



**Bendigo
Bank**

insurance

Loan Protection Insurance
Good relationships are our policy



Bendigo LoanSure

www.bendigobank.com.au

In arranging this insurance policy, BBL Insurance, a registered business name of Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFS Licence No. 237879, is acting pursuant to an agreement with the product issuer, Swann Insurance (Aust) Pty Ltd ABN 80 000 886 680 AFS Licence No. 238292.

Bendigo LoanSure

product disclosure
statement and
insurance policy

Bendigo Loansure

Preparation date:
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Issuer:
Swann Insurance (Aust) Pty Ltd
ABN 80 000 886 680
AFS Licence Number 238292

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This booklet is important

This Product Disclosure Statement and Insurance Policy (PDS) contains important information required under the Corporations Act 2001.

Please read this PDS before you apply for insurance.

This PDS sets out the terms, conditions and limits that apply for the insurance we offer to you. If you have paid the Premium and we accept your application for insurance, you will receive a Policy schedule that sets out details of the insurance you have taken out. It is your responsibility to make sure that all details contained on the Policy schedule are correct.

Our agreement with you is made up of:

- your application,
- this PDS,
- the Policy schedules, and
- endorsements we send to you. Endorsements are notices we send to confirm any change to your insurance.

Together these set out the terms, conditions and limits of your insurance.

Keep this PDS in a safe place. You may want to refer to it from time to time.

If you need more information about this insurance, please contact us.

The information in this PDS was current at the time of preparation. However, some information may change from time to time. If a change is significant, we will issue a supplementary PDS or replacement PDS. If a change is not significant, you can obtain a copy of the updated information free of charge by contacting us.

Introduction

Who is the insurer

For Disablement, Hospitalisation, and Involuntary unemployment Monthly benefits - Swann Insurance (Aust) Pty Ltd is the insurer and issuer. Our Australian Business Number is 80 000 886 680. Our Australian Financial Services Licence Number is 238292. In this PDS the insurer is called 'we', 'us', or 'our'.

For Life and CashAssist benefits – we hold an insurance policy issued by The National Mutual Life Association of Australasia Ltd, Australian Business Number 72 004 020 437, Australian Financial Services Licence Number 234649 (National Mutual) on trust for Bendigo LoanSure customers.

We administer the Life and CashAssist benefits. The administration function includes collecting Premium, processing insurance applications and managing claims. Our liability for the Life and CashAssist benefits is limited to these activities.

Who is insured

The person or persons named as the insured when you applied for this insurance and named on the Policy schedule. In this PDS that person or persons are called 'you' or 'your'.

The purpose of this PDS

This PDS has been prepared to assist you in understanding this insurance and making an informed choice about your insurance requirements.

How to apply for insurance

Provide the required details and request cover. If we accept your request for insurance, you will receive a Policy schedule that confirms cover and sets out details of the insurance you have taken out.

Costs

The Premium payable by you will be shown on your Policy schedule.

The key factors that influence the Premium calculations are reflected in the questions asked, and information sought, at the time of your enquiry or application for insurance.

These include factors relating to:

- the particular cover or combination of covers you select.
- the frequency claims occur.
- for Disablement, Hospitalisation, and Involuntary unemployment covers, the period of Disablement, Hospitalisation, and Involuntary unemployment claims.
- the term of your loan.
- the amount of your loan, or Line of credit, and its repayments.
- for Life cover, the expected mortality rates.
- payment of your Premium by instalments.

Premiums are subject to Commonwealth and State taxes and/or charges. These include the Goods and Services Tax and stamp duty. The amount of these taxes and/or charges will be shown on your Policy schedule.

If we are unable to issue your insurance when we receive your application, we are required to hold your Premium in a trust account on your behalf until your insurance can be issued. We will retain any interest payable by our bank to meet, among other things, bank fees and other bank costs we incur in operating the account.

Pay your Premium by instalments

You can pay your Premium by instalments to help spread your payment over the period of your insurance cover.

