



# ProtectMyHomeLoan

## ProtectMyHomeLoan Mortgage Protection Product Disclosure Statement including Policy Wording

This is a very important document. Please read this entire document carefully to ensure you understand the extent of cover provided by ProtectMyHomeLoan Mortgage Protection and its limitations. You should store this document in a safe place for your records and future reference.

## Service Summary

---

You have been offered a St Andrew's product by an authorised distributor. When providing you with information and helping you protect your loan, they are acting on behalf of St Andrew's Insurance (Australia) Pty Ltd ABN 89 075 044 656 AFSL 239649 and/or St Andrew's Life Insurance Pty Ltd ABN 98 105 176 243 AFSL 281731 (together, St Andrew's).

In providing this service, their employer will receive a commission of up to 20% for Consumer Credit Insurance which may be shared with the distributor. The commission is a percentage of your premium, excluding stamp duty and GST. It is not an additional charge on your premium. In addition, the distributor may receive from either their employer or St Andrew's Australia Services Pty Ltd ABN 75 097 464 616 non-monetary benefits (for example – gift vouchers, accommodation vouchers, movie tickets and corporate promotional merchandise).

St Andrew's has established a complaints and disputes resolution procedure. If you have any concerns regarding the services or products you have received from St Andrew's or its distributors please contact us on the contact details on the back cover of this Product Disclosure Statement. In the unlikely event that your complaint is not resolved to your satisfaction, you may refer the matter to the external disputes resolution providers listed on page 11.

## ABOUT THIS DOCUMENT

### Part A: Summary of ProtectMyHomeLoan Mortgage Protection

Part A of this document is a summary of ProtectMyHomeLoan Mortgage Protection. It contains the general terms of the ProtectMyHomeLoan Mortgage Protection policy. Terms defined in Part B of this document have the same meaning in Part A, unless the context otherwise requires.

### Part B: Policy Wording

Part B of this document is the Policy Wording which outlines in more detail the terms of your contract with St Andrew's if you purchase the ProtectMyHomeLoan Mortgage Protection policy. This section details the cover provided and when we will and won't pay under the relevant sections that apply to you. You should carefully read all sections before acting on the information it contains. In the event of any inconsistency between the Policy Wording and the summary of ProtectMyHomeLoan Mortgage Protection, the Policy Wording prevails.

### Important information about this document

If you apply for ProtectMyHomeLoan Mortgage Protection and we confirm your acceptance in writing, this Product Disclosure Statement (which includes the Policy Wording) together with the application and policy schedule form your policy document. Your policy document contains all of the terms and conditions of our contract, including when we will pay a benefit under the policy.

This Product Disclosure Statement can only be used by customers in Australia.

In addition to this document, you may also be provided with a Financial Services Guide (FSG) or a Service Summary by the person who assists you in arranging this insurance.

## CONTENTS

---

### Part A: Summary of ProtectMyHomeLoan Mortgage Protection

PRODUCT ISSUERS	4
OUR CONTACT DETAILS	4
INTRODUCING PROTECTMYHOMELoAN MORTGAGE PROTECTION	4
ELIGIBILITY	4
QUESTIONNAIRE	5
INSURED EVENTS COVERED	5
QUALIFYING PERIOD	6
BENEFIT LIMITS	6
EXCLUSIONS	7
PRE-EXISTING CONDITIONS EXCLUSION	7
YOUR PREMIUM	8
COMMISSION	8
PAYING YOUR PREMIUM	8
DIRECT DEBIT REQUEST – SERVICE AGREEMENT	8
PREMIUM CHANGES	9
INSURANCE TERM	9
CHANGES TO YOUR CREDIT FACILITY	9
TAX	9
COOLING OFF PERIOD	9
CANCELLING YOUR POLICY	9
YOUR DUTY OF DISCLOSURE	9
RISKS TO CONSIDER	10
YOUR PRIVACY	10
MAKING A CLAIM	11
FINANCIAL CLAIMS SCHEME	11
LIFE INSURANCE CODE OF PRACTICE	11
COMPLAINTS AND DISPUTES	11

### Part B: Policy Wording

SECTION 1: GENERAL POLICY CONDITIONS	12
SECTION 2: LIFE COVER	14
SECTION 3: ACCIDENT & SICKNESS COVER	15
SECTION 4: INVOLUNTARY UNEMPLOYMENT COVER	16
SECTION 5: CLAIMS PROCEDURES AND OBLIGATIONS	17
SECTION 6: MEANING OF THE WORDS USED IN THIS POLICY	18

# PART A: Summary of ProtectMyHomeLoan Mortgage Protection

## PRODUCT ISSUERS

St Andrew's Insurance (Australia) Pty Ltd (St Andrew's Insurance) ABN 89 075 044 656, Australian Financial Services Licence No. 239649, is the issuer and the underwriter of the Involuntary Unemployment Cover. Where the duration of the credit facility is 3 years or less, St Andrew's Insurance is also the issuer and the underwriter of the Accident & Sickness Cover.

St Andrew's Life Insurance Pty Ltd (St Andrew's Life) ABN 98 105 176 243, Australian Financial Services Licence No. 281731, is the issuer and the underwriter of the Life Cover. Where the duration of the credit facility is greater than 3 years, St Andrew's Life is also the issuer and the underwriter of the Accident & Sickness Cover.

In this Product Disclosure Statement 'St Andrew's', 'we', 'our' and 'us' refers to St Andrew's Insurance or St Andrew's Life or both, as applicable. St Andrew's Insurance and St Andrew's Life each takes full responsibility for the whole of this PDS.

## OUR CONTACT DETAILS

St Andrew's can be contacted at:

Post: PO Box 7395  
Cloisters Square WA 6850  
Telephone: 1300 363 159

Facsimile: 1300 720 722  
Email: [standrews@standrews.com.au](mailto:standrews@standrews.com.au)  
Website: [www.standrews.com.au](http://www.standrews.com.au)

## INTRODUCING PROTECTMYHOMELoAN MORTGAGE PROTECTION

Getting a new loan can be an exciting time; you may be looking to the future, looking forward to buying that dream home, undertaking those long awaited home improvements or planning that holiday of a lifetime. However, you can't plan for everything and unexpected things can happen.

Think for a moment about what would happen if you had an accident or illness that stopped you working, if you suddenly lost your job or, even worse, were to pass away?

How would you or your family continue to meet your obligations to repay your loan?

ProtectMyHomeLoan Mortgage Protection can help.

ProtectMyHomeLoan Mortgage Protection is consumer credit insurance that provides you with insurance cover to help you meet your obligations under a loan if an "insured event" occurs. If an insured event occurs while you hold ProtectMyHomeLoan Mortgage Protection, the benefit paid under the policy is paid to the financier to meet your obligations under your credit facility. An insured event is an event for which St Andrew's must pay an amount (called a "benefit") under the policy. Insured events may include death, accidental injury, sickness and involuntary unemployment.

ProtectMyHomeLoan Mortgage Protection can provide you with peace of mind when you take out a loan. Also, if you decide to change your financier, the policy is portable, i.e. you can keep the same policy and it will cover your new loan (although you must contact us if you want to increase or decrease your insurance cover). You are not obliged to take out ProtectMyHomeLoan Mortgage Protection and you may also be able to take out consumer credit insurance with another insurer.

All claim payments will be made by St Andrew's to your financier to be applied directly to your credit facility. This product includes certain exclusions as detailed throughout this document. It is important that you carefully consider these exclusions when deciding whether ProtectMyHomeLoan Mortgage Protection is appropriate for you.

