

SIMPLE LIFE

**INSURANCE FOR
LIFE-CHANGING EVENTS,
MADE SIMPLE.**

Product Disclosure Statement (PDS) and
Policy Document.
Preparation Date: 30 January 2017



CONTENTS

Welcome to Simple Life

| | |
|--------------------------------|----|
| Applying for Simple Life | 04 |
| Overview of policy limitations | 04 |
| What you can get | 05 |

How a Simple Life policy works

| | |
|---|----|
| Individual policy | 06 |
| One Simple Life policy | 06 |
| When cover starts | 06 |
| Cooling-off period | 06 |
| Paying for your policy | 06 |
| Policy upgrades | 06 |
| Renewal of cover | 06 |
| Cancellation when you don't pay your premiums | 06 |
| Reinstating your policy due to non-payment | 06 |
| Cancelling your policy | 06 |
| When your policy ends | 06 |
| Changing your policy | 07 |
| Cover changes to Simple Life | 08 |

Understand your cover

| | |
|---|----|
| Cover limits | 09 |
| Pre-existing condition exclusion | 09 |
| Having other insurance | 09 |
| No claim period | 09 |
| Life Cover | 10 |
| Critical Illness Cover | 11 |
| Total and Permanent Disability Cover | 12 |
| Bill Protection | 14 |
| Your Premiums | 17 |
| How your premium is calculated | 17 |
| Changes to your premium rates | 17 |
| Taxation | 17 |
| Claims | 18 |
| Privacy | 19 |

Glossary

| | |
|---------------------|----|
| What the words mean | 20 |
|---------------------|----|

Our ongoing relationship

| | |
|------------------------------------|----|
| Contact us | 22 |
| Annual notification | 22 |
| What to do if you need to claim | 22 |
| What to do if you have a complaint | 22 |

About us

The issuer and insurer for Life Cover, Total and Permanent Disability Cover and Critical Illness Cover is The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809, AFSL 235035 (CMLA) and all premiums are paid to and benefits are paid from CMLA's Statutory Fund No.5. The issuer and insurer for Bill Protection is Commonwealth Insurance Limited ABN 96 067 524 216, AFSL 235030 (CIL).

CMLA and CIL are wholly owned subsidiaries of the Commonwealth Bank of Australia ABN 48 123 123 124. The Commonwealth Bank of Australia and its subsidiaries (other than CMLA in respect of Life Cover, Total & Permanent Disability Cover and Critical Illness Cover or CIL in respect of Bill Protection) do not guarantee the obligations or performance of CMLA or CIL or the products CMLA or CIL offers. Commlnure is a registered business name of CMLA and CIL.

About this document

This PDS is designed to help you decide whether to buy Simple Life. The information it contains does not take into account your personal objectives, financial situation or needs and you should consider its appropriateness before acting.

All examples are only intended to demonstrate how certain benefits are calculated. All benefits will be determined in accordance with the relevant policy terms. All references to monetary amounts in this PDS are references to Australian dollars. The policy is governed by the laws of the State of New South Wales.

This whole document is the PDS for Simple Life, however, page 4 onwards is also the policy document. CMLA & CIL are responsible for the entirety of this PDS. This Product Disclosure Statement (PDS) is made up of the PDS and the Medical Definitions Reference Guide which is incorporated by reference into the PDS. The Medical Definitions Reference Guide is available at commbank.com.au/SLD

The information in this PDS is current as at the date stated on the cover, however it is subject to change. If we make a change that is materially adverse, it will be communicated to existing policyholders, in writing, by way of a Supplementary Product Disclosure Statement (SPDS) or a new PDS. Where a change in information is not materially adverse we will not notify existing policyholders or issue a new PDS or SPDS. However you will be able to find information about any changes at commbank.com.au or you can contact us to request details of the changes in writing which we will send you free of charge.

Meaning of words

Some words in this document have a particular meaning. To help you read this document we have **bolded** many of the important terms and have included them in one section. See *What the words mean* on page 20.

In this document

We/Us/Our – refers to CIL or CMLA or both as is appropriate.

You – depending on the context, means either:

- The person applying for cover, before Simple Life is purchased; or
- The policy owner and person insured who are the same, after Simple Life is purchased.

Our principal office of administration is Level 1, 11 Harbour Street, Sydney NSW 2000.

WELCOME TO SIMPLE LIFE

WHAT YOU CAN COVER AND HOW TO APPLY.

Applying for Simple Life

Simple Life is available to **permanent Australian residents** aged between 18 and 50. Applications from outside Australia will not be accepted.

You cannot apply for another policy under Simple Life if you already have an existing Simple Life policy – see *One Simple Life policy* on page 6.

To be eligible for Bill Protection benefits you must be **employed**, see page 14 for what we mean by this.

How to apply

You can find out how to apply online by visiting commbank.com.au/simplelife or you can call us on **13 39 82**. Simple Life offers a range of covers that can be taken in any combination or individually (see page 5).

When you apply, all we ask you is your age, gender and **smoker** status. If you're taking out Bill Protection, we also ask for your **occupation class**.

It's important that you're truthful and accurate when answering these questions. Your answers help us determine what you pay – see *Changes to your premium rates* on page 17 for more information.

Overview of policy limitations

We've called out some of the important limitations so you also understand when you're not covered.

Things we don't cover

Simple Life does not cover you for a **pre-existing condition** (see page 9) and other circumstances like suicide. See pages 10–16 for full exclusions.

A no claim period applies to Critical Illness Cover and Bill Protection within 90 days of their **cover start date** – see page 6 for more information.

