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INSURE

Funeral Insurance

Product Disclosure Statement Issue 2: 2 January 2018

Let's Insure Funeral Insurance

Let's Insure Funeral Insurance is distributed and promoted by Let's Insure which is a trading name of Select AFSL Pty Limited ABN 34 151 931 618, Australian Financial Services Licence 408647 (Select AFSL) of PO Box 1192, Chatswood NSW 2057.

Let's Insure Funeral Insurance is issued by St Andrew's Life Insurance Pty Ltd ABN 98 105 176 243, AFSL 281731 (St Andrew's) of PO Box 7395, Cloisters Square WA 6850 and telephone 1300 363 159.

Let's Insure and St Andrew's

Let's Insure is an Australian-based life insurance specialist, dedicated to distributing high quality life insurance products which are affordably priced and easily available to singles, couples and families all around Australia.

St Andrew's is the insurer of Let's Insure Funeral Insurance. Helping to protect Australians since 1998, St Andrew's is a leading provider of consumer credit insurance and life insurance products. Each Let's Insure Funeral Insurance Policy is written out of St Andrew's statutory fund No.1.

Let's Insure Funeral Insurance is distributed by Let's Insure. Please note, Let's Insure does not guarantee the performance of, nor has any liability for the assessment or payment of claims under, a Let's Insure Funeral Insurance Policy. This is the responsibility of St Andrew's as the insurer.

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 or the FSC website www.fsc.org.au if you would like more information about the code.

Explaining this Product Disclosure Statement (PDS)

This PDS has been designed to help you decide if Let's Insure Funeral Insurance is right for you. It contains important information, including a description of the cover, terms and conditions of the Policy, information about how to make a claim and premium information.

In this PDS, 'we', 'us' and 'our' refer to St Andrew's, the insurer of Let's Insure Funeral Insurance and issuer of this PDS and 'you' and 'your' refers to the **Policy Owner** of a Let's Insure Funeral Insurance Policy. In addition, some words are printed in bold text and begin with a capital letter; these words have defined meanings and these are explained in the definitions on page 27.

Let's Insure has given its consent to being named in this PDS, and to the statements attributed to it, in the form and context in which they appear and has not withdrawn this consent before the date of this PDS.

If your application for Let's Insure Funeral Insurance is accepted, you will be issued a **Policy Schedule** which provides details of the cover provided. Your **Policy Schedule**, your application, the PDS current at the time of your application,

as well as any future applications accepted by us, form your insurance contract with us. These documents should be retained for future reference.

Important information about this PDS

Let's Insure Funeral Insurance is not a saving plan. The primary purpose is to provide a benefit as defined by the PDS, **Policy Schedule** and the **Policy** to the **Policy Owner** due to a claimable occurrence.

The information in this document has been prepared without taking into account your objectives, financial situation or needs. You should read this PDS carefully and, before acting on the information in this document, consider the appropriateness of the information having regard to your objectives, financial situation and needs.

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Great reasons to choose Let's Insure Funeral Insurance

- Up to \$15,000 cash payout to help your family pay for funeral and other final expenses.
- Fast claims payment, usually within 24 hours of receiving completed paperwork, so the money is there when it's needed.
- 100% cash payout of the Funeral Insurance Benefit Amount and, if applicable, Household Expenses Benefit Amount, on a Life Insureds 85th birthday.

plus...

- Fixed premiums for greater certainty.
- Family cover available to protect your Partner, dependent children and/or other Relatives, for added peace of mind.
- Optional Household Expenses Cover to help pay monthly expenses such as groceries and bills.
- Optional Accidental Death Cover up to \$45,000.
- Optional Accidental Serious Injury Cover up to \$30,000.
- Worldwide cover, 24 hours a day, 7 days a week - you're always protected.



what is funeral insurance?

Funeral Insurance provides a lump sum payment in the event of death. It is designed to help your family arrange a funeral and meet final expenses such as unpaid bills and outstanding loans.

WHO CAN APPLY FOR FUNERAL INSURANCE?

You can apply for cover on a single **Life Insured** or for a **Family Policy** which can also cover the lives of any **Insured Child** or **Relative/s** you apply to include on the **Policy**. The level of cover for each **Life Insured** and **Insured Child** will be shown in your **Policy Schedule**.

To apply for cover each **Life Insured** must be an **Australian Resident** aged between 18 and 75. Each **Insured Child** must be an **Australian Resident** aged 17 and under.

WHAT FUNERAL INSURANCE BENEFIT AMOUNT CAN YOU APPLY FOR?

The minimum Funeral Insurance **Benefit Amount** you can apply for is \$5,000. The maximum Funeral Insurance **Benefit Amount** you can apply for at the **Acceptance Date** is \$15,000.

MAXIMUM FUNERAL INSURANCE BENEFIT AMOUNT

The total Funeral Insurance **Benefit Amount** payable for a **Life Insured** or **Insured Child** under the **Policy** cannot exceed the maximum Funeral Insurance **Benefit Amount** at the **Policy Acceptance Date**.

If the **Life Insured** or **Insured Child** is covered under more than one Let's Insure

Funeral Insurance policy, we will apply this limit to the total of all Funeral Insurance **Benefit Amounts** under all Let's Insure policies, for that **Life Insured** or **Insured Child**. Any reduction to the total Funeral Insurance **Benefit Amount** will be applied to the **Policy** or policies most recently commenced, and any overpayment of premiums resulting from any reduction in the Funeral Insurance **Benefit Amount** will be refunded.

CASH PAYOUT AT AGE 85

You will automatically receive a 100% Cash Payout of your Funeral Insurance **Benefit Amount** in respect of a **Life Insured**, minus any unpaid premiums, if your **Policy** is in force at the time the **Life Insured** turns 85. Funeral Insurance for the **Life Insured** will end the date the **Life Insured** attains age 85 and you receive your cash payout.