## ELIGIBILITY

The eligibility criteria for each cover type is as follows:

### Life Cover:

- You are aged 18 years and over and under 61 years of age when you apply for cover; and
- You are an Australian Resident as defined on page 18.

### Accident & Sickness Cover:

- You are aged 18 years and over and under 61 years of age when you apply for cover;
- You are an Australian Resident as defined on page 18; and
- You are either Self Employed or employed by an organisation carrying on business within Australia and working for at least 20 hours per week.

### Involuntary Unemployment Cover:

- You are aged 18 years and over and under 61 years of age when you apply for cover;
- You are an Australian Resident as defined on page 18;

- You are employed by an organisation carrying on business within Australia (i.e. not self-employed) and working for at least 20 hours per week, and your employment is not of a casual, temporary or seasonal nature; and
- Your application for ProtectMyHomeLoan Mortgage Protection includes Life Cover and/or Accident & Sickness Cover i.e. you are not able to take Involuntary Unemployment cover on its own.

Eligible credit facilities include any personal credit facility (i.e. not commercial or business) secured by residential property and can include standard home loans, investment loans, lines of credit etc and that credit facility does not exceed \$1,500,000.

## QUESTIONNAIRE

Apart from the above eligibility criteria, if the total of the amounts you insure with St Andrew's and its related companies for Life Cover and/or Accident & Sickness Cover, is \$750,000 or more, you will also be required to complete an additional questionnaire along with your application that details your medical history, occupation and other relevant information. The total of the amounts you insure with St Andrew's and its related companies includes the amount of cover:

- you apply for in your application for this ProtectMyHomeLoan Mortgage Protection policy;
- provided under all policies already issued to you by St Andrew's or its related companies; and
- provided under all policies issued to another person by St Andrew's or its related companies but under which you are an insured person.

**Important:** St Andrew's reserves the right to decline your application as a result of the information you provide in the questionnaire or to accept your application subject to additional terms, conditions or exclusions. If St Andrew's accepts your application the Pre-Existing Conditions exclusion will not apply. Any medical conditions excluded from your cover will be agreed with you in writing and listed as an exclusion on your Policy Schedule. The remaining terms and exclusions set out within this document will apply unless otherwise varied by your Policy Schedule.

## INSURED EVENTS COVERED

ProtectMyHomeLoan Mortgage Protection allows you to choose from a number of combinations of cover. As an example, you could choose a single cover type, two or all three types of cover. However please note that Involuntary Unemployment Cover can only be purchased where Life Cover and/or Accident & Sickness Cover has been purchased i.e. Involuntary Unemployment Cover can not be purchased on its own. A summary of each cover type is provided below:

### Life Cover

Life Cover can provide you and your family with peace of mind knowing that a lump sum benefit will be paid to your loan if you die. If you have Life Cover, the lump sum benefit will be equal to the amount of your loan or credit limit when you first applied for ProtectMyHomeLoan Mortgage Protection and will be shown on your policy schedule.

This is subject to a maximum insured amount of \$1,500,000.

### Interim Life Cover

As an added benefit and at no additional cost to you, should you die on or after the date of approval of your loan and you have chosen Life Cover, ProtectMyHomeLoan Mortgage Protection will pay an amount equivalent to the amount of your original loan or credit limit approved by your financier, even if the initial drawdown of your loan is for less than that approved loan amount or credit limit. This additional benefit only applies if your application would have been accepted by us and is subject to the normal eligibility criteria, exclusions (including pre-existing conditions) and maximum amounts. This additional benefit is temporary and ends on the earlier of the date when your ProtectMyHomeLoan Mortgage Protection policy commences, and 180 days after the date of approval of your loan.

### Accident & Sickness Cover

Accident & Sickness Cover allows you to concentrate on getting back on your feet if you are off work due to accidental injury or sickness.

If you have chosen Accident & Sickness Cover and you are Unfit for Work for a period of more than 30 days ProtectMyHomeLoan Mortgage Protection will pay a monthly benefit of 0.75% of your loan or credit limit (as shown on your policy schedule), after the first 30 days, up to a maximum claim benefit period per claim of 12 months. The amount of the monthly benefit will be shown on your policy schedule.

We will not pay more than 12 monthly benefits for Accident or Sickness during a 36 month period, calculated from the date we make the first benefit payment.

### Example of Benefit Calculation

Below is an example of how we will calculate a benefit for an Accident & Sickness Claim:

A customer has a home loan of \$1,000,000 and has chosen Accident & Sickness Cover on their ProtectMyHomeLoan Mortgage Protection application. Subsequently the customer falls ill and is Unfit for Work for an extended period.

The monthly benefit, after the 30 day excess has been applied, will be 0.75% of the original loan amount:  
 $\$1,000,000 \times 0.75\% = \$7,500$  (monthly benefit).

We would therefore make repayments of \$7,500 per month up to the maximum period of 12 months and overall maximum benefit amounts provided for under the policy.

Note: You will be classified as being Unfit for Work due to an accident or sickness only if you satisfy the conditions set out in Part B of this document. You should read the definition of Unfit for Work on page 19 of the Policy Wording. Broadly, you are Unfit for Work if you have been off work for more than 30 days and a doctor certifies that you are Unfit for Work.

### Involuntary Unemployment Cover

Involuntary Unemployment Cover gives you peace of mind while allowing you to focus on getting back to work.

You can only have Involuntary Unemployment Cover if you have also chosen Life Cover and/or Accident & Sickness Cover. If you have chosen Involuntary Unemployment Cover and you are involuntarily unemployed after the Qualifying period for a period of more than 30 days, ProtectMyHomeLoan Mortgage Protection will pay a monthly benefit of 0.75% of your loan or credit limit (as shown on your policy schedule), after the first 30 days, up to a maximum claim benefit period per claim of 6 months. The amount of the monthly benefit will be shown on your policy schedule.

### QUALIFYING PERIOD

The Qualifying period means the period of time from the Commencement Date where an Involuntary Unemployment event will not be covered.

If you applied for or purchased Involuntary Unemployment cover 60 days or more after the Date of Activation, your Qualifying period is 120 days after the Commencement Date. This means that you cannot claim for an event that happens within 120 days of your cover commencing.

If you applied for or purchased Involuntary Unemployment cover either prior to or within 60 days of the Date of Activation, your Qualifying period is reduced to 30 days after the Commencement Date.

We will not pay more than 6 monthly benefits for involuntary unemployment during a 36 month period, calculated from the date we make the first benefit payment.

#### **Example of Benefit Calculation**

Below is an example of how we will calculate a benefit for an Involuntary Unemployment claim:

A customer has a home loan of \$300,000 and has chosen Involuntary Unemployment Cover on their ProtectMyHomeLoan Mortgage Protection application. Subsequently the customer becomes unemployed and is unable to find replacement work for an extended period.

The monthly benefit, after the 30 day excess has been applied, will be 0.75% of the original loan amount:  
 $\$300,000 \times 0.75\% = \$2,250$  (monthly benefit)

We would therefore make repayments of \$2,250 per month up to the maximum period of 6 months and overall maximum benefit amounts provided for under the policy.

Note: You will be classified as unemployed only if you satisfy the conditions set out in Part B of this document. You should read the definition of unemployed on page 19.