An administration charge will apply if you select a Life benefit and/or a CashAssist benefit. This charge reflects the costs we incur in managing multiple payments we receive over the period of your insurance cover. When you commence this insurance the administration charge is fixed and will not change during the period of your insurance cover. If you choose to pay your Premium by instalments, your Premium will be more than if you choose to pay a single payment. The administration charge is included in the Premium shown on your Policy schedule.

If you are paying by instalments and an instalment is 14 days or more overdue, we may refuse a claim. We may cancel this insurance if the instalment is one month or more overdue. If we cancel your insurance where an instalment is dishonoured, your insurance cover will end on the due date of the first dishonoured instalment.

General Insurance Code of Practice

We have adopted the General Insurance Code of Practice. The purpose of the code is to raise the standards of practice and service in the general insurance industry.

The objectives of the code are:

- to promote better, more informed relations between insurers and their customers,
- to improve consumer confidence in the general insurance industry,
- to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers, and
- to commit insurers and the professionals they rely upon to higher standards of customer service.

If you would like more information about the code, please contact us.

Your duty of disclosure

What you need to tell us

You must tell us anything that you know, or should know, which could affect our decision to insure you and/or the terms on which to insure you. You must do this when you apply for insurance, renew your insurance or when you change or reinstate your insurance. When we ask you specific questions, you must answer these questions truthfully and in a way that a reasonable person in the circumstances would answer them. It is important that every person who will be insured by this insurance answers all questions in this way. These are requirements of the Insurance Contracts Act 1984.

What you do not need to tell us

You do not need to tell us anything that:

- reduces our risk.
- is of common knowledge.
- we know, or as an insurer should know.
- we indicate that we do not want to know.

What will happen if you do not tell us

If you withhold relevant information or you do not answer our questions in the way we have described, we can reduce the amount we pay you for your claim, or we can cancel your insurance. If your failure to tell us is fraudulent, or your answers are untruthful, we can treat your insurance as if it never existed.

If you do not understand

If you do not understand your duty, please contact us.

Important information

Before you apply for insurance

You are not obliged to purchase this insurance and insurance can be arranged through a different insurer.

This insurance provides Consumer Credit Insurance which has been developed to assist you to meet your loan repayments on your behalf in the event of your Disablement, Hospitalisation or Involuntary unemployment or to pay the outstanding balance of your loan if you die, or to pay you a benefit if you suffer Trauma. The amount paid on a claim is measured by reference to your liability under your loan and is subject to the benefit limits set out in this PDS.

We issue your insurance relying on:

- the information you provide in answer to our questions when you apply for insurance, and
- you meeting the entry age conditions when we accept your application for insurance, and
- you being engaged in Permanent and gainful employment and you are not under notice of dismissal when we accept your application for insurance. This does not apply to Life and CashAssist covers.

The way we handle your personal information

We collect personal information from you for the purpose of providing you with insurance products, services, and processing and assessing claims.

You can choose not to provide this information, however, we may not be able to process your requests.

We may disclose information we hold about you to:

- other insurers,
- an insurance reference service,
- our service providers and/or advisers,

- any third party with whom you have been dealing in respect of this insurance and who referred you to us, and
- any other third party as permitted or required by law.

In the event of a claim, we may disclose information to and/or collect additional information about you from investigators or legal advisers.

If you wish to update or access any information, please contact us.

Authority to act

We have relationships with authorised representatives and other licensees who sell our policies.

We may pay remuneration to authorised representatives and other licensees of up to 20% of your Premium, excluding government charges to the seller of the product.

Your cooling-off period

If you decide that you do not wish to continue with this insurance, you have 28 days after the Commencement date of this insurance to request cancellation. To do this, you must advise us in writing. We will provide you with a full refund of Premium paid, providing you have not made a claim under this insurance.

Previously declined cover

You do not need to tell us about an insurer who refused to cover you or renew your policy, if the insurer informed you that refusal was not due to an assessment of your particular risk. This includes where the insurer no longer issues that type of insurance.

Additional cover

If you require cover on a new loan or additional cover, you must apply for a new policy.