WHEN DOES MY FUNERAL INSURANCE START?

If your application for Funeral Insurance is accepted by us, cover starts for a **Life Insured** or **Insured Child** on the **Acceptance Date** and your first premium is payable on the **First Premium Payment Date** - both of these dates are set out in the **Policy Schedule**.

WHEN WILL WE PAY THE FUNERAL INSURANCE BENEFIT AMOUNT?

Subject to the terms of the **Policy**, we will pay the Funeral Insurance **Benefit Amount** in respect of a **Life Insured** or **Insured Child** as a lump sum on the earliest of:

- the death of that **Life Insured** or **Insured Child**; or
- the date that **Life Insured** attains age 85.

WHAT IS NOT COVERED UNDER FUNERAL INSURANCE?

We will not pay a Funeral Insurance benefit if the death of the **Life Insured** or **Insured Child** is not as a result of an **Accident** and occurs within the first 12 months of your **Policy** from the:

- **Acceptance Date**; or
- date cover starts for a **Life Insured** or **Insured Child** added to your **Policy** (in relation to that **Life Insured** or **Insured Child**); or
- reinstatement date after cover or the **Policy** is cancelled; or
- date that the **Life Insured** or **Insured Child** increases their **Benefit Amount** (but only in respect of the increase).

We will refund the premiums for any **Benefit Amount** not paid, in respect to the above, for that **Life Insured** or **Insured Child**.

If the death of the **Life Insured** or **Insured Child** occurs whilst on a Premium pause and is not as a result of an **Accident**, no benefit will be paid. Refer to page 20 for further information on the Premium pause feature.

WHEN DOES MY FUNERAL INSURANCE END?

Funeral Insurance for a **Life Insured** or **Insured Child** ends upon the first of the following events occurring:

- the date you cancel the **Policy**; or
- the date we cancel your **Policy** due to non-payment of premiums; or
- the date we cancel your **Policy** when we are entitled to do so under the Insurance Contracts Act 1984 (Cth) or the Life Insurance Act 1995 (Cth); or
- the date the **Life Insured** attains age 85 and you receive your cash payout; or
- the date of payment of a Funeral Insurance, Accidental Death Cover, Accidental Serious Injury Cover claim or the final Household Expenses Cover benefit; or
- for an **Insured Child**, the **Policy Anniversary** following that **Insured Child's** 18th birthday; or
- for an **Insured Child**, the date there is no longer a **Policy Owner** for this **Policy**.

Provided the Funeral Insurance for a **Life Insured** has not ended in accordance with the above and you pay all your premiums when due, we guarantee to renew your Funeral Insurance until the **Life Insured** turns 85.





what is household expenses cover?

Household Expenses Cover provides a monthly benefit in the event of death (in addition to the Funeral Insurance Benefit Amount) to help cover monthly household expenses such as groceries, bills and petrol.

This cover is optional and is only available with Funeral Insurance. If you apply for Household Expenses Cover and we accept your application; it will be shown on your **Policy Schedule**.

WHO CAN APPLY FOR HOUSEHOLD EXPENSES COVER?

You can apply for cover on a single **Life Insured** or any additional **Life Insured**, as included in a **Family Policy**. The level of cover for each **Life Insured** will be shown in your **Policy Schedule**. Household Expenses Cover is not available to an **Insured Child**.

To apply for cover each **Life Insured** must be an Australian Resident aged between 18 and 75.

WHAT HOUSEHOLD EXPENSES COVER BENEFIT AMOUNT CAN YOU APPLY FOR?

You can apply for a Household Expenses Cover **Benefit Amount** between \$1,500 (3 monthly payments of \$500) and \$6,000 (12 monthly payments of \$500). The Household Expenses Cover **Benefit Amount** may not exceed your Funeral Insurance **Benefit Amount** and your combined Funeral Insurance and Household Expenses Cover **Benefit Amount** at the **Acceptance Date** cannot exceed \$15,000.

This means if your Funeral Insurance **Benefit Amount** is more than \$13,500 you will not be able to take out Household Expenses Cover.

e.g. If your total Household Expenses Cover is \$1,500 (3 monthly payments of \$500) your Funeral Insurance may be no greater than \$13,500 as $\$1,500 + \$13,500 = \$15,000$.

If your total Household Expenses Cover is \$6,000 (12 monthly payments of \$500) your Funeral Insurance may be no greater than \$9,000 as $\$6,000 + \$9,000 = \$15,000$.

MAXIMUM HOUSEHOLD EXPENSES COVER BENEFIT AMOUNT

The Household Expenses Cover **Benefit Amount** payable for a **Life Insured** under the **Policy** cannot exceed the Funeral Insurance **Benefit Amount** or the maximum Household Expenses Cover **Benefit Amount** of \$6,000, or an amount which causes the combined Funeral Insurance and Household Expenses Cover **Benefit Amount** to exceed \$15,000, at the **Policy Acceptance Date**. If the **Life Insured** is covered for Household Expenses Cover under more than one Let's Insure Funeral Insurance policy, we will apply this limit to the total of all Household Expenses Cover **Benefit Amounts** under all Let's Insure policies, for that **Life Insured**. Any reduction to the Household Expenses Cover **Benefit**

Amount will be applied to the policy or policies most recently commenced and any overpayment of premiums resulting from any reduction in the Household Expenses Cover **Benefit Amount** will be refunded.

CASH PAYOUT AT AGE 85

You will automatically receive a 100% Cash Payout of your Household Expenses **Benefit Amount** in respect of a **Life Insured**, minus any unpaid premiums if your **Policy** is in force at the time the **Life Insured** turns 85. Household Expenses Cover for the **Life Insured** will end the date the **Life Insured** attains age 85 and you receive your cash payout.

WHEN DOES MY HOUSEHOLD EXPENSES COVER START?

