



**FINANCIAL
SERVICES**

Nissan Loan Protection Insurance



Combined Product Disclosure Statement,
Financial Services Guide and Policy Wording



**FINANCIAL
SERVICES**

QM1902



About This Booklet

**This booklet contains 2 separate sections:
Part A and Part B**

Part A – Product Disclosure Statement (PDS)

Part A of this booklet contains a Product Disclosure Statement (PDS). The PDS is designed to assist you to make informed choices about your insurance needs. It gives a summary of the significant benefits and risks associated with this product (you should refer to Part B – Terms and Conditions for full details).

The PDS also contains information about costs, our dispute resolution system, your cooling off rights and other relevant information, including other rights, terms, conditions and obligations attaching to this product. Please read Parts A and B of this booklet carefully.

Part B – Policy Terms and Conditions

Part B of this booklet contains the Policy Terms and Conditions, which detail all the terms, conditions and exclusions relating to the policy. It is Part B which forms part of your legal contract with us.

If you are issued with an insurance policy, you will be given a Policy Schedule. The policy schedule sets out the specific terms applicable to your cover and should be read together with the Policy Terms and Conditions.

The Policy Terms and Conditions and the Policy Schedule given to you form your legal contract with us so please keep them in a safe place for future reference.

If you require further information about this product, please contact Nissan Financial Services Pty Ltd on 1300 304 808 or customerenquiry@nissan.com.au

This booklet also contains a Financial Services Guide.

Financial Services Guide (FSG)

The FSG contained in this booklet is designed to assist you in deciding whether to use the Financial Services we can provide you.

About QBE Australia

QBE Insurance (Australia) Limited is a member of the QBE Insurance Group (ASX: QBE). QBE Insurance Group is Australia's largest international general insurance and reinsurance group, and one of the top 25 insurers and reinsurers worldwide. The company has been operating in Australia since 1886 and provides industry-leading insurance solutions focused on the needs of intermediaries and their clients.

About Nissan Financial Services Australia

Nissan Financial Services Australia Pty Ltd is a wholly owned subsidiary of Nissan Motor Co (Australia) Pty Ltd, and is committed to providing you with a comprehensive and highly competitive range of innovative finance products and solutions suited to both individual and business needs.

Nissan Financial Services is dedicated to assisting you in finding the ideal finance solution.

Our expertise and consistent first class service will ensure the process of financing and insuring your Nissan vehicles will be every bit as pleasurable as driving it.

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PART A – PRODUCT DISCLOSURE STATEMENT (PDS) FOR NISSAN LOAN PROTECTION INSURANCE POLICY

Insurers

The policy is underwritten by:

- QBE Insurance (Australia) Limited (QBE), ABN 78 003 191 035, AFS Licence No. 239545 of 82 Pitt Street, Sydney - Sickness & Accident and Involuntary Unemployment.
- ING Life Limited (ING), ABN 33 009 657 176, AFS Licence No. 238341 of 347 Kent Street, Sydney - Life and Trauma.

Each insurer only accepts liability in respect to the insurance cover of which they are the insurer.

The PDS is issued by QBE Insurance (Australia) Limited on behalf of the Insurers. QBE and ING take full responsibility for the contents of the whole of this PDS.

Other documents may form part of the PDS. Any such documents will be dated and will include a statement identifying them as part of the PDS. If any major omissions, updates or corrections need to be made to the PDS a Supplementary PDS may be provided. In either case the relevant document will be provided to you with the PDS.

It is very important that you read our loan protection policy carefully and make sure that you are satisfied with this insurance.

Important information about Consumer Credit Insurance

Nissan Loan Protection Insurance is a Consumer Credit Insurance (CCI) policy designed to meet your loan repayments in the event of sickness & accident or involuntary unemployment, the amount specified for trauma, or to pay the outstanding balance of your loan, less any rebate of charges and arrears in monthly repayments, in the event of your death.

Before you purchase a CCI policy, you should find out what is covered and what is not covered by reading this PDS and the Policy Terms and Conditions in full. It is up to you to choose the cover you need. This document contains information which can help you decide. Any advice contained in this document is of a general nature only and has not considered your objectives, financial

situation or needs. You should therefore consider the information provided having regard to your personal circumstances before deciding whether to apply for Nissan Loan Protection Insurance.

This insurance is not compulsory and a credit provider cannot insist upon you taking out a CCI policy as a condition of a loan. You should also be aware that you can effect CCI with the insurer of your choice.

