

SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT

This Supplementary Product Disclosure Statement (SPDS) is dated 26th of August 2017 and supplements the ANZ Loan Protection Product Disclosure Statement and Policy Document (PDS) dated 28th February 2011.

HOW TO READ THIS SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT

You should read this document together with your policy contract which is the:

- ANZ Loan Protection Product Disclosure Statement (PDS) and policy document dated 28th February 2011,
- the Supplementary Product Disclosure Statement (SPDS) dated 10th of March 2014, (if we have provided this to you);
- your policy schedule; and
- any endorsement or any other notice we have given you in writing.

AMENDMENTS TO THE PDS

The purpose of this SPDS is to increase the cooling off period from 21 days to 30 days.

Replace the first two paragraphs under the title **Refund of Premium** on page 10 with the below:

- **Cooling-off period**

There is a 30-day cooling off period for this policy, starting on the policy commencement date. If the policy is cancelled during the 30-day cooling-off period, we'll return any premiums you've paid, as long as you've made no claims.

Any refundable premium will be credited to the ANZ loan account.

ABOUT THE INSURERS

ANZ Loan Protection is issued by OnePath Life Ltd (OnePath Life) (ABN 033 009 657 176, AFSL 238341) for the Life Benefit cover, and QBE Insurance (Australia) Limited (QBE) (ABN 78 003 191 035, AFSL 239545) for the Disability Benefit cover and Involuntary Unemployment Benefit cover. Each issuer takes full responsibility for the whole of the SPDS. Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522 is an authorised deposit taking institution (Bank) under the *Banking Act 1959* (Cth). OnePath Life is owned by ANZ – it is a co-issuer of this product but it is not a Bank. This product is not a deposit or other liability of ANZ or its related group companies and none of them stand behind or guarantee the issuers.

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SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT

10 MARCH 2014

This Supplementary Product Disclosure Statement (SPDS) is dated 10 March 2014 and supplements each of the Product Disclosure Statements (PDS) listed below. This SPDS is to be read together with the PDS and Policy Document, Policy Schedule and any other SPDSs issued for the relevant products.

Product Name	Date of PDS
ANZ Mortgage Protection	28 February 2011
ANZ Loan Protection	28 February 2011

OnePath Life Limited (OnePath Life) ABN 33 009 657 AFSL 238341 and QBE Insurance (Australia) (QBE) Ltd ABN 78 003 191 035 AFSL 239545 are the joint issuers of this SPDS and take full responsibility for it. Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522 is an authorised deposit taking institution (Bank) under the *Banking Act 1959* (Cth). OnePath Life is owned by ANZ – it is a co-issuer of this product but it is not a Bank. This product is not a deposit or other liability of ANZ or its related group companies and none of them stands behind or guarantees the issuers.

The purpose of this SPDS is to:

1. update the Privacy section in the PDS
2. include sanctions wording in the PDS.

1. REPLACE THE PRIVACY SECTION ON PAGE 11 OF THE PDS WITH THAT BELOW:

Privacy Statement – OnePath Life

In this section 'we', 'us' and 'our' refers to OnePath Life Limited and other members of the ANZ Group. 'You' and 'your' refers to policy owners and life insureds.

We collect your personal information from you in order to manage and administer our products and services. Without your personal information, we may not be able to process your application or provide you with the products or services you require.

We are committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy details how we manage your personal information and is available on request or may be downloaded from onepath.com.au/privacy-policy

In order to undertake the management and administration of our products and services, it may be necessary for us to disclose your personal information to certain third parties.

Unless you consent to such disclosure we will not be able to consider the information you have provided.

Providing your information to others

The parties to whom we may routinely disclose your personal information include:

- an organisation that assists us and/or ANZ to detect and protect against consumer fraud
- any related company of ANZ which will use the information for the same purposes as ANZ and will act under ANZ's Privacy Policy
- an organisation that is in an arrangement or alliance with us and/or ANZ to jointly offer products and/or to share information for marketing purposes (and any of its outsourced service providers or agents), to enable them or us and/or ANZ to provide you with products or services and/or to promote a product or service
- organisations performing administration and compliance functions in relation to the products and services we provide organisations providing medical or other services for the purpose of the assessment of any insurance claim you make with us (such as reinsurers)
- our solicitors or legal representatives
- organisations maintaining our information technology systems
- organisations providing mailing and printing services
- persons who act on your behalf (such as your agent or financial adviser)
- the policy owner (where you are a life insured who is not the policy owner)
- regulatory bodies, government agencies, law enforcement bodies and courts.

We will also disclose your personal information in circumstances where we are required by law to do so.

Examples of such laws are:

- *The Family Law Act 1975* (Cth) enables certain persons to request information about your interest in a superannuation fund.
- There are disclosure obligations to third parties under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

Information required by law

ANZ may be required by relevant laws to collect certain information from you. Details of these laws and why they require us to collect this information are contained in our Privacy Policy at onepath.com.au/privacy-policy

Life risk – sensitive information

For life risk products, where applicable, we may collect health information with your consent. Your health information will only be disclosed to service providers or organisations providing medical or other services for the purpose of underwriting, assessing the application or assessing any claim.