If your application for Household Expenses Cover is accepted by us, cover starts for a **Life Insured** on the **Acceptance Date** and your first premium is payable on the **First Premium Payment Date** - both of these dates are set out in the **Policy Schedule**. If you apply to add this cover after your original **Acceptance Date**, and we accept your application, we will advise you of the Acceptance Date of your Household Expenses Cover.

WHEN WILL WE PAY THE HOUSEHOLD EXPENSES COVER BENEFIT AMOUNT?

If you select the optional Household Expenses Cover and a Funeral Insurance **Benefit Amount** is paid for a **Life Insured**, we will pay the monthly Household Expenses Cover **Benefit Amount**, as noted on your **Policy Schedule** in addition to the Funeral

Insurance **Benefit Amount**.

Subject to the terms of the **Policy**, we will pay the Household Expenses Cover **Benefit Amount** in respect of a **Life Insured** on the earliest of:

- the death of that **Life Insured** as a monthly benefit; or
- the date that **Life Insured** attains age 85 as a lump sum.

WHAT IS NOT COVERED UNDER HOUSEHOLD EXPENSES COVER?

We will not pay a Household Expenses benefit if the death of the **Life Insured** is not as a result of an **Accident** and occurs within the first 12 months of your **Policy** from the:

- **Acceptance Date**; or
- date cover starts for a **Life Insured** added to your **Policy** (in relation to that **Life Insured**); or
- reinstatement date after cover or the **Policy** is cancelled; or
- date that the **Life Insured** increases their **Benefit Amount** (but only in respect of the increase).

We will refund the premiums for any **Benefit Amount** not paid, in respect to the above, for that **Life Insured**.

If the death of the **Life Insured** occurs whilst on a Premium pause and is not as a result of an **Accident**, no benefit will be paid. Refer to page 20 for further information on the Premium pause feature.

WHEN DOES MY HOUSEHOLD EXPENSES COVER END?

Household Expenses Cover for a **Life Insured** ends upon the first of the following

events occurring:

- the date you cancel the **Policy**; or
- the date we cancel your **Policy** due to non-payment of premiums; or
- the date we cancel your **Policy** when we are entitled to do so under the Insurance Contracts Act 1984 (Cth) or the Life Insurance Act 1995 (Cth); or
- the date the **Life Insured** attains age 85 and you receive your cash payout; or
- the date of payment of a Funeral Insurance, Accidental Death Cover, Accidental Serious Injury Cover claim or the final Household Expenses Cover benefit.

Provided the Household Expenses Cover for a **Life Insured** has not ended in accordance with the above and you pay all your premiums when due, we guarantee to renew your Household Expenses Cover until the **Life Insured** turns 85.

what is accidental death cover?

Accidental Death Cover provides a lump sum payment in the event of an **Accidental Death** (in addition to the Funeral Insurance **Benefit Amount** and, if applicable, Household Expenses Cover **Benefit Amount**).

An **Accidental Death** is a death that occurs as a direct result of an **Accident**, and within 90 days of that **Accident**. An **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.

Please note death as a result of natural causes or suicide is not considered to be an **Accident**.

This cover is optional and is only available with Funeral Insurance. If you apply for Accidental Death Cover and we accept your application; it will be shown on your **Policy Schedule**.

WHO CAN APPLY FOR ACCIDENTAL DEATH COVER?

You can apply for cover on a single **Life Insured** or any additional **Life Insured** or **Insured Child**, as included in a **Family Policy**. The level of cover for each **Life Insured** and **Insured Child** will be shown in your **Policy Schedule**.

To apply for cover each **Life Insured** must be an **Australian Resident** aged between 18 and 75. Each **Insured Child** must be an **Australian Resident** aged 17 and under.

WHAT ACCIDENTAL DEATH COVER BENEFIT AMOUNT CAN YOU APPLY FOR?

You can apply for an Accidental Death Cover **Benefit Amount** equal to three times your Funeral Insurance **Benefit Amount** for a **Life Insured** or **Insured Child**.

e.g. If you have chosen a \$6,000 Funeral Insurance **Benefit Amount**, and apply and are accepted for Accidental Death Cover; your Accidental Death Cover **Benefit Amount** will be $3 \times \$6,000 = \$18,000$.

MAXIMUM ACCIDENTAL DEATH COVER BENEFIT AMOUNT

The Accidental Death Cover **Benefit Amount** for each **Life Insured** or **Insured Child** under the **Policy** is limited to \$45,000.

If the **Life Insured** or **Insured Child** is covered for Accidental Death Cover under more than one Let's Insure Funeral Insurance policy, we will apply this limit to the total of all Accidental Death Cover **Benefit Amounts** under all Let's Insure policies. Any reduction to the Accidental Death Cover **Benefit Amount** will be applied to the policy or policies most recently commenced and any overpayment of premiums resulting from any reduction in the Accidental Death Cover **Benefit Amount** will be refunded.

WHEN DOES MY ACCIDENTAL DEATH COVER START?

If your application for Accidental Death Cover is accepted by us, cover starts for a **Life Insured** or **Insured Child** on the **Acceptance Date** and your first premium is payable on the **First Premium Payment Date** - both these dates are set out in the **Policy Schedule**. If you apply to add this cover after your original **Acceptance Date**, and we accept your application, we will advise you of the date your Accidental Death Cover starts.

WHEN WILL WE PAY THE ACCIDENTAL DEATH COVER BENEFIT AMOUNT?

We will pay the Accidental Death Cover **Benefit Amount** as a lump sum if the **Life Insured** or **Insured Child** suffers an **Accidental Death** while covered under this **Policy** for this benefit.

Where you have also taken out the Accidental Serious Injury Cover option, and we pay an Accidental Serious Injury Cover **Benefit Amount** then we won't also pay an Accidental Death Cover **Benefit Amount**, and likewise if we have paid an Accidental Death Cover **Benefit Amount** then we won't also pay an Accidental Serious Injury Cover **Benefit Amount**.

