

# Income Care

Policy Addendum  
Dated 10 November 2008



# Policy Addendum for Income Care

Please read this document and keep it in a safe place with your Income Care Policy Document. It is important that you read this document in conjunction with your Policy Document and any Policy Addenda (together called 'the Policy') or policy notices issued by The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (CMLA) (the Insurer).

This Policy Addendum applies from 10 November 2008.

## **Important information**

This document is an amendment to an agreement between you and The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (CMLA).

This document is issued by The Colonial Mutual Life Assurance Society Limited, Level 7, 39 Martin Place, Sydney NSW 2000.

| Feature / Benefit  | Change  | New Policy Wording  |
|--|---|---|
| <p><b>The information about ‘Enquiries and complaints’ that is detailed in the adjacent ‘New Policy Wording’ column has been amended</b></p> <p>All other parts of the wording not referred to in the New Policy Wording column continue to apply.</p> | <p>The independent service that handles complaints involving life insurance companies has been changed from the Financial Industry Complaints Service Limited to the Financial Ombudsman Service Limited (FOS).</p> | <p><b>Enquiries and complaints</b></p> <p>...</p> <p>If you would prefer to put your complaint in writing, you can either email us on <b>customerrelations@cba.com.au</b> or you can write to:</p> <p>Complaints Manager<br/> Customer Relations<br/> Commonwealth Bank Group<br/> GPO Box 41<br/> Sydney NSW 2001</p> <p>3. Upon receipt of your complaint, the Complaints Manager will investigate the cause of your concern and respond to you as quickly as possible. If the matter cannot be resolved quickly you will be kept informed of its progress. If you are not satisfied with the handling of your complaint or a decision of CMLA you may have the right to lodge a complaint with the Financial Ombudsman Service Limited (FOS).</p> <p>Before FOS has jurisdiction to deal with the matter, it must be satisfied that the same complaint was previously made to an appropriate person under our internal enquiries and complaints procedures and the complaint was not resolved to the satisfaction of the complainant within 45 days. The FOS can only deal with complaints which concern a particular policyholder. It cannot deal with complaints about management as a whole. If FOS accepts your complaint it will attempt to resolve the matter through conciliation, which involves assisting both parties to come to a mutual agreement. If conciliation is unsuccessful, the complaint is referred to FOS for a determination which is binding.</p> <p>You can contact FOS by phoning 1300 780 808 between 9am and 5pm (Melbourne time) Monday to Friday from anywhere in Australia. Alternatively, visit their website at <a href="http://www.fos.org.au">www.fos.org.au</a></p> |



