MEDIBANK ACCIDENTAL DEATH INSURANCE

Combined Product Disclosure Statement and Financial Services Guide

LIFE INSURANCE
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In store
1300 766 085
medibank.com.au
Who is the insurer of Medibank Accidental Death Insurance?

Medibank Accidental Death Insurance is issued by Swiss Re Life & Health Australia Limited, (Swiss Re) ABN 74 000 218 306; Australian Financial Services Licence No.324908, Level 29, 363 George Street, Sydney NSW 2000.

What is Medibank's role in relation to Medibank Accidental Death Insurance?

Medibank Accidental Death Insurance is promoted and distributed by Medibank Private Limited, (Medibank Private) ABN 47 080 890 259 Authorised Representative No.286089 of Level 17, 700 Collins Street, Docklands VIC 3008. In doing so, Medibank Private is acting as the authorised representative of Greenstone Financial Services Pty Ltd, (GFS) ABN 53 128 692 884; Australian Financial Services Licence No.343079, 58 Norwest Boulevard, Bella Vista NSW 2153. GFS is authorised to enter into Medibank Life Insurance policies on Swiss Re’s behalf.
Welcome to Medibank Accidental Death Insurance

As one of Australia’s largest and most accessible health funds, Medibank Private works hard to provide the right range of covers to meet its members’ needs. In fact, over three million Australians trust Medibank Private with their health cover. This help now goes beyond traditional health insurance and Medibank Private is giving you the opportunity to access competitively priced Accidental Death insurance that can be obtained with ease and convenience.

Medibank Private has arranged for Swiss Re, part of one of the world’s leading insurance groups, to provide accidental death insurance to give you peace of mind and help secure the financial future for your family and loved ones.

Explaining this document

This Combined Product Disclosure Statement (PDS) and Financial Services Guide (FSG) is designed to help you decide if the cover provided is right for you.

This document comprises:

- The PDS, which is provided by the insurer, Swiss Re, describes the main features and benefits and sets out the terms and conditions of Medibank Accidental Death Insurance. Swiss Re is responsible for the PDS, but not the FSG.

- The FSG, which is provided by GFS and Medibank Private. Medibank Private is responsible for the promotion of Medibank Accidental Death Insurance and GFS is authorised by Swiss Re to enter into policies on behalf of Swiss Re. GFS and Medibank Private are responsible for the FSG, but not the PDS.

The FSG contains important information about the services provided by GFS and Medibank Private in relation to Medibank Accidental Death Insurance, the remuneration they receive, and external and internal dispute resolution services. It is designed to assist you in deciding whether to use any of the services.
What’s included in this Combined PDS and FSG?

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Product Disclosure Statement (PDS)

Explaining the PDS
Any advice given in the PDS is general only and does not take into account your individual objectives, financial situation or needs. You should consider whether this product is right for you, having regard to your objectives, financial situation and needs. You should carefully read this PDS and any other documentation sent to you before making a decision whether to acquire Medibank Accidental Death Insurance.

Medibank Accidental Death Insurance is issued by the insurer, Swiss Re Life & Health Australia Limited (Swiss Re). Swiss Re has sole responsibility for the PDS & Policy Schedule and the assessment and payment of claims.

In the PDS, some words or expressions have a special meaning. They normally begin with capital letters and their meaning is explained in the Glossary (page 12) section of this PDS.

In the PDS, references to we, us and our means Swiss Re.

Medibank Accidental Death Insurance is not issued, guaranteed or underwritten by Medibank Private Limited (Medibank Private), and Medibank Private is not involved, nor liable, in any manner in respect of the assessment and payment of benefits under Medibank Accidental Death Insurance.

Introducing Medibank Accidental Death Insurance
Medibank Accidental Death Insurance provides cover against Accidental Death 24 hours a day, 7 days a week, worldwide. The benefits and the terms and conditions of Medibank Accidental Death Insurance are explained in this PDS.

Your Insurance Policy
If your application for Medibank Accidental Death Insurance is accepted by us, we will issue you a Policy Schedule. Your Insurance Policy consists of the Policy Schedule and this PDS.

Please keep the Policy Schedule, this PDS and all documents that we send to you in a safe place for future reference. The Insurance provided under Medibank Accidental Death Insurance is written out of the Swiss Re Statutory Fund.

Who can apply for Medibank Accidental Death Insurance?
You can apply for a single plan on your own life or you can apply to include your spouse, partner and/or de facto (Partner Life Insured) under a Medibank Accidental Death Policy.

You (and your Partner Life Insured, if applying) must be Australian Resident/s aged between 16 and 65.

Your Policy Schedule will state which Life Insured(s) are covered.

We reserve the right to accept or decline applications for Medibank Accidental Death Insurance (including Life Insureds in our absolute discretion.

