



Australian Seniors Funeral Plan

Peace of mind for you and your family



Australian Seniors Funeral Plan is issued by Hannover Life Re of Australasia Ltd (**Hannover**) ABN 37 062 395 484 of Level 7, 70 Phillip Street, Sydney NSW 2000.

Australian Seniors Funeral Plan is distributed and promoted by Australian Seniors Insurance Agency Pty Ltd (**Australian Seniors**), an Authorised Representative (AR 270983) of Hollard Financial Services Pty Ltd (**HFS**) ABN 53 128 692 884, Australian Financial Services Licence 343079 of, Level 38, 2 Park Street, Sydney NSW 2000.

From time to time, Australian Seniors Funeral Plan may be updated. Updates which are not materially adverse to you may be found on the Australian Seniors website at seniors.com.au. If you request a paper copy, this will be provided to you free of charge.

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Product Disclosure Statement (PDS)

Explaining this PDS

This Product Disclosure Statement (PDS) is designed to help you decide if Australian Seniors Funeral Plan is right for you. It tells you the terms and conditions applying to an Australian Seniors Funeral Plan Policy and it also provides important information about keeping premium payments up to date, what to do if you want to make a change and how to go about making a claim.

Any advice given in this PDS is general only and does not take into account your individual objectives or financial situation. You should consider whether this product is right for you, in regard to your objectives, financial situation and needs. You should carefully read this and any other documentation we send you.

Australian Seniors Funeral Plan is issued by the insurer, Hannover Life Re of Australasia Ltd (**Hannover**). Hannover has sole responsibility for the PDS, the Policy and the assessment and payment of claims.

Australian Seniors Funeral Plan is not issued or guaranteed by Australian Seniors or HFS, and neither Australian Seniors nor HFS is included, nor liable, in any manner in respect of the assessment and payment of benefits under Australian Seniors Funeral Plan.

Australian Seniors and HFS have consented to being named in this PDS in the form and context in which they appear and have not withdrawn this consent before the date of this PDS.

In this PDS, some words or expressions have special meaning. They normally begin with capital letters and their meaning is explained in the Glossary on page 14 of this PDS.

In this PDS, references to we, us and our mean Hannover Life Re of Australasia Ltd.



Introducing Australian Seniors Funeral Plan

With Australian Seniors Funeral Plan in place you can now have added peace of mind knowing that your family will have a measure of financial support if you were to suddenly pass away.

You can apply for Funeral Insurance on it's own, and you also have the option to add on Accidental Serious Injury Insurance which pays a lump sum benefit in the event the Life Insured suffers a covered serious injury caused by an accident.

A full explanation of these benefits, and the terms and conditions is contained in this PDS. With Australian Seniors Funeral Plan, the Life Insured is protected 24 hours a day, 7 days a week, worldwide provided you remain an Australian resident.

Your Insurance Policy

If your application is accepted by us, we will issue you a Policy Schedule. Your Insurance Policy consists of the Policy Schedule and:

- this PDS (which includes the terms and conditions applying under your Policy);
- the application/s; and
- any special conditions, amendments or endorsements we issue to you.

Please keep these documents in a safe place for future reference. The Insurance provided under this policy is written out of the Hannover Australian statutory fund.



Funeral Insurance

1. What is Funeral Insurance?

Funeral Insurance provides a benefit in the event that a Life Insured under the Policy suffers an Accidental Death (from day 1) or dies from any cause (after 12 months).

2. Who can take out Funeral Insurance?

You can apply for a Single Plan on your own life (Key Life Insured) or you can apply to include your spouse, partner, and/or de facto (Partner Life Insured) under your Policy (Family Plan).

You (and your Partner Life Insured, if applicable) must be Australian Resident/s aged between 18 and 79 years of age.

We will also insure under this Policy your financially dependent children if the nominated children:

- are under 21 years of age at the Commencement Date; and
- are Australian Residents.

Providing you meet these eligibility criteria, we guarantee to accept your application for Funeral Insurance.

3. The amount of Funeral Insurance you can apply for

The minimum Funeral Insurance Benefit Amount is \$3,000. The maximum Funeral Insurance Benefit Amount for a Life Insured under the Policy at the Commencement Date is \$15,000.