WHEN DOES MY ACCIDENTAL DEATH COVER END?

Accidental Death Cover for a **Life Insured** or **Insured Child** ends upon the first of the following events occurring:

- the date you cancel the **Policy**; or
- the date we cancel your **Policy** due to non-payment of premiums; or

- the date we cancel your **Policy** when we are entitled to do so under the Insurance Contracts Act 1984 (Cth) or the Life Insurance Act 1995 (Cth); or
- the date the **Life Insured** attains age 85; or
- the date of payment of a Funeral Insurance, Accidental Death Cover, Accidental Serious Injury Cover claim or the final Household Expenses Cover benefit; or
- for an **Insured Child**, the **Policy Anniversary** following that **Insured Child's** 18th birthday; or
- for an **Insured Child**, the date there is no longer a **Policy Owner** for this **Policy**.

Provided the Accidental Death Cover for a **Life Insured** has not ended in accordance with the above and you pay all your premiums when due, we guarantee to renew your Accidental Death Cover until the **Life Insured** turns 85.

With Let's Insure Funeral Insurance in place, you can enjoy peace of mind knowing that when the time comes, your family will have money on hand to help cover the cost of your funeral and other final expenses



what is accidental serious injury cover?

Accidental Serious Injury Cover provides a lump sum payment in the event of an **Accidental Serious Injury**.

This cover is optional and is only available with Funeral Insurance. If you apply for Accidental Serious Injury Cover and we accept your application; it will be shown on your **Policy Schedule**.

The following are **Accidental Serious Injuries** which are covered under this benefit:

- **Blindness**
- **Coma**
- **Deafness**
- **Loss of or Paralysis of 2 or more Limbs**
- **Loss of Speech**
- **Major Burns**
- **Major Head Trauma**
- **Paralysis**

WHO CAN APPLY FOR ACCIDENTAL SERIOUS INJURY COVER?

You can apply for cover on a single **Life Insured** or any additional **Life Insured** or **Insured Child**, as included in a **Family Policy**. The level of cover for each **Life Insured** and **Insured Child** will be shown in your **Policy Schedule**.

To apply for cover each **Life Insured** must be an **Australian Resident** aged between 18 and 70. Each **Insured Child** must be an **Australian Resident** aged 17 and under.

WHAT ACCIDENTAL SERIOUS INJURY COVER BENEFIT AMOUNT CAN YOU APPLY FOR?

You can apply for an Accidental Serious Injury Cover **Benefit Amount** equal to two times your Funeral Insurance **Benefit Amount** for a **Life Insured** or **Insured Child**.

e.g. If you have chosen a \$6,000 Funeral Insurance **Benefit Amount**, and apply and are accepted for Accidental Serious Injury Cover; your Accidental Serious Injury Cover **Benefit Amount** will be $2 \times \$6,000 = \$12,000$.

MAXIMUM ACCIDENTAL SERIOUS INJURY COVER BENEFIT AMOUNT

The Accidental Serious Injury Cover **Benefit Amount** payable for a **Life Insured** or **Insured Child** under the **Policy** cannot exceed \$30,000. If the **Life Insured** or **Insured Child** is covered for Accidental Serious Injury Cover under more than one Let's Insure Funeral Insurance policy, we will apply this limit to the total of all Accidental Serious Injury Cover **Benefit Amounts** under all Let's Insure policies.

Any reduction to the Accidental Serious Injury Cover **Benefit Amount** will be applied to the policy or policies most recently commenced and any overpayment of

premiums resulting from any reduction in the Accidental Serious Injury Cover **Benefit Amount** will be refunded.

WHEN DOES MY ACCIDENTAL SERIOUS INJURY COVER START?

If your application for Accidental Serious Injury Cover is accepted by us, cover starts for a **Life Insured** or **Insured Child** on the **Acceptance Date** and your first premium is payable on the **First Premium Payment Date** - both these dates are set out in the **Policy Schedule**.

If you apply to add this cover after your original **Acceptance Date**, and we accept your application, we will advise you of the date your Accidental Serious Injury Cover starts.

WHEN WILL WE PAY THE ACCIDENTAL SERIOUS INJURY COVER BENEFIT AMOUNT?

We will pay the Accidental Serious Injury Cover **Benefit Amount** as a lump sum if the **Life Insured** or **Insured Child** suffers an **Accidental Serious Injury** while covered under this **Policy** for this benefit.

Where you have also taken out the Accidental Death Cover option, and we pay an Accidental Death Cover **Benefit Amount** then we won't also pay an Accidental Serious Injury Cover **Benefit Amount**, and likewise if we have paid an Accidental Serious Injury Cover **Benefit Amount** then we won't also pay an Accidental Death Cover **Benefit Amount**.

If we pay an Accidental Serious Injury Cover **Benefit Amount** then all cover will end for that **Life Insured** or **Insured Child** on the date of payment of the Accidental Serious Injury Cover claim.

WHAT IS NOT COVERED UNDER ACCIDENTAL SERIOUS INJURY COVER?

We will not pay an Accidental Serious Injury Cover **Benefit Amount** in respect of a **Life Insured** or **Insured Child** if the claim is directly or indirectly as a result of;

- natural causes, illness, an intentionally self-inflicted injury, suicide or attempted suicide; or
- war (whether declared or not), war-like activity or taking part in a riot or civil commotion; or
- engaging in criminal activity or illegal acts; or
- consumption of intoxicating liquor (including having a blood alcohol content over the prescribed legal limit whilst driving) or drugs (unless as directed by a **Medical Practitioner** but not in connection with treatment for substance abuse, drug addiction or dependence); or
- a **Dangerous Occupation or Pastime**; or
- being a pilot or crew member of any aircraft, or engaging in any aerial activity, except being a fare-paying passenger on a recognised airline which is not listed as an airline banned or restricted by the European Commission.

