike operations (whether war be declared or not), rebellion, civil war, revolution, insurrection, military or usurped power, invasion, act of foreign enemy or popular or military rising.

j. Nuclear

if your total disablement is caused directly or indirectly by or arises from ionising radiation or contamination by radioactivity from:

- any nuclear fuel or nuclear waste,
- the combustion of nuclear fuel (including any self-sustained process of nuclear fission), or
- nuclear weapons material.

k. Terrorism

if your total disablement arises directly or indirectly out of or in any way connected with:

- a. any act of terrorism arising directly or indirectly out of or in any way connected with biological, chemical, radioactive, or nuclear pollution or contamination or explosion; or
- b. any action in controlling, preventing, suppressing, retaliating against, or responding to any act referred to in (a) above.

An act of terrorism includes, but is not limited to, any act, preparation in respect of action or threat of action, designed to:

- a. influence a government or any political division within it for any purpose, and/or
- b. influence or intimidate the public or any section of the public with the intention of advancing a political, religious, ideological or similar purpose.

Other terms and conditions apply to this cover. See “Conditions of cover” on pages 28 to 29 and “How to make a claim” on pages 30 to 31 for the details of these terms and conditions.

Part 3 – Involuntary Unemployment cover

Part 3 – Involuntary Unemployment cover applies only if the policy schedule shows that it applies and you have paid or agreed to pay the premium set out on the policy schedule for it. Allianz is the insurer of this cover.

1. What we will pay

In the event you become involuntarily unemployed during the period of insurance we will pay your financial institution, a daily benefit at the rate of one-thirtieth of the minimum monthly repayment amount required under your loan agreement for each day you are involuntarily unemployed after the elimination period up to a maximum of \$4,000 per claim.

Our payment will continue for as long as you remain involuntarily unemployed up to a maximum period of 120 days or until the policy ends, whichever happens first (see “When the policy ends” on page 29).

The maximum amount payable during the entire period of insurance is \$10,000 for claims by all insured persons combined.

2. When we will not pay

We will not pay:

a. More than one person

in respect of more than one insured person for the same period of involuntary unemployment.

b. Permanently or self-employed

if you were not engaged in paid permanent employment or were self-employed immediately before or on the effective date of the period of insurance.

c. 14 days employment prior to claim

if you were not engaged in paid permanent employment for at least 14 consecutive working days immediately prior to any period of involuntary unemployment.

d. Involuntary unemployment during the first 14 days of cover

if you become involuntarily unemployed during the first 14 days of the period of insurance.

e. Involuntary unemployment of which you were aware

if you become involuntarily unemployed and before this contract was entered into you had knowledge or warning of any proposed or actual termination or decrease in work available to you.

f. Seasonal employment

if your involuntary unemployment is caused by the seasonal or irregular nature of your work.

g. Contract employment

if your involuntary unemployment is caused by the end of a non-renewable contract which was limited to a specified work period.

h. Voluntary unemployment

if you voluntarily become unemployed.

i. Injury or illness

if your involuntary unemployment is caused by any bodily injury, illness, sickness or disease.

j. Misconduct

if your involuntary unemployment arises out of misconduct of any kind.

k. Liquor or drugs

if your involuntary unemployment arises directly or indirectly because of your consumption or use of:

- intoxicating liquor,
- narcotics, or
- drugs (other than a drug taken or administered by or in accordance with the advice of a registered medical practitioner).

l. Criminal activity

if your involuntary unemployment arises out of you taking part in a criminal activity.

m. Riot and civil commotion

if your involuntary unemployment arises out of you taking part in a riot, civil commotion, strike or lockout.

n. War

if your involuntary unemployment is caused by or arises from any war, hostilities or warlike operations (whether war be declared or not), rebellion, civil war, revolution, insurrection, military or usurped power, invasion, act of foreign enemy or popular or military rising.

o. Nuclear

if your involuntary unemployment is caused directly or indirectly by or arises from ionising radiation or contamination by radioactivity from:

- any nuclear fuel or nuclear waste,
- the combustion of nuclear fuel (including any self-sustained process of nuclear fission), or
- nuclear weapons material.

p. Terrorism

if your involuntary unemployment arises directly or indirectly out of or in any way connected with:

- a. any act of terrorism arising directly or indirectly out of or in any way connected with biological, chemical, radioactive, or nuclear pollution or contamination or explosion; or
- b. any action in controlling, preventing, suppressing, retaliating against, or responding to any act referred to in (a) above.