You are also provided with Accidental Death Insurance equal to 200% of Funeral Insurance cover.

For example, if you choose \$15,000 Insurance cover, you are also provided with a further \$30,000 of Accidental Death Insurance providing a total benefit payable in the event of Accidental Death of \$45,000.

4. When we will pay the Funeral Insurance benefit

We will pay the benefits explained below as a lump sum if the Life Insured suffers an insured event (explained below) while covered under the Policy except in the circumstances explained in **“What is not covered under your Funeral Insurance?”** on page 8.

Insured Events

We will pay the Funeral Insurance Benefit Amount and the Accidental Death Insurance Benefit Amount if a Life Insured suffers Accidental Death after the Acceptance Date.

We will pay the Funeral Insurance Benefit Amount if a Life Insured dies from any cause, where death occurs at least 12 months after:

- the Acceptance Date; or
- the date of increase in the Funeral Insurance Benefit Amount (which is not an automatic increase), in respect of the increase; or
- if the Policy is reinstated, the date of reinstatement of this Policy.



Limit on benefits

The total benefits payable for a Life Insured under the Policy cannot exceed:

- \$15,000 where death is not the result of an Accident; or
- \$45,000 where death is the result of an Accident, plus
- any automatic sum insured increases under the Policy.

If the Life Insured is covered under more than one Australian Seniors Funeral Plan Policy, we will apply this limit to the total of the benefits payable for the Life Insured under all Australian Seniors Funeral Plan policies. Any reduction in Benefit Amounts will be applied to the Funeral Insurance most recently commenced and we will refund the premiums paid referable to the amount by which the Benefit Amounts are reduced.

5. The cost of your Funeral Insurance

Premiums are the cost of your Insurance. The premium you are required to pay when the Policy starts is shown in your Policy Schedule.

When the oldest Life Insured on the Policy attains age 90 premiums are waived and no further payments are required.

- If you are aged between 18 and 49 your premiums are age-based.
- If you are aged between 50 and 79 you can select either the fixed premium option or the age-based option.

If you select the fixed premium option, the automatic increase option is not applicable.

After the Commencement Date you are unable to change the premium option (fixed or age-based) you have selected.

Age-based premium option

For the age-based premium option your premium is calculated at each Policy Anniversary and is based on:

- your age at that time (or the age of the oldest Life Insured for a Family Plan); and
- the Benefit Amount provided; and
- the Insurance Plan chosen by you (Family Plan or Single Plan). For a Family Plan, the premium is based on the age of the oldest Life Insured under the Policy.

This means that your premium will increase at each Policy Anniversary.

For specific information on rates that apply to the level of cover you require, your selected Plan, and your age you should call **1800 004 005**, or visit **seniors.com.au**

Automatic increases with age-based premium option

If you select the age-based premium option your Insurance is automatically increased on each Policy Anniversary by 5%.

Automatic increases will continue even where the maximum Benefit Amount is met or exceeded.

We will send you an updated Policy Schedule each year your Policy remains in force 30 days prior to your Policy Anniversary setting out your updated Benefit Amount and premium. You can decline the automatic increase by writing to Australian Seniors Policy Services, PO Box 6728, Baulkham Hills NSW 2153. If you decline the automatic increase, the updated Policy Schedule we sent you will not be valid and we will send you a replacement Policy Schedule.

If you choose not to accept an increase in any given year, it will not affect your entitlement to them in the future.

The automatic increases will end on the Policy Anniversary after the Life Insured reaches age 85.

Fixed premium option

With the fixed premium option, the premium is calculated at the Commencement Date and is based on:

- your age at that time (or the age of the oldest Life Insured for a Family Plan); and
- the Benefit Amount provided; and
- the Insurance Plan chosen by you (Family Plan or Single Plan). For a Family Plan, the premium is based on the age of the oldest Life Insured under the Policy.

Whilst your Policy is in force, except in the circumstances explained in **“Premiums”** on page 11, premium rates will not change as you get older.

The fixed premium option does not include the option to automatically increase your Insurance on each Policy Anniversary.