Privacy consent

We and other members of the ANZ Group may send you information about our financial products and services from time to time. ANZ may also disclose your information to its related companies or alliance partners to enable them or ANZ to tell you about a product or service offered by them or a third party with whom they have an arrangement.

If you do not want us, ANZ or our alliance partners to tell you about products or services, phone Customer Services on 13 16 14 to withdraw your consent.

Where you wish to authorise any other parties to act on your behalf, to receive information and/or undertake transactions please notify us in writing.

If you give us or ANZ personal information about someone else, please show them a copy of this document so that they may understand the manner in which their personal information may be used or disclosed by us or ANZ in connection with your dealings with us or ANZ.

Privacy Policy

Our Privacy Policy contains information about:

- when we or ANZ may collect information from a third party
- how you may access and seek correction of the personal information we hold about you, and
- how you can raise concerns that we or ANZ has breached the Privacy Act or an applicable code and how we and/or ANZ will deal with those matters.

You can contact us about your information or any other privacy matter as follows:

GPO Box 75
Sydney NSW 2001

Email privacy@onepath.com.au

We may charge you a reasonable fee for this.

If any of your personal information is incorrect or has changed, please let us know by contacting Customer Services on 13 16 14.

More information can be found in our Privacy Policy which can be obtained from our website at onepath.com.au/privacy-policy

Privacy law changes from 12 March 2014

From 12 March 2014 we and the ANZ Group must provide you with the following information about overseas recipients of personal information.

Overseas recipients

We or ANZ may disclose information to recipients (including service providers and related companies) which are (1) located outside Australia and/or (2) not established in or do not carry on business in Australia.

You can find details about the location of these recipients in ANZ's Privacy Policy and at anz.com/privacy

Privacy Statement – QBE

All companies in the QBE Group are committed to safeguarding your privacy and the confidentiality of your personal information. QBE collects only that personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claim made by you. QBE will only use and disclose your personal information for a purpose you would reasonably expect. We will request your consent for any other purpose.

Without this personal information we may not be able to issue insurance cover, administer your insurance or process your claim. Our aim is to always have accurate and up-to-date information. When you receive a Policy Schedule, Certificate of Insurance, Renewal or other document from us, you should contact us if the information is not correct.

QBE uses the services of a related company located in the Philippines to provide Call Centre sales and claims handling, accounting and administration services to QBE in Australia.

QBE or our authorised agent may collect or disclose your personal information from or to:

- any person authorised by you;
- a mail house, records management company or technology services provider (for printing and/or delivery of mail and email, including secure storage and management of our records). These companies may be located or the records stored using 'Cloud' technology overseas, including in India, Ireland, USA or the Netherlands;
- a financier whose name appears on your Policy Schedule (for the purpose of confirming the currency of your Policy or when you have a claim and the insured property is a total loss, to confirm if the financier has a current interest);
- an organisation that provides you with banking facilities (for the purpose of arranging direct debit or other payment transactions or confirming payments made by you to us);
- a financial services provider or our agent who is arranging your insurance (for the purpose of confirming your personal and insurance details);
- another person named as a co-insured on your Policy (for the purpose of confirming if full disclosure has been made to us);
- another insurer (to obtain confirmation of your no claim bonus or to assess insurance risks or to assist with an investigation);

- our reinsurer that may be located overseas (for the purpose of seeking recovery from them);
- a dispute resolution organisation such as the Financial Ombudsman Service (for the purpose of resolving disputes between QBE and you or between QBE and a third party);
- a company to conduct surveys on our behalf for the purpose of improved customer services; and
- an insurance reference bureau (to record any claims you may make upon us).

In addition to the above, in the event of a claim, QBE or our authorised agent may disclose your personal information:

- to a repairer or supplier (for the purpose of repairing or replacing your insured items);
- to an investigator, assessor (for the purpose of investigating or assessing your claim);
- to a lawyer or recovery agent (for the purpose of defending an action by a third party against you or recovering our costs including your excess or seeking a legal opinion regarding the acceptance of a claim);
- to a witness to a claim (for the purpose of obtaining a witness statement);
- to another party to a claim (for the purpose of obtaining a statement from them or seeking recovery from them or to defend an action by a third party).

Personal information (about you) may also be obtained from the above people or organisations.

In addition we will:

- give you the opportunity to find out what personal information we hold about you and when necessary, correct any errors in this information. Generally we will do this without restriction or charge; and
- provide our dispute resolution procedures to you, should you wish to complain about how we handle your personal information.

To obtain further information about our Privacy Policy or to request access to or correct your personal information, please email: compliance.manager@qbe.com

To make a complaint email: complaints@qbe.com

2. INCLUDE THE FOLLOWING WORDING AFTER THE SECTION TITLED 'FINANCIAL CLAIMS SCHEME' ON PAGE 11 OF THE PDS:

Sanctions – One Path Life

We may delay or withhold paying a benefit under this policy where doing so may breach any laws or regulations in Australia including any sanctions regulations. You must provide all information to OnePath Life which OnePath Life reasonably requires in order to manage its money-laundering, terrorism-financing or economic and trade sanctions regulations.