You are not covered if your claim arises from working in **hazardous conditions** – see page 20.

Not all types of employment are eligible for Bill Protection benefits – for example casual or self-employed are not eligible.

You must be **disabled** or **involuntarily unemployed** for at least 30 days before we pay your Bill Protection benefit – see page 14-16.

What you can get

| <p>Choose one of these covers or take together with other cover ...</p> | <p>1</p> <p>Life Cover</p> | <p>2</p> <p>Critical Illness Cover</p> | <p>3</p> <p>Total & Permanent Disability (TPD) Cover</p> | <p>4</p> <p>Bill Protection</p> |
|---|---|---|---|--|
| <p>Pays a benefit when ...</p> | <p>You die or become terminally ill.</p> | <p>You suffer a critical illness (cancer, stroke, heart attack or coronary artery disease).</p> | <p>You become permanently disabled, like becoming a paraplegic.</p> | <p>You're disabled or involuntarily unemployed and can't work.</p> |
| <p>You can choose cover from ...</p> | <p>\$100,000 - \$1,000,000 in \$25,000 increments.</p> | <p>\$30,000 - \$200,000 in \$10,000 increments.</p> | <p>\$100,000 - \$500,000 in \$25,000 increments.</p> | <p>\$1,000 - \$5,000 in \$1,000 increments.</p> |
| <p>Designed to help cover ...</p> | <p>Debt, assist dependents through school and provide financial support for your partner.</p> | <p>Out-of-pocket expenses such as medical bills and lifestyle costs e.g. relocating family during care.</p> | <p>Loss of income, immediate medical treatment and ongoing lifestyle changes.</p> | <p>Important short-term expenses such as your bills or rent when you can't work.</p> |
| <p>For more details on each cover ...</p> | <p>See pages 9 and 10.</p> | <p>See pages 9 and 11.</p> | <p>See pages 9 and 12–13.</p> | <p>See pages 9 and 14–16.</p> |

HOW A SIMPLE LIFE POLICY WORKS

Individual policy

For Simple Life, you are both the policy owner and insured person. All benefits will be paid to you or on your death to your legal representative or estate as applicable. You cannot have cover for more than one person per Simple Life policy.

One Simple Life policy

You can only ever have one Simple Life policy with us at any one time.

When cover starts

Cover starts when we accept your application as stated by your **cover start date**. When this happens, we'll send you a **policy schedule** stating:

- Your **cover start date**
- Your cover
- Your premium.

Together, your application, the **policy schedule** and this policy document are your insurance contract (your 'policy') with us.

Cooling-off period

If you change your mind about Simple Life within one calendar month, we'll give you back any premium paid. This is your cooling-off period and it starts on the earlier of:

- You receiving the **policy schedule**; or
- The end of the fifth day after the policy start date.

Paying for your policy

Your first premium will be deducted on the date we have agreed with you and will be deducted in advance each month from this date.

Generally as you get older your premium will increase. This premium increase occurs each year on the same date your policy started and is referred to as your policy anniversary. See *How your premium is calculated* on page 17 to better understand this and other factors that impact how your premium is calculated.

Payments must be made by direct debit from a bank account or credit card accepted by us. It is your responsibility to ensure we have the correct account details and that your policy premiums are paid in full (we do not accept partial payments of premium).

Policy upgrades

Your policy may be upgraded with improved terms. We will only change your policy terms if inclusion of the new term improves the cover for all policyholders.

For example, we may introduce new medical definitions to reflect changes in medical technology and practices, however, you are entitled to be able to rely on either the term current as at the date you purchase your policy or the term current as at the date of your diagnosis to ensure you are not unintentionally impacted by any upgrade.

Renewal of cover

Life Cover, Total and Permanent Disability Cover and Critical Illness Cover continue provided you pay your premiums and your cover or your policy has not ended – see *When your policy ends* on this page.

For Bill Protection, your cover is usually renewable each year at your policy anniversary date. When we offer to renew this cover we will send you a notice before the end of the cover period stating the terms of the renewal, including your monthly premium instalment see *Annual notification* on page 22.

Cancellation when you don't pay your premiums

When your premium is overdue for more than one calendar month from the due date, we can choose to cancel your policy after this period. We will notify you when we do this. Claims for events that occur after the date the policy is cancelled will not be accepted.

Reinstating your policy due to non-payment

If we cancel your policy when you don't pay your premiums, you can apply to reinstate your policy provided you:

- Let us know within one calendar month of cancelling your policy (the reinstatement period); and
- Pay all outstanding premiums.

We will notify you if we have reinstated your policy. After the reinstatement period has expired, you must apply for a new policy again.

Cancelling your policy

You can cancel your policy at any time. The policy and all cover under it will end on the day we process the cancellation request. Simple Life has no cash or surrender value.

When your policy ends

Your policy ends on the earliest of the following:

- You cancel your policy
- We cancel your policy
- You die
- We pay a death or terminal illness benefit
- All your covers come to an end
- Your policy anniversary after you turn 65
- If you have Bill Protection only and cover is not renewed.

Changing your policy

As your insurance needs change, you can change your policy to suit these needs by varying what cover you have or the level of cover. Changes to your lifestyle, such as becoming a **smoker** or a change in your **occupation class**, also impact your policy and you must keep us informed of these changes.