The Benefit Amount you can apply for
The minimum Benefit Amount is $200,000. You can apply for a Benefit Amount which is more than the minimum, in increments of $50,000, up to the maximum Benefit Amount indicated below:

<table>
<thead>
<tr>
<th>Age at application</th>
<th>Maximum Benefit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>16-45</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>46-55</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>56-65</td>
<td>$500,000</td>
</tr>
</tbody>
</table>

When you apply with a Partner Life Insured, you each apply for separate Benefit Amounts based on the limits above for the relevant age group.
When we will pay the Benefit Amount

We will pay the Benefit Amount if the Life Insured suffers an Accidental Death while covered under the Policy, except in the circumstances explained under the heading What is not covered under your Policy? on page 8.

The Benefit Amounts for each Life Insured are set out in the Policy Schedule.

Unless otherwise indicated, payment of the Benefit Amount is subject to the provision of claim proofs and certain examinations and reasonable tests, which are explained under the heading Making a claim on page 10.

Maximum Benefit Limit

The maximum benefit payable for a Life Insured cannot exceed the maximum Benefit Amount set out in The Benefit Amount you can apply for section above, plus any automatic increases as described in the Automatic Increases of your Benefit Amounts section on page 9. If the Life Insured is covered under more than one Medibank Life Insurance and/or Medibank Accidental Death Insurance Policy, we will apply this limit to the total of the Benefit Amounts for that Life Insured under all such Policies and, if necessary, we will reduce the Benefit Amounts under the Policy or Policies most recently commenced. If we reduce the Benefit Amount insured under a Policy, any overpayment of premiums resulting from the reduction in benefits will be refunded.

When your cover starts and ends

If your application for Medibank Accidental Death Insurance is accepted by us, cover starts for a Life Insured on the Acceptance Date set out in the Policy Schedule. Your first premium is deducted from the Commencement Date, which is also set out in the Policy Schedule.

We guarantee to continue cover for a Life Insured under your Policy (provided you pay your premiums when due) until the Life Insured’s death, or the Policy Anniversary after the Life Insured’s 75th birthday, whichever occurs first. If at that time there is a surviving Partner Life Insured, the Policy will continue for the Insurance for the Partner Life Insured in his or her name as the Policyowner until his or her death, or the Policy Anniversary after the Partner Life Insured’s 75th birthday, whichever occurs first.

If your premiums remain unpaid for more than one month, your Policy could be cancelled. If we cancel your Policy, it may be reinstated within six months of the date that the Policy was cancelled, but only if we agree and subject to any terms and conditions we might require.

You can cancel your Policy by writing to Policyowner Services, Medibank Accidental Death Insurance, PO Box 6728, Baulkham Hills NSW 2153, giving us 30 days notice.
What is not covered under your Policy?

We will not pay a benefit in respect of a Life Insured, if the Life Insured’s death is directly or indirectly a result of:

- an intentional or deliberate self-inflicted act;
- engaging in any criminal activities or illegal acts;
- suicide or attempted suicide;
- the consumption of drugs (unless it was under the direction of a medical practitioner and not in connection with treatment for drug addiction or dependence);
- the consumption of intoxicating liquor, including having a blood alcohol content over the prescribed legal limit whilst driving;
- engaging in any professional sport (meaning the Life Insured derives any form of direct or indirect financial remuneration from playing the sport);
- engaging in any motor sports as a rider, driver and/or passenger;
- war (whether declared or not) or war-like activity, or taking part in a riot or civil commotion; or
- being a pilot or crew member of any aircraft, or engaging in any aerial activity except as a passenger in a properly licensed aircraft.

Who receives the benefit?

On the Accidental Death of the Policyowner, the Benefit Amount will be paid to the Policyowner’s legal personal representative or other person that we are permitted to pay under the Life Insurance Act 1995) except where a valid beneficiary nomination exists [see below]. Where a valid beneficiary nomination exists, the Benefit Amount will be paid to the nominated beneficiary or beneficiaries as specified in the nomination form most recently lodged with us. The Benefit Amount will not automatically be paid to the Partner Life Insured unless they are a nominated beneficiary. On the Accidental Death of a Partner Life Insured, we make all payments to the Policyowner.

Beneficiary nomination

The Policyowner may, at any time during the term of the Policy, nominate one or more (up to a maximum of 5) beneficiaries to receive the allocated shares of the Benefit Amount on his or her Accidental Death. To make a valid nomination, the following rules and procedures apply:

- Up to 5 beneficiaries can be nominated with a specified percentage share for each beneficiary that must total 100%;
- Only natural persons can be nominated (not, for example, companies or organisations);
- Nominations must be made by the Policyowner completing and signing a valid nomination form which must be lodged with us. A nomination takes effect when it is received and processed by us;
- Nominations may be varied by properly completing, signing and lodging a valid new nomination form with us. A new nomination takes effect when it is received and processed by us;
- If the nominated beneficiary is a minor when the benefit is payable, his or her specified percentage share will be paid to a trustee or legal guardian for the benefit of the minor during his/her minority;
- If the nominated beneficiary dies before the Policyowner, the nomination in favour of that beneficiary fails and the percentage share specified for the deceased beneficiary will be paid to the Policyowner’s legal personal representative or other person that we are permitted to pay under the Life Insurance Act 1995). The remaining nominations, if any, will continue to be effective;
- If the Policy ownership changes eg. due to assignment, any existing nomination will be invalidated.