An act of terrorism includes, but is not limited to, any act, preparation in respect of action or threat of action, designed to:

- a. influence a government or any political division within it for any purpose, and/or
- b. influence or intimidate the public or any section of the public with the intention of advancing a political, religious, ideological or similar purpose.

Other terms and conditions apply to this cover. See “Conditions of cover” on pages 28 to 29 and “How to make a claim” on pages 30 to 31 for the details of these terms and conditions.

Conditions of cover

1. Changes to your policy

Nothing in your policy with us may be changed unless we agree to the changes in writing.

2. Cancellation of the policy

- a. In addition to your cooling off rights (see “Cooling off and cancellation rights” on page 10), you may cancel your policy with us or any part of it at any time by notifying us in writing. If the policy has been issued to more than one person each person must sign the notice.
- b. We have the right to cancel your policy with us where permitted by law. For example, we can cancel your policy with us:
 - if you have failed to comply with your Duty of Disclosure, or
 - where you have made a misrepresentation to us during negotiations prior to the issue of the policy, or
 - where you have failed to comply with a provision of your policy, including the term relating to premium payment, or
 - if you have made a fraudulent claim under your policy or under some other contract of insurance that provides cover during the same period of time as your policy.
- c. If you or we cancel the policy after the cooling off period, we may deduct a proportion of the premium for time on risk and reasonable administrative costs related to the acquisition and termination of the policy in accordance with any relevant legislation, together with any government taxes or duties that we cannot recover.

3. When the policy ends

Unless we agree otherwise, the policy will cease to be in force and all future claim payments under the policy will stop at the earliest of:

- a. the expiry of the period of insurance;
- b. the date the policy is cancelled;
- c. the date the loan under the loan agreement is repaid;
- d. the date the loan agreement is cancelled;
- e. the 8th anniversary of the effective date of the period of insurance;
- f. the date your indebtedness under the loan agreement is transferred to someone else;
- g. the date you turn 65 years of age. When this policy insures joint insureds, cover for each individual insured will cease when that person turns 65 years of age;
- h. the date of your trauma or death;
- i. the date you no longer permanently reside in Australia;
- j. the date we pay to your financial institution the lesser of the net balance due and payable by you under the loan agreement or \$100,000.

Each of the above conditions apply only to the extent that the relevant insurer of the cover in question is able to rely on the condition in relation to the cover provided by them.

How to make a claim

1. How to make a death claim

- a. Your financial institution or the legal personal representative of your estate must apply in writing to Allianz (acting as agent of Allianz Life) as soon as practicable after your death. This application must be in our required form.
- b. The legal personal representative of your estate can obtain a claim form by contacting Allianz.
- c. Proof, at the expense of your estate and in a form satisfactory to us, must be provided to us as to your identity, the fact and cause of your death and the existence of the loan agreement.

2. How to make a trauma claim

- a. You must apply in writing to Allianz (acting as agent of Allianz Life) as soon as you are reasonably able to after the date of trauma.
- b. You can obtain a claim form by contacting Allianz.
- c. In support of your claim, you must, at your own expense, give us any medical information or any other evidence (including medical certificates) which we may reasonably ask for.
- d. We may ask you to attend a medical examination relating to a claim. If so, you must reasonably assist us in doing so. We will pay the cost of any examination we ask you to attend.

3. How to make a disability claim

- a. You must tell Allianz about your total disability in writing as soon as you are reasonably able to.
- b. You can obtain a claim form by contacting Allianz.

- c. In support of your claim, you must, at your own expense, give Allianz any medical information (including medical certificates) which we may reasonably ask for.
- d. We may ask you to attend a medical examination relating to a claim. If so, you must reasonably assist us in doing so. We will pay the cost of any examination we ask you to attend.

4. How to make an involuntary unemployment claim

- a. You must tell Allianz about your involuntary unemployment in writing as soon as you are reasonably able to.
- b. You can obtain a claim form by contacting Allianz.
- c. In support of your claim, you must give Allianz any documents or other information (including a certificate of unemployment from Centrelink) which we may reasonably ask for. You must bear the cost of obtaining such documents.