What you should read

To understand the features, benefits and risks of this insurance and to determine if it is appropriate for you, it is important that you read:

- the Policy Terms and Conditions on page 14.
- what makes up the insurance (i.e. your contract with us which we call a policy);
- words with special meanings which set out the important definitions of what we mean by certain words;
- the cover we can provide (see Part B);
- when you are not covered (see page 24);
- what you and we need to do in relation to claims (see page 27);
- your and our cancellation rights (see Cancelling your policy on page 13);
- when your policy ends (see page 29)
- the policy schedule (refer to the 'Words with special meanings') when it is issued to you; and
- any other documents we may give you which vary our standard terms of cover set out in this document.

These documents should be read carefully together. It is important that they are kept in a safe place.

Applying for cover

You may apply for the insurance through your Financial Services provider at the time of applying for your loan. Assuming that you meet all eligibility criteria, you will be issued with a policy schedule confirming your cover including the following information:

- Your name and address;
- The amount of your loan repayment that is covered;
- Which cover you have selected;
- Premium including taxes and charges.

Significant benefits and features

The following is a summary only and does not form part of the terms of your insurance. We give examples of some of the significant benefits and risks but you need to read Part B of this document which sets out the terms and conditions of this insurance to make sure it matches your expectations.

References to Section numbers refer to the Section in the Nissan Loan Protection Insurance Cover part of this document.

This insurance is designed to provide you with loan repayment protection cover for the insured events selected as shown on your policy schedule, that occur during the period of insurance. Please read the full details in Part B.

You may select combinations of cover for Life, Trauma, Sickness & Accident and Involuntary Unemployment as outlined in the tables below

Summary of Benefits

Cover	Benefit	Main Conditions
Life Cover	In the event of your death, pays the outstanding balance of your loan, including any arrears in monthly repayments up to two (2) months at the date of death, and less a rebate of charges.	Cover available up to a maximum of \$100,000
Trauma Cover	Pays the amount of cover selected by you in the event of positive diagnosis of any of the diseases or disabilities as shown in Part B	Optional cover, with minimum of \$10,000. You may elect to increase cover in multiples of \$5,000 up to maximum of \$50,000

Cover	Benefit	Main Conditions
Sickness & Accident Cover	Pays the monthly repayment shown in the loan contract You are able to claim if you have an accident or a sickness which results in you being unable to work.	Cover available up to a maximum of \$50,000
Involuntary Unemployment Cover	Pays the monthly repayment shown in the loan contract You are able to claim if you lose your job involuntarily	Maximum payable regardless of the number of claims made during the period of insurance is \$10,000

Significant risks

This product may not match your expectations

This product may not match your expectations (for example, because an exclusion applies). You should read the PDS (Part A of this booklet) and the Policy Terms and Conditions (Part B of this booklet) carefully. Please ask your Financial Services Provider if you are unsure about any aspect of this product.

The policy does not cover certain things

Claims may be refused in certain circumstances. Please refer to Part B which follows this PDS for full details of the terms and conditions of cover and exclusions.

These are only some of the events that are not covered by this insurance. Please read the Nissan Loan Protection Insurance Policy Terms and Conditions which follows this PDS for full details of all relevant policy exclusions.

Summary of Limits to the Cover Provided

Cover	Risk
All Covers	<ul style="list-style-type: none"> The maximum amount payable (regardless of the number or type of claims made during the period of insurance) under all covers of this policy is \$100,000 This insurance is limited to the period of insurance shown in your policy schedule There is no surrender value on the policy You need to be aware that there are limits to each policy benefit. The extent of these limits are set out in Part B. If you do not adequately insure yourself you may have to bear the uninsured portion of any loss yourself. If you are unsure whether you are insured for the correct amount, you should seek professional advice.
Life Cover	<ul style="list-style-type: none"> Cover starts from the commencement date Cover is subject to exclusions detailed in Part B
Trauma Cover	<ul style="list-style-type: none"> Cover not available for the first 90 days after commencement date. Only one claim allowed during period of insurance Cover is subject to exclusions detailed in Part B
Sickness & Accident Cover	<ul style="list-style-type: none"> Cover for sickness is not available for the first 30 days after commencement date. Maximum monthly payment of \$2,000 Cover is subject to exclusions detailed in Part B
Involuntary Unemployment Cover	<ul style="list-style-type: none"> Cover available up to: <ul style="list-style-type: none"> a maximum monthly payment of \$2,000; and \$12,000 during the period of insurance Benefit payable for maximum of 90 days for any one claim Cover is subject to exclusions detailed in Part B

The amount of any claim may be reduced

The amount of any claim made against the policy may be reduced if you do not comply with any policy condition.