For specific information on rates that apply to the level of cover you require, your selected Plan, and your age you should call **1800 004 005**, or visit **seniors.com.au**

6. What is not covered under your Funeral Insurance?

During the 12 months after the Acceptance Date for a Life Insured and the first 12 months after any increase (in respect of the increase) in Funeral Insurance which is not an automatic increase, a benefit will only be paid if the Life Insured's death results from an Accident. The same limitation applies for 12 months after the date the Policy is reinstated.

7. When your Funeral Insurance Policy starts and ends

If your application for Funeral Insurance is accepted by us, cover starts on the Acceptance Date set out in the Policy Schedule. Your first premium is deducted from the Commencement Date, which is also set out in the Policy Schedule.

We guarantee to renew your Funeral Insurance Policy (provided you pay your premiums when due) for life.

Funeral Insurance ends for a Life Insured when the first of the following occurs:

- the date of payment of a death claim for that Life Insured; or
- in the case of a Life Insured who is a financially dependent child of a Key Life Insured or a Partner Life Insured, on attainment of age 21; or
- the date you cancel the Policy; or
- the date we cancel the Policy.



Accidental Serious Injury Insurance Option

This option is only available with Funeral Insurance. You only have this cover if we accepted your application and it is shown in your Policy Schedule.

1. What is Accidental Serious Injury Insurance?

Accidental Serious Injury Insurance provides a benefit in the event that a Life Insured under the Policy experiences one of the following injuries as a direct result of an Accident and within 12 months of that Accident:

- Quadriplegia; or
- Paraplegia; or
- Hemiplegia; or
- Blindness; or
- Deafness; or
- Total and Permanent Loss of Use of Two Limbs.

2. Who can take out Accidental Serious Injury Insurance?

You can apply for Accidental Serious Injury Insurance if you (and your Partner Life Insured if applicable) are aged between 18 and 69 years of age, and are Australian Residents.

3. The amount of Accidental Serious Injury Insurance you can apply for

You (and your Partner Life Insured if applicable) can apply for an Accidental Serious Injury Insurance Benefit Amount which is equal to three times the Funeral Insurance Benefit Amount.

4. When we will pay the Accidental Serious Injury Insurance benefit

We will pay the Accidental Serious Injury Insurance Benefit Amount as a lump sum in the case of:

- Quadriplegia; or
- Paraplegia; or
- Hemiplegia; or
- Blindness; or
- Deafness; or
- Total and Permanent Loss of Use of Two Limbs

occurring to the Life Insured as a direct result of an Accident while covered for Accidental Serious Injury Insurance under the Policy and where the injury occurs within 12 months of the Accident, except in the circumstances explained in **“What is not covered under your Accidental Serious Injury Insurance?”** on page 10.

The injury must be diagnosed by a Medical Practitioner within 12 months of the Accident and confirmed by our medical advisers.

Limit on benefits

Only one Accidental Serious Injury Insurance Benefit Amount is payable per Life Insured. The total Accidental Serious Injury Insurance Benefit Amount payable for a Life Insured under the Policy cannot exceed \$45,000 plus any automatic sum insured increases under the Policy.

If the Life Insured is covered for Accidental Serious Injury Insurance under more than one Australian Seniors Funeral Plan Policy, we will apply this limit to the total of the Accidental Serious Injury Insurance Benefit Amounts payable for the Life Insured under all Australian Seniors Funeral Plan policies. Any reduction in the Accidental Serious Injury Insurance Benefit Amount will be applied to the Accidental Serious Injury Insurance most recently commenced and we will refund the premiums paid referable to the amount by which the Accidental Serious Injury Insurance Benefit Amount is reduced.

5. The cost of your Accidental Serious Injury Insurance

The premium you are required to pay for this option when the Policy starts is shown in your Policy Schedule.

The premium is calculated at each Policy Anniversary and is based on:

- your age at that time (or the age of the oldest Life Insured for a Family Plan); and
- the Benefit Amount provided; and
- the Insurance Plan chosen by you (Family Plan or Single Plan); and
- the premium option you selected for your Funeral Insurance.