5. Provision of information

When making a claim you or the legal personal representative of your estate must give us all evidence and information we ask for about the claim and the surrounding circumstances. You are also required to answer any questions we ask you truthfully and fully and provide us any other evidence that we may reasonably require.

Section C – Other important information

Your Duty of Disclosure

Before you enter into an insurance contract with us, the Insurance Contracts Act 1984 requires you to provide us with the information we need to enable us to decide whether and on what terms your application for insurance is acceptable and to calculate how much premium is required for your insurance.

The Act imposes a different duty the first time you enter into the policy with us to that which applies when you vary, reinstate or replace your policy. We set these two duties out below.

Your Duty of Disclosure when you enter into this policy with us for the first time

You will be asked various questions when you first apply for the policy. When you answer these questions, you must:

- give us honest and complete answers,
- tell us everything you know, and
- tell us everything that a reasonable person in the circumstances could be expected to tell us.

Your Duty of Disclosure when you vary, reinstate or replace your policy

When you vary, reinstate or replace the policy your duty is to tell us before the variation, reinstatement or replacement is made, every matter known to you which:

- you know, or
- a reasonable person in the circumstances could be expected to know,

is relevant to our decision whether to insure you and whether any special conditions need to apply to your policy.

What you do not need to tell us

You do not need to tell us about any matter that:

- diminishes our risk,
- is of common knowledge,
- we know or should know as an insurer, or
- we tell you we do not need to know.

Who do the above two duties apply to?

It is important you understand that everyone who is insured under the policy must comply with the relevant duty. If any person to be insured has not disclosed their relevant information to us directly, the person applying to us directly is treated as having made disclosure on behalf of all such persons.

If you do not comply with your duty

If the relevant duty is not complied with, there are different consequences for the different types of insurance covers:

- for the disability and involuntary unemployment covers, if the relevant duty is not complied with, we may cancel the policy or reduce the amount we pay if you make a claim. If fraud is involved, we may treat the policy as if it never existed and pay nothing.
- for the trauma and death cover, if you have not disclosed all relevant matters to us and we would not have entered into the insurance on any terms had we known about those matters, we may avoid the policy within 3 years of its commencement or at any time if that non-disclosure is fraudulent. This means that we can treat your policy as if it never existed and pay nothing.

Alternatively, we may within 3 years of commencement decide to reduce the sum insured for your trauma and death cover to an amount we would have been prepared to cover for the premium amount paid, had you disclosed all the relevant facts to us.

Privacy Act 1988 – Information

The Privacy Act 1988 contains National Privacy Principles which require us to tell you that as an insurer we collect, handle, store and disclose your personal and sensitive information in order to:

- assess and verify your current and subsequent insurance applications and details;
- create, underwrite, price and issue the policy;
- administer and maintain the policy; and
- investigate, verify, assess, manage and pay any claim.

Sensitive information includes, amongst other things, information about an individual's health, membership of professional associations and criminal records. You have given us your consent to collect your personal and sensitive information in order to issue you with this insurance.

We disclose personal information to third parties where we believe it is necessary to assist us and them in providing the relevant services and products. For example, in handling claims, we may have to disclose your personal and other information to third parties such as other insurers, re-insurers, loss adjusters, external claims data collectors, investigators, agents and others involved in the claims handling process, or as required by law. We limit the use and disclosure of any personal information provided by us to them to the specific purpose for which we supplied it.

You have the right to seek access to your personal and sensitive information and to correct it at any time. We aim to ensure that your personal information is accurate, up to date and complete. Please contact Allianz on 13 26 64 EST 8am-6pm, Monday to Friday in relation to information collected by us, if you would like to seek access to or revise your personal information or feel that the information we currently have on record is incorrect or incomplete or believe that the privacy of your personal information has been interfered with. In these cases you are entitled to raise your concerns. Your complaint will be managed and resolved through our internal Privacy Complaint Procedure.

Should you wish to obtain more information about our privacy policies, please contact us.