Below describes how these changes affect your policy.

| Change scenario | How this affects your policy | Limitations |
|--|---|--|
| <p>Increasing cover or adding cover</p> | <p>When you increase existing cover or add cover we apply this from the date we accept your request.</p> <p>Your premium for the increased amount or added cover is calculated using your current age and a new premium applies from the date cover was increased or added.</p> <p>Your next payment will include the cost of covering you for the increased cover or added cover from the date we process your request to your next payment date.</p> <p>As an example, if you increase your cover from the 1st of the month and we accept your request, we will increase cover from this date. To continue this example, if your payment date is on the 7th of each month, then your next payment will be your new monthly premium plus 6 days of cover for the increased amount.</p> <p>The cover period for the increased amount or added cover will be aligned with your existing policy.</p> <p>We'll send you a notification confirming these details.</p> | <p>We will decline to increase or add cover when:</p> <ul style="list-style-type: none"> • You apply to increase or add cover after you turn 51 • You request to increase cover above the maximum cover levels stated on page 9 <i>Cover limits</i> • You request to add cover where we have previously paid you a benefit, except for Bill Protection • You request to add Bill Protection, where we haven't offered to renew this cover • You request to add cover where we no longer offer this cover through Simple Life. |
| <p>Decreasing cover or removing cover</p> | <p>When you decrease existing cover or remove cover we apply this from the date we process your request.</p> <p>Your new monthly premium will be calculated as your current premium less the cost of the cover you have reduced or removed and applies from the date of the decrease or removal of cover.</p> <p>Your next payment will be reduced by the cost of decreasing or removing cover from the date we process your request to your next payment date.</p> <p>As an example, if you decrease your cover from the 1st of the month and we accept your request, we will decrease cover from this date. To continue this example, if your payment date is on the 7th of each month, then your next payment will be your new monthly premium less 6 days of cover for the decreased amount.</p> <p>We'll send you a notification confirming these details.</p> | <p>We will decline to decrease cover when your request is below the minimum cover levels stated in the <i>Cover limits</i> on page 9.</p> <p>You may remove cover on your policy at any time, however, if you remove all cover your policy ends.</p> |

HOW A SIMPLE LIFE POLICY WORKS

Changing your policy ctd.

| Change scenario | How this affects your policy | Limitations |
|---|---|---|
| Changing smoker status | <p>Your smoker status affects the premium that you pay – see page 21 for the definition of smoker.</p> <p>If you have not smoked any substance, including cigarettes or tobacco and/or used chewing tobacco in the last 12 months, you can change your status to a non-smoker.</p> <p>Your premium rate will decrease from the date you're no longer a smoker (provided you tell us when this occurs) or increase when you become a smoker.</p> | You must let us know when a change in smoker status occurs. |
| Changing occupation class or becoming self-employed (Bill Protection only) | <p>Your occupation class affects the premium you pay for Bill Protection.</p> <p>Generally, working in a blue collar occupation means you'll pay higher premium rates than working in a white collar occupation – see page 21 for what these words mean.</p> <p>Your premium rate will change from the date you change your occupation class.</p> | <p>You must let us know when a change in your occupation class occurs.</p> <p>You should check if your new employment is eligible for Bill Protection benefits – see page 14-15.</p> |
| You're no longer a permanent Australian resident | <p>You must notify us when you intend to live outside Australia for more than 12 consecutive months.</p> <p>By living outside Australia for more than 12 consecutive months you will stop being a permanent Australian resident and we will not pay a benefit for a claim event that occurs after this date.</p> | You must be a permanent Australian resident to have Simple Life. |

Cover changes to Simple Life

We may change or remove the covers that we offer through Simple Life from time to time. This means if you take out individual cover, for example Life Cover only and you do not add other types of cover to your policy, we may later choose not to offer other covers found in this PDS (see page 7-8) and you will be unable to add this to your Simple Life policy. We will tell you should we decide to do this.

UNDERSTAND YOUR COVER

Cover limits

Simple Life has minimum and maximum amounts for each cover type – you cannot have less than the minimum cover limit or more than the maximum cover limit stated in the table below.

| Cover type | Minimum cover limit | Maximum cover limit | Cover must be taken in these increments |
|--|---------------------|---------------------|---|
| Life Cover | \$100,000 | \$1,000,000 | \$25,000 |
| Critical Illness Cover | \$30,000 | \$200,000 | \$10,000 |
| Total and Permanent Disability Cover (TPD) | \$100,000 | \$500,000 | \$25,000 |
| Bill Protection | \$1,000 | \$5,000 | \$1,000 |

Pre-existing condition exclusion

Simple Life does not cover you for a **pre-existing condition**. This means we won't pay a benefit if your death, **terminal illness, permanent disablement, critical illness or disablement** is caused directly or indirectly by an illness, injury, medical condition or related symptom:

- a) of which you first became aware; or
 - b) for which you sought or intended to seek **medical help**; or
 - c) for which a reasonable person in your circumstances should have been aware or would have sought **medical help**
- at any time during the five years before your **cover start date**.

Medical help means medical consultation, treatment, care or services which includes tests, other diagnostic measures or referral to a specialist.

Having other insurance

Simple Life can complement other life insurance you may have, for example with other providers.

The benefit we pay you for Bill Protection is not reduced by other insurance benefits you may receive. However, any other income protection insurance you have may be reduced by the benefit we pay you for Bill Protection.

No claim period

Critical Illness Cover and Bill Protection have a 90 day no claim period from their **cover start date**. This means we will not pay a benefit for a **critical illness, disablement, involuntary unemployment** or related event (such as becoming aware you would soon be unemployed or have symptoms of an illness or injury) that occurs in this time.

An example of how the no claim period works

Michael becomes involuntarily unemployed three weeks after taking out Bill Protection. Because this happened in the no claim period, we do not pay the Bill Protection benefit.