Sanctions – QBE

You are not insured under any section of this Policy where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.

ANZ LOAN PROTECTION

PRODUCT DISCLOSURE STATEMENT AND POLICY DOCUMENT

28 FEBRUARY 2011

IMPORTANT INFORMATION

This Product Disclosure Statement and Policy (PDS) provides you with information about this Consumer Credit Insurance product called ANZ Loan Protection. It sets out the covered events, benefits, risks and exclusions of this product and provides information about the costs of the product.

It is important to note that the information in this PDS is of a general nature and does not take into account your personal objectives, financial situation or needs. You should therefore read this PDS carefully before applying for ANZ Loan Protection to decide whether this product is right for you.

Find out what is covered and what is not covered and be aware that:

- it is not compulsory to purchase this product, and
- the approval of the ANZ loan application is not contingent upon purchasing this product.

Risks of purchasing ANZ Loan Protection

This insurance cover applies only to the nominated ANZ loan account specified in the Policy Schedule and is limited to the term of the ANZ loan.

- A claim may not be paid under a policy if a benefit limitation or exclusion applies.
- Pre-existing condition: we may not pay a claim for the Life Benefit or the Disability Benefit which arises from any sickness, accident or condition that:
 - is the subject of a medical consultation during the six months immediately before the policy commencement date, and
 - leads directly or indirectly to death or disablement in the first six months immediately after the policy commencement date.
- There is no cover for the Involuntary Unemployment Benefit where involuntary unemployment occurs outside Australia.
- There is no cover for either the Disability Benefit or the Involuntary Unemployment Benefit if you are employed in a permanent part time, casual, contract or temporary capacity for less than 10 hours per week, or if you are self employed for less than 10 hours per week.

In this PDS “you” or “your” means a person who is an insured under an ANZ Loan Protection policy. The meanings of other important words and terms used in this PDS are listed at the end of this document.

Who are the insurers?

Your contract of insurance and this PDS is issued by:

- **OnePath Life Limited** (OnePath Life) ABN 33 009 657 176, AFSL 238341 for the Life Benefit.

OnePath Life is a wholly owned subsidiary of Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. ANZ is an authorised deposit taking institution (Bank) under the Banking Act 1959 (Cth). OnePath Life is a co-issuer of this PDS but it is not a Bank. Except as set out in this PDS and contract terms, this product is not a deposit or other liability of ANZ or its related group companies. None of them stands behind or guarantees OnePath Life.

- **QBE Insurance (Australia) Limited** (QBE) ABN 78 003 191 035, AFSL 239545 for the Disability Benefit and the Involuntary Unemployment Benefit.

QBE is a member of the QBE Insurance Group. 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 continues to provide industry leading insurance solutions that are focused on the needs of intermediaries and their clients. QBE is a household name in Australian insurance, backed by sizeable assets, and well known as a strong and financially secure organisation.

Each insurer:

- provides general financial product advice only for the insurance cover that it is the insurer of, and
- takes full responsibility for the whole of this PDS.

QBE administer all policy related matters.

The Life Benefit is paid from the OnePath Life Statutory Fund No 1. No policyholder has any right to participate in the profits of OnePath Life or in the surplus of any OnePath Life Statutory Fund.

This product does not have any savings, investment, cash or surrender value.

All premiums paid will be used to meet the cost of this insurance (including the cost of issue and administration).

What documents make up the policy?

Where we agree to provide cover, we enter into a contract with the policyholder(s) which comprises:

1. this PDS and any Supplementary Product Disclosure Statement (SPDS) we may subsequently provide;
2. the Policy Schedule specifying the ANZ loan account for which cover is provided, and
3. any endorsements or any other notice we give in writing.

These documents should be kept in a safe place.

INTRODUCING ANZ LOAN PROTECTION INSURANCE

What is ANZ Loan Protection?

ANZ Loan Protection is a Consumer Credit Insurance (CCI) product designed to pay out the ANZ loan in the event of death, or to meet the ANZ loan repayments in the event of disability or involuntary unemployment.

Cover options are:

- Life Benefit cover and Disability Benefit cover, or
- Life Benefit cover, Disability Benefit cover and Involuntary Unemployment Benefit cover.

Eligibility to apply

To be eligible to apply for ANZ Loan Protection, each prospective insured must:

- be a party to an ANZ loan contract which does not exceed \$100,000;
- be aged between 18 – 64 years and not turn 65 during the policy term;
- be an Australian or New Zealand citizen, or the holder of an Australian Permanent Residency Visa;
- be currently residing in, and receive this PDS, in Australia, and
- meet the minimum employment requirements if applying for Disability Benefit cover and/or Involuntary Unemployment Benefit cover.

How to apply

To apply, please:

- phone 13 33 33, or
- visit any ANZ branch.

Duty of Disclosure

Before you enter into a policy of insurance with an insurer, you have a duty, under the *Insurance Contracts Act 1984*, to disclose to the insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept the risk of insurance and, if so, on what terms.

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

Your duty however does not require disclosure of matter:

- that diminishes the risk to be undertaken by the insurer;
- that is of common knowledge;
- that your insurer knows or, in the ordinary course of its business, ought to know, or
- as to which compliance with your duty is waived by the insurer.