What you are not covered for

There are certain times when this insurance may not provide cover. See the "Events we will not cover" table for full details.

We may also refuse to pay or may reduce the amount we pay under a claim:

- if you do not comply with the policy conditions. Please read Part B of this document for details of the conditions to make sure you understand your obligations.
- if you do not comply with your Duty of Disclosure; or
- if you make a fraudulent claim.

Our contact details

If you have any questions or you would like further information about this insurance product, you can contact Marsh, our Policy Administrator. Their telephone number is 1300 304 808 or you can email them at customerenquiry@nissaninsurance.com.au. You can also contact Marsh in writing via the address shown on your Policy Schedule.

The cost of this insurance policy

The total premium is the amount we charge you for this insurance policy. It includes the amount which we have calculated will cover the risk, and any taxes and government charges. The premium and any taxes and government charges will be shown on your policy schedule.

When calculating your premium we take a range of rating factors into account. These factors, and the degree to which they affect your premium, will depend upon the information you provide to us.

In order to calculate your premium, we take various factors into consideration, including:

Cost	Impact
The amount borrowed	your premium will be calculated on the loan size and will increase as the amount borrowed increases

Cost	Impact
The period of the loan	the premium will increase as the period of cover increases
The type of cover that you have selected	the premium is calculated on the cover type combination that you select.
Your age	as your age increases so may the premium amount
Details relating to any joint borrower	each person listed on the policy is priced according to the details provided by you, however, you do receive a discount for a joint policy

Duty of Disclosure – What you must tell us

Under the Insurance Contracts Act 1984 (the Act), you have a Duty of Disclosure. The Act requires that before a policy is entered into, you must give us certain information we need to decide whether to insure you and anyone else to be insured under the policy, and on what terms. Your Duty of Disclosure is different, depending on whether this is a new policy or not.

New business

Where you are entering into this policy for the first time (that is, it is new business and is not being renewed, varied, extended or reinstated) you must tell us everything you know and that a reasonable person in the circumstances could be expected to tell us, in answer to the specific questions we ask.

When answering our questions you must be honest.

Who needs to tell us

It is important that you understand you are answering our questions in this way for yourself and anyone else whom you want to be covered by the policy.

If you do not tell us

If you do not answer our questions in this way, we may reduce or refuse to pay a claim, or cancel the policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat the policy as never having worked.

Privacy

QBE Insurance (Australia) Limited

The Privacy Act 1988 (Cth) (the Act) regulates the way organisations such as QBE can collect, use, keep secure and disclose personal information. We are committed to safeguarding your privacy and the confidentiality of your personal information.

QBE has developed a privacy policy which explains what sort of personal information we hold about you and what we do with it. The QBE Privacy Policy may be downloaded from www.qbe.com or provided to you on request by calling us on (02) 9375 4656.

For further information about our Privacy policy or to access or correct your personal information, please contact

The Compliance Manager,
QBE Insurance (Australia) Limited,
GPO Box 82 Sydney NSW 2001.
or Email: compliance.manager@qbe.com

ING Life Limited

ING Life is committed to ensuring the confidentiality and security of your personal information. The ING Privacy policy details how ING Life manage personal information. The Privacy policy is available on request by calling (02) 9375 4656 or may be downloaded from www.ing.com.au.

ING maintains an Alternative Form of Remuneration Register (Register) in accordance with IFSA Industry Code of Practice on Alternative Forms of Remuneration in the Wealth Management Industry. The Register outlines the alternative forms of remuneration which are paid and received from givers and receivers of such remuneration. The Register is publicly available and can be accessed by contacting ING Customer Services on 133 665 who can send you a copy. Currently, the Nissan Loan Protection Insurance Policy does not pay or receive any alternative remuneration.

The General Insurance Code of Practice

QBE Insurance (Australia) Limited is a signatory to the General Insurance Code of Practice. The Code aims to:

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

How to make a claim

Please contact Nissan Financial Services Pty Ltd on 1300 304 808 to make a claim.

Full details of what you must do for us to consider your claim are provided in the 'Claims' section in Part B of this booklet.

Dispute resolution

We will do everything possible to provide a quality service to you. However, we recognise that occasionally there may be some aspect of our service or a decision we have made that you wish to query or draw to our attention. We have a Complaints and Dispute Resolution Procedure which undertakes to provide an answer to your complaint within 15 working days.