Words that have a special meaning

Some of the words in this PDS have special meanings. These words and their meanings are listed below.

Avian influenza

An influenza virus that occurs naturally among birds and can be transmitted to humans. Avian influenza is commonly called Bird flu.

Cancer

The first unequivocal diagnosis of any internal malignant tumour requiring treatment by surgery, radiotherapy, hormone therapy or chemotherapy. Included will be any malignant tumour considered to be too advanced or too serious for specific treatment to be warranted.

Excluded are:

- tumours treated by endoscopic procedures alone and tumours classed as carcinoma in situ and urinary bladder tumours that have not invaded the muscle layer.
- tumours of the skin with the exception of malignant melanoma where there is evidence of spread to lymph nodes or distant tissues.
- Kaposi's sarcoma and other tumours caused by AIDS.

Commencement date

The later of the date the first loan monies are advanced (the settlement date of your loan obligation) or the date we accepted you for insurance.

Coronary artery surgery

Coronary artery bypass grafting surgery performed via a thoracotomy.

Credit facility

A facility provided by your creditor which allows you to establish a Line of credit.

Date of Trauma

The date on which in our opinion the Trauma has been proved to have occurred.

Disablement

For the first 12 months of a claim, your total and continuous inability due to illness or injury to perform the duties of your usual occupation. After the first 12 months of a claim, your total and continuous inability to perform an occupation for which you are reasonably qualified by education, training or experience.

This must be certified by a legally qualified Medical practitioner and you must not be engaged in work or an occupation for remuneration or profit.

Epidemic influenza

A widespread outbreak of an influenza virus.

Heart attack

A diagnosed acute myocardial infarction that has been documented by the occurrence of chest pain and electro cardiographic evidence and appropriate elevation in cardiac enzymes.

Hospitalised

Being admitted as an in-patient to a hospital, but does not include being admitted to a facility for the care of mental or nervous illness or convalescence.

Involuntary unemployment

If you are:

- working for wages or income, your involuntary termination from Permanent and gainful employment and being certified as unemployed by the appropriate Australian government agency. This also means your termination was not due to voluntary unemployment, voluntary redundancy, wilful misconduct or reaching retirement.

- self-employed, or in a partnership, your termination from Permanent and gainful employment arising from the business ceasing to operate due to actual or imminent insolvency or business factors beyond your reasonable control and the business is being wound up or placed in the control of an insolvency or bankruptcy administrator.

Line of credit

The credit limit provided to you from a financial institution shown in the Policy schedule.

Line of credit outstanding balance

The amount you owe on your Line of credit that you have listed on your application for insurance. This does not include any amount greater than the credit limit provided by your financial institution when you applied for insurance.

Loan balance

The amount borrowed as shown on the Policy schedule, less all principal repayments made, and less any repayments overdue.

Medical practitioner

A person qualified and registered to practise medicine in Australia, who is acceptable to us. This cannot be yourself, or a member of your immediate family.

Monthly benefit

The Monthly benefit selected and shown in the Policy schedule.

Pandemic influenza

An influenza virus that spreads through an entire continent.

Period of insurance

The period of cover shown on the Policy schedule.

Permanent and gainful employment

You are:

- working on a permanent and continuous basis for wages or income for a minimum of 20 hours every week and you are not in employment of a seasonal, temporary or non-renewable contract nature, or
- self-employed, or in a partnership, and working on a permanent and continuous basis for a minimum of 20 hours every week and you are not self-employed on a seasonal, temporary or non-renewable contract nature.

Policy schedule

The most recent schedule we give you describing the terms and conditions that are specific to your insurance. This also includes any amendments we send you in writing.

Premium

The amount you pay for the insurance.

Stroke

Any infarction of brain tissue due to a cerebro-vascular incident and which is associated with evidence of a neurological deficit that creates permanent functional impairment. It does not mean infarction of brain tissue as a result of bodily injury caused by violent, accidental, external and visible means.

Terrorism

Any act which may, or may not, involve the use of, or threat of, force or violence where the purpose of the act is to further a political, religious, ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public.