6. What is not covered under your Accidental Serious Injury Insurance?

We will not pay an Accidental Serious Injury Insurance Benefit Amount in respect of a Life Insured if the Life Insured suffers Quadriplegia, Paraplegia, Hemiplegia, Blindness, Deafness, or Total and Permanent Loss of Use of Two Limbs directly or indirectly as a result of:

- an intentional self-inflicted bodily injury; or
- engaging in any criminal activities or illegal acts; or
- suicide or attempted suicide; or
- the consumption of drugs (unless it was under the direction of a Medical Practitioner and not in connection with treatment for substance abuse, drug addiction or dependence); or
- the consumption of intoxicating liquor, including having a blood alcohol content over the prescribed legal limit whilst driving; or
- engaging in any professional sport (meaning the Life Insured's livelihood is substantially dependent on income received as a result of playing sport); or
- engaging in any motor sports as a rider, driver and/or passenger; or
- war (whether declared or not) or war-like activity, or taking part in a riot or civil commotion; or
- being a pilot or crew member of any aircraft, or engaging in any aerial activity except as a passenger in a properly licensed aircraft.

7. When your Accidental Serious Injury Insurance starts and ends

If your application for Accidental Serious Injury Insurance is accepted by us at the Commencement Date then the Accidental Serious Injury Insurance starts on the Acceptance Date. If we agree to add Accidental Serious Injury Insurance to your Policy after the Commencement Date, we will advise you of the date the Accidental Serious Injury Insurance starts.

The Accidental Serious Injury Insurance ends for a Life Insured when the first of the following occurs:

- the date of death of the Life Insured; or
- the date of payment of an Accidental Serious Injury Insurance Benefit Amount for the Life Insured; or
- the date you cancel the Policy; or
- the date we cancel the Policy; or
- the date you cancel this cover; or
- the Policy Anniversary following the attainment of age 75 by that Life Insured.



General information

1. Your 30 day money back guarantee

You have 30 days from the Commencement Date or the date any optional benefit starts to make sure you are happy with it, and decide whether you want to keep the Policy or optional benefit. This is known as the “cooling-off” period. If you want to cancel your Policy, or the optional benefit within this 30 day period you may do so provided you have not made a claim under the Policy. Please send your Policy Schedule to Australian Seniors Policy Services, PO Box 6728, Baulkham Hills NSW 2153 with a written request for cancellation within the 30 day period. When Australian Seniors Policy Services receives your letter and Policy Schedule, the Policy and/or the optional benefits will be cancelled, as applicable, and any premiums you may have paid will be refunded.

2. Automatic sum insured increases for aged-based premium option

If you have selected the age-based premium option (refer pages 7 and 8), to help your level of insurance keep up with the cost of living, your Insurance and optional benefits (if applicable) are automatically increased on each Policy Anniversary by 5%.

Automatic increases will continue even where the maximum Benefit Amount is met or exceeded.

We will send you an updated Policy Schedule each year your Policy remains in force 30 days prior to your Policy Anniversary setting out your updated Benefit Amount and premium. You can decline the automatic increase by writing to Australian Seniors Policy Services, PO Box 6728, Baulkham Hills NSW 2153. If you decline the automatic increase, the updated Policy Schedule we sent you will not be valid and we will send you a replacement Policy Schedule.

If you choose not to accept an increase in any given year, it will not affect your entitlement to them in the future.

The automatic increases will end on the Policy Anniversary after the Life Insured reaches age 85.

3. Further Insurance options

We may offer you the option of incorporating further Insurance benefits under your Policy. If you accept such offers, we will issue you with a new Policy Schedule setting out the terms and conditions of the Insurance option.

4. Premiums

We may change the premium rates applying to your Policy, but only if we change the premium rate applying to all (or the same group of) Australian Seniors Funeral Plan policyowners. We will send written notice of any change to you (to your last address notified to us) at least 90 days before the effective date of the change.

5. How you can pay for your Insurance and when your premium is deducted

Your premium will be debited on the date of your choice, either fortnightly, monthly or annually. The date you select for your first premium deduction will become your Commencement Date. You can pay either by automatic debit from your bank, credit union or building society account or by charge to your credit card.