If you would like to make a complaint or access our internal dispute resolution service please contact your nearest QBE office and ask to speak to a dispute resolution specialist.

If you are not happy with our answer, or we have taken more than 15 working days to respond, you may take your complaint to the Financial Ombudsman Service (FOS). FOS is an ASIC approved external dispute resolution body.

The FOS resolves certain insurance disputes between consumers and insurers and will provide an independent review at no cost to you. QBE is bound by the determination of the FOS but the determination is not binding on you.

We will provide the contact telephone number and address of the FOS office upon request.

Taxation implications

With this insurance, or your loan, there may be taxation implications affecting you, depending upon your own circumstances. We recommend that you seek professional advice.

In the event of a claim, we will seek information from you in regard to any Input Tax Credit entitlement.

Cancelling your policy

The ways by which your policy may be cancelled are set out in Part B under General Conditions.

Cooling-off information

If you want to return your insurance after your decision to buy it, you may cancel it and receive a full refund. To do this you must put your request in writing to the Policy Administrator within 21 days from the date the policy commenced.

This cooling-off right does not apply if you have made or are entitled to make a claim. Even after the cooling-off period ends, you still have cancellation rights.

PART B – POLICY TERMS AND CONDITIONS FOR NISSAN LOAN PROTECTION INSURANCE POLICY

Insurers

The policy is underwritten by:

- QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFS Licence No. 239545 of 82 Pitt Street, Sydney - Sickness & Accident and Involuntary Unemployment.
- ING Life Limited, ABN 33 009 657 176, AFS Licence No. 238341 - Life and Trauma.

Each insurer only accepts liability in respect to the insurance cover of which they are the insurer.

It is very important that you read our loan protection policy carefully and make sure that you are satisfied with this insurance.

Our agreement with you

This policy is a legal contract between you and us. You pay us the premium, and we provide you with the cover you have chosen as set out in the policy, occurring during the period of insurance shown on your policy schedule.

The exclusions in the section(s) headed 'When you are not covered' and conditions in the section headed 'General Conditions' apply to all types of cover.

Eligibility criteria

If you wish to take any of the covers provided by this policy, you must:

- meet the entry age requirements of 18 – 64 years at the commencement date,
- be in good health and not be suffering from any chronic or serious illness or Sickness & Accident that was previously known to you,
- be engaged in permanent gainful employment when you apply for your loan (applicable only if Sickness & Accident cover or Sickness & Accident and Involuntary Unemployment cover is selected),
- not have any prior knowledge that your permanent gainful employment is to be terminated or decreased,
- be a permanent resident of Australia.

Your policy

Your Nissan Loan Protection Insurance policy consists of Part B (Terms and Conditions) of this booklet and the policy schedule we give you.

Please read your policy carefully, and satisfy yourself that it provides the cover you require.

If you want more information about any part of your policy, please ask us.

You should keep your policy Booklet and policy schedule together in a safe and convenient place for future reference.

Paying your premium

You may choose to pay the premium for this cover

- up front by cash, cheque or credit card, or
- it can be included in your financing arrangement for your loan.

If you include the premium in your financing arrangement, the premium will be included in the total cost payable by you plus interest for the full length of the finance term - irrespective of when this insurance cover commences or the term of the cover being shorter than the financing term.

You must pay your premium by the due date, if it has not been included in your financing arrangements. If we do not receive your premium by the due date or your payment is dishonoured then this policy will not operate and there will be no cover

Words with special meanings

Some key words and terms used in this policy have a special meaning.

If words and terms are only used in just one Section of the policy, we will describe their special meaning in that Section.

Wherever the following words or terms are used in the policy, they mean what is set out below:

Word or Term	Meaning
Commencement date	the date upon which the loan monies are first disbursed to you.

Word or Term	Meaning
Sickness & Accident	an illness or injury that has been certified by a medical practitioner, and which prevents you from performing or engaging in any gainful occupation.
Drugs	any illegal substance or non-prescribed drug which, when used, impairs the person's faculties, or a prescribed drug used contrary to medical or manufacturer's advice.
Gainful occupation	any occupation for which you receive a financial reward.
Incident	an event, neither expected or intended from your standpoint, which results in a claim on this policy.
Injury	bodily injury that is unintentionally caused solely and directly by external and visible means as a result of an accident occurring during the period of insurance.
Insured	the person(s) named in the policy schedule as being covered by the policy.
Involuntary unemployment	an inability to continue permanent gainful employment as a direct result of involuntary dismissal, redundancy or retrenchment.
Loan contract	the loan contract between you and your Financial Services provider.
Medical consultation	any activity undertaken for the purpose of detection, treatment or management of a medical condition including but not limited to the application of prescribed drugs or therapy whether conventional or alternative.
Medical practitioner	someone legally qualified and registered to practice medicine in Australia, other than you or members of your immediate family.