LIFE COVER

Life Cover applies when your **policy schedule** shows the words 'Life Cover'.

What we cover

Life Cover pays the following benefits:

- A death benefit paid to your estate or legal representative when you die; or
- A terminal illness benefit paid to you when you become **terminally ill**.

Terminal illness or **terminally ill** means an illness or injury which, in the opinion of a **medical practitioner**, will lead to death within 12 months. The medical practitioner must certify that the **terminal illness** has occurred. Until we receive these certifications, **terminal illness** will not have occurred for the purpose of this definition.

What we pay

The Life Cover benefit we pay is the Life Cover amount stated on your **policy schedule**. We will only pay this lump sum benefit once to you, i.e. if you die or become **terminally ill**.

An example of how Life Cover works

Troy has a Simple Life policy with \$300,000 of Life Cover. A year later, he becomes aware of symptoms and is subsequently diagnosed with terminal cancer – doctors give him less than 10 months to live. Troy contacts us to claim and we pay him a \$300,000 terminal illness benefit. His policy ends as we have paid the Life Cover benefit.

What we don't cover

We don't pay a Life Cover benefit if your death or **terminal illness** arises directly or indirectly from any of the following:

- A **pre-existing condition** (see *Pre-existing condition exclusion* on page 9)
- Suicide, attempted suicide or self-inflicted injury, whether you are sane or not
- As a result of war (whether declared or not)
- Substance use or dependency which includes alcohol, drug, chemical or the improper use of medication. This also includes where substance use or dependency or improper use of medication has contributed to your claim
- Participation in an illegal activity
- You have been living outside Australia for more than 12 consecutive months
- Working in hazardous conditions (see *Hazardous conditions* on page 20).

When does cover start and end

Life Cover starts from the **cover start date** stated in your **policy schedule**. A new **cover start date** applies from the date we accept any increase to Life Cover, but only to the increased amount.

Life Cover ends on the earliest of the following:

- We pay a Life Cover benefit
- You remove Life Cover from your policy – see *Changing your policy* on page 7
- You or we cancel your policy – see *Cancellation when you don't pay your premiums* and *Cancelling your policy* on page 6
- When your policy ends – see *When your policy ends* on page 6.

CRITICAL ILLNESS COVER

Critical Illness Cover applies when your **policy schedule** shows the words 'Critical Illness Cover'.

What we cover

Critical Illness Cover pays a lump sum benefit to you when you are diagnosed with or suffer a **critical illness** and survive 30 days after diagnosis or the event occurring.

Critical illness means you are certified by a **medical practitioner** as meeting any one of the four medical conditions: **cancer, coronary artery disease requiring by-pass surgery, heart attack and stroke** as defined in the Medical Definitions Reference Guide available at commbank.com.au/SLD

What we pay

The Critical Illness Cover benefit we pay is the Critical Illness Cover amount stated on your **policy schedule**. We will only pay this lump sum benefit once to you, i.e. if you meet any one of the **critical illness** medical conditions.

An example of how Critical Illness Cover works

Monique takes out \$100,000 of Critical Illness Cover under Simple Life. Six years later, she notices a lump in her left breast and is diagnosed with breast cancer. To prevent spreading, doctors remove her whole breast. Simple Life pays her a Critical Illness Cover benefit of \$100,000 which she uses to help cover treatment costs and her Critical Illness Cover ends.

What we don't cover

We don't pay a Critical Illness Cover benefit if your critical illness arises directly or indirectly from any of the following:

- A **pre-existing condition** (see *Pre-existing condition exclusion* on page 9)
- Attempted suicide or self-inflicted injury, whether you are sane or not
- As a result of war (whether declared or not)
- Substance use or dependency which includes alcohol, drug, chemical or the improper use of medication. This also includes where substance use or dependency or improper use of medication has contributed to your claim
- Participation in an illegal activity
- After you have been living outside Australia for more than 12 consecutive months
- Working in **hazardous conditions** (see *Hazardous conditions* on page 20)
- If you die within 30 days of being diagnosed with or suffering a critical illness.

The Critical Illness Cover benefit is also not paid for claims that arise or occur during the *No claim period* – see page 9.

When does cover start and end

Critical Illness Cover starts from the **cover start date** stated in your **policy schedule**.

A new **cover start date** applies from the date we accept any increase to Critical Illness Cover, but only to the increased amount.

Critical Illness Cover ends on the earliest of the following:

- We pay a Critical Illness Cover benefit
- You remove Critical Illness Cover – see *Changing your policy* on page 7
- You or we cancel your policy – see *Cancellation when you don't pay your premiums* and *Cancelling your policy* on page 6
- When your policy ends – see *When your policy ends* on page 6.

TOTAL AND PERMANENT DISABILITY (TPD) COVER

Total and Permanent Disability (TPD) Cover applies when your **policy schedule** shows the words 'Total and Permanent Disability Cover'.

What we cover

TPD Cover pays a lump sum benefit to you when you become **permanently disabled**.

Permanently disabled or **permanent disablement** means you are certified by a **medical practitioner** as meeting one of the criteria outlined on page 13.

What we pay

The TPD Cover benefit we pay is the TPD Cover amount stated on your **policy schedule**. We will only pay this lump sum benefit once to you, i.e. if you meet any one of the **permanently disabled** criteria.

An example of how TPD Cover works

Sharon is a working mother of three and takes out Simple Life, including \$250,000 of TPD Cover and Life Cover. When a severe car accident leaves her paralysed from the waist down, medical evidence confirms her permanently paraplegic. We pay Sharon's claim as she has met the TPD loss of function criteria and Sharon uses the \$250,000 to help with medical costs and lifestyle adjustments. Her TPD Cover ends while her Life Cover continues.