If the **Accidental Serious Injury** occurs whilst on a Premium pause no benefit will be paid. Refer to page 20 for further information on the Premium pause feature.

WHEN DOES MY ACCIDENTAL SERIOUS INJURY COVER END?

Accidental Serious Injury Cover for a **Life Insured** or **Insured Child** ends upon the first

of the following events occurring:

- the date you cancel the **Policy**; or
- the date we cancel your **Policy** due to non-payment of premiums; or
- the date we cancel your **Policy** when we are entitled to do so under the Insurance Contracts Act 1984 (Cth) or the Life Insurance Act 1995 (Cth); or
- the **Policy Anniversary** following the **Life Insured's** 75th birthday; or
- the date of payment of a Funeral Insurance, Accidental Death Cover, Accidental Serious Injury Cover claim or the final Household Expenses Cover benefit.

- for an **Insured Child**, the **Policy Anniversary** following that **Insured Child's** 18th birthday
- for an **Insured Child**, the date there is no longer a **Policy Owner** for this **Policy**.

Provided the Accidental Serious Injury Cover for a **Life Insured** has not ended in accordance with the above and you pay all your premiums when due, we guarantee to renew the Accidental Serious Injury Cover for a **Life Insured** until the **Policy Anniversary** following the attainment of age 75.





general information

PREMIUMS

Premiums are the cost of your insurance and are shown in your **Policy Schedule**.

The premiums you are required to pay are calculated at your **First Premium Payment Date** and based on:

- The benefits and **Benefit Amounts** chosen for each **Life Insured** and **Insured Child**;
- The age of each **Life Insured** - premiums are generally lower for younger lives;
- The gender of each **Life Insured** - premiums are generally lower for females; and
- The smoker status of each **Life Insured** - premiums are lower for non-smokers.

Premiums under this Funeral Insurance are fixed, so your premium rate will be determined by the age of each **Life Insured** at the date of your **Policy** application and will remain the same each year.

For your convenience and to make budgeting easier, you can select to pay your premiums weekly, fortnightly, monthly or yearly. You can also select which day in the month you would like your premiums to be deducted from your nominated credit card or bank or credit union account. You can change your nominated account or preferred billing frequency at any time by calling Let's Insure on 1300 355 355.

Premium rates are not guaranteed. We may change the amount we charge for your cover under this **Policy**, but only if we change the premium rate applying to all Let's Insure

Funeral Insurance **Life Insureds** (or all Let's Insure Funeral Insurance **Life Insureds** in the same group). If we make a change to your premium rate, we will send you a written notice at least 30 days prior to the effective date of the change, and that change will only be effective from the next anniversary date of your **Policy**.

Premiums are payable in advance in Australian dollars. You can obtain a quote for Let's Insure Funeral Insurance very quickly by calling 1300 355 355 or by visiting letsinsure.com.au

ADDITIONAL INSURANCE BENEFITS

From time to time we may give you the option to apply to add additional benefits to your **Policy** or to increase the amount of cover under your **Policy**. If your application for any additional benefits or increased cover is accepted by us, you will be sent a replacement **Policy Schedule** outlining the details of your new cover.

CHANGING YOUR COVER

We understand that your insurance needs or budget may change. You can decrease the **Benefit Amount** for a **Life Insured** or **Insured Child** at any time by calling Let's Insure on 1300 355 355 or by writing to PO Box 1192, Chatswood NSW 2057.

In the event that you want to increase a **Benefit Amount** (up to the maximum **Benefit Amount**) or add additional benefits for a

Life Insured or **Insured Child**, or add an additional **Relative** to your **Policy**, you can call Let's Insure on 1300 355 355 to apply. If your application for any additional benefits or increased cover is accepted by us, you will be sent a replacement **Policy Schedule** outlining the details of your new cover. Any increased or new cover in the Let's Insure Funeral Insurance **Benefit Amounts** are subject to the exclusions specified on page 6.

Any insurance already in place will not be affected by future applications for increases, even where we decline the increase or agree to cover subject to special terms.

COOLING-OFF PERIOD

You have 30 days from the **First Premium Payment Date** of your **Policy** (your "cooling-off" period) to ensure the cover meets your insurance needs and to decide whether you want to keep your **Policy**. You can cancel your **Policy** during this time if you have not made, and are not intending to make, a claim under the **Policy**, and receive a full refund of premiums paid. To cancel your **Policy** during the cooling-off period, please notify Let's Insure in writing within the 30-day cooling-off period requesting your **Policy** to be cancelled. Write to Let's Insure at PO Box 1192, Chatswood NSW 2057.

CANCELLING YOUR POLICY

You can cancel your **Policy** within the first 30 days by written notice and after that at any time by writing to Let's Insure and providing 30 days' notice. Write to Let's Insure at PO Box 1192, Chatswood NSW 2057. It is important you consider your insurance

needs before you do this, as you will need to reapply for cover if you change your mind at a later date.

We can cancel your **Policy** if you don't pay your premium when it is due and it remains unpaid for more than 60 days. In this event we will notify you in writing of our intention to cancel and give you the opportunity to rectify this situation.

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

In the event that you are facing financial hardship and have difficulties meeting your premium payment obligations please contact us on 1300 355 355 to discuss what options are available to you.

PREMIUM PAUSE FEATURE

If you have continuously held your **Policy** for 12 months or more, your **Policy** will automatically be upgraded to include a Premium pause feature. The Premium pause feature, which is at no extra cost to you, will allow for up to 3 months premiums to be waived over the life of your **Policy** if you are experiencing financial hardship.

While your premiums are paused, your Let's Insure Funeral Insurance **Policy** will only pay your Funeral Insurance benefit and, if selected, your Household Expenses Cover and Accidental Death Cover benefit in the event a **Life Insured** or **Insured Child** suffers an **Accidental Death**.

We will not pay a Funeral Insurance benefit for death by any other cause, or if selected, an Accidental Serious Injury Cover benefit,

during the Premium pause period.