Word or Term	Meaning
Outstanding balance	the amount outstanding in relation to the loan contract at the date of the incident. This amount excludes any arrears in loan repayments.
Period of insurance	the period shown in the policy schedule.
Permanent gainful employment	you are working on a permanent and continuous basis for wages or income for a minimum of twenty (20) hours every week and you are not in employment of a seasonal, casual, temporary or non-renewable contract nature.
Permanent resident of Australia	a person not living outside Australia for more than 12 consecutive months.
Policy	your insurance contract which consists of this PDS and policy wording and the policy schedule.
Policy schedule	the schedule of insurance.
Sum insured	the amount that you have insured your loan repayments for as shown on the policy schedule. We will pay no more than this amount.
Terrorism	any act of any person acting on their own or in connection with an organisation or foreign government, which can involve the use of, or threat of, force or violence, where the purpose, by its nature or context, is to put the public or a section of the public in fear, to resist or influence a government or, to further an ideological, religious, ethnic or similar aim.

Word or Term	Meaning
Trauma	<p>the positive diagnosis of the following diseases or disabilities occurring after the first 90 days of each period of insurance:</p> <ul style="list-style-type: none"> ▪ 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 or other cardiac markers. ▪ Coronary Artery Surgery – coronary artery bypass surgery performed via a thoracotomy. ▪ Stroke – any infarction of the brain tissue due to a cerebrovascular 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. ▪ Major Organ replacement – undergoing a transplant procedure, as a recipient, which has been deemed medically necessary by a Medical Practitioner and involving one or more of the following organs: heart, lung, liver, kidney, pancreas and bone marrow. ▪ Chronic kidney failure – chronic renal failure and loss of ability for the kidneys to excrete wastes, concentrated urine and conserve electrolytes. ▪ Cancer – the presence and diagnosis of one or more malignant tumours including leukaemia, lymphomas and Hodgkin's disease, characterised by the

Word or Term	Meaning
Trauma (continued)	<p>uncontrollable growth and spread of malignant cells and the invasion and destruction of normal tissue. The following cancers are not covered by the Trauma Section of this policy:</p> <ul style="list-style-type: none"> (a) tumours showing the malignant changes of carcinoma in situ including cervical dysplasia CIN-1, CIN-2 and CIN-3, or which are histologically described as pre-malignant. (Note: carcinoma in situ of the breast is covered if it results directly in the removal of the entire breast. This procedure must be performed specifically to arrest the spread of malignancy and be considered appropriate and necessary treatment). (b) Melanomas of less than 1.5mm maximum thickness and which are also less than Clark Level 3 depth of invasion as determined by histological examination; (c) All hyperkeratoses or basal cell carcinomas of the skin; (d) All squamous cell carcinomas of the skin unless there has been a spread to other organs; (e) Prostatic cancers which are histologically described as TNM Classification T1 (or are of another equivalent or lesser classification); (f) Chronic lymphocytic leukaemia less than Rai Stage 1
You, Your	the person(s), companies or firms named on the current policy schedule as the 'Insured'.

Word or Term	Meaning
We, Our, Us	<ul style="list-style-type: none"> ▪ QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFS Licence No. 239545 of 82 Pitt Street, Sydney - Sickness & Accident and Involuntary Unemployment. ▪ ING Life Limited, ABN 33 009 657 176, AFS Licence No. 238341 - Life and Trauma.

Types of cover

Section 1. Life Cover

Section 2. Trauma Cover

Section 3. Sickness & Accident Cover

Section 4. Involuntary Unemployment Cover

What we will Pay

The total benefit we will pay for the aggregate of the Life, Trauma, Sickness & Accident and Involuntary Unemployment benefits, during the period of insurance is \$100,000.

Section 1: Life Cover

What you are insured against

This cover only applies in the event of your death during the period of insurance. Cover is only available where your original loan amount (that is the full amount that you borrow) does not exceed \$100,000.

Benefit Payable

If you die during the period of insurance we will pay the following:

- the outstanding balance of your loan including any arrears in monthly repayments up to two (2) months at the date of death, and less a rebate of charges.

The maximum amount that we will pay under this benefit is \$100,000.