### BENEFIT LIMITS

The following table sets out the benefit limits applicable to ProtectMyHomeLoan Mortgage Protection:

Cover	Benefit Limit
Life	A Life Cover Benefit is the amount of your loan or credit limit as shown in your Policy Schedule, up to a maximum overall benefit of \$1,500,000 for all policies issued to you or under which you are insured by St Andrew's and its related companies.
Accident & Sickness	<p>An Accident &amp; Sickness Cover monthly benefit is 0.75% of your loan or credit limit as shown on your Policy Schedule up to a maximum of \$12,000.</p> <p>No more than 12 monthly benefit payments per claim will be paid under this policy, and no more than 12 monthly benefit payments will be paid during a 36 month period under this policy.</p> <p>A maximum monthly benefit of \$12,000 and an overall maximum benefit of \$100,000 applies for all Accident &amp; Sickness claims under this and all other policies issued to you or under which you are insured by St Andrew's and its related companies.</p> <p>You should read your Policy Schedule carefully to determine the maximum period that we will pay a claim for Accident &amp; Sickness.</p>

Cover	Benefit Limit
<b>Involuntary Unemployment</b>	<p>An Involuntary Unemployment Cover monthly benefit is 0.75% of your loan or credit limit as shown on your Policy Schedule up to a maximum of \$12,000.</p> <p>No more than 6 monthly benefit payments per claim will be paid under this policy, and no more than 6 monthly benefit payments will be paid during a 36 month period under this policy.</p> <p>A maximum monthly benefit of \$12,000 and an overall maximum benefit of \$100,000 applies for all Involuntary Unemployment claims under this and all other policies issued to you or under which you are insured by St Andrew's and its related companies.</p> <p>You should read your Policy Schedule carefully to determine the maximum period that we will pay a claim for Involuntary Unemployment.</p>

## EXCLUSIONS

So that the cost of this protection is kept low, some exclusions do apply. A full list appears in the sections titled "When We Will Not Pay" for each cover type within Part B of this document.

The main exclusions applying to Life Cover are pre-existing conditions, engaging in criminal activities or illegal acts, congenital conditions, recurrent cancers, or suicide within 13 months from the commencement date of your policy.

The main exclusions applying to the Accident & Sickness Cover are pre-existing conditions, not being in work as at the date you became Unfit for Work, engaging in criminal activities or illegal acts, congenital conditions, recurrent cancers, self-inflicted bodily injury or sickness within the first 30 days from the commencement date of your policy.

The main exclusions applying to Involuntary Unemployment Cover are casual, temporary or seasonal employment, self-employment, expiry of a fixed term contract, dismissal following formal disciplinary procedures or serious misconduct, voluntary unemployment, retirement or unemployment within the Qualifying Period.

## PRE-EXISTING CONDITIONS EXCLUSIONS

We will not pay a Life Cover and/or Accident & Sickness benefit under the policy if you die or become Unfit for Work as a result, directly or indirectly of a Pre-existing Condition (see below explanation).

### What is a Pre-existing Condition?

"Pre-existing condition" means an illness, sickness, disability or condition relating to your health, which in the 5 years prior to the date you applied for your policy, the date you applied to reinstate your policy or the date you applied to increase your cover (but only in relation to that increase),

- existed or you were aware of, or which a reasonable person in your circumstances could be expected to have been aware of; or
- you have received medical advice, treatment, diagnosis or care from a Qualified Medical Practitioner; or
- you have experienced symptoms, whether or not diagnosed, or where medical investigations had commenced in respect of those symptoms.

However, it is important to note that we will not pay a Life Cover and/or Accident & Sickness benefit under the policy for some health conditions at all. Health conditions for which no benefit is payable are Congenital Conditions (see below explanation), the recurrence of a previous malignant cancer or cancer confirmed to be a metastases of (spreading) of the original cancer, any health related conditions listed in 'When We Will Not Pay' in Sections 2 and 3 of this PDS and any other specific exclusions agreed with you in writing and listed as an exclusion on your Policy Schedule.

### What is a Congenital Condition?

A "congenital condition" means a condition which develops or is known during pregnancy or is diagnosed or known shortly after birth.

### Life Cover Pre-existing Condition example:

Sue is diagnosed with emphysema in 2012. Sue applies for a ProtectMyHomeLoan Mortgage Protection policy in 2015. After the policy commences, Sue passes away as a result of emphysema. As Sue was first diagnosed with emphysema within the 5 years prior to the date she applied for her policy, it is a Pre-Existing Condition so no claim would be paid.

### Life Cover - Increase in Cover - Pre-existing Condition example:

In 2012, Peter applies for and is issued a ProtectMyHomeLoan Mortgage Protection policy that includes Life Cover. At the time he applies Peter had a mortgage loan of \$300,000. In 2015, Peter is diagnosed with a heart condition. In 2016, Peter applies to increase the limit under his ProtectMyHomeLoan Mortgage Protection policy, as his mortgage loan has increased to \$500,000. Peter passes away in 2017 as a result of the heart condition. A claim for Life Cover is made.

As this claim relates to his heart condition, which occurred less than 5 years before he applied for the increase in his ProtectMyHomeLoan Mortgage Protection policy, the benefit payable would exclude the increase (\$200,000) he applied for in 2016 and the maximum life benefit would therefore be the original loan limit of \$300,000.

### Accident & Sickness Cover Pre-existing Condition example:

In 2013, John is diagnosed with a disc protrusion of the lumbar spine. In 2015, he applies for a ProtectMyHomeLoan Mortgage Protection policy that includes Accident & Sickness cover. In 2016 John is unable to work due to the disc protrusion of the lumbar spine and makes an Accident & Sickness claim. As this claim related to his lumbar spine condition, which occurred less than 5 years before the date he applied for his policy it is a Pre-existing Condition and the claim is not covered by his policy.

### YOUR PREMIUM

The premium that you will be charged depends on the following factors:

- the cover type you have chosen i.e. Life Cover and/or Accident & Sickness Cover and/or Involuntary Unemployment Cover;
- the amount of your loan or credit limit;
- your age;
- your gender; and
- your smoking status.

ProtectMyHomeLoan Mortgage Protection is available for more than one borrower. Where joint cover is chosen, the above rating factors apply to each borrower. You will be provided with a quote taking into account these factors prior to applying for ProtectMyHomeLoan Mortgage Protection.

An insurance company may not retain all of the premium that has been paid by a customer. In addition to any commission paid to a distributor, there are a number of statutory charges and taxes that may be included in an insurance premium. These include:

- Stamp Duty
- Goods & Services Tax

We may also pay an administration fee to any entity that assists in the administration of this policy. All premiums for ProtectMyHomeLoan Mortgage Protection are inclusive of any applicable charges, fees or taxes.

### COMMISSION

For any ProtectMyHomeLoan Mortgage Protection policy sold, St Andrew's will pay a maximum commission of up to 20% of the premium payable by you, excluding any applicable government charges such as GST and Stamp Duty. Any commission St Andrew's pays is included in the premium you pay, it is not an additional charge on your premium.

### PAYING YOUR PREMIUM

St Andrew's will accept payments of premium by monthly direct debit from bank accounts or credit cards. A minimum direct debit amount of \$15 per month is applicable. If paying your premium by direct debit, please refer to the Direct Debit Request – Service Agreement below.

### DIRECT DEBIT REQUEST - SERVICE AGREEMENT

1. St Andrew's Australia Services Pty Ltd ABN 75 097 464 616 (Debit User) will initiate direct premium debit payments in the manner referred to in the Schedule (contained in the Application for ProtectMyHomeLoan).
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 you 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 you wish to defer any payment or alter any of the details referred to in the Schedule, you must either contact the Debit User on 1300 363 159 or write to the Debit User at the address on page 4.
5. Any 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 the ProtectMyHomeLoan Product Disclosure Statement including Policy Wording. You may also contact the Debit User on 1300 363 159 or at the above address. Any queries you have regarding any disputed debit payments, may also be directed to your financial institution.
6. Direct payment debiting is not available on the full range of accounts at all financial institutions. If in doubt, you should check with your financial institution before completing the Direct Debit Request.
7. You should ensure that your account details given in the Schedule are correct by checking against a recent statement from your financial institution at which your account is held.
8. It is your responsibility to have sufficient cleared funds available by the premium due date, in your account to enable debit payments to be made in accordance with the Direct Debit Request.