What we don't cover

We don't pay the TPD Cover benefit if your **permanent disablement** arises directly or indirectly from any of the following:

- A **pre-existing condition** (see *Pre-existing condition exclusion* on page 9)
- Attempted suicide or self-inflicted injury, whether you are sane or not
- As a result of war (whether declared or not)
- Substance use or dependency which includes alcohol, drug, chemical or the improper use of medication. This also includes where substance use or dependency or improper use of medication has contributed to your claim
- Participation in an illegal activity
- You have been living outside Australia for more than 12 consecutive months
- Working in **hazardous conditions** (see *Hazardous conditions* on page 20).

When does cover start and end

TPD Cover starts from the **cover start date** stated in your **policy schedule**. A new **cover start date** applies from the date we accept any increase to TPD Cover, but only to the increased amount.

TPD Cover ends on the earliest of the following:

- We pay a TPD Cover benefit
- You remove TPD Cover from your policy – see *Changing your policy* on page 7
- You or we cancel your policy – see *Cancellation when you don't pay your premiums* and *Cancelling your policy* on page 6
- When your policy ends – see *When your policy ends* on page 6.

TOTAL AND PERMANENT DISABILITY (TPD) COVER CTD.

| Criteria | This means ... | Additional information |
|--------------------------------------|---|--|
| Loss of function | <p>The complete and irrecoverable loss of use of function due to illness or injury of:</p> <ul style="list-style-type: none"> • Two or more of the following: <ul style="list-style-type: none"> - A hand - A foot - Loss of sight in an eye, Or • Loss of hearing in both ears. <p>This may include quadriplegia, paraplegia, diplegia and hemiplegia as defined in the Medical Definitions Reference Guide available at commbank.com.au/SLD</p> | <p>Where:</p> <ul style="list-style-type: none"> • The hand means the whole hand below the wrist • The foot means the whole foot below the ankle • Loss of sight (in one eye or both eyes as applicable) is defined as: <ul style="list-style-type: none"> - Corrected visual acuity is 6/60 or less, or - Irrespective of corrected visual field, a constriction within 10 degrees or less of arc of central fixation. • Loss of hearing in both ears is defined as complete and irrecoverable loss of hearing from both ears as a result of illness or injury, as certified by a medical practitioner. This definition is not met if the person's hearing has been restored through any natural or assisted means, unless the assisted means is a device implanted in the cochlea. |
| Loss of independent existence | <p>Due to injury or illness, you are permanently and irreversibly unable to perform any two of the following activities unassisted by another person:</p> <ul style="list-style-type: none"> • Feeding – to get food and drink to the mouth • Mobility – to get in and out of bed or a chair • Washing – to bathe and shower • Dressing – to dress and undress • Continence – to have good control of bowel and bladder function. | Not applicable. |
| Unable to work | <p>As a result of illness or injury, a state of physical incapacity which:</p> <ul style="list-style-type: none"> • Results in you being unable to work in any capacity (regardless of whether you receive remuneration, gain or reward), for at least six consecutive months; and • In our opinion, after considering medical evidence and/or other evidence, results in you being unable to ever again perform any occupation for which you are reasonably qualified by education, training or experience. | <ul style="list-style-type: none"> • You must have been employed for at least 180 consecutive days before you became permanently disabled to meet this criteria • You cannot be employed and performing home duties at the same time. <p>See page 20 and 21 for what we mean by employed and performing home duties.</p> |
| Unable to perform home duties | <p>As a result of illness or injury, a state of physical incapacity which:</p> <ul style="list-style-type: none"> • Results in you being unable to perform home duties for at least six consecutive months; and • In our opinion, after considering medical evidence and/or other evidence, results in you being unable to perform home duties ever again. | <ul style="list-style-type: none"> • You must have been performing home duties before you became permanently disabled to meet this criteria. • You cannot be employed and performing home duties at the same time. <p>See page 20 and 21 for what we mean by employed and performing home duties.</p> |

BILL PROTECTION

Bill Protection applies when your policy schedule shows the words 'Bill Protection'.

What we cover

Bill Protection pays:

- A short-term disability benefit, when you're **disabled**; or
- An unemployment benefit when you're **involuntarily unemployed**.

You must be employed

You must be **employed** to be eligible for Bill Protection benefits.

Employed means you are:

- Working in one of the **eligible types of employment** explained in the box below and you carry out identifiable duties in relation to these **eligible types of employment**; and
- Actually performing or capable of performing those duties; and
- In our opinion, not restricted by illness or injury, from performing those duties on a full-time basis, where full-time basis means 20 hours per week.

Types of employment not eligible

Types of employment not listed in the box below such as casual or self-employed work or where you have been working for a short period of time (i.e. less than 180 consecutive days) are not eligible for Bill Protection benefits.

When we'll pay a short-term disability benefit

We'll pay you a short-term disability benefit when:

- You've been continuously **employed** for the 180 consecutive day period before you became **disabled**; and
- You're **disabled** for at least 30 consecutive days; and
- You remain **disabled** after this waiting period.

Disabled or **disablement** means that due to injury or illness you are:

- Unable to return to work as certified by a **medical practitioner** due to that injury or illness; and

- Following that **medical practitioner's** advice and recommended treatment; and
- Not working.

Eligible types of employment

Permanently employed

You've been working for at least 20 hours per week in a continuous, permanent and regular employment that is not seasonal in nature and for at least 180 consecutive days.