Joint Cover

If you have joint cover the maximum that we will pay is the amount stated under Benefit Payable for Life Cover, regardless of whether one or both of you claim at the same time.

Section 2: Trauma Cover

This cover applies in the event of the positive diagnosis of the following diseases or disabilities occurring after ninety (90) days from the commencement date:

- Heart Attack
- Coronary Artery Surgery
- Stroke
- Major Organ replacement
- Chronic Kidney failure
- Cancer

We will only cover these diseases and disabilities if they satisfy the conditions specified in the definition of trauma.

You may elect to take a minimum trauma cover of \$10,000 when you purchase this policy.

You may increase the minimum cover, in multiples of \$5,000 up to a maximum of \$50,000. However, if you have joint cover the maximum combined cover you may select cannot exceed \$75,000.

Benefit payable

If you experience a positive diagnosis of a disease or disability included in the Trauma Cover part of this policy, we will pay you the level of Trauma Cover that you have selected as shown on the policy schedule.

You may only have one trauma claim during the period of insurance

Joint Cover

If you have joint cover the maximum that we will pay is the amount stated under Benefit Payable for Trauma Cover, regardless of whether one or both of you claim at the same time.

Section 3: Sickness & Accident Cover

This cover applies in the event that you are unable to perform

- your usual occupation for up to twelve (12) months; and
- any gainful occupation for periods in excess of twelve (12) months, due to an illness or injury that has been certified by a medical practitioner, but there is no cover for illness occurring within thirty (30) days from the commencement date.

Benefit payable

We will only pay a benefit under this cover for an incident that occurs during the period of insurance.

We will pay the following benefits :

- for each day of Sickness & Accident we will pay 1/30th of either
 - (i) the monthly repayment shown on the loan contract; or
 - (ii) \$2,000,

whichever is the lesser.

For any claim we will only pay a benefit where you are unable to perform

- your usual occupation for up to twelve (12) months; and
- any gainful occupation after the first twelve (12) months of any claim.

The maximum amount that we will pay under this benefit is \$50,000, regardless of the number of claims, during the period of insurance.

Joint Cover

If you have joint cover the maximum that we will pay is the amount stated under Benefit Payable for Sickness & Accident Cover, regardless of whether one or both of you claim at the same time.

Section 4: Involuntary Unemployment Cover

This cover can only be taken in conjunction with Sickness & Accident cover.

If you have selected this cover it will apply in the event that you are unable to continue permanent gainful employment as a direct result of your involuntary dismissal or retrenchment, and you are registered as unemployed (with Centrelink or the Department of Social Services or such other department as may be required by the Government, from time to time) and you are actively seeking employment.

If you have made a claim for involuntary unemployment, you must resume permanent gainful employment for at least another thirty (30) consecutive days before another claim can be made.

Benefit payable

We will pay the following benefits:

- for each day of involuntary unemployment we will pay 1/30th of either
 - (i) the monthly repayment shown on the loan contract; or
 - (ii) \$2,000

whichever is the lesser.

For any claim, we will only pay you a benefit for a maximum of ninety (90) days, or until you return to permanent gainful employment, whichever occurs first.

The maximum amount that we will pay under this benefit is \$10,000, regardless of the number of claims, during the period of insurance.

Joint Cover

If you have joint cover the maximum that we will pay is the amount stated under Benefit Payable for Involuntary Unemployment Cover, regardless of whether one or both of you claim at the same time.

When you are not covered

Events that we will not cover are listed in the table below and are marked by a "x".

Event or Circumstance	Life	Trauma	Sickness & Accident	Involuntary Unemployment
War or warlike activities (excluding peace time manoeuvres)	x	x	x	x
Acts of terrorism where such acts are directly or indirectly caused by, contributed to by, resulting from, or arising out of, or in connection with biological, chemical, or nuclear weapons, pollution or contamination		x	x	x
Death within thirty (30) days of a trauma occurring		x		
More than one claim during the period of insurance	x	x		
Conditions directly or indirectly caused by illness or injury you had symptoms of or was the subject of a medical consultation in the 6 months preceding the commencement date	x	x	x	x
Any illness sustained or manifested within thirty (30) days of the commencement date			x	
Any trauma condition which is diagnosed or its symptoms become apparent within ninety (90) days from the commencement date		x		
Failure to seek medical attention and/or treatment and/or failure to follow medical advice		x	x	