9. By signing the Direct Debit Request, you warrant and represent that you are duly authorised to request and instruct the debiting of premium payments from your account described in the 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 your financial institution at which your account is held.
11. If a debit payment is returned unpaid, you may be charged a fee for each returned item by your financial institution.
12. Should you wish to cancel the Direct Debit Request or to stop individual payments you must give at least 7 days written notice to the Debit User at the address referred to above or by directing your request to your financial institution at which your account is held.
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 will keep the details of your account and debit payments confidential. The Debit User's Sponsor bank may require information relating to your records and account details to be provided in connection with any claim made on it relating to an alleged incorrect or wrongful debit.

## PREMIUM CHANGES

### Premium changes based on your age

As previously indicated, one of the factors used to determine your premium is your age. Each year on the anniversary of your policy, we will calculate a new premium based on your increased age.

### General premium changes

We may review our general premium rates for our policies from time to time. As a result, premiums may increase. Premium rates will only increase if we review all our rates for a type of policy within the same series (for example, all of our ProtectMyHomeLoan Mortgage Protection rates). We will not single you out for an increase in premiums (except as indicated above in relation to changes in your age). We will send written notice of any change in your premium to the address you last notified us of at least 30 days before the effective date of the change.

## INSURANCE TERM

The insurance term is outlined in your application and confirmed in your policy schedule.

Your policy will continue until one of the events occurs as described in the definition of "Insurance Term" on page 18.

Even if your loan has a zero or positive balance, you will continue to have cover. You must notify us in writing if you wish to cancel your policy.

## CHANGES TO YOUR CREDIT FACILITY

In the event that you increase or decrease the amount, or the credit limit of your loan, you will need to contact us if you want to increase or decrease your insurance cover. Your cover will not automatically increase or decrease when you amend your credit facility or you change your financier.

## TAX

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

However, there may be exceptions and it is possible that you may be able to claim a tax deduction on your premium and that tax may be payable on a benefit paid under this policy or both. We recommend that you consult your accountant or financial adviser for advice about the taxation implications of taking out ProtectMyHomeLoan Mortgage Protection.

## COOLING OFF PERIOD

If you are not completely satisfied with your policy, you can cancel this policy within the first 30 days (or otherwise as permitted by law) of the commencement date. Cancellations can be made by a written request to St Andrew's (refer to page 1 for our postal address) or via the phone on 1300 363 159. If you cancel within this period we will refund any premiums paid in full unless a claim has been made or can be made.

## CANCELLING YOUR POLICY

After the initial 30 day cooling off period, you may cancel this policy by giving us 30 days notice. Your policy will be cancelled with effect from the date we process your request for cancellation.

Please note that if you close your credit facility you must also give us 30 days notice asking us to cancel your policy. Your policy will not be automatically cancelled on closure of your loan.

## YOUR DUTY OF DISCLOSURE

### What you must tell us

Before you enter into a contract of insurance with us, you have a duty of disclosure under the *Insurance Contracts Act 1984*.

When answering our questions, you must tell us anything known to you, and which a reasonable person in the circumstances would include in answer to the questions. You must also be truthful. We will use the answers in deciding whether to insure you and on what terms.

Your duty of disclosure continues until we agree to insure you.

## If you do not tell us

With respect to cover that is not life insurance, if you fail to comply with your duty of disclosure, we may reduce our liability under the contract in respect of a claim, or cancel the policy, or both.

For the cover that is life insurance, in exercising our rights, we may consider whether your cover is constituted by separate contracts of life insurance and apply our rights separately to each type of cover. If you do not tell us anything you are required to, and we would not have insured you if you had told us, we may avoid the contract within 3 years of entering into it. If we choose not to avoid the contract, we may, at any time, reduce the amount you have been insured for by using a formula that takes into account the premium that would have been payable if you had told us everything you should have. If the contract provides cover on death, we may only exercise this right within 3 years of entering into the contract.

If we choose not to avoid the contract or reduce the amount you have been insured for, we may, at any time vary the contract which may reduce our liability under the contract in respect of a claim. This right does not apply if the contract provides cover on death.

In any case, if you fail to comply with your duty of disclosure and the failure was fraudulent, we may avoid the contract at any time and refuse to pay a claim.

## RISKS TO CONSIDER

There are some risks if you take out ProtectMyHomeLoan Mortgage Protection. The most significant risks include:

- A benefit may not be payable under this insurance because you have not chosen a cover type that relates to your reason for claiming; or
- A pre-existing condition or other exclusion applies; or
- You did not satisfy your duty of disclosure; or
- You have changed your loan or credit limit and have not contacted St Andrew's to request us to increase your cover accordingly, resulting in a benefit that may be insufficient to meet your obligations under your credit facility; or
- Interest rates increase to a level where the benefit payment made by St Andrew's is insufficient to meet your obligations under your credit facility; or
- Receiving claim payments may impact your entitlement for other benefits or income you may receive including but not limited to:
  - where joint insureds are claiming simultaneously for Accident and Sickness or Involuntary Unemployment only one claim is paid for any one period;
  - we will not pay a claim under the Accident and Sickness Cover if we are paying Daily Benefits under the Involuntary Unemployment Cover of this policy and vice versa;
  - other insurance policies you have may reduce any benefit amounts payable to you if a claim is paid under this policy;
  - for joint insureds, where a benefit is paid under the Life Cover because one of the insureds dies, the policy ceases at that time (per the information on page 12).

## YOUR PRIVACY

For the purposes of this privacy section, "we" includes St Andrew's Australia Services Pty Ltd ABN 75 097 464 616.

We collect your personal information so that we can establish and administer the financial product or service provided to you, identify you for inquiries, concerns and complaints you may have, deal with any requests or claims you may make, tell you about products and services offered by us or our affiliate companies and conduct customer satisfaction surveys to improve our products and services. For some applications or in relation to any claim made, we may collect sensitive information related to your health. Without your information we will not be able to process your application or claim.

If you provide us with personal information about someone else, you should ensure that you are authorised to do so and agree to inform that person of the contents of this notice.

We exchange your personal information with organisations in the normal operations of our business, for example, with St Andrew's related companies and agents, distributors (including the entity who referred you to us), your financier, coinsurers, reinsurers and with service providers (such as professional advisors, IT support and mailing houses). In the event of a claim under your policy, your information may be exchanged with other parties including ex-employers, government agencies, claims investigators, other insurance companies, lawyers, recovery agents, hospitals, doctors, medical specialists or other health professionals. We may also disclose your personal information overseas to countries in certain circumstances that are likely to include India, USA, Japan, Philippines and New Zealand.

When you apply for ProtectMyHomeLoan Mortgage Protection:

1. you consent to us collecting, using and disclosing information about you in the manner described above; and
2. (unless you opt out) you also consent to us using your personal information to tell you about products and services offered by us, other group companies or our preferred suppliers, which may be of interest to you and for the purpose of customer satisfaction surveys.

Our Privacy Policy, a copy of which can be found at [www.standrews.com.au](http://www.standrews.com.au), sets out how you can access and correct information we hold about you, how you can complain about a breach by us of your privacy rights and how your complaint will be handled. It also contains a more comprehensive list of countries to which your information may be disclosed and will be updated regularly.

You may contact our Privacy Officer in relation to your personal information (or to opt out of marketing) on 1300 363 159 or [standrews@standrews.com.au](mailto:standrews@standrews.com.au).