Non-disclosure – Life Benefit cover

If you fail to comply with your duty of disclosure and the insurer would not have entered into the policy on any terms if the failure had not occurred, the insurer may avoid the policy within 3 years of entering into it. If your non-disclosure is fraudulent, the insurer may avoid the policy at any time. An insurer who is entitled to avoid a policy of life insurance may, within 3 years of entering into it, elect not to avoid it but to reduce the sum that you have been insured for in accordance with a formula that takes into account the premium that would have been payable if you had disclosed all relevant matters to the insurer.

Non-disclosure - Disability Benefit cover and Involuntary Benefit cover

If you fail to comply with your duty of disclosure, the insurer may be entitled to reduce its liability under the policy in respect of a claim or may cancel the policy. If your non-disclosure is fraudulent, the insurer may also have the option of avoiding the policy from its beginning.

Policy commencement date

Cover commences on the the policy commencement date being the date money is advanced by ANZ on the ANZ loan account.

Policy period

The policy period for this insurance is the same as the term of the ANZ loan.

BENEFITS UNDER ANZ LOAN PROTECTION INSURANCE

What's covered?

Benefits are payable only under the terms and conditions of the policy.

Life Benefit
What does it cover?
Death of an insured.
Nature of benefit
Pays the total outstanding balance of the ANZ loan as at the date of an insured's death.
Multiple benefits
We will pay the Life Benefit once only under the policy, even if there is more than one insured under the policy.
Benefit payment
The Life Benefit payment is credited to the ANZ loan account. On payment of the Life Benefit the policy comes to an end and no policy premiums are refundable.

Disability Benefit

What does it cover?

Disability means the circumstance when you are employed, and due to a sickness that commences or an accident that occurs after the policy commencement date, you are:

- confirmed by a medical practitioner as being totally unable to perform the duties of your usual occupation for up to 12 months, nor any gainful occupation thereafter;
- not engaged in either your usual occupation nor any gainful occupation, and
- following the advice of a medical practitioner in relation to the disability which is the basis of the claim.

Qualifying period (applies to sickness only)

You are not covered for the Disability Benefit for the first **28 days** after the policy commencement date, if you are:

- diagnosed with a sickness, or
- the symptoms leading to the sickness being diagnosed become reasonably apparent.

Waiting period

There is a **5 day** waiting period for each claim after the claim event date.

Nature of benefit

For each day of disability after the waiting period, we will pay 1/30th of the monthly repayment for the ANZ loan.

Recurring claims

If you return to your usual occupation or to any gainful occupation after receiving the Disability Benefit and, within 6 months of returning to your usual occupation or to any gainful occupation, you become disabled again from the same or a related cause, the original claim and benefit period will be treated as continuing, and no waiting period will apply.

Multiple benefits

We will pay only one Disability Benefit or Involuntary Unemployment Benefit under the policy at any one time, even if there is more than one insured under the policy.

Benefit period and payments

This Disability Benefit is payable until you return to your usual occupation or to any gainful occupation, or until the total outstanding balance of the ANZ loan is paid, whichever is the earlier.

Disability Benefit payments are credited to the ANZ loan account.

The policy premium continues to be payable throughout the waiting period and the benefit period for a Disability Benefit claim.

Maximum amount payable

The maximum amount payable for the Disability Benefit is the **total outstanding balance** of the ANZ loan as at the claim event date.

Involuntary Unemployment

What does it cover?

Involuntary unemployment means the circumstance after the policy commencement date, when you become unemployed through no choice or fault your own and due to factors outside your control, and you have registered with an Australian government approved job placement agency, and you are actively seeking employment.

Qualifying period

You are not covered for the Involuntary Unemployment Benefit for the first **28 days** after the policy commencement date.

Waiting period

There is a **14 day** waiting period for each claim after the claim event date.

Nature of benefit

For each day of involuntary unemployment after the waiting period, we will pay 1/30th of the monthly repayment for the ANZ loan.

Subsequent claims

You must return to any employment for a minimum of 6 consecutive months with the one employer before making another Involuntary Unemployment claim.

Multiple benefits

If you become involuntarily unemployed as a result of a disability, we will pay the Disability Benefit only.

We will pay only one Involuntary Unemployment Benefit or Disability Benefit under the policy at any one time, even if there is more than one insured under the policy.

Benefit period and payments

The Involuntary Unemployment Benefit is payable for a maximum of **120 days** per claim, or until you return to any employment, whichever is the earlier.

The policy premium continues to be payable throughout the waiting period and the benefit period for an Involuntary Unemployment Benefit claim.

Involuntary Unemployment Benefit payments are credited to the ANZ loan account.

Maximum amount payable

The maximum amount payable for the Involuntary Unemployment Benefit is the total outstanding balance of the ANZ loan as at the claim event date.

What's not covered

The following table shows with an 'X', the events or circumstances when benefits will not be paid.