After the Premium pause has ended, and you have restarted paying your premiums, your Let's Insure Funeral Insurance including any additional benefits as described in your **Policy Schedule** will again become payable as per the terms and conditions included in the PDS.

INSURANCE RISKS

When you take out cover under this **Policy**, please be aware that:

- Your **Policy**, including the type of cover or **Benefit Amount** payable may not suit your individual needs. You are responsible for ensuring you choose the appropriate type and amount of cover for your insurance needs, and obtain independent financial advice if required;
- If you currently hold another insurance policy, you should carefully consider the terms and conditions of both policies before you replace it with this **Policy**;
- A benefit may not be paid if, in the event of a claim, an exclusion applies;
- This **Policy** does not have any savings or investment value and is designed only as protection insurance;
- If you cancel your **Policy** (other than during the cooling-off period) you will not receive a refund of premium;
- The total premiums paid over time may exceed your chosen cover; and
- Receiving claim payments may impact your entitlement for other benefits or income you may receive, including but not limited to the following:
 - Where we pay an **Accidental Death** benefit then we won't also pay an **Accidental Serious Injury** benefit under this **Policy** and vice versa.
 - Where we pay an **Accidental Serious Injury** benefit for a **Life Insured** or **Insured Child**, all cover will end for that **Life Insured** or **Insured Child**.
 - Other insurance policies you have may reduce any benefit amounts payable to you if a claim is paid under this **Policy**.
 - Benefits received under this **Policy** may reduce any entitlement to workers compensation claims.

MAKING A CLAIM

How to make a claim

Your **Policy** must be in force at the time the insured event occurs. Any unpaid premium due to us will be deducted from the **Benefit Amount** paid. If you, your nominated beneficiary, or your legal representative, need to make a claim under your **Policy**, you or they should contact Let's Insure by one of the following:

Phone: 1300 355 355
(Mon-Fri, 9am-5pm AEST)

Email: claims@letsinsure.com.au

Mail: Claims Manager, Let's Insure,
PO Box 1192, Chatswood NSW 2057

A claim form can be downloaded at letsinsure.com.au or if requested, we will send one to the claimant. We may also require the following, at the claimant's expense, in support of the claim:

- the treating **Medical Practitioner** or, if requested, specialist **Medical Practitioner**

in the relevant medical field to complete a form; and/or

- relevant medical information, including any tests or medical results that we request; and/or
- sufficient proof (to our satisfaction) of the claim, supported by appropriate certification e.g. death certificate and/or a confirmed diagnosis of death/injury by a Medical Practitioner who is a specialist in the field and approved by us; and/or
- any other information such as occupational or financial details.

We reserve the right to require the **Life Insured** or **Insured Child** to undergo any medical tests or, be examined by a **Medical Practitioner** of our choice, or to request any additional information we may require. If we request any of the above information, it will need to be provided to us as part of the assessment of a claim.

Who do we make claims payments to?

If we pay a claim, the **Benefit Amount** will be paid in Australian dollars to you, or in the event of your death, to your:

- nominated beneficiaries (where there is a valid nomination of beneficiaries - see page 22); or
- personal legal representative, your estate, or other person that we are permitted to pay under the Life Insurance Act 1995 (Cth) (where there is no valid nomination of beneficiaries).

STAMP DUTY AND TAX

Your premium includes amounts for stamp duty and any other taxes that may be imposed by State, Territory or Federal

Governments. GST is not charged on your premiums. In the event that any of these amounts are altered, we reserve the right to alter your premium amount to reflect this and will advise you of such in writing.

Generally no tax is payable on benefits paid under this **Policy** and your premiums will not be tax deductible. Any tax information given is of a general nature only and is based on current tax laws and our interpretation of them. We recommend you consult a professional taxation adviser for information on your own tax situation or if you are purchasing this cover for business purposes.

NOMINATION OF BENEFICIARIES

As the **Policy Owner**, you have the option to nominate a beneficiary or beneficiaries to receive benefits payable under your **Policy** on your death.

The following conditions apply to your nomination:

- Nominations can be made in the initial application or by subsequently completing a Nomination of Beneficiaries Form; and
- You can nominate a maximum of 5 beneficiaries (who must be natural persons); and
- Payment of the benefits will be made on the basis of the latest valid nomination received and processed by Let's Insure; and
- If a nominated beneficiary is a minor when the payment is made, it will be made to the minor's legal guardian; and
- If a nominated beneficiary pre-deceases the **Policy Owner**, their share is payable to the **Policy Owner's** legal representative, or such other person that we are permitted

to pay under the Life Insurance Act 1995 (Cth).

You can make a new nomination at any time by completing the Nomination of Beneficiaries Form, on page 32 of this PDS, or by downloading a form at letsinsure.com.au or by calling 1300 355 355, then sending it to Let's Insure at PO Box 1192, Chatswood NSW 2057. Your new nomination takes effect when a properly completed and signed Nomination of Beneficiaries Form is received and processed by Let's Insure.

In the event there is/are any surviving **Life Insured/s** under a **Family Policy**, we will ask the surviving **Life Insured/s** to nominate a **Policy Owner** and we will issue a new **Policy** to the new policy owner which will include any surviving **Life Insured** or **Insured Child**.

PRIVACY

In this section 'we' refers to St Andrew's, St Andrew's Australia Services Pty Ltd ABN 75 097 464 616 and Let's Insure.

We collect personal information about you so that we can assess your application for insurance and administer any insurance products that we issue to you. For some applications or in relation to any claim made, we may collect sensitive information related to your health.

We may use your personal information to let you know about some products and services provided by Let's Insure, which we think may be of interest to you. If you do not want your personal information to be used in this way, you can always let us know by contacting Let's Insure via the contact details below. Subject to the Privacy Act 1988 (Cth), you

can have access to your personal information by using these same contact details.