You may apply at any time in writing or by phone to change the method of payment of premiums. Payment frequency changes can only be made on the Policy Anniversary following the request.

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

6. Changing your Insurance

You may apply at any time in writing to:

- decrease your Insurance;
- increase your Insurance; and
- change from a Single Plan to a Family Plan (or from a Family Plan to a Single Plan).

Any change and the terms and conditions relating to the change are subject to approval and written confirmation by us.

7. When we can cancel your Policy

If you don't pay your premium when it is due and it remains unpaid for more than one month your Policy could be cancelled. It may be reinstated within six months of the date that the Policy was cancelled, but only if we agree and subject to any terms and conditions we might require.

The Policy will be cancelled if the Policyowner is on a temporary work visa and ceases to reside in Australia.

You can cancel your Policy by writing to Australian Seniors Policy Services, PO Box 6728, Baulkham Hills NSW 2153, giving 30 days notice.

8. Insurance risks

There are a number of Insurance risks you should be aware of, including:

- you need to select the correct Insurance product and apply for the appropriate level of cover for your needs. If you do not have enough cover it might cause you or your family to suffer financial hardship even after receiving the benefit payment;
- if you are replacing a contract or policy with another contract or policy, you should consider all the terms and conditions of each policy before making a decision to change; and
- this Policy is designed purely for protection, unlike some other types of life insurance that have savings and investments components, which means that if you cancel your Policy (after the 30 day cooling-off period) you will not receive anything back unless you have paid more than 30 days in advance.

9. Benefit payments

Unless a valid Nomination (explained below) applies:

- we make all benefit payments to you, the Policyowner; or
- if the Policyowner dies for a Family Plan the Insurance benefit will be paid to the surviving Partner Life Insured, or for a Single Plan, the Insurance benefit will be paid to the Policyowner's legal personal representative, or other person that we are permitted to pay under the Life Insurance Act 1995.

All benefits paid in connection with this Policy will be made in Australian currency.

Nominations

As Policyowner, you can nominate beneficiaries to receive payment of the Funeral Insurance Benefit Amount and the Accidental Death Insurance Benefit Amount on your death.

To make a nomination, you need to complete a Nomination of Beneficiaries Form (available on page 17 of this PDS or from seniors.com.au) and return it to Australian Seniors Policy Services.

Conditions of Nominations

The following conditions apply:

- there must not be more than 5 nominees; and
- nominations must be of a natural person; and
- nominations must be in writing on a Nomination of Beneficiaries Form; and
- you may vary the nomination at any time by properly completing and signing a new Nomination of Beneficiaries Form and forwarding it to Australian Seniors Policy Services. The variation takes effect when it is received by us; and
- payment of benefits will be made on the basis of the latest valid nomination received by us; and
- if a nominee is a minor when payment is made, the payment will be made to the minor's legal guardian or trust for the benefit of the minor; and
- if a nominee pre-deceases the Policyowner, that nominee's share is payable to the Policyowner's legal personal representative, or other person that we are permitted to pay under the Life Insurance Act 1995.

The payment of the benefit in accordance with the above in respect of a Life Insured is full and final discharge of our liability under the Policy for that benefit.

If the Policyowner dies leaving a surviving Partner Life Insured, from the time of the Policyowner's death, the Benefit Amount for all surviving Lives Insured under this Policy will continue (subject to payment of the first premium) under a new policy we will issue to the surviving Partner Life Insured in his or her name as the Policyowner. The new policy will be issued on the same terms as this Policy and takes effect subject to payment of the first premium.

10. Making a claim

If you (or your legal personal representative on your death) wish to claim under this Policy, please phone **1300 73 7697** or write to Australian Seniors Policy Services, PO Box 6728, Baulkham Hills NSW 2153. We will send you a form to be completed, signed and returned. We may also require your treating doctor or specialist to complete a form at your (or your estate's) expense.

The Policy and the Insurance for the benefit must be in force when the insured event occurs.

Claims should be made as soon as possible after the event giving rise to the claim. If you do not notify us within 120 days after the event giving rise to the claim, and we are disadvantaged by the delay, we may be able to reduce the amount we would otherwise pay, or we may be able to refuse to pay the claim.