Trauma

A Heart attack, Coronary artery surgery, Stroke or Cancer which occurs during the Period of insurance beyond 90 days from the Commencement date.

War or warlike activities

War (including war service), an act of a foreign enemy, hostilities or war like operation (whether war is declared or not), civil commotion, civil war or rebellion.

The insurance cover you select

When you take out your insurance you have a choice of covers to select from. Subject to meeting our acceptance criteria, you may select the combination of covers that you require.

You must select Disablement and Hospitalisation cover if you wish to select Involuntary unemployment cover.

A CashAssist benefit can only be taken in conjunction with either the Life Insurance or Disablement benefits, or a combination of both.

The type of cover you have is stated on the Policy schedule.

The cover provided by this insurance may vary from the prescribed standard cover. It is therefore important that you read, retain and understand this PDS.

What you are insured for

Provided you have paid the Premium, and we have accepted your application, we agree to insure you during the Period of insurance for the type of cover selected and stated on the Policy schedule, subject to the terms, conditions and limits of this PDS.

What we pay

Cover	Summary of cover
Life insurance benefit	<p>In the event of your death, we will pay, on behalf of the Life insurer one of the following:</p> <ul style="list-style-type: none">• where this insurance provides cover for a Line of credit, the lesser of:<ul style="list-style-type: none">- the Line of credit outstanding balance, or- \$500,000.• where this insurance provides cover for a building loan, the lesser of:<ul style="list-style-type: none">- during the period of building and before the total amount you have agreed to borrow has been advanced, the total amount you have agreed to borrow. After the period of building and after the total amount you have agreed to borrow has been advanced, the Loan balance, or- \$500,000.• where this insurance provides cover for other than a Line of credit or a building loan, the lesser of:<ul style="list-style-type: none">- the Loan balance, or- \$500,000.

continued next page

Cover	Summary of cover
	<p>For example, if you have a Line of credit and your Line of credit outstanding balance is \$220,000 and you die, we will pay \$220,000.</p> <p>Another example, if you have a building loan and you have agreed to borrow \$400,000 and you die after only \$200,000 has been advanced, we will pay \$400,000.</p> <p>And a further example, if you have a loan where the Loan balance reduces as each loan repayment is made and your Loan balance at the date of your death is \$180,000, we will pay \$180,000.</p>
<p>Free life insurance benefit</p>	<p>If you die, other than by suicide, during the interval from the date your creditor approves your loan, to the date the loan is settled by a first or full advance, we will pay, on behalf of the Life insurer, the life insurance benefit provided that the following occurs:</p> <ul style="list-style-type: none"> • you have applied to us for Life cover, and • your loan application is accepted, and • your death occurs within 120 days after the creditor approves your loan or Credit facility. <p>You will not be charged any Life cover Premium for this period of cover prior to the Commencement date.</p> <p>For example if your loan is approved for \$300,000 and you die 60 days after your loan has been approved by your creditor, and you have not settled we will pay \$300,000.</p>

Cover	Summary of cover
<p>Disablement benefit</p>	<p>For each day of Disablement, excluding the first 21 days, we will pay 1/30th of the lesser of:</p> <ul style="list-style-type: none"> • the Monthly benefit, or • \$3,500. <p>The most we will pay per claim is the lesser of:</p> <ul style="list-style-type: none"> • a maximum period of 30 months, or • your Loan balance at the date of Disablement or your Line of credit outstanding balance. <p>If the period of Disablement continues beyond the end of the Period of insurance, we will continue payment of your claim for up to 30 months from the date of your Disablement.</p> <p>If you return to Permanent and gainful employment:</p> <ul style="list-style-type: none"> • for less than 6 consecutive months following a period of Disablement, any further claim for Disablement will be considered as a continuation of the prior period(s) of Disablement, or • for 6 consecutive months or more following a period of Disablement, any further claim for Disablement will be considered as a new separate claim and a new excess period of 21 days will apply. <p style="text-align: right;">continued next page</p>