### MAKING A CLAIM

We realise that when you are claiming, you may be in a stressful situation that you did not expect to find yourself in. We have designed a claims process to keep things as easy as possible for you. Just call 1300 653 751 for a claim form and we will guide you through the claims process. All claim payments will be made by St Andrew's to your financier to be applied directly to your credit facility.

Claims should be made as soon as possible, and in any case within 120 days of the event giving rise to the claim.

Full claims procedures & obligations can be found on page 17.

### FINANCIAL CLAIMS SCHEME

The covers issued by St Andrew's Insurance are "protected policies" for the purposes of the Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA). If you are entitled to claim under those covers, you may be entitled to payment under the FCS. Access to the FCS is subject to eligibility criteria. Information about the FCS can be obtained from the FCS website at [www.fcs.gov.au](http://www.fcs.gov.au).

### LIFE INSURANCE CODE OF PRACTICE

St Andrew's has willingly adopted the Life Insurance Code of Practice. The code has been designed to promote high standards of service to consumers, provide a benchmark of consistency within the industry and establish a framework for professional behaviour and responsibilities. It is designed to protect you, the consumer. Please refer to our website [www.standrews.com.au](http://www.standrews.com.au) or the Financial Services Council website [www.fsc.org.au](http://www.fsc.org.au) if you would like more information about the code.

### COMPLAINTS AND DISPUTES

If you should have any concerns regarding your ProtectMyHomeLoan policy, the decision St Andrew's has made on your claim or the service you received when you bought ProtectMyHomeLoan, please contact St Andrew's at:

#### Head Office:

St Andrew's Australia  
PO Box 7395  
Cloisters Square WA 6850  
Telephone: 1300 363 159  
Facsimile: 1300 720 722

In the unlikely event that your complaint is not resolved to your satisfaction, you may refer the matter for a further review to the Internal Dispute Resolution Committee at St Andrew's.

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

Post:

#### Australian Financial Complaints Authority

GPO Box 3  
Melbourne VIC 3001  
Telephone: 1800 931 678 (free call)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

## PART B: Policy Wording

---

### SECTION 1: GENERAL POLICY CONDITIONS

#### ELIGIBILITY

We will only insure you under this policy if you:

1. are aged 18 years and over and under 61 years of age when you apply for cover; and
2. are an **Australian Resident**.

Please note:

Accident & Sickness Cover is available only if you are **Self Employed** or employed by an organisation carrying on business within Australia and working for at least 20 hours per week.

Involuntary Unemployment Cover is available only if:

- you are working at least 20 hours per week; and
- you are employed by an organisation carrying on business within Australia; and
- you are not **Self Employed** or in employment of a temporary, casual or seasonal nature; and
- you have taken out Life Cover and/or Accident & Sickness Cover.

If you apply for Life Cover and/or Accident & Sickness Cover of \$750,000 or more or if the total amount of your cover with St Andrew's and its related companies is \$750,000 or more, you must complete a questionnaire. For more information see page 5.

We have complete discretion whether to accept or reject an **Application** for cover or to apply any special conditions to a policy. Any special conditions will be noted in your **Policy Schedule**.

#### JOINT INSURED

You and your co-borrower(s) may wish to be jointly insured under this policy. In that case, each of you must fulfil the eligibility criteria. Both insureds may select a different cover type i.e. Life and/or Accident & Sickness, or Life and Involuntary Unemployment, or Accident & Sickness and Involuntary Unemployment. If we agree to insure each of you, then you are both responsible for payment of the applicable premium.

Please note that the benefit limits set out in this policy will apply to both of you as if the two of you were a single party, even when each of you is entitled to claim.

For example, the Accident & Sickness benefit or Involuntary Unemployment benefit we will pay is one **Benefit Payment** for each 30 day period to the **Financier**, whether one or more of you are entitled to claim. Therefore, if more than one of you is simultaneously claiming for Accident & Sickness or Involuntary Unemployment, we will pay only one **Benefit Payment** to the **Financier** up to a maximum of the limits applicable under the policy. Similarly, only one Life Cover benefit will be paid under the policy. If a benefit is paid under the Life Cover provided under the policy because one of you dies, the policy will cease at that time.

#### PAYMENT OF BENEFITS

All claim payments will be made by St Andrew's to your financier to be applied directly to your credit facility.

#### CONSEQUENTIAL LOSS

We will not be liable to pay compensation for any consequential financial loss or non-financial loss (including compensation for distress or inconvenience) in relation to a claim with St Andrew's.

#### FINANCIAL HARDSHIP

In the event that you are facing financial hardship and have difficulties meeting your premium payment obligations please contact us on 1300 363 159 to discuss what options are available to you.

#### CANCELLING THIS POLICY

##### When you may cancel this policy

You may cancel this policy within the first 30 days of the Commencement Date and after that at any time by sending us 30 days notice of cancellation and cancellation will take effect from the date we process your request for cancellation.

##### When we may cancel this policy

We may cancel this policy:

- a. if you fail to pay any premium when it is due under this policy and it remains unpaid for more than one month; or
- b. when we are entitled to do so under the Insurance Contracts Act 1984 (Cth) or the Life Insurance Act 1995 (Cth).

If we cancel due to non-payment of premiums or if you cancel outside of the 'cooling-off' period no refund of premiums will be paid.

## REINSTATING YOUR POLICY

If your policy is cancelled due to non-payment of premium or on the expiry of the policy, you have 30 days from the date of cancellation or expiry to notify us in writing that you would like to reinstate your policy. We have absolute discretion whether to accept or decline your request for reinstatement. In order to reinstate your policy you must back-pay any premiums you may have missed. After this 30 day period, no requests for reinstatement will be accepted. If we reinstate your policy it will continue on the original policy conditions unless otherwise stated in your **Policy Schedule**.

## CHANGING YOUR COVER

Subject to the eligibility criteria and acceptance, you may request to add or remove any cover types by applying for the change in writing. If you increase, decrease or change your **Credit Facility** and want to change the level of cover under your policy, you must apply for the change by advising St Andrew's of this in writing.

Important note: If you increase, decrease or change your **Credit Facility** and do not change the level of cover accordingly, we will continue to cover you under the original terms of your policy. This may mean that in the event of a claim, any claim benefit paid may not be sufficient to meet your obligations under your amended or new **Credit Facility**, or any claim benefit paid may be in excess of your obligations. Please refer to page 4 for contact details.

## MAXIMUM SUMS INSURED

The maximum aggregate amount we will pay under this policy for all claims made under this and under all policies underwritten by St Andrew's and its related companies in respect of you is limited to \$1,500,000. This limit applies whether single or joint insureds are insured under this policy.

The maximum aggregate amount we will pay under "Section 2: Life Cover" is \$1,500,000 including any benefit paid under any Life Insurance section in any other ProtectMyHomeLoan Mortgage Protection policy or all policies underwritten by St Andrew's and its related companies in respect of you.

The maximum aggregate amount we will pay under "Section 3: Accident & Sickness Cover", and any benefit paid under any Accident & Sickness Cover section in all policies underwritten by St Andrew's and its related companies in respect of you, is \$12,000 for each 30 day period, up to a maximum of \$100,000 in total.

The maximum aggregate amount we will pay under "Section 4: Involuntary Unemployment Cover", and any benefit paid under any Involuntary Unemployment Cover section in all policies underwritten by St Andrew's and its related companies in respect of you, is \$12,000 for each 30 day period, up to a maximum of \$100,000 in total.