Event or circumstance	Life	Disability	Involuntary Unemployment
<p>Pre-existing condition: Any sickness, accident or condition that:</p> <ul style="list-style-type: none"> is the subject of a medical consultation during the six months immediately before the policy commencement date, and leads directly or indirectly to death or disablement in the first six months immediately after the policy commencement date. <p>Medical consultation means any activity undertaken for the detection, treatment or management of a medical condition including but not limited to the application of prescribed drugs or therapy whether conventional or alternative.</p>	X	X	
You are employed in a permanent part time, casual, contract or temporary capacity for less than 10 hours per week, or you are self employed for less than 10 hours per week.		X	X
Your fixed term contract or apprenticeship ends.			X
Your wilful misconduct or your involvement in a strike or labour disturbance.			X
Your voluntary resignation, your voluntary retirement or your voluntary redundancy.			X
Your involuntary unemployment when you are residing outside Australia.			X
If you are self employed, you voluntarily ceasing to trade, either temporarily or permanently, or you selling your business.			X
War (whether declared or not), hostilities, civil commotion or insurrection.	X	X	X
Acts of terrorism.	X	X	X
Any intentionally self-inflicted injury (including suicide within the first 13 months after the policy commencement date) or engaging in any unlawful acts.	X	X	X
Disturbance to mind or faculty through the use of alcohol and/or drugs (unless taken as prescribed by a medical practitioner).		X	X
Pregnancy, childbirth, miscarriage or having a pregnancy termination including any conditions directly or indirectly related.		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	

PREMIUMS

The premium for a policy is calculated at a rate per \$1,000 of the ANZ loan amount as at the policy commencement date. A premium rates table is set out on page 14.

How is the premium calculated?

We take various factors into consideration in calculating premiums, including:

- single or joint cover;
- cover type combination that is selected for each insured;
- the ANZ loan amount at the policy commencement date, and
- the ANZ loan term.

The premium includes GST and stamp duty.

The premium for a policy will be set out in the Policy Schedule.

Where there is a joint policy, a premium discount of 5% will be applied to the total premium amount.

Example

The ANZ loan is \$20,000 over 5 years (60 months). Cover is selected for the Life Benefit, the Disability Benefit and the Involuntary Unemployment Benefit. Cover is for a single policyholder. The policy is purchased in NSW.

Life	\$668.40
Disability	\$1,040.89
Involuntary Unemployment	\$440.51

Total premium payable (including GST and stamp duty)	\$2,149.80
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How is the premium paid?

ANZ lends the amount of the policy premium to the policyholder(s), and this amount is included in the ANZ loan amount which is subject to interest charges.

Commission

Some of the premium (20% excluding government charges) as set out in the Policy Schedule is paid to ANZ as commission.

Taxation

Generally premiums payable for ANZ Loan Protection are not tax deductible. Nor are benefits assessable for income tax purposes.

Taxation information in this PDS is based upon our interpretation of, and the continuation of legislation in place as at the date this PDS is prepared. The information is of a general nature and may not apply to your individual circumstances.

Please refer any tax enquiries to your tax adviser who can take into consideration your personal circumstances.

ONCE THE POLICY STARTS

Questions?

For any questions, please contact the ANZ Insurance Centre by:

Phone: 1300 552 253

Email: anz@qbe.com

Mail: ANZ Insurance Centre, P.O. Box 1422
Parramatta NSW 2124

Making a claim

To make a claim:

1. Contact the ANZ Insurance Centre on 1300 552 253 to advise details of the claim;
2. Complete the claim form that we provide, and collect all necessary supporting information as detailed in the claim form and/or as requested by us, and
3. send all the information to us.

After receiving the information, we will advise if any additional information is required before advising the outcome of the claim in writing.

All claims will be paid in Australian currency.

If we are required to pay any tax, duty or government charge or levy relating to any amount payable under the policy, we may reduce the amount we pay under the claim by the amount of that tax, duty or government charge or levy.

We will not pay

We will not pay a claim if a benefit limitation or exclusion applies.

We may be unable to process a claim if our claim requirements are not met.

What information must be provided when making a claim

Benefit	Information required
Life	<ul style="list-style-type: none"> evidence of the deceased insured's age; full death certificate showing cause of death; and any other evidence we may reasonably require.
Disability	<ul style="list-style-type: none"> a completed claim form; medical evidence from a medical practitioner that you have a disability; evidence that you are following the advice of a medical practitioner in relation to the disability which is the basis of the claim; evidence that you were employed immediately before you became disabled and that you are now not engaged in either your usual occupation nor any gainful occupation because of the disability; and any other evidence we may reasonably require.
Involuntary Unemployment	<ul style="list-style-type: none"> a completed claim form; evidence that you were employed immediately before you became involuntarily unemployed; a separation certificate or termination letter from your employer, or a letter from your accountant; evidence that you are registered with an Australian government approved job placement agency and that you are actively seeking employment; and any other evidence we may reasonably require.

Claim examples

The following examples show in dollar terms how the benefits in ANZ Loan Protection work.

Example 1 – Life Benefit

Bill has Life Benefit cover and Disability Benefit cover. Bill dies. At the date of his death the total outstanding balance of his ANZ loan is \$7,000.

We pay \$7,000 into the ANZ loan account.