Cover	Summary of cover
<p>& Hospitalisation benefit</p>	<p>The most we will pay for this Disablement benefit is \$210,000 no matter how many times you become disabled.</p> <p>If you are Hospitalised due to illness or injury, we will pay 1/30th of the Monthly benefit for each day you are Hospitalised excluding the first 5 days. If your Disablement continues after your Hospitalisation, no additional waiting period for Disablement will apply.</p> <p>The most we will pay for the Hospitalisation benefit in total during the Period of insurance is \$6,000.</p> <hr/> <p>For example, you are disabled due to an accident, and you are unable to work for 45 days. If your Monthly benefit is \$2,400 we will pay 1/30th of \$2,400 for each day after the first 21 days. We will pay \$1,920 for 24 days.</p> <p>Another example, if you are disabled due to illness and you are hospitalised for 12 days. If your Monthly benefit is \$2,400 we will pay 1/30th of \$2,400 for each day after the first 5 days. We will pay \$560 for 7 days.</p>

Cover	Summary of cover
<p>Involuntary unemployment benefit</p>	<p>For each day of Involuntary unemployment, excluding the first 21 days, we will pay for up to 180 days 1/30th of the lesser of:</p> <ul style="list-style-type: none"> • the Monthly benefit, or • \$3,500. <p>The most we will pay per claim is the lesser of:</p> <ul style="list-style-type: none"> • \$5,250, or • your Loan balance at the date of unemployment or your Line of credit outstanding balance. <p>If the period of Involuntary unemployment continues beyond the end of the Period of insurance, we will continue payment of your claim up to 180 days from the date of your Involuntary unemployment</p> <p>Only one Involuntary unemployment claim will be paid during any 12-month period.</p> <p>The most we will pay under this policy is \$10,500 no matter how many times you become Involuntarily unemployed.</p> <hr/> <p>For example, if you become Involuntarily unemployed, and you remain unemployed for 60 days. If your Monthly benefit is \$2,400 we will pay 1/30th of \$2,400 for each day after the first 21 days. We will pay \$3,120 for 39 days.</p> <p style="text-align: right;"><small>continued next page</small></p>

Cover	Summary of cover
Total benefit	The most we will pay in aggregate of Life, Disablement, Hospitalisation and Involuntary unemployment benefits during the Period of insurance is \$500,000.
CashAssist benefit	<p>In the event of you suffering a Trauma, we will pay, on behalf of the CashAssist insurer the lesser of:</p> <ul style="list-style-type: none"> the Loan balance, or the Line of credit outstanding balance, or the amount you selected up to the initial amount borrowed, the amount you selected up to the Line of credit outstanding balance, or \$50,000. <p>No CashAssist benefit will be paid for a Trauma that occurs within 90 days after the Commencement date.</p> <p>No CashAssist benefit will be paid if death occurs within 14 days after the Date of Trauma.</p> <p>For example, if you have borrowed \$400,000, and your Loan balance is \$380,000 and you selected a CashAssist benefit of \$30,000 and you have a Heart attack, we will pay \$30,000.</p>

Who we pay

A CashAssist benefit will be paid to you. All other benefits under this insurance are paid to the creditor shown on your Policy schedule or as directed by the creditor.

What you are not insured for

This insurance does not cover:

- more than one Monthly benefit at the same time or more than one Life insurance benefit.
- for each person named as the insured on the Policy schedule, more than one CashAssist benefit under the policy per person.
- any benefit as a result of an event or a circumstance indicated by a '●' in the following table:

Event or circumstance	Benefit				
	Life	Disablement and Hospitalisation	Involuntary unemployment	CashAssist	
Suicide occurring within 13 months of the Commencement date.	●				
War or warlike activities.	●	●	●	●	
Terrorism.		●	●		
An illness, injury or condition known to be present in the 12 months preceding the Commencement date.	●	●			●
Any illness sustained or manifested within 30 days of the Commencement date.		●	●		
Avian influenza, Epidemic influenza, Pandemic influenza.		●	●		
Childbirth, abortion or pregnancy (including conditions accelerated or induced thereby).		●	●		
Alcoholism, drug addiction or the influence of intoxicating liquor or drugs.		●	●		
An intentionally self-inflicted illness or injury or engaging in a criminal act.		●	●	●	