## FURTHER IMPORTANT INFORMATION ABOUT YOUR POLICY

You should note the following about your ProtectMyHomeLoan Mortgage Protection policy:

- This policy has no surrender value
- Nothing in this policy may be waived or modified except in writing signed by an Authorised Officer on our behalf
- Some of your insurance premium is paid to the distributor of the policy as commission
- Some of your premium may be paid to another party who has provided administration services relating to your policy
- You may not transfer your rights under this policy
- You must comply with all parts of this policy and take all reasonable steps to:
  - a. Minimise our risk; and
  - b. Minimise the size of any claims you make
- The entire contract of insurance between you and us is comprised of this document (the Product Disclosure Statement including the Policy Wording), the **Policy Schedule** we send to you, any **Application**, questionnaire (where applicable) or any other document prepared by you or on your behalf and given to us for the purpose of deciding whether to insure you
- Any notices we send to you regarding this policy will be sent to the address you last notified to us. If you change your address you must notify St Andrew's at the address on page 4
- This contract is subject to the law of the State of Western Australia (as amended or affected by statutes of the Commonwealth of Australia)
- Accident & Sickness Cover (only where the duration of the **Credit Facility** is greater than 3 years) and Life Cover is written out of St Andrew's Life Insurance Statutory Fund No. 1
- As part of the premium, we will collect an amount on account of goods and services tax payable under the A New Tax System (Goods & Services) Tax Act 1999 (as amended from time to time).

## SECTION 2: LIFE COVER

You have this cover if you have chosen Life Cover and we have accepted your **Application**.

### WHEN WE WILL PAY

If you die during the **Insurance Term**, we will pay the **Credit Limit**, as detailed on your **Policy Schedule**.

The **Credit Limit** is subject to a maximum insured amount of \$1,500,000.

This cover is subject to a maximum insured amount of \$1,500,000 as a total amount when added to any other benefit payable under the life insurance cover provided under any other policy underwritten by St Andrew's and its related companies in respect of you.

### Interim Life Cover

If you have chosen Life Cover and you die on or after the date of approval of your **Credit Facility** by your **Financier**, for which you have completed an **Application** and the **Application** would have been accepted by us, and the **Date of Activation** of your **Credit Facility**, we will pay the **Credit Limit**, even if the initial drawdown of your **Credit Facility** is not for the full amount. This is subject to the exclusions listed in the section titled "When We Will Not Pay", and is subject to a maximum of \$1,500,000 when added to any other benefit payable under the life insurance cover provided under any other policy underwritten by St Andrew's and its related companies in respect of you. This additional benefit is temporary and ends on the earlier of the **Commencement Date**, and 180 days after the date of approval of your loan.

### WHEN WE WILL NOT PAY

We will not pay a Life Cover benefit under this policy if your reason for claiming is as a result, directly or indirectly due to:

- a) A **Congenital Condition**; or
- b) The recurrence of a previous malignant cancer or cancer confirmed to be a metastases (spreading) of the original primary cancer;

which existed, or you were aware of, at any time prior to, the date you applied for your policy, the date you applied to reinstate your policy or the date you applied to increase your cover (but only in relation to that increase).

We will also not pay a Life Cover benefit under this policy, if:

- c) you have reached 65 years of age; or
- d) you have reached the total maximum benefit limits payable under the Life Cover provided under this and all policies underwritten by St Andrew's and its related companies in respect of you; or
- e) your reason for claiming is as a result, directly or indirectly of,
  - i. a **Pre-existing Condition**; or
  - ii. a specific exclusion agreed with you in writing and listed as an exclusion on your **Policy Schedule**; or
  - iii. suicide within the first 13 months of the **Commencement Date** of this policy; or
  - iv. a **Civil Disorder**; or
  - v. you engaging in any criminal activities or illegal acts; or
  - vi. an act of **Terrorism**.

## SECTION 3: ACCIDENT & SICKNESS COVER

You have this cover if you have chosen the Accident & Sickness Cover and we have accepted your **Application**. To be eligible to claim under Accident & Sickness Cover you must be in **Work** as at the date you became **Unfit for Work**.

### WHEN WE WILL PAY

If you become **Unfit for Work** during the **Insurance Term** for a continuous period of more than 30 days from the date you are certified **Unfit for Work**, subject to the exclusions listed in the section titled "When We Will Not Pay", we will pay the **Daily Benefit** for each consecutive day after the first 30 days that you are **Unfit for Work**:

- until the earliest of the following dates:
  - a) the date on which you cease to be **Unfit for Work**; or
  - b) the date you fail to provide proof that you are **Unfit for Work**, if we have asked you to do so by that date and you have, without a reasonable excuse, failed to do so; or
  - c) the date on which you return to **Work**; or
  - d) the date on which we have made 12 **Benefit Payments** per claim; or
  - e) the date on which we have made 12 **Benefit Payments** in respect of all claims under this section over a period of 36 months, calculated from the date of the first **Benefit Payment**; or
  - f) the date the **Insurance Term** ends; and
- up to a maximum of:
  - i. 0.75% of the **Credit Limit** nominated on your **Application** for ProtectMyHomeLoan Mortgage Protection and shown on your **Policy Schedule**, within each 30 day period you are **Unfit for Work**; and
  - ii. \$12,000 for each 30 day period when added to any other benefit payable under the Accident & Sickness Cover provided under all policies underwritten by St Andrew's and its related companies; and
  - iii. \$100,000 in respect of all claims under the Accident & Sickness Cover provided under all policies underwritten by St Andrew's and its related companies in respect of you.

### PLEASE NOTE THAT:

If we stop paying the **Daily Benefit** because any of the events described in a), b) or c) above has occurred, then we will not pay any further **Daily Benefit** under this section until you have returned to **Work** for a continuous period of at least 30 days (including weekends and public holidays). Where you are **Unfit for Work** over by two periods separated by less than 30 days, we will treat this as a continuation of the prior claim and maximum benefit levels will apply including the maximum number of **Benefit Payments** that apply to the policy.

### Accident & Sickness cover example:

Stephanie had a mortgage loan with ProtectMyHomeLoan Mortgage Protection which included Accident & Sickness cover. The Credit Limit on her mortgage loan is \$250,000. Stephanie works full time. 6 months after the loan commences, in January 2015, Stephanie suddenly injures her lumbar spine and the injury means she is unable to work or find other work that suits her experience, education or training. She had not previously had any issues/concerns with her lumbar spine. She undergoes treatment for her lumbar spine injury and is certified Unfit for Work by her doctor (who is a Qualified Medical Practitioner) who certifies her to be Unfit for Work for a period of 13 months.

The monthly Benefit Payment is \$1,875 ( $\$250,000 \times 0.75\%$ ). The Daily Benefit payable to Stephanie, after the first 30 days, from day 31, is \$62.50 ( $\$1,875/30$ ). We will pay this Daily Benefit into Stephanie's loan account for the remaining 12 months she is unable to work (being \$1,875 per month). Stephanie returns to work in February 2016. The total benefit paid for this claim is \$22,500.

### WHEN WE WILL NOT PAY

We will not pay an Accident & Sickness Benefit under this policy if your reason for claiming is as a result, directly or indirectly due to:

- a) A **Congenital Condition**; or
- b) The recurrence of a previous malignant cancer or cancer confirmed to be a metastases of (spreading) of the original primary cancer;

which existed, or you were aware of, at any time prior to, the date you applied for your policy, the date you applied to reinstate your policy or the date you applied to increase your cover (but only in relation to that increase).