Example 2 – Disability Benefit

Tony has Life Benefit cover and Disability Benefit cover. Tony has held the policy for 8 months. Tony becomes sick and is unable to work for 60 days. His monthly ANZ loan repayment amount is \$1,000.

In total, we pay into Tony's ANZ loan account:

$\$1,000 \div 30 \times 55$ (60 - 5 day waiting period) = \$1,833 into his ANZ loan account.

Example 3 – Involuntary Unemployment Benefit

Sue has Life Benefit cover, Disability Benefit cover and Involuntary Unemployment Benefit cover. She has held the policy for 3 months. Sue is retrenched and remains out of work for 150 days. Her ANZ monthly loan repayment amount is \$1,500. There is a 14 day waiting period but the maximum benefit period for the Involuntary Unemployment Benefit is 120 days.

In total, we pay into Sue's ANZ loan account:

$\$1,500 \div 30 \times 120 = \$6,000$

Complaint resolution

We have a Complaints and Disputes Resolution Procedure which undertakes to provide an answer to any complaint you may have within 15 days. If you would like to make a complaint or access the internal dispute resolution process, please contact the ANZ Insurance Centre by:

Phone: 1300 552 253

Email: anz@qbe.com

Mail: ANZ Insurance Centre, P.O. Box 1422
Parramatta NSW 2124

If you are unhappy with the response from us, you may contact the Financial Ombudsman Service (FOS) by:

Phone: 1300 780 808

Email: info@fos.org.au

Mail: GPO Box 3, Melbourne, VIC 3001

The FOS is an independent body whose services are available to you at no cost.

Cancelling a policy and refunds

You have the right to cancel the policy at any time. To cancel the policy, please contact the ANZ Insurance Centre by:

Phone: 1300 552 253

Email: anz@qbe.com

Mail: ANZ Insurance Centre, P.O. Box 1422
Parramatta NSW 2124

The following must be included in any written request:

- name(s) of policyholder(s);
- address(es) of policyholder(s);
- policy number;
- ANZ loan number, and
- signature(s) of policyholder(s) and the date.

Refund of premium

Cooling-off period

You have 21 days from the policy commencement date to cancel the policy and obtain a full refund, provided that no claims have been made for this period.

If the policy is cancelled before or after the 21 day cooling off period, any refundable premium will be credited to the ANZ loan account.

Refunds after the cooling-off period are calculated using the legislated formula:

$$P \times (M \div T) \times (M + 1) \div (T + 1)$$

where:

- **P** is the premium paid (excluding non-refundable government charges)
- **M** is the number of whole months remaining
- **T** is the total number of whole months in the period of insurance

Example 1

Your premium is \$2,500. Your policy term is 60 months. You cancel your policy 6 months after the policy commencement date. There are 54 whole months of cover remaining. The refund calculation is:

$$\$2,500 \times (54 \div 60) \times (54 + 1) \div (60 + 1) = \$2,028.69$$

Example 2

Your premium is \$2,500. Your policy term is 60 months. You cancel your policy 4 months and 1 week after the policy commencement date. There are 55 whole months of cover remaining. The refund calculation is:

$$\$2,500 \times (55 \div 60) \times (55 + 1) \div (60 + 1) = \$2,103.82$$

When does the policy end?

The policy will end when the earliest of the following events occurs:

- the ANZ loan is cancelled or closed;
- the ANZ loan is refinanced, restructured or varied;
- an insured turns 65 years of age;
- the policy is cancelled by the policyholder(s);
- the Life Benefit is paid or \$100,000 has been paid in Disability Benefit payments and/or Involuntary Unemployment Benefit payments under the policy (**Note:** no refund of premium is payable in these circumstances);
- an insured ceases to be a citizen of Australia or New Zealand or the holder of an Australian Permanent Residency Visa;
- the ANZ loan is fraudulently obtained;
- the ANZ loan is in default and it has subsequently been sold to a third party for collection, or
- the date we cancel the policy in accordance with our legal rights.

HOW TO OBTAIN UP TO DATE INFORMATION

The information in this PDS is up to date at the time of its preparation however some information may change from time to time. If there is any omission of information or if there is a materially adverse change to the information as disclosed in this PDS, we will issue a supplementary or replacement PDS.

You can request a paper copy of any updated information, which will be provided to you free of charge by contacting the ANZ Insurance Centre by:

Phone: 1300 552 253

Email: anz@qbe.com

Mail: ANZ Insurance Centre, P.O. Box 1422 Parramatta NSW 2124

Replacement policies

If a new (replacement) policy is purchased within one business day of an existing policy ending due to the ANZ loan being cancelled, closed, refinanced, restructured or varied, then for:

Insureds under existing policy with no change in benefits or cover levels

For each insured under the existing policy who will be covered under the new policy:

- the pre-existing condition exclusion period, and
- the 28 day qualifying period for each of the Disability Benefit (Sickness only) and the Involuntary Unemployment Benefit

will apply as if the commencement date for the new policy was the policy commencement date of the existing policy.