From time to time we may advise or offer you information on other products or services that may be relevant and of interest to you. If you do not wish to receive these offers or information please call the Allianz Direct Marketing Privacy Service Line on 13 26 64 EST 8am-6pm, Monday to Friday or indicate your decision in the appropriate area of the Privacy section of our website at www.allianz.com.au.

Dispute resolution process

Resolving complaints easily

We strive to do things the right way and keep our customers happy. If you have a complaint about our product or services, our objective is to resolve it in a fair, transparent and timely manner.

If you have a complaint

Regardless of whether the complaint involves our staff, loss adjuster, assessor, investigator or the service we provide, please contact us.

Complaint process

We will respond to your complaint within 15 business days provided we have all necessary information and have completed any investigation required. If further information, assessment or investigation is required we will agree reasonable alternative timeframes with you.

If we cannot agree on alternative timeframes or when you are provided with our response and tell us you want our response reviewed, we will treat your complaint as a dispute. We will have your complaint reviewed by one of our trained internal dispute officers with appropriate experience, knowledge and authority in relation to complaints.

Dispute process

We will respond to your dispute within 15 business days provided we receive all necessary information and have completed any investigation required.

If further information, assessment or investigation is required we will agree reasonable alternative timeframes with you. For life insurance matters all complaints must at least be resolved within 45 days or up to a maximum of 90 days if you agree. If we cannot agree on alternative timeframes you are able to report your concerns to the relevant external dispute resolution scheme referred to below.

We will respond to your dispute in writing giving reasons for our decision; information on how to access the relevant independent external dispute resolution (EDR) scheme if you are unhappy with our decision (or if they don't cover you, alternative EDR options that may be available to you); and notify you, where required, of the timeframe in which you must register your dispute with the EDR scheme.

The EDR schemes are free of charge and binding on us but will only review disputes that have been through the above internal dispute resolution process and are within their terms.

For General insurance matters:

Insurance Ombudsman Service Limited (IOS)
PO Box 561
Collins Street West
Melbourne VIC 8007

National Toll Free
1300 78 08 08 (local call fee applies)
Telephone: (03) 9613 6300
Facsimile: (03) 9621 2060

For Life insurance matters:

The Financial Industry Complaints Service Limited
ABN 64 068 901 904
PO Box 579
Collins Street West
Melbourne VIC 8007

National Toll Free
1300 78 08 08 (local call fee applies)
Facsimile: (03) 9621 2291

General Insurance Code of Practice

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry.

Allianz keenly supports the standards set out in the Code and they apply to the disability and involuntary unemployment covers it provides.

You can obtain more information on the Code of Practice and how it assists you by contacting us.

General Product Disclosure Statement information

This document is also a Product Disclosure Statement (PDS) under the Corporations Act.

Allianz and Allianz Life both take full responsibility for the content of this document for the purposes of the PDS requirements of the Corporations Act. However, each only insures you for the cover they are responsible for and can only exercise rights under the policy that relate to the cover provided by them.

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. We will issue you with a new PDS or a Supplementary PDS to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, we may issue you with notice of this information in other forms or keep an internal record of such changes (You can get a paper copy free of charge by calling us).

Phoning for assistance and confirmation of cover

If you need to confirm any policy transaction or clarify any of the information contained in this document or if you have any other queries, please use the contact details on the back cover.

This page has been left blank intentionally.

This page has been left blank intentionally.

For all enquiries please call us on 1300 139 664

allianz.com.au

The insurers:

Allianz Australia Insurance Limited (Allianz)
AFS Licence No. 234708
ABN 15 000 122 850
2 Market Street Sydney NSW 2000

Allianz Australia Life Insurance Limited (Allianz Life)
AFS Licence No. 296559
ABN 27 076 033 782
2 Market Street Sydney NSW 2000

"Part 2 - Disability cover" and "Part 3 - Involuntary Unemployment cover" are provided by Allianz Australia Insurance Limited AFS Licence No. 234708 ABN 15 000 122 850 (Allianz).

"Part 1 - Trauma and Death cover" is provided by Allianz Australia Life Insurance Limited AFS Licence No. 296559 ABN 27 076 033 782 (Allianz Life). Allianz acts as Allianz Life's agent in offering and administering the Part 1 - Trauma and Death cover.