We will also not pay an Accident & Sickness Benefit under this policy, if:

- c) you have reached 65 years of age; or
- d) you were not in **Work** as at the date you became **Unfit for Work**; or
- e) you become **Unfit for Work** within the first 30 days of the **Insurance Term**, except where you became **Unfit for Work** due to an **Accident**; or
- f) we are currently paying a **Daily Benefit** under the **Involuntary Unemployment Cover** of this policy; or
- g) we ask you to attend an examination by a **Qualified Medical Practitioner** of our choice and you fail to do so; or
- h) you fail to follow the prescribed treatment plan as advised by Your treating **Qualified Medical Practitioner**; or
- i) you have reached the total maximum benefit limits payable under the Accident & Sickness covers provided under this and all policies underwritten by St Andrew's and its related companies in respect of you; or

- j) you become **Unfit for Work** directly or indirectly as a result of:
  - i. a **Pre-existing Condition**; or
  - ii. a specific exclusion agreed with you in writing and listed as an exclusion on your **Policy Schedule**; or
  - iii. your consumption of drugs (unless it was under the direction of a **Qualified Medical Practitioner** and not in connection with the treatment for drug addiction or dependence) or of alcohol; or
  - iv. a **Civil Disorder**; or
  - v. engaging in any criminal activities or illegal acts; or
  - vi. an act of **Terrorism**; or
  - vii. intentionally self-inflicted bodily injury or attempted suicide; or
  - viii. backache and related conditions unless there is radiological or other sufficient evidence of medical abnormality; or
  - ix. childbirth, pregnancy, miscarriage, abortion or any complications arising from any of these; or
  - x. any psychotic or psycho-neurotic illness, mental or nervous disorder or stress or stress related condition, unless the condition has been diagnosed by a **Qualified Medical Practitioner** and you are under the continued supervision of and receiving treatment from a **Qualified Medical Practitioner**.

## SECTION 4: INVOLUNTARY UNEMPLOYMENT COVER

You have this cover if you have chosen Involuntary Unemployment Cover type and we have accepted your **Application**.

### WHEN WE WILL PAY

If you become **Unemployed** during the **Insurance Term** for a continuous period of more than 30 days, subject to the exclusions listed in the section titled "When We Will Not Pay", we will pay the **Daily Benefit** for each consecutive day after the first 30 days that you are **Unemployed**:

- until the earliest of the following dates:
  - a) the date on which you cease to be **Unemployed** or fail to provide proof that you are **Unemployed**; or
  - b) the date on which you return to **Work**; or
  - c) the date on which we have made 6 **Benefit Payments** per claim; or
  - d) the date on which we have made 6 **Benefit Payments** in respect of all claims under this section over a period of 36 months, calculated from the date of the first **Benefit Payment**; or
  - e) the date the **Insurance Term** ends; and
- up to a maximum of:
  - i. 0.75% of the **Credit Limit** nominated on your **Application** for ProtectMyHomeLoan Mortgage Protection and shown on your **Policy Schedule**, within each 30 day period you are **Unemployed**; and
  - ii. \$12,000 for each 30 day period when added to any other benefit payable under the Involuntary Unemployment Cover provided under any policy underwritten by St Andrew's and its related companies in respect of you; and
  - iii. \$100,000 in respect of all claims under the Involuntary Unemployment Cover provided under any policy underwritten by St Andrew's and its related companies in respect of you.

### PLEASE NOTE THAT:

If we stop paying the **Daily Benefit** because any of the events described in a) or b) above has occurred, then we will not open a new claim under this section until you have returned to **Work** for a continuous period of at least 90 days (including weekends and public holidays). If you become **Unemployed** less than 90 days after we have finished paying you a benefit under this section we will treat any new claim as a continuation of the prior claim and maximum benefit levels will apply including the maximum number of **Benefit Payments** that apply to one claim.

### WHEN WE WILL NOT PAY

We will not pay an Involuntary Unemployment Benefit under this policy, if:

- a) you have reached 65 years of age; or
- b) you receive notice that you will become **Unemployed** or you become **Unemployed**:
  - i. before the **Insurance Term** commences; or
  - ii. within the first 30 days of the **Insurance Term** commencing if your **Application** is made prior to or within 60 days of the **Date of Activation** of your **Credit Facility**.
  - iii. within the first 120 days of the **Insurance Term** commencing if your **Application** is made after 60 days from the **Date of Activation** of your **Credit Facility**.
- c) you are unable to demonstrate that you have made all reasonable efforts to seek Work since becoming Unemployed; or
- d) immediately before you became **Unemployed**:
  - i. you were engaged in an occupation in relation to which becoming **Unemployed** is a regular or recurring feature, for example seasonal employment; or
  - ii. you were employed by a company or by any other employer controlled by you or your spouse, de facto spouse, parent, sibling, child, other relative or business associate (whether singly or jointly);
  - iii. you were employed on a temporary or casual basis or employed by an employer for a specific task or job and the completion of this task or job has resulted in your **Unemployment**; or
- e) you are **Unemployed** directly or indirectly as a result of:
  - i. dismissal following formal disciplinary procedures brought against you by your employer; or



- ii. instant dismissal due to your serious misconduct including, but not limited to, theft, assault, intoxication, or fraud; or
- iii. your voluntary decision to leave your employment; or
- iv. your refusal of any offer of reasonable alternative employment by your employer, which by reason of your qualifications and previous experience and the location of such employment, it would have been reasonable for you to accept; or
- v. a strike or labour dispute; or
- vi. engaging in any criminal activities or illegal acts; or
- vii. your consumption of drugs (unless it was under the direction of a **Qualified Medical Practitioner** and not in connection with the treatment for drug addiction or dependence) or of alcohol; or
- viii. **Civil Disorder**; or
- ix. **Terrorism**.

The exclusions in (i) and (ii) above will not apply in the event that the dismissal is found to be unfair or unreasonable by the Fair Work Ombudsman or an appropriate court or tribunal.

- f) your **Unemployment** occurs after you have reached the earlier of normal or statutory retirement age for the occupation in which you were engaged; or
- g) you become **Unemployed** because you have completed the term of a fixed term contract of employment. This exclusion does not apply if:
  - i. at the same time you completed the term of that fixed term contract of employment, you had been continuously employed by that employer for more than 2 years, and the term of the fixed term contract was for a minimum of 12 months and has been renewed at least once; and
  - ii. there had been no period during which you were **Unemployed** before that fixed term contract of employment or a similar contract of employment was renewed.
- h) we are currently paying a **Daily Benefit** under the Accident & Sickness Cover of this policy; or
- i) you become **Unemployed** less than 90 days after we have finished paying you a benefit under this section. If this occurs we will treat this as a continuation of the prior claim and maximum benefit levels will apply including the maximum number of **Benefit Payments** that apply to one claim.
- j) you have reached the total maximum benefit limits payable under the Involuntary Unemployment cover provided under this and all policies underwritten by St Andrew's and its related companies in respect of you.

## SECTION 5: CLAIMS PROCEDURES AND OBLIGATIONS

1. If you wish to claim under this policy, you must give us written notice of your claim as soon as possible and in any case within 120 days of the event giving rise to the claim. Your notice should be addressed to:

### Head Office:

St Andrew's Australia  
 PO Box 7395, Cloisters Square WA 6850  
 Telephone: 1300 653 751  
 Facsimile: 1300 720 722  
 Email: [claims@standrews.com.au](mailto:claims@standrews.com.au)

2. In addition:
  - a) you will be required to fill out a claim form for all claims. For Accident & Sickness and Involuntary Unemployment claims you will be required to provide proof of employment as at the date you became **Unfit for Work** or the date you became **Unemployed**. You must at your own expense provide to us any information and proof as we may reasonably require.  
  