Working under a fixed term contract

You're working under one or more contracts providing at least 20 hours per week of continual and regular employment, where the contract or contracts is or are:

- For salary or wages; and
- For a specified period; and
- With the same employer; and
- For a combined period of at least 180 consecutive days.

When we'll pay an unemployment benefit

We'll pay you an unemployment benefit when:

- You've been continuously **employed** for the 180 consecutive day period before you became **involuntarily unemployed** as described in the box on the next page; and
- You're unemployed for at least 30 consecutive days and are **actively seeking employment** in Australia; and
- You remain unemployed after this waiting period.

BILL PROTECTION (CONT.)

Actively seeking employment means you are actively engaged in the pursuit of returning to paid work in Australia. Examples of this may include:

- Receiving government benefits such as Newstart or Youth Allowance, or
- Being registered and attending interviews with an employment agency, or
- Looking for suitable paid work, including the submission of job applications, attendance of job interviews and accepting all suitable offers.

What we pay

The Bill Protection benefit we pay is the Bill Protection amount stated on your **policy schedule**. We will only pay this lump sum benefit once at a time, i.e. if you're **disabled** or **involuntarily unemployed** even if you are both disabled and involuntarily unemployed at the same time.

Definition of involuntarily unemployed or involuntary unemployment

If permanently employed

You lose your employment because your employer terminated your employment or you are made redundant.

If your loss of employment is of a voluntary nature (e.g. you resign or take a voluntary redundancy) you don't qualify as being **involuntarily unemployed** – see *What we don't cover* on page 16.

If working under a fixed term contract

You stop work before the end date of the contract because your employer terminated the contract or made you redundant.

If you voluntarily terminate the contract you don't qualify as being involuntarily unemployed.

An example of how short-term disability works

Kevin recently moved out of home and took out \$3,000 of Bill Protection. As a teacher at the local high school, he's permanently employed and works more than 20 hours a week. A year later, he severely injures his leg and wrist playing soccer and is forced to recover on crutches – doctors confirm he is unable to return to work for at least 30 days. After his 30 day waiting period, Simple Life pays Kevin a \$3,000 short-term disability benefit.

An example of how involuntary unemployment works

Leeanne is a sales contact centre manager, having worked with her current employer full-time for more than 3 years. She also has Bill Protection for \$2,000. Six months later, she's advised of a company restructure and is made involuntarily unemployed. Leeanne actively looks for work and is unable to find work for at least 30 days. We pay her an unemployment benefit of \$2,000 after the 30 day waiting period.

Return to work

After we have paid you a short-term disability or unemployment benefit, you must be **employed** for another 180 consecutive day period before you are eligible for further Bill Protection benefits.

Renewal

When Bill Protection is renewed, the 90 day no claim period does not start again.

If renewal occurs while you are **disabled** or **involuntarily unemployed**, the 30 consecutive day waiting period does not start again.

BILL PROTECTION (CONT.)

What we don't cover

We don't pay a Bill Protection benefit if your claim arises directly or indirectly from any of the following:

- A **pre-existing condition** (see *Pre-existing condition exclusion* on page 9)
- Attempted suicide or self-inflicted injury, whether you are sane or not
- As a result of war (whether declared or not)
- Substance use or dependency which includes alcohol, drug, chemical or the improper use of medication. This also includes where substance use or dependency or improper use of medication has contributed to your claim
- Participation in an illegal activity
- You have been living outside Australia for more than 12 consecutive months
- Working in **hazardous conditions** (see *Hazardous conditions* on page 20)
- In respect of an unemployment benefit when your unemployment is voluntary – this includes, if you resign; accept voluntary redundancy or take early retirement; abandon your employment; if you've been suspended from working, for example because you have lost your driving licence; or if you voluntarily terminate your contract as a contractor
- In respect of an unemployment benefit if you became aware you would soon be unemployed before your **cover start date**.

The Bill Protection benefit is also not paid for claims that arise or occur during the *No claim period* – see page 9.

When does cover start and end

Bill Protection starts from the **cover start date** stated in your **policy schedule**.

Bill Protection ends on the earliest of the following:

- We pay a TPD benefit
- You remove Bill Protection – see *Changing your policy* on page 7
- You or we cancel your policy – see *Cancellation when you don't pay your premiums and Cancelling your policy* on page 6
- When your policy ends – see *When your policy ends* on page 6
- Your policy anniversary date, when Bill Protection is not renewed.

Financial Claims Scheme

Bill Protection is a protected product under the Financial Claims Scheme (FCS). The FCS protects certain individuals in the event of an insurer becoming insolvent. In the unlikely event of CIL becoming insolvent you may be entitled to access the FCS, provided you satisfy the eligibility criteria. More information about the FCS and eligibility criteria is available from APRA by visiting www.apra.gov.au or calling 1300 558 849.

YOUR PREMIUMS

HOW WE CALCULATE YOUR PREMIUM.

How your premium is calculated

Your monthly premium is stated in your **policy schedule**. All premiums are inclusive of stamp duty. Your premium will never be less than our minimum premium for the policy.

The following significant factors also affect how much you pay for Simple Life:

Nominated cover

The greater your level of cover, the higher your premium.

Your premium will be higher the more types of cover you have.

Age

Your current age affects your premium. As you get older, your premium will typically increase.

The annual notice we send you before your policy anniversary will state your new premium – see *Annual notification* on page 22.

Individual factors

Your gender and whether you're a **smoker** affect your premium.

If you're a **smoker** you can typically expect to pay a higher premium than if not.