Before a claim is payable we must receive proof, provided at your (or your estate's) expense and to our satisfaction, that the insured event has occurred. In addition:

- proof must be supported by one or more appropriate Medical Practitioners; and
- all relevant information, including any test, examination, or laboratory results, must be provided to us.

We may be entitled to refuse to pay the benefit under this Policy if a claim is made more than 120 days after the insured event giving rise to the claim without good cause or if we do not have evidence to our satisfaction of the Life Insured's death, the cause of the Life Insured's death, or of the applicable insured event.

We reserve the right to require the Life Insured to undergo, at our expense, examinations or other reasonable tests (including, where necessary, a post-mortem examination) to confirm the occurrence of an insured event. In addition we may conduct investigations to assess the validity of the claim. This could involve the use of investigation agents and surveillance, legal advisers and the collection of personal data.

11. Tax

In most cases your premium will not be tax deductible and tax will not be payable on any benefit paid under your Policy.

This information is based on continuance of present tax laws and our interpretation of those laws. Your individual situation may differ and you should seek qualified professional advice in relation to your particular circumstances.

12. Questions or complaints

We hope that you never have reason to complain, but if you do we will do our best to work with you to resolve it. Please phone or write to our internal complaints resolution officer, as follows:

Phone: **1800 004 005**
(Weekdays between 8:00am and 8:00pm)

Writing: The Complaints Officer
Australian Seniors Policy Services
PO Box 6728
Baulkham Hills NSW 2153

Email: **seniors.com.au**

Please supply your Policy number to enable the enquiry to be dealt with promptly. Your complaint or enquiry will be dealt with by someone with appropriate authority.

Receipt of your complaint will be acknowledged within 48 hours of receipt in all cases. However, where additional specific information is requested by us from a third party, a full answer to your complaint will follow as soon as possible after the acknowledgment letter.

In the unlikely event that your complaint is not resolved to your satisfaction, or your complaint has not been resolved within 45 days, please contact the Financial Ombudsman Service (FOS) at:

Financial Ombudsman Service

Mail: GPO Box 3, Melbourne VIC 3001

Phone: 1300 780 808 (local fee applies)

Fax: (03) 9613 6399

Website: www.fos.org.au

Email: info@fos.org.au

A decision of FOS is binding on us (up to specified limits) but not on you. It is a service provided without cost to you.

13. Privacy

We or Australian Seniors on our behalf, may collect personal information directly from you through the application or where that is not reasonably practical, from other sources.

Your personal information is collected for the purpose of processing your application, administering your Policy and assessing and paying any claims under the Policy. It may also be collected to consider any other application you may make or to perform our administrative operations (including for example, accounting, risk management, staff training etc). Information may be provided to Australian Seniors to assist them in developing and identifying products and services that may interest you and (unless you ask us not to) telling you about products and services offered by Australian Seniors.

Your personal information may be disclosed to third parties who assist in the above (i.e. Hollard, reinsurers, related companies, our advisers, persons involved in claims, medical service providers, external claims data collectors and verifiers, your employer, your agents and other persons where required by law).

By applying for cover, you consent to sensitive information about you being collected and used to consider your application for Insurance, assess a claim, using it or giving it to related companies for research and analysis, to design or underwrite new insurance products, and disclosing it to any of the third parties listed above for these purposes. Your sensitive information will not be disclosed for any other purpose. Third parties are prohibited from using your personal information for purposes other than those for which we supplied it. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy please call 1800 004 005, weekdays between 8:00am and 8:00pm.



Glossary

In this Policy, some words begin with a capital letter, for example, **Accidental Death**. These words have the special meanings as explained below.

Acceptance Date means, in respect of a Life Insured, the date an application for a Life Insured is accepted by us and cover starts, as set out in the Policy Schedule.

Accident means an event resulting in bodily injury occurring while this Policy is in force, where the injury is directly and solely caused by accidental, violent, external and visible means without any other contributing causes and where the injury is not self inflicted.

Accidental Death means death occurring as a direct result of an Accident and where death occurs within 90 days of the Accident.