Event or circumstance	Benefit				
	Life	Disablement & Hospitalisation	Involuntary unemployment	CashAssist	
Lockouts, taking part in riots, strikes.		●	●		
Engaging in professional motor racing.		●	●		
Flying or taking part in aerial activity except as a passenger in a motor propelled, fixed-wing aircraft owned and/or operated by a recognised airline or licensed charter company.		●	●		
Cessation of your employment within 30 days of the Commencement date or failure to provide proof of at least 60 days continuous employment prior to any period of Involuntary unemployment.			●		

How to make a claim

Contact us on 1300 657 382 for a claim form as soon as something happens that you believe you can claim for.

You must complete a claim form and return it to us immediately following an incident occurring that may result in a claim on this insurance. If we do not receive your completed claim form within 14 days of such an incident, we may refuse a claim or reduce the amount we pay for a claim.

We ask that you provide all reasonable assistance when requested in relation to your claim. We may:

- require other documentation or statutory declarations from you depending on the circumstances of your claim. Where this is required, we will ask for it.
- require you to have a medical examination or we may require a post-mortem examination. We pay for these examinations.

Any communication from other parties involved must be referred to us.

Certain additional information must be supplied

- **Life claim**

Proof of death, age, identity and amount to be claimed.

- **Disablement, Hospitalisation and CashAssist claims**

Evidence from a Medical practitioner of the Disablement, Hospitalisation or Trauma, and evidence that you have obtained and are following the advice of the Medical practitioner.

- **Involuntary unemployment claim**

If you were:

- employed, certification of registration as unemployed by the appropriate Australian government agency, or
- self-employed, or in a partnership, documentation from your accountant providing details of your business ceasing to operate.

Claiming on a previous policy

If you cannot claim under this policy due to the terms and conditions, you may be able to claim under a previous policy issued by us.

You will only be able to do this if:

- this policy replaced the policy you wish to claim under, and
- you replaced your previous policy before the expiry of that policy.

The amount paid for a Disablement and/or Hospitalisation and/or Involuntary unemployment claim under your previous policy will be equal to the previous regular monthly repayments. Our payments for Disablement and/or Hospitalisation and/or Involuntary unemployment will stop at the expiry of your previous policy.

The amount paid for a Life and/or CashAssist claim will be the lesser of the amount payable under both policies.

No claim will be paid under any previous policy where the expiry date of that policy has been reached and you purchased this new replacement policy at our invitation.

Claim recovery

If for any reason we pay benefits to which you are not entitled, we shall have a right to recover those benefits from you or the creditor.

Cancelling this insurance

Cancellation by you

You may cancel this insurance at any time by requesting us to do so in writing.

If you do request cancellation, we will retain an amount from the Premium in accordance with relevant legislation. We will refund the balance to you.

If we receive your cancellation request within 28 days from the Commencement date and you have not made a claim on this policy, we will refund your Premium in full.

You must notify us immediately if your loan ends earlier than the term in the Period of insurance shown on your Policy schedule. The policy also ends in this situation and we have to ensure that Premium payments stop.

Cancellation by us

We may cancel this insurance where circumstances described in insurance legislation allow us to do so.

If we cancel this insurance, we will retain an amount from the Premium in accordance with relevant legislation. We will refund the balance to you.

In the event of a Life insurance benefit payment, we will not refund any Premium for this benefit and this insurance will end. If you are paying your Premium by instalments we will deduct all remaining instalment amounts for your Life insurance benefit from our payment.

In the event of a CashAssist benefit payment, we will not refund any Premium for this benefit.

If you are paying your Premium by instalments we will deduct all remaining instalment amounts for your CashAssist benefit from our payment.