Event or Circumstance	Life	Trauma	Sickness & Accident	Involuntary Unemployment
Unreasonable refusal to attend an independent examination by a medical practitioner requested and paid for by us		x	x	
Childbirth, abortion or pregnancy (including conditions accelerated or induced as a result)			x	x
Normal cessation of a contract or seasonal employment				x
Self employment or where your or your family's control exists over the employing company				x
Sickness & Accident and Involuntary Unemployment claim simultaneously				x
Alcoholism, drug addiction or the influence of intoxicating liquor or drugs	x	x	x	x
An intentionally self-inflicted illness or injury whilst sane or insane (including Suicide within thirteen (13) months following the commencement date of the policy)	x	x	x	x
Engaging in a criminal act	x	x	x	x
Taking part in lockouts, riots, civil commotion, strikes			x	x
Engaging in professional racing of any kind except foot racing			x	x
Flying or taking part in aerial activity except as a fare paying passenger in a motor propelled aircraft owned and / or operated by a recognised airline or licensed charter company			x	x

General Conditions

Cancelling your policy

How you may cancel this policy

- You may cancel this policy at any time by telling us in writing that you want to cancel it.
- Where 'you' involves more than one person, we will only cancel the policy when a written agreement to cancel the policy is received from all persons named as the insured.

How we may cancel this policy

- We may cancel this policy in any of the circumstances permitted by law by informing you in writing.
- We will give you this notice in person or send it to your address last known to us.

Refund of premium

On cancellation of your policy a refund of premium will be paid to you. The refund of premium will be calculated after deducting a portion of the premium for time on risk, reasonable administrative costs and any government taxes or duties (where these are not refundable under the applicable State legislation.).

In the event that the full sum insured, but not exceeding the maximum amount payable under the policy of \$100,000, is paid out prior to the end of the period of insurance, under either the Life or Sickness & Accident parts of the policy, you will be entitled to a partial refund of premium. This refund will apply to the part of the policy which did not respond to the claim. For example, if payment is made under the Life part of the policy, a refund of premium will be applicable to the Sickness & Accident and Involuntary Unemployment parts of the policy.

Notices

Any notice we give you will be in writing, and it will be effective:

- if it is delivered to you personally, or
- if it is delivered or posted to your address last known to us.

It is important for you to tell us of any change of address as soon as possible.

Changes to information previously advised

You must tell us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss, damage or injury.

Claims

What you must do

Notification of an incident

You must advise us as soon as possible of an incident which could lead to a claim on this policy.

How to make a claim

When you, or your Estate, make a claim you must:

- contact us by phone as soon as practicable and be ready to provide details of the incident;
- return the completed claim form, that we provide you, promptly together with all letters, documents, medical certificates or other documentation that you have been asked to provide, otherwise we cannot process your claim;
- attend an independent examination by a medical practitioner if requested and paid for by us;
- provide written statements under oath if we require it;
- be interviewed about the circumstances of the claim, if we require this.

If a claim is not admissible under this policy due to the terms and conditions, you may be able to claim under a previous policy issued by us, which has been replaced by this policy. If you require assistance or have any questions regarding a claim, please contact us on **1300 304 808**.

Continuity of cover (replacement Policies)

If this policy replaces an existing policy with us, as a result of you re-financing or varying your loan, and you are not covered under the terms of this replacement policy, then you may be able to claim under the terms and conditions of your previous policy.

If your claim would have been payable under the previous policy, then this replacement policy will respond to your claim at the levels and limits that were applicable under the previous policy. Where such a claim is for life or trauma then the amount payable will be the lesser of the amount payable under the previous policy and this replacement policy.

Where a claim would have been payable under the terms and conditions of your previous policy with us, however your claim occurs after the original expiry date of the

period of insurance of the previous policy, then no claim will be payable under this replacement policy.

For this benefit to apply, the commencement date of this replacement policy must be within one business day of the cancellation date of the previous policy.

How claim administration and legal proceedings are undertaken

When a claim is admitted under this policy we have the right, at our discretion, to exercise all the legal rights of you relating to the incident and to do so in your name.

We will take full control of the administration, conduct or settlement of the claim.

You must assist us

Before we will pay anything under this policy, you must have complied with all the requirements of this Section and provided us with all information and assistance that we have requested.

What you must NOT do

False or misleading information

We may deny part or all of your claim if you are not truthful and frank in any statement you make in connection with a claim, or if the claim is fraudulent or false in any respect.