Refer to page 21 for our definition of **smoker**.

Additional factors for Bill Protection

Bill Protection premiums, less any stamp duty, are subject to Goods and Services Tax (GST).

Your **occupation class – blue collar** occupations typically pay a higher premium compared to **white collar** occupations.

Changes to your premium rates

If we become aware that you have incorrectly stated your age, **smoker** status or **occupation class** we may vary your premium to take into account your correct status, notwithstanding any other rights we may have in law.

There may also be times when we change premium rates. When this happens we will change the premium for all policies issued on the same terms, i.e. we won't single you out, and give you notice as required by the law.

Taxation

Generally, premiums for the Life, TPD and Critical Illness Covers and Bill Protection are not tax deductible and in most situations, benefits paid to you or your estate are not subject to personal tax.

This information on taxation is of a general nature only and is based on the continuance of present taxation laws, rulings and their interpretation. As individual circumstances differ, you should seek assistance from your tax adviser.

CLAIMS

WHAT WE MAY REQUIRE TO ASSESS YOUR CLAIM.

You or your representative should contact us as soon as reasonably possible after your death; diagnosis of **terminal illness**; you become **permanently disabled, disabled** or **involuntarily unemployed** or you suffer a **critical illness**.

Medical evidence

We rely on the information provided during a claim. We must receive sufficient evidence and in some circumstances support from our medical officer, before we pay a benefit. You must provide the medical evidence required at your own expense except where we ask for a medical examination or other tests.

If overseas, we may require you to return to Australia at your expense for assessment of a claim. When you return, you must be under the immediate care of a **medical practitioner**. Payment of any benefit under this policy is conditional on you returning for such an assessment, if required.

Independent assessment

When necessary, we may require access to your medical records and test results so we can independently verify the existence and the extent of an illness, injury or other event. We can make any reasonable enquiries about the claim and we may require you to have a medical examination by a doctor we nominate. See *Privacy* on page 19 to understand why we collect and how we use customer information.

Employment and unemployment evidence

When necessary, in order to prove your claim we may require the following evidence:

- An Employer statement
- An Employment Separation Certificate
- Receipt of Newstart Allowance, Registration with Centrelink and/or employment agency, or applications for jobs and interviews for positions.

Paying claims

Once we've received all the necessary documents and assessed the validity of your claim, we'll pay your claim as soon as possible.

PRIVACY

WHY WE COLLECT CUSTOMER INFORMATION, HOW WE COLLECT, USE AND PROTECT IT.

Privacy of your personal information

Customer information is information about a customer. It includes personal information such as name, age, gender, contact details, as well as your health and financial information.

Why we collect customer information

We collect personal information (including full names, addresses, and contact details) so that we can administer our customer relationships, and give customers like you the products and services they request, as well as information on the Commonwealth Bank Group's products and services.

The law may require us to identify our customers. When we do this, we do so by collecting and verifying information about you. We may also collect and verify information about persons who act on your behalf.

Collecting and verifying information helps protect against identity theft, money laundering and other illegal activities.

How we use it

We use your customer information to manage our relationship with you, give you the products and services you request and also tell you about the products and services offered by the Group, affiliated providers and external providers for whom we act as agent. We may disclose information to outsourced providers to whom we outsource certain functions. In all circumstances where we have outsourced certain functions we have confidentiality arrangements with those providers. We may also disclose customer information where required by law. If we have your email or mobile phone details we may contact you including by SMS. You may also receive information on the Group's products and services electronically.

What we collect

As an individual, the type of information we may collect and verify includes your full name, date of birth and residential address.

If you are commonly known by two or more different names, you must give us full details of your other name or names.

Protecting customer information

We comply with the National Privacy Principles as incorporated into the *Privacy Act 1988* (Cth). We disclose customer information to other members of the Commonwealth Bank Group (including overseas members), so that the Group may have an integrated view of its customers and to facilitate the integrated treatment of its customers. It also enables other members of the Group to give you information about their products and services.

Viewing your information

You can (subject to permitted exceptions) request access to your personal information by contacting Customer Relations (see page 22 for contact details).

We may charge you for providing access. For more information about our privacy and information handling practices, please refer to the Commonwealth Bank Group Privacy Policy Statement, which is available through commbank.com.au or on request from any Commonwealth Bank branch.

GLOSSARY

Medical Definitions Reference Guide

You should also refer to the Medical Definitions Reference Guide available at commbank.com.au/SLD for further information on some of the medical definitions used.

What the words mean

Actively seeking employment

– see page 15

Cover start date – the date we accept your application for cover, including requests to add and/or increase cover. This date is stated in your **policy schedule**. A new **cover start date** applies when you add cover or increase cover, but only in respect of the added cover or increased cover.

Critical illness – any one of the four medical conditions, including **cancer, coronary artery disease requiring by-pass surgery, heart attack** and **stroke** as defined in the Medical Definitions Reference Guide available at commbank.com.au/SLD

Disabled, disablement – see page 14

Employed – means you are:

- Working in one of the **eligible types of employment** explained in the box below and you carry out identifiable duties in relation to that employment; and
- Actually performing or capable of performing those duties; and
- In our opinion, not restricted by illness or injury, from performing those duties on a full-time basis, where full-time basis means 20 hours per week.

Eligible types of employment

Permanently employed

– You've been working for at least 20 hours per week in a continuous, permanent and regular employment that is not seasonal in nature and for at least 180 consecutive days.

Working under a fixed term contract

– You're working under one or more contracts providing at least 20 hours per week of continual and regular employment, where the contract or contracts is or are:

- For salary or wages;
- For a specified period;
- With the same employer; and
- For a combined period of at least 180 consecutive days.