We also need to let you know that without your personal information we cannot process your application for insurance or a claim.

By applying for Let's Insure Funeral Insurance, you consent to this. We may exchange your personal information with each other, third parties such as those that may assist with insurance administration, product development and marketing of our products and services. Those third parties may include agents, representatives, organisations or contractors who provide services to us in connection with the marketing and administration of products or services and for the purpose of customer satisfaction surveys. We do not send your personal information offshore.

The St Andrew's Privacy Policy (also applicable to St Andrew's Australia Services Pty Ltd) is available at www.standrews.com.au. If you have any query in relation to your privacy with St Andrew's, please contact St Andrew's on 1300 363 159, standrews@standrews.com.au or PO Box 7395, Cloisters Square WA 6850.

The Let's Insure Privacy Policy is available at www.letsinsure.com.au. These Privacy Policies contain information about how you can have access to your personal information and seek the correction of your personal information, and how you can complain about a breach of the privacy laws that bind us and how your complaint will be handled. If you have any query in relation to your privacy please contact Let's Insure

by one of the following:

Phone: 1300 355 355

(Mon-Fri, 9am-5pm AEST)

Email: customerservice@letsinsure.com.au

Mail: Customer Service, Let's Insure, PO Box 1192, Chatswood NSW 2057

QUESTIONS OR COMPLAINTS

If you need to make a complaint, please contact Let's Insure's Customer Service Manager, who will work with you to resolve your concerns by one of the following:

Phone: 1300 355 355

(Mon-Fri, 9am-5pm AEST)

Email: complaints@letsinsure.com.au

Mail: Customer Service Manager, Let's Insure, PO Box 1192, Chatswood NSW 2057

Receipt of your complaint will be acknowledged within 2 business days.

If additional information is required, it will be requested in writing. If your complaint remains unresolved within 45 business days, you can contact the Financial Ombudsman Service (FOS) Australia by one of the following:

Phone: 1800 367 287

Email: info@fos.org.au

Mail: GPO Box 3, Melbourne VIC 3001

Web: fos.org.au

The FOS is a free service to you and where requested will provide an independent assessment of your complaint.

YOUR DUTY OF DISCLOSURE

In this section "you" includes yourself and anyone else to be covered by the **Policy**.

What you must tell us

Before you enter into a contract of life insurance with us, you have a duty to disclose to us every matter that you know, or could reasonably be expected to know, is relevant to our decision to insure you and on what terms.

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

You have the same duty to disclose those matters to us before you renew, extend, vary or reinstate a contract of life insurance.

Your duty however does not require disclosure of anything that:

- reduces the risk to be undertaken by us;
- is common knowledge;
- we know or, in the ordinary course of our business, ought to know;
- we waive your duty to disclose to us.

Who needs to tell us

If another person to be covered by the **Policy** does not tell us everything he or she should have, this may be treated as a failure by you to tell us something that you must tell us.

If you do not tell us

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.

If you fail to comply with your duty of disclosure and the failure was fraudulent, we may refuse to pay a claim and treat the **Policy** as never having existed.

GOVERNING LAW

Your **Policy**, including this PDS, is governed by the law that applies in the State of Western Australia, Australia.

OTHER INFORMATION YOU SHOULD KNOW

- You may not transfer your rights under this **Policy**.
- 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 Let's Insure by calling 1300 355 355 or writing to PO Box 1192, Chatswood NSW 2057.
- When you apply for a Let's Insure Funeral Insurance **Policy**, you agree to comply with your obligations set out in this PDS and to take all reasonable steps to minimise our risk under your **Policy**.
- The entire contract of insurance between you and us is comprised of this document

(the PDS), your application and the current **Policy Schedule** we send you.

- Nothing in this **Policy** may be waived or modified except in writing by an authorised officer on our behalf.
- The **Policy** has no prescribed minimum surrender value.



definitions

In this PDS and the **Policy** some words have defined meanings as explained below:

Acceptance Date means the date your application is accepted and your cover begins as set out in the current **Policy Schedule**, and may vary per **Life Insured** and **Insured Child**, or benefits added.

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 that occurs as a direct result of an **Accident**, and within 90 days of that **Accident**.

Australian Resident means a person who resides in Australia and holds either an Australian or New Zealand citizenship, or an Australian permanent residency visa.

Accidental Serious Injury means any of the following serious injuries which occurs as a direct result of, and within 12 months of, an **Accident**:

- **Blindness**
- **Coma**
- **Deafness**
- **Loss of or Paralysis of 2 or more Limbs**
- **Loss of Speech**
- **Major Burns**
- **Major Head Trauma**
- **Paralysis**

Benefit Amount means the amount payable on the applicable insured event covered under this **Policy** at the time the insured event occurs and is shown in the relevant **Policy Schedule**.

Blindness means the complete and irrecoverable loss of sight in both eyes.

Coma means a state of unconsciousness with no reaction to external stimuli or internal needs, persisting continuously with the use of a life support system for at least 4 days, but excluding comas which are medically induced or resulting from alcohol or drug abuse.

Dangerous Occupation or Pastime means a work or a lifestyle activity that is ordinarily regarded as dangerous or that involves;

- explosives; or
- weapons; or
- heights above 20m; or
- depths below 30m underground or underwater; or
- any motor sport as a rider, driver or passenger, other than as a fare-paying passenger on commercial transportation.

Occupations that are considered dangerous include, but are not limited to fire-fighter; on active duty in the armed services; or participating as a professional sportsperson

Deafness means the complete and irrecoverable loss of hearing in both ears.

Deafness does not cover a situation where the **Life Insured** or **Insured Child** is able to hear with the assistance of an aid unless that aid is a Cochlear implant.

Family Policy means a **Policy** which covers a **Life Insured** and any **Relatives** who are named as a **Life Insured** or **Insured Child** on the **Policy Schedule**.