What we do

We may take over and conduct the defence or settlement of any claim or issue legal proceedings for damages. If we do this we will do it in your name. We have full discretion in the conduct of any legal proceedings and in the settlement of any claim. You must co-operate by giving us any statements, documents or assistance we require. This may include giving evidence in any legal proceedings.

What can affect a claim

We may refuse to pay a claim if you are in breach of your Duty of Disclosure or any of

the conditions of this policy, including any endorsements noted on or attached to the policy schedule.

We may be entitled to refuse to pay or to reduce the amount of a claim if:

- it is in any way fraudulent, or

- any fraudulent means or devices are used by you or anyone acting on your behalf to obtain any benefits under this policy.

When the policy ends

The policy ends, and we stop paying benefits on the earliest of any of the following:

- the expiry date shown on the policy schedule,
- the date of your 65th birthday,
- the date the loan is discharged, re-financed, foreclosed or terminated,
- the date we receive a written request from you to terminate the insurance,
- the date given when we provide you with written notice to terminate the insurance in accordance with relevant legislation,
- the date upon which the total benefit for Sickness & Accident is paid,
- the date you are no longer a permanent resident of Australia (unless otherwise agreed in writing by us),
- the date of your death.

We will stop paying benefits when the policy ends, except as provided under Continuity of Cover on page 27.

You may be entitled to a partial refund of premium. You should refer to Cancelling your policy – Refund of Premium on page 26.

FINANCIAL SERVICES GUIDE (FSG)

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the Financial Services we can provide to you. It explains the kind of financial services we offer. It also contains general information about who we are, how we and others are remunerated in relation to those services and how you may access our internal and external dispute resolution procedures.

About Us

QBE Insurance (Australia) Limited (QBE)
 ABN 78 003 191 035, AFS Licence 239545
 GPO Box 82, Sydney NSW 2001

About Our Distributor

Our Distributor is authorised by us to deal in QBE insurance products on our behalf. We, as the insurer of the product and our Distributor, as our agent, do not act on your behalf. The employee of our Distributor, who provided you with this FSG, is authorised by our Distributor to act on their behalf in providing the services they are authorised to provide for us. Our Distributor and their employees do not have any authority to give you any advice (i.e. recommendation or opinion about the financial product). They can provide you with factual information on the product to help you decide whether it is right for you. The choice is yours.

The Corporations Act 2001 (Cth) requires that we have compensation arrangements in place, should you suffer any loss as a result of our Distributor breaching their obligations to you in their capacity as our Distributor. QBE is a general insurer, regulated by the Australian Prudential Regulation Authority (APRA) and satisfies the requirements of the Corporations Act. If you require further information please contact QBE.

Our Distributor's Remuneration

Our Distributor receives commission from us, which is part of the total amount payable by you to us for the product. The rate ranges up to 20% and is payable to our Distributor by us for each policy issued. Our Distributor's employees are paid an annual salary and may receive rewards or bonus payments if certain sales targets are achieved. Bonuses are based on sales targets for all activities of their staff, not just those related to financial services. From time to time they may receive rewards for achieving certain targets or outcomes as determined by

us which may include sales targets. The amount of such incentives may vary from time to time.

About Our Policy Administrator

Marsh Pty Limited ABN 86 004 651 512 (Marsh) has been appointed by QBE to perform all policy administration and systems support. They can directly issue or vary QBE insurance products in accordance with our underwriting guidelines. In some cases Marsh may need to arrange for us to do this if they are not able to act under the underwriting guidelines.

Marsh receives an administration fee from us, which is part of the total amount payable by you to us for the product. The rate is up to \$50 and is payable to Marsh by us for each policy issued. A policy fee of up to \$20 on each new business and renewal policy transaction processed is also paid by us to Marsh.

If You Have A Complaint

If you ever have a complaint, you should refer this matter to Marsh, using the contact details in the PDS. QBE and Marsh have procedures in place to help resolve any issues you may have.

If your complaint is not resolved to your satisfaction you may request that your complaint be referred to our dispute resolution process. Your complaint will be handled by a person with authority to resolve the matter. Your complaint should be dealt with within 15 business days unless we notify you of the reasons why it cannot be dealt with within that time.

If your complaint remains unresolved to your satisfaction you can request that it be reviewed by the Financial Ombudsman Service (FOS). FOS resolves certain insurance disputes between consumers and insurers and will provide an independent review at no cost to you. QBE is bound by the determination of FOS but the determination is not binding on you.

Contacting Us

If you have any queries, contact us at GPO Box 82, Sydney NSW 2001.

This FSG was prepared on 12th August 2008 and is authorised by QBE for distribution.