For instance, if you become **Unemployed**, you must provide a statement from your former employer indicating how you became **Unemployed** together with being able to demonstrate you have made all reasonable efforts to seek **Work** since becoming **Unemployed**.
  - b) if we agree to pay your claim, you will be required to obtain at your expense, any information and proof as we require from your **Financier** detailing appropriate information about your **Credit Facility** to allow us to process your claim payment to your **Financier**.
  - c) so long as you are **Unfit for Work** or **Unemployed** and we are paying the **Daily Benefit**, you must, at your own expense, provide to us such proof that you are **Unfit for Work** or **Unemployed** as we may reasonably require.
  - d) if we ask you to attend a medical examination by a **Qualified Medical Practitioner** of our choice, you must do so. We will pay for such an examination.
  - e) if you die, your personal representative (or the person making the claim under this policy) must provide us with an original death certificate or a certified copy of the death certificate and such records or evidence of your medical history as we may reasonably require.
  - f) any unpaid premium due to us will be deducted from any **Benefit Payment** made.

### Fraudulent claims

If any claim under this policy is fraudulent or is intended to mislead us or if fraudulent or misleading actions are used by you or anyone acting on your behalf to obtain a benefit under this policy, your right to any benefit under this policy shall end and we shall be entitled to recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim.

## SECTION 6: MEANING OF THE WORDS USED IN THIS POLICY

In this Part B, some words are printed in bold text and begin with a capital letter, for example, **Insurance Term**. These words have the special meanings described below. The same terms used in Part A also have these meanings however, in Part A they are not identified by capital letters and bold text:

WORD	DEFINITION
<b>Accident</b>	means an accidental, external, visible and violent occurrence during the <b>Insurance Term</b> which causes injury.
<b>Application</b>	means the documents completed by you, or on your behalf when applying for ProtectMyHomeLoan Mortgage Protection.
<b>Australian Resident</b>	means a person who has been living lawfully and permanently in Australia for at least 200 days in the last 12 months and there is no legal reason preventing you from remaining in Australia indefinitely. Individuals on temporary visas are not considered to be <b>Australian Residents</b> under this policy.
<b>Benefit Payment</b>	means 30 <b>Daily Benefits</b> .
<b>Business Day</b>	means a day on which trading banks are open for general banking business in Perth, Western Australia.
<b>Civil Disorder</b>	means a war (whether declared or not), civil war, military activity other than normal peacetime activity, rebellion, revolution, riot or other civil commotion.
<b>Commencement Date</b>	means the date that your <b>Application</b> is accepted by us, as shown on your <b>Policy Schedule</b> .
<b>Congenital Condition</b>	means a condition which develops or is known during pregnancy or is diagnosed or known shortly after birth.
<b>Credit Facility</b>	means a consumer credit agreement with the <b>Financier</b> .
<b>Credit Limit</b>	means the initial amount of credit agreed between you and the <b>Financier</b> to be available to you under your <b>Credit Facility</b> as disclosed in your <b>Application</b> and confirmed in your current <b>Policy Schedule</b> .
<b>Daily Benefit</b>	means 1/30th of 0.75% of your <b>Credit Limit</b> .
<b>Date of Activation</b>	means the first date you have access to draw any funds from your <b>Credit Facility</b> .
<b>Financier</b>	means the company named as such in your <b>Application</b> or advised to us in writing at some later time.
<b>Insurance Term</b>	<p>is the period starting on your policy <b>Commencement Date</b> and ending on the earliest of the following dates:</p> <ul style="list-style-type: none"> <li>a) the date on which you advise us you have closed your <b>Credit Facility</b>;</li> <li>b) the date you die;</li> <li>c) the date you reach 65 years of age;</li> <li>d) the expiry date (where applicable) of the policy as shown on your <b>Policy Schedule</b>, if you do not elect to renew your policy;</li> <li>e) the date on which you cease to reside permanently in Australia;</li> <li>f) the date your policy is cancelled for any of the reasons listed on page 12, of this policy;</li> <li>g) the date your policy is cancelled following receipt by us of 30 days notice from you;</li> <li>h) the date we have paid our maximum benefits payable under the policy in respect of Life Cover.</li> </ul> <p>Please note that in the case of joint insureds, conditions c) and e) above will be applied separately to each insured.</p> <p>Where the maximum benefits have been paid under the Involuntary Unemployment Cover or Accident &amp; Sickness Cover, the policy will continue, with any remaining covers continuing to be provided. You must contact us to arrange for a change in your level of cover.</p>
<b>Policy Schedule</b>	means the most recent document we sent to you titled <b>Policy Schedule</b> , describing the terms and conditions specific to your ProtectMyHomeLoan Mortgage Protection Policy. This also includes any amendments we send to you in writing.

WORD	DEFINITION
<b>Pre-existing Condition</b>	means an illness, sickness, disability or condition relating to your health, which in the 5 years prior to the date you applied for your policy, the date you applied to reinstate your policy or the date you applied to increase your cover (but only in relation to that increase), a) existed or you were aware of, or which a reasonable person in your circumstances could be expected to have been aware of; or b) you have received medical advice, treatment, diagnosis or care from a <b>Qualified Medical Practitioner</b> ; or c) you have experienced symptoms, whether or not diagnosed, or where medical investigations had commenced in respect of those symptoms.
<b>Qualified Medical Practitioner</b>	means a person who is legally entitled to practise medicine by virtue of registration with the appropriate authority in the Australian State or Territory in which you reside and who is acceptable to us. This person may not be you or your spouse, de facto spouse, parent, sibling, child or other relative.
<b>Qualifying Period</b>	means the period of time from the <b>Commencement Date</b> where an Involuntary Unemployment event will not be covered.
<b>Self Employed</b>	includes a person who is a subcontractor or is actively working for remuneration or reward but not as an employee of another.
<b>Terrorism</b>	means an act or threat, including but not limited to the use of force or violence, intended to advance a political, ideological or religious cause by coercing or intimidating an Australian or foreign government or the public, by causing serious harm to people or property, creating a serious risk of health and safety to the public, disrupting trade, critical infrastructure or electronic systems.
<b>Unfit for Work</b>	means suffering from a condition solely as a result of accidental bodily injury, illness or disease that occurs or starts during a period when you were in <b>Work</b> ; and that completely prevents you from doing your <b>Work</b> or from doing other <b>Work</b> that your experience, education or training enables you to do; and for which you are receiving treatment from a <b>Qualified Medical Practitioner</b> who certifies you to be <b>Unfit for Work</b> .
<b>Unemployment/Unemployed</b>	means the termination of your employment by your employer (subject to When We Will Not Pay under Section 4 listed on page 15 and 16); and applying for and making all reasonable efforts to seek <b>Work</b> .
<b>Work</b>	means <b>Self Employed</b> or employed by an organisation carrying on business within Australia under a contract of employment and working through personal exertion for at least 20 hours per week for remuneration or reward. <b>Work</b> does not include periods you are on extended unpaid leave or on a workers compensation claim.

In this policy, the following words do not necessarily appear in bold text or begin with a capital letter but they have the special meanings described below:

<b>you/your</b>	means the borrower under the <b>Credit Facility</b> , or in the case of joint cover, the borrowers (or if the context requires, one of them) under the <b>Credit Facility</b> .
<b>we/us/our</b>	in relation to Accident & Sickness Cover (only where the duration of the <b>Credit Facility</b> is 3 years or less) and Involuntary Unemployment Cover means St Andrew's Insurance (Australia) Pty Ltd. Otherwise, "we/us/our" means St Andrew's Life Insurance Pty Ltd.



**ProtectMyHomeLoan Mortgage Protection**  
Product Disclosure Statement including Policy Wording

The preparation of this document was completed on 1 November 2018.

PMHLPDSNOV18