Hazardous conditions – this means we won't pay a benefit if you die, become **terminally ill**, are **disabled** or **permanently disabled** or suffer a **critical illness** directly or indirectly from working in these hazardous conditions:

Hazardous conditions and occupation examples not covered

- Working above heights of 15m outside of a building or above 15m in a building under construction. **Examples include pilots, tree loppers, window cleaners, construction workers**
- Working below the surface, either underground, underwater or outside of a building or in a building under construction. **Examples include miners, construction workers, divers**
- Work requiring the handling or transport of explosives or firearms. **Examples include Police officers, armed security work, on-site construction workers**
- Working offshore. **Examples include work on offshore oil, gas platforms or ships, commercial fishing.**

GLOSSARY CTD.

Home duties – this means your main occupation is to maintain your family home which includes performing all of the following duties:

- Cleaning the usual place of dwelling
- Purchasing household food and items used for cleaning
- Preparing meals for the household
- Performing for the household laundry services such as washing or ironing
- Driving or transporting family to and from school, sport work or social events (where applicable)
- Taking care of a child or dependent family members (where applicable).

If also in paid employment, you must be working less than 20 hours per week, otherwise we will not consider you performing **home duties** for the purpose of this definition.

Home duties do not include duties performed outside the person's family home for salary, reward or profit.

Involuntarily unemployed/involuntary unemployment – see page 15

Medical help – see page 9

Medical practitioner – this means a current **medical practitioner** who is not you, a relative, a de facto partner or spouse of yours, and

- If practising in Australia, is a currently registered medical practitioner whose credentials have been accepted by the medical authority of the Australian state or territory in which they are practising; or
- If practising other than in Australia, has equivalent qualifications to a **medical practitioner** registered in Australia and be registered with an appropriate medical authority in the country they are practising.

We must be satisfied with the **medical practitioner's** qualifications.

Occupation class – the type of occupation you work in and the duties you perform. Occupations are classed as either blue collar or white collar occupations:

- **Blue collar** – are occupations that involve manual work, supervision of manual workers and/or working outside of an office environment for more than 20% of your time
- **White collar** – are occupations limited to professional, managerial, administrative, clerical, secretarial or similar tasks which do not involve manual work and are undertaken entirely within an office or retail environment (excluding travel time from one office environment to another).

Permanent Australian resident – means you have been living in Australia for at least 12 months and are an Australian resident for tax purposes. For the purpose of this definition, you will stop being a **permanent Australian resident** when you live outside Australia for more than 12 consecutive months.

Permanently disabled, permanent disablement – see page 12

Policy schedule – the document we send you confirming your cover and **cover start date**, and any subsequent endorsements.

Pre-existing condition – see page 9

Smoker – you are a smoker if you have smoked any substance including cigarettes or tobacco and/or used chewing tobacco in the last 12 months.

Terminal illness – see page 10

OUR ONGOING RELATIONSHIP

Contact us

Whether you need something clarified, would like to update your personal or policy details or adjust your billing, we're happy to help.

You can always get in contact with us in one of the following ways:

Email us

simplelife@cba.com.au

Call us

13 39 82 between 8.00am and 8.00pm (Sydney time).

Write to us

CommInsure Life. Insurance Services.
PO Box 328, Silverwater NSW 2128

National Relay Service

The National Relay Service may assist anyone who is deaf or has a hearing or speech impairment.

- TTY/Voice: 133 677
- SSR: 1300 555 727

www.relayservice.com.au

Electronic notices

You can choose to receive notices for your policy electronically. When you do this we will send you important notices (for example your annual notification and any cancellation of cover) to the email address we have recorded as your nominated email address.

It's therefore important to keep us informed of any changes to your email address and mobile number to ensure you're aware of all notices relating to your policy.

All notices are said to be sent by us and deemed to be received by you when our system shows that the email has left our system for delivery to your email address.

Annual notification

We'll send you a notification each year before your policy anniversary to confirm your latest policy details, including your cover and premium.

When we offer to renew your Bill Protection, this is also your renewal notice for Bill Protection.

If you have not already, you should advise us of any lifestyle changes that may affect your policy – see *Changing your policy* on page 8.

What to do if you need to claim

When the unexpected happens, we're here to help. Simply call us on **13 39 82** between 8.00am and 8.00pm (Sydney time), Monday to Friday and we'll explain what is needed to assess your claim.

Once you've returned the claim forms we send you together with the required supporting evidence, we'll keep you updated through the assessment process.

What to do if you have a complaint

We accept sometimes we get things wrong and when we do, we're determined to help make them right again. Most problems can be resolved quickly by simply talking with us on **13 39 82**.

For further assistance, contact Customer Relations on **1800 805 605** or email to CustomerRelations@cba.com.au or by writing to CBA Group Customer Relations, Reply Paid 41, Sydney NSW 2001.

External dispute resolution

If you are not happy with the response we provide, you may refer your complaint to Financial Ombudsman Services (FOS). FOS offers a free, independent dispute resolution service for the Australian banking, insurance and investment industries.

You can contact FOS on **1800 367 287**, online at www.fos.org.au or by writing to: Financial Ombudsman Services, GPO Box 3, Melbourne VIC 3001

You can always get in contact with us in one of the following ways:

Email:

simplelife@cba.com.au

Call us:

13 39 82

8.00am and 8.00pm (Sydney time).

Write to us:

**CommInsure Life Insurance
Services.**

PO Box 328 Silverwater, NSW 2128