Insureds under existing policy with additional benefit cover or increase in cover levels

For each insured under the existing policy who will be covered under the new policy, if there is:

- additional cover for another benefit under the new policy that was not held for that insured under the existing policy, or
- an increase in the cover level for a particular benefit under the new policy from the level held for that insured under the existing policy
- the pre-existing condition exclusion period and qualifying periods will apply to the additional benefit cover or increased cover amounts under the new policy.

Prospective insureds under new policy

For any person who is not covered under the existing policy but who will be covered under the new policy, the pre-existing condition exclusion period and the applicable qualifying periods will apply to all cover for that person under the new policy.

Alternative Form of Remuneration Register

OnePath Life maintains an Alternative Form of Remuneration Register (Register) in accordance with the Financial Services Council (FSC) 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 OnePath Life. Currently, this insurance product does not pay or receive any alternative remuneration.

General Insurance Code of Practice

QBE supports 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. You can obtain a copy of the Code from the Insurance Council of Australia website at www.insurancecouncil.com.au

Financial Claims Scheme

This policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent.

In the unlikely event of QBE becoming insolvent you may be entitled to access the FCS, provided you meet the eligibility criteria.

More information may be obtained from APRA's website at www.apra.gov.au or by calling 1300 13 10 60.

PRIVACY

Privacy Statement – OnePath Life

In this section, 'we', 'us' or 'our' refers to OnePath Life and other members of the ANZ Group.

We are committed to ensuring the confidentiality, security and privacy of your personal information.

We collect your personal information to provide you with the products and services you request. Without your personal information, we may not be able to process your application or provide you with the products or services you require.

In order to manage and administer the products and services requested by you, we may need to disclose your personal information to certain third parties, including:

- other members within the ANZ Group, to the extent necessary to service our relationship with you and to carry on business as a group;
- organisations performing administration or compliance functions in relation to the products and services;
- organisations maintaining our information technology systems;
- authorised financial institutions;
- organisations providing services such as mailing, printing or data verification, and
- a person who acts on your behalf (such as your financial adviser or your agent).

For life risk products we collect health information with your consent. Your health information will be disclosed to service providers, reinsurers or organisations providing medical or other services only for the purpose of underwriting, assessing the application or assessing any claim.

We may also disclose your personal information in circumstances where we are required to do so by law.

We may send you information about our financial products and services from time to time. You may elect not to receive such information at any time by contacting us on 1800 354 970.

You may access the personal information OnePath Life holds about you, subject to permitted exceptions and subject to OnePath Life still holding that information, by contacting OnePath Life at:

Privacy Officer – OnePath

GPO Box 75
Sydney NSW 2001
Phone (02) 9234 8111
Fax (02) 9234 8095
Email privacy@onepath.com.au

More information can be found in OnePath's Privacy Policy which can be obtained from its website at onepath.com.au.

Privacy Statement – QBE

In this section, 'we', 'us' or 'our' refers to QBE and other members of the QBE Group.

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

We will only collect personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claims made by you.

Without this personal information we may not be able to issue insurance cover, administer your insurance or process your claim.

We, or our authorised agent, may disclose your personal information:

- to a mail house (for the purpose of printing and/or delivery of your mail or processing mail you have sent us);
- to a life insurer, when your consumer credit insurance policy includes life cover (for the purpose of confirming the currency of your policy or to make a claim);
- to your financial institution, and its related corporations or entities (if any) (for the purpose of confirming the currency of your policy and your claim);
- to doctors, medical services or other organisations providing services in the collection, collation or assessment of personal information (including health information) (for the purpose of underwriting or assessing your application and assessing any claims);
- to an organisation who provides you with banking facilities (for the purpose of confirming the reasons for payment made by you to us);
- to an insurance agent who is arranging your insurance (for the purpose of confirming your personal and insurance details);
- to another person named as a co-insured on your policy (for the purpose of confirming if full disclosure has been made to us);

- to another insurer (to assist with an investigation) or to another insurer or re-insurer who may be located overseas (for the purpose of seeking recovery from them);
- to a records management company (for the purpose of recording or storing our records which may contain your personal information);
- to an external dispute resolution organisation (for the purpose of resolving a dispute between us);
- to a market research company (for the purposes of conducting marketing research on our behalf), and
- to our related entities so that they can also offer you products and services.

In addition to the above, in the event of a claim we or our authorised agent may disclose your personal information:

- to an assessor or investigator (for the purpose of assessing your claim);
- to a lawyer (for the purpose of seeking a legal opinion regarding the acceptance of a claim);
- to an insurance reference bureau (for the purpose of recording any claims you make on your policy), and
- to a witness or another party in a claim (for the purpose of obtaining a statement from them).

Personal information may also be obtained about you from the above people or organisations.

In addition we will:

- give you an opportunity to obtain access to your personal information and when necessary, correct any errors to this information. Generally we will do this without restriction or charge.
- provide our dispute resolution procedures to you in respect of any complaint you may have regarding your personal information.

If you have any further questions you would like answered about privacy, please write to us or contact us by:

Phone: 1300 552 253
Email: anz@qbe.com
Mail: QBE Insurance
 Privacy Officer
 P.O. Box 1422
 Parramatta NSW 2124

Accessing your personal details

To access or correct your personal information, please contact the ANZ Insurance Centre by:

Phone: 1300 552 253
Email: anz@qbe.com
Mail: ANZ Insurance Centre, P.O. Box 1422,
 Parramatta NSW 2124

DEFINITIONS

This section lists the special meanings for words or terms used within this PDS.