When this insurance ends

The policy ends on the earliest of:

- the expiry date of the Period of insurance, or
- the date on which the loan obligation or Credit facility is cancelled, discharged, refinanced, foreclosed or terminated, or
- the date we receive your written request to cancel this insurance, or
- the date we give you written notice cancelling this insurance in accordance with relevant legislation, or
- the date you attain your 65th birthday if you are the only person named as the insured on the Policy schedule, or
- the date a Premium instalment is 30 days overdue, or
- the 5th anniversary of the Commencement date, or
- the date a Life insurance benefit or the total benefit is paid, or
- the date you are no longer a resident of Australia or you reside outside Australia for more than 6 months (unless otherwise agreed in writing by us).

If there are 2 people named as the insured on the Policy schedule, cover provided by this insurance will end in respect of a person when they attain their 65th birthday.

Complaint and dispute handling process

We have a well-deserved reputation for providing quality products, good customer service and settling claims promptly and equitably.

However, if you are not satisfied with:

- one of our products,
- our service,
- our sales and marketing,
- changes made to your Premium,
- declined insurance,
- the service of our representatives or service providers,
- your claim,
- our handling of your personal information, or
- any other matter,

we have a process to help if you wish to make a complaint.

The process

The first thing you should do is call us on 1300 307 926. If you let us know what the complaint is we may be able to resolve the complaint for you. If the staff member you speak to is unable to resolve the complaint for you, they will refer you to a manager.

The manager will review and respond to your complaint.

A response will usually be provided within 15 days from when you made your complaint.

If the manager cannot resolve your complaint you can request the complaint be referred to an internal Dispute Resolution Officer (DRO). The DRO will treat your complaint as a dispute. They will conduct a review of your dispute and provide you with a decision usually within 15 business days. Our Dispute Resolution Procedure is completely free of charge to all of our customers.

If you do not agree with the DRO's decision, you may wish to seek an external review of the decision. The DRO's letter outlining their decision will provide you with information on external review option(s), including, if appropriate, referring you to the dispute resolution scheme run by the Financial Ombudsman Service (FOS). The FOS is administered by the Financial Ombudsman Service Limited ABN 67 131 124 448. The FOS is an external body that is independent of Swann Insurance. Your complaint should be put in writing and addressed to:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Telephone: 1300 780 808
Email: info@fos.org.au

It will deal with all enquiries and disputes and make its decision at no cost to you.

If your dispute is about our collection, use, disclosure of, or access to your personal information, you may refer the matter to the Australian Privacy Commissioner who will investigate your concerns and make a decision at no cost to you.

Contact us if you need any help in understanding how our complaint and dispute handling procedure operates. We also have brochures available explaining the dispute resolution process in more detail.

How to contact us

Swann Insurance (Aust) Pty Ltd

ABN 80 000 886 680

Mailing address:

PO Box 14459 Melbourne VIC 8001

Phone numbers:

Claims: 1300 657 382

Customer service: 1300 307 926

Fax numbers:

Claims: 1300 657 370

Customer service: 1300 720 380

e-mail:

Claims:

swann.cci.claims@swanninsurance.com.au

If you have chosen to pay your premium by direct debit, please read this important information.

Direct Debit Client Agreement

You have taken or wish to take out the Policy with us. By adding your Signature to the DDR, you have agreed that we may arrange for your Instalments to be paid by you from your Account by direct debit under the terms of the DDR and this agreement. This agreement is to be read in conjunction with the current Product Disclosure Statement and Insurance Policy (PDS) and the DDR.