Australian Resident means a person who resides in Australia at the time of application and either holds Australian or New Zealand citizenship; or holds an Australian permanent residency visa; or has been in Australia continuously for six months or more on a temporary work visa and resides in Australia.

Benefit Amount means the amount payable on the applicable insured event covered under this Policy in respect of a Life Insured. The Benefit Amount at the Acceptance Date for each benefit for each Life Insured is shown in the Policy Schedule.

Blindness means the complete and irrecoverable loss of the sight of both eyes as a result of injury.

Commencement Date means the date on which your first premium payment is deducted. The date you select for the first premium deduction is set out in the Policy Schedule.

Deafness means the total, irreversible and irreparable loss of hearing (both natural and assisted) in both ears as a result of injury as measured by an audiogram.

Hemiplegia means the total and permanent loss of use of one half of the body through injury causing permanent damage to the nervous system.

Insurance means, in respect of a Life Insured, the Insurance benefits that have been applied for by the Policyowner and accepted by us as indicated on the Policy Schedule.

Insurance Plan means the Insurance Plan nominated by the Policyowner in the application, subject to acceptance by us.

The Insurance Plans available under the Policy are:

- Single Plan – this Plan applies if the Key Life Insured is the only person nominated in the application.
- Family Plan – this Plan applies if there is a Key Life Insured and:
 - a. a Partner Life Insured; and/or
 - b. a financially dependent child/children nominated in the application.



Key Life Insured means a person named in the Policy Schedule as the Key Life Insured.

Life Insured means, as the context requires, the Key Life Insured and, if applicable, the Partner Life Insured and if applicable, the financially dependent children of the Key Life Insured and/or Partner Life Insured accepted by us. The Lives Insured are set out in the Policy Schedule.

Medical Practitioner is a qualified, practicing medical specialist, licensed to practice his or her medical specialty within Australia or New Zealand, and whose specialty qualifies him or her to make a prognosis related to the Accidental Serious Injury of a Life Insured. The Medical Practitioner must not be the Policyowner or a Life Insured under this Policy, their spouse, relative or business associate.

Paraplegia means the total and permanent loss of use of two limbs through injury causing permanent damage to the nervous system.

Partner Life Insured means a person named in the Policy Schedule as the Partner Life Insured. A Partner may be a legal spouse or de facto of the Key Life Insured and may be of the same gender as the Key Life Insured.

PDS is an abbreviation of Product Disclosure Statement.

Policy means the legal contract between the Policyowner and us. This PDS, your application, any future application accepted by us, the current Schedule, and any special conditions, amendments, or endorsements make up the Policy.

Policy Anniversary means the anniversary of the Commencement Date of your Policy.

Policyowner, you, your, yours means the Key Life Insured. This Policy may not be transferred or assigned to another person.

Quadriplegia means the total and permanent loss of use of all limbs through injury causing permanent damage to the nervous system.

Schedule means the Schedule issued with this Policy and updated from time to time. A new Schedule will be issued at any time we agree with you to change the details in respect of a Life Insured under this Policy. A new Schedule will replace previous Schedules.

Total and Permanent Loss of Use of Two Limbs means complete and irrecoverable loss of the use of two limbs through injury. Limb in this context means an arm, leg, hand or foot.