First Premium Payment Date means the date on which your first premium payment is deducted for your cover and is set out in your **Policy Schedule**.

Insured Child means a person/s under the age of 18 years insured under a **Family Policy**, as noted on the **Policy Schedule**.

Life Insured means the person/s who is/are accepted for cover under the **Policy** and who is/are named as such on the **Policy Schedule**. An **Insured Child** cannot be a **Life Insured**.

Loss of or Paralysis of 2 or more Limbs means total and irrecoverable loss of any of the following:

- a. Use of both hands;
 - b. Use of both feet; or
 - c. Use of one hand and one foot,
- which is of a permanent and disabling nature.

Loss of Speech means damage to the larynx or its nerve supply, or to the speech centres of the brain, that results in the total and permanent loss of the ability to produce intelligible speech confirmed by a **Medical Practitioner**.

Major Burns means full thickness (third degree) burns to

- a. 20% or more of the body surface, or
- b. the whole surface area of the face requiring surgical debridement and/or grafting; or
- c. the whole of both hands from wrist to finger tips requiring surgical debridement and/or grafting.

Major Head Trauma means cerebral injury leading to neurological deficit causing permanent impairment of at least 25% whole person function (as defined in the American Medical Association publication 'Guides to the Evaluation of Permanent Impairment', 5th Edition).

Medical Practitioner means a qualified, practicing medical specialist, licensed to practice their medical specialty within Australia or New Zealand, and whose specialty qualifies them to diagnose an injury covered under this **Policy**. The **Medical Practitioner** must not be you or your **Partner**, or your **Relative** or business associate.

Paralysis means any of the following:

- a. **Diplegia** which means the total and permanent loss of function of both sides of the body;
- b. **Hemiplegia** which means the total and permanent loss of function of one side of the body;
- c. **Paraplegia** which means the total and permanent loss of use of both legs;
- d. **Quadriplegia** which means the total and permanent loss of use of both arms and both legs; or

- e. **Tetraplegia** which means the total and permanent loss of use of both arms and both legs, together with loss of head movement, due to brain injury or spinal cord injury.

Partner means a legal husband or wife, or someone living with you as your de-facto spouse regardless of gender.

Policy means the legal contract between you (the **Policy Owner**) and us. The PDS current at the time you applied, your application, any future application accepted, the current **Policy Schedule**, and any special conditions, amendments or endorsements make up the **Policy**.

Policy Anniversary means the anniversary of the **First Premium Payment Date** of your **Policy**.

Policy Owner means the person noted on the **Policy Schedule** as the **Policy Owner**.

Policy Schedule means the schedule issued with this **Policy** and any replacement schedules that are issued to you throughout the life of your **Policy**. A new schedule will be issued when the details of the cover provided under your **Policy** change. A new schedule replaces any previous schedule issued from the date specified on the schedule.

Relative means a person who is:

- a. the parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descendant or adopted child of the **Policy Owner** or of the **Policy Owner's Partner** or
- b. the **Partner** of a person referred to in a).

direct debit service agreement

1. St Andrew's Life Insurance Pty Ltd ABN 98 105 176 243 ('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 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 **Policy Schedule**, you must either contact the Debit User on 1300 355 355 or write to the Debit User at PO Box 1192, Chatswood NSW 2057.
5. 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 24. Queries about claims in regards to disputed debit payments should also be directed to the Debit User and may also be directed to your 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, you should check with your financial institution before completing the Direct Debit Request.
7. You should ensure that your account details given in the **Policy 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 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, you warrant and represent that you 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, you may be charged a fee by the financial institution nominated in the **Policy Schedule** for each returned item.
12. If 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 PO Box 1192, Chatswood NSW 2057.
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 your account and debit payments confidential.

nomination of beneficiaries

As the **Policy Owner**, you have the option to nominate a beneficiary or beneficiaries to receive benefits payable under your **Policy**, upon your death. The option to nominate a beneficiary is subject to the completion and return of this Nomination of Beneficiaries Form to Let's Insure and to the conditions listed below.

CONDITIONS

The following conditions apply:

- Nominations must be in writing on a Nomination of Beneficiaries Form;
- There can be up to 5 nominees and nominations must be of a natural person;
- You may vary the nomination at any time by completing and signing a new Nomination of Beneficiaries Form and forwarding it to Let's Insure at PO Box 1192, Chatswood NSW 2057. The variation takes effect when it is received and processed by Let's Insure;
- Payment of benefits will be made on the basis of the latest valid nomination received and processed by Let's Insure;
- If a nominated beneficiary is a minor when the payment is made, it will be made to the minor's legal guardian; and
- If a nominee pre-deceases the **Policy Owner**, that nominee's share is payable to the **Policy Owner's** legal personal representative, or such other person that we are permitted to pay under the Life Insurance Act 1995.

Where no valid nomination applies:

- Benefit payments will be made to you, the **Policy Owner**; or
- If you (the **Policy Owner**) die, the **Benefit Amount** will be paid to your legal personal representative, or other person that we are permitted to pay under the Life Insurance Act 1995.

See over for form.

NOMINATION OF BENEFICIARIES FORM



Policy number				
Name of Policy Owner				
Full name of Beneficiary	Address	Date of birth	Relationship to Policy Owner	Proportion of Benefit Amount
Signature of Policy Owner			Date	/ /

PLEASE RETURN YOUR COMPLETED FORM TO LET'S INSURE. YOU CAN:

1. Scan and email (with your name and Policy Number as the subject line) to customerservice@letsinsure.com.au
2. Mail to PO Box 1192, Chatswood NSW 2057

This cover is issued by St Andrew's Life Insurance Pty Ltd ABN 98 105 176 243, AFSL 281731 and is subject to the terms and conditions as set out in the Product Disclosure Statement which was current at the Acceptance Date.

plan for the future
live for **today**

letsinsure.com.au

1300 355 355

Monday to Friday 9am - 5pm

let's[®]
INSURE