1. WORDS THAT HAVE A SPECIAL MEANING IN THIS AGREEMENT

- 1.1. **“Account”** means the account nominated by you in your DDR that is held by your Bank.
- 1.2. **“Application and Policy Schedule”** means the application completed for the Policy, and the schedule provided or to be provided to you by us and setting out details of the Instalments.
- 1.3. **“Bank”** means the bank or financial institution nominated by you in your DDR and where your Account is held.
- 1.4. **“DDR”** or **“Direct Debit Request”** means the authority and request given by you to us to debit Instalments to your Account.
- 1.5. **“Instalment”** means each premium instalment payable by you to us under the terms of the Policy identified in the Application and Policy Schedule.
- 1.6. **“Policy”** means the contract of insurance between you and us and includes the Application and Policy Schedule.
- 1.7. **“Signature”** includes your oral consent by telephone or any written or electronic method permitted by law at the relevant time as being able to be used to identify a person and indicate that person's approval of the information communicated, in a manner binding on that person.
- 1.8. **“you/your”** means the person or persons making the direct debit request in the DDR and/or the person shown as the insured on the Application and Policy Schedule.
- 1.9. **“we/us/Swann”** means Swann Insurance (Aust) Pty Ltd ABN 80 000 886 680.

2. OUR OBLIGATIONS TO YOU AND OUR RIGHTS

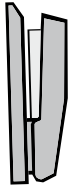
- 2.1 We will provide you with a written copy of the DDR and obtain your Signature to the DDR prior to drawing the first Instalment.

- 2.2 Subject to clause 2.1, we will draw each Instalment on or about the 28th day of each month following the Policy commencement date for the term of the Policy. If the day on which a debit is to be requested is not a banking day, the request will be made on the next banking day.
 - 2.3 Where an Instalment is dishonoured by the Bank, we reserve the right to draw that Instalment and the next Instalment on the next Instalment due date. We reserve the right to cancel this agreement, the DDR and the Policy (including your coverage under it) with notice to you if your Bank dishonours more than one Instalment.
 - 2.4 If Swann cancels your Policy where an Instalment is dishonoured, your insurance cover will end on the date the first dishonoured Instalment payment was due.
 - 2.5 If an Instalment is 14 days or more overdue, Swann may refuse a claim. If an Instalment is 1 month or more overdue, Swann may cancel your Policy.
 - 2.6 If any Instalment is dishonoured, we are entitled to seek reimbursement from you of any fees we incur.
 - 2.7 Your records and Account details will remain confidential although we may disclose such information to the bank sponsoring our participation in the direct debit system in relation to initiating the drawing on your nominated Account or any alleged incorrect or wrongful debit to your nominated Account.
 - 2.8 We will provide you with 15 business days written notice if we propose to vary any term of this agreement or the DDR, including the amount or frequency of the Instalments.
 - 2.9 Completion of the DDR does not constitute the acceptance of your Application or guarantee Swann will issue a Policy to you.
- ### 3. YOUR OBLIGATIONS TO US AND YOUR RIGHTS
- 3.1 By giving your Signature to the DDR, you agree to be bound by the terms of this agreement and the DDR.
 - 3.2 You must ensure that sufficient funds are available in your Account to meet a drawing of an Instalment on its due date.
 - 3.3 You must ensure that the authorisation you give to us under the DDR is identical to any Account signing instruction held by your Bank.
 - 3.4 You must advise us immediately if your Account is transferred or closed.
 - 3.5 If you wish to stop or defer a debit payment you must notify us in writing at least 15 business days before the next Instalment is due. This notice should be given to us in the first instance.

- 3.6 You may terminate the DDR and this agreement at any time by giving written notice to us at least 15 business days prior to the next Instalment due date. If you terminate the DDR and this agreement without making alternative payment arrangements with us, Swann may cancel your Policy without notice to you.
- 3.7 You should check with your Bank whether direct debiting is available from your Account as direct debiting is not available on all accounts offered by financial institutions.

4. DISPUTES

If you have any concerns or queries regarding any amount drawn under this direct debit arrangement, you should contact us on **1300 307 926** and we will address your concerns promptly and explain our dispute resolution procedure to you.



Please Staple Policy Schedule [HERE](#)

Please read carefully.

Promoted by:



CGU Insurance Limited
ABN 27 004 478 371
AFS Licence No. 238291
181 William Street
Melbourne VIC 3000



insurance

Intermediary: Bendigo and Adelaide Bank Limited, The Bendigo Centre,
Bendigo VIC 3550 ABN 11 068 049 178 AFSL 237879

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