Direct Debit Service Agreement

1. Hannover Life Re of Australasia Ltd ABN 37 062 395 484 ("Debit User") will initiate direct premium debit payments in the manner referred to in the Schedule (contained in the Direct Debit Request).
2. Debit payments will be made when due. The Debit User will not issue individual confirmation of payments made.
3. The Debit User will give the customer at least 14 days' written notice if the Debit User proposes to vary details of this arrangement, including the amount and frequency of debit payments.
4. If the customer wishes to defer any payment or alter any of the details referred to in the Policy Schedule, they must either contact the Debit User on **1300 73 7697** or write to the Debit User at PO Box 6728, Baulkham Hills NSW 2153.
5. Customer queries concerning disputed debit payments must be directed to the Debit User in the first instance. Details of the dispute resolution process that applies to the Debit User are described in this PDS on page 13. Queries about claims in regards to disputed debit payments should also be directed to the Debit User and may also be directed to the customer's financial institution nominated in the Schedule.
6. Direct payment debiting is not available on the full range of accounts at all financial institutions. If in doubt, the customer should check with their financial institution before completing the Direct Debit Request.
7. The customer should ensure that their account details given in the Policy Schedule are correct by checking against a recent statement from their financial institution at which their account is held.
8. It is the customer's responsibility to have sufficient cleared funds available, by the premium due date, in the account to be debited to enable debit payments to be made in accordance with the Direct Debit Request.
9. By authorising the Direct Debit Request, the customer warrants and represents that he/she/they is/are duly authorised to request and instruct the debiting of premium payments from the account described in the Policy Schedule.
10. If a debit payment falls due on any day which is not a business day, the payment will be made on the next business day. If you are uncertain as to when a debit payment will be processed to your account, you should make enquiries directly with the financial institution nominated in the Policy Schedule.
11. If a debit payment is returned unpaid, the customer may be charged a fee by the financial institution nominated in the Policy Schedule for each returned item.
12. Customers wishing to cancel the Direct Debit Request or to stop individual payments must give at least 7 days' written notice to the Debit User at the address referred above.
13. Except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required by law, the Debit User and its service providers will keep details of the customer's account and debit payments confidential.

Nomination of Beneficiaries Form

If you wish to nominate a beneficiary or beneficiaries to receive benefits payable under your policy on your death, please complete the form on the reverse of this page and return it to:

**Australian Seniors Insurance Agency
PO Box 6728
Baulkham Hills
NSW 2153**

Nomination of Beneficiaries Form

As the Policyowner, you have the option to nominate a beneficiary or beneficiaries to receive benefits payable under your Policy. The option to nominate a beneficiary is subject to the conditions listed below.

Unless a valid Nomination applies (explained below):

- we make all benefit payments to you, the Policyowner; or
- if the Policyowner dies for a Family Plan the Insurance benefit will be paid to the surviving Partner Life Insured, or for a Single Plan, the Insurance benefit will be paid to the Policyowner's legal personal representative, or other person that Hannover Life Re of Australasia Ltd (**we** or **us**) are permitted to pay under the Life Insurance Act 1995.

Nominations

As Policyowner, you can nominate beneficiaries to receive payment of any benefits on your death. To make a nomination, you need to complete this Nomination of Beneficiaries Form and return it to Australian Seniors Insurance Agency, PO Box 6728, Baulkham Hills NSW 2153.

Conditions

The following conditions apply:

- there must not be more than 5 nominees; and
- nominations must be of a natural person; and
- nominations must be in writing on a Nomination of Beneficiaries Form; and
- you may vary the nomination at any time by properly completing and signing a new Nomination of Beneficiaries Form and forwarding it to Australian Seniors Insurance Agency. The variation takes effect when it is received by us; and
- payment of benefits will be made on the basis of the latest valid nomination received by us; and
- if a nominee is a minor when payment is made, the payment will be made to the minor's legal guardian or trust for the benefit of the minor; and
- if a nominee pre-deceases the Policyowner, that nominee's share is payable to the Policyowner's legal personal representative, or other person that we are permitted to pay under the Life Insurance Act 1995.

Full Name of Beneficiary	Address	Date of Birth	Relationship to Policyowner	Proportion of Benefit (%)
		/ /		%
		/ /		%
		/ /		%
		/ /		%
		/ /		%
Your Policy number				
Name of Policyowner				
Signature of Policyowner				Date: / /

Please return this form to Australian Seniors Insurance Agency, PO Box 6728, Baulkham Hills NSW 2153



The over 50's insurance specialists
Call 1800 004 005 or visit seniors.com.au

A person is sitting on a light-colored picnic blanket on a grassy lawn. To their left is a large, brown wicker picnic basket with two handles and a leather latch. The person is wearing blue jeans and white sneakers. The background is a blurred park with trees and a path.

**For more information about your
Australian Seniors Funeral Plan**

Call 1800 004 005

**Lines are open Monday to Friday
8:00am – 8:00pm (EST)
or visit seniors.com.au**