Accident means bodily injury which is unintentionally caused solely and directly by violent, unintentional, external or visible means, as a result of an event occurring after the policy commencement date.

ANZ loan means the credit facility approved by ANZ.

Benefit period has the meaning for the Disability Benefit as set out on page 5 of this PDS, and for the Involuntary Unemployment Benefit as set out on page 6 of this PDS

Claim event date means the date of death of an insured or other event or circumstance giving rise to a claim.

Disability/disabled/disablement has the meaning as set out on page 5 of this PDS.

Employed or employment means any of the following for financial reward:

- employed in a permanent full time capacity;
- employed in a permanent part time, casual, contract or temporary capacity for 10 hours or more per week, or
- self employment for 10 hours or more per week.

Gainful occupation means any employment activity for financial reward.

Immediate family member means your partner, son, daughter, father, mother, father-in-law, mother-in-law, brother or sister.

Insured means a person who is insured under the policy and who is a policyholder.

Involuntary unemployment has the meaning as set out on page 6 of this PDS.

Medical consultation has the meaning as set out on page 7 of this PDS.

Medical practitioner means a registered and qualified medical practitioner in Australia or in another country, as approved by us, who is not you or your business partner or another immediate family member of yours.

Monthly repayment means the monthly repayment amount for the ANZ loan as documented in the ANZ loan documentation.

Partner means a spouse, de-facto spouse or person living in a bona fide domestic living arrangement, irrespective of gender, where one or each of them provides the other with financial support, domestic support and personal care.

Policy means the contract for ANZ Loan Protection between the policyholder(s) and us.

Policy commencement date has the meaning as set out on page 3 of this PDS.

Policyholder(s) means the individual(s) named as insured(s) on the Policy Schedule.

Policy Schedule means the document issued by us confirming the specific details of cover under the policy.

Pre-existing condition has the meaning as set out on pages 2 and 7 of this PDS.

Reasonably apparent means that a reasonable person in the circumstances could be expected to have been aware of the symptoms.

Sickness means a sickness or disease which becomes reasonably apparent.

Self employment and **self employed** means the circumstance where a person:

- derives the majority of his/her income from a trade or a business (including self proprietors or business partners);
- is an owner, sole trader, shareholder, partner or director of the business;
- has control or power over the business;
- is working within the business for 10 hours or more per week, and
- is not a working employee for someone else.

Terrorism means 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.

Total outstanding balance means the balance remaining on the ANZ loan as at the claim event date. This includes any interest on the outstanding balance of the ANZ loan accrued but not yet charged. This does not include any arrears, including interest charged on arrears, before the claim event date.

Unemployed or unemployment means your employer terminates your employment as a result of redundancy, shortage of work or unsatisfactory work performance.

- If you are **self-employed**, unemployed or unemployment means the business ceases to trade due to actual or imminent insolvency or business factors beyond your reasonable control. This does not include when you experience a shortage of work leading to cash flow constraints but your business is still trading.
- If you are **self-employed** in a business partnership, unemployed or unemployment means your status as a business partner is discontinued without your actual or implied consent and you cease to work in the business.

Usual occupation means the employment in which you are regularly engaged (i.e. for which you receive a financial reward) at the time you suffer a disability. If your regular employment is limited to a recognised speciality within the scope of your degree or licence, your speciality is your usual occupation.

We, our or us (except in the context of the privacy statements on pages 11 and 12 of this PDS) means:

OnePath Life Limited ABN 33 009 657 176 for the Life Benefit, and

QBE Insurance (Australia) Limited ABN 78 003 191 035 for the Disability Benefit and the Involuntary Unemployment Benefit.

Premium rates table

Single Policyholder: Rates per \$1,000										
Policy Term (in months)	Up to 12	13–24	25–36	37–48	49–60	61–72	73–84	85–96	97–108	109–120
Life Benefit cover and Disability Benefit cover	\$23.12	\$36.03	\$51.42	\$64.31	\$78.48	\$98.94	\$105.52	\$112.08	\$118.67	\$125.23
Involuntary Unemployment Benefit cover	\$18.37	\$18.37	\$18.37	\$18.37	\$18.37	\$18.37	\$18.37	\$18.37	\$18.37	\$18.37

Joint Policyholders: Rates per \$1,000 (after application of joint policy premium discount)										
Policy Term (in months)	Up to 12	13–24	25–36	37–48	49–60	61–72	73–84	85–96	97–108	109–120
Life Benefit cover and Disability Benefit cover	\$43.94	\$68.42	\$97.71	\$122.21	\$149.12	\$188.00	\$200.51	\$212.97	\$225.46	\$237.93
Involuntary Unemployment Benefit cover	\$34.90	\$34.90	\$34.90	\$34.90	\$34.90	\$34.90	\$34.90	\$34.90	\$34.90	\$34.90

Note: These rates are exclusive of GST and stamp duty.



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