If the Policyowner dies and there is a surviving Partner Life Insured, the Policy will continue for the Insurance of the surviving Partner Life Insured in his or her name as Policyowner.

The payment of the benefit in respect of a Life Insured, including payment made pursuant to a valid beneficiary nomination, is full and final discharge of our liability under the Policy for that Life Insured.

All benefits paid in connection with Medibank Accidental Death Insurance will be made in Australian dollars.
Automatic increases of your Benefit Amount

To help your level of insurance keep up with the cost of living, the Benefit Amounts for each Life Insured will automatically increase on each Policy Anniversary by 5%.

Automatic increases will continue even where the maximum Benefit Amount (as shown in the table on page 6) is met or exceeded.

We will send you an updated Policy Schedule each year your Policy remains in force, 30 days prior to your Policy Anniversary setting out the updated Benefit Amounts and premium. You can decline an automatic increase by writing to us before your Policy Anniversary at Policyowner Services, Medibank Accidental Death Insurance, PO Box 6728, Baulkham Hills NSW 2153. If you decline an automatic increase, the updated Policy Schedule we sent you will not be valid and we will send you a replacement Policy Schedule.

Even if you choose not to accept an automatic increase in any given year, the automatic increase will be applied in the following year unless you again choose to decline it.

The automatic increases will end on the Policy Anniversary after the Life Insured’s 74th birthday.

Changing your cover

You may apply in writing to Policyowner Services, Medibank Accidental Death Insurance, PO Box 6728, Baulkham Hills NSW 2153 to decrease the Benefit Amount for a Life Insured at any time.

We will provide confirmation in a new Policy Schedule.

You cannot apply to increase the Benefit Amount for a Life Insured under Medibank Accidental Death Insurance.

The cost of your cover

Premiums are the cost of your Insurance. The premium you are required to pay is shown in the Policy Schedule.

Your premium is calculated at each Policy Anniversary and is based on:

- the age of each Life Insured at that time;
- gender; and
- the Benefit Amount for each Life Insured.

We may change the premium rates applying to your Policy, but only if we change the premium rate applying to all Medibank Accidental Death Insurance policies. We will send written notice of any change to you (at your last address notified to us) at least 90 days before the effective date of the change.

Medibank Private members are eligible for a 10% premium discount on their Policy, for as long as the Policy remains in force.

How you can pay for your cover and when your premium is deducted

Your premium will be debited by us on the date of your choice, either fortnightly or monthly, as you choose. You can pay either by automatic debit from your bank, credit union or building society account, or from your credit card.

You can apply at any time in writing to change the method of payment of premiums. Payment frequency changes can only be made on the Policy Anniversary following the request.

Premiums must be paid in Australian dollars.
Your 30 day cooling off period

You have 30 days from the Commencement Date of your Policy, to decide whether you want to keep the Policy. If you want to cancel your Policy within this 30 day period, you can do so provided you have not made a claim under the Policy. Please send your Policy Schedule to Policyowner Services, Medibank Accidental Death Insurance, PO Box 6728, Baulkham Hills NSW 2153, with a written request for cancellation, within the 30 day period. When we receive your letter and Policy Schedule, we will cancel the Policy and refund any premiums you may have paid.

The risks you should know about

It’s important to select the correct insurance product and apply for the appropriate level of cover for your needs. If you do not have enough cover it might cause you or your family to suffer financial hardship even after receiving the benefit payment. You should assess your needs carefully to ensure that this does not occur.

Medibank Accidental Death Insurance is designed purely for protection against Accidental Death. Unlike some other types of life insurance that have savings and investment components, which means that if you cancel your Policy (after the 30 day cooling off period) you will not receive anything back.

If you are replacing a contract or policy with another contract or policy, you should consider all the terms and conditions of each policy before making a decision to change.

Making a claim

If you (or your legal personal representative on your death) wish to claim under your Policy, please call 1300 766 085 or write to Claims Services, Medibank Accidental Death Insurance, GPO Box 1679, Crows Nest, NSW 1585. We will send you (or your legal personal representative) a form to be completed, signed and returned. We may also require the treating doctor or specialist to complete a form at your (or your estate’s) expense.

Claims should be made as soon as possible after the event giving rise to the claim. If we are not notified within 120 days after the event giving rise to the claim, and we are disadvantaged by the delay, we may be able to reduce the amount we would otherwise pay, or we may be able to refuse to pay the claim.

Before a claim is payable we must receive proof, provided at your (or your estate’s) expense and to our satisfaction, that Accidental Death has occurred.

We reserve the right to require a post-mortem examination and we may conduct investigations to assess the validity of the claim. This could involve the use of investigation agents and surveillance, legal advisers and the collection of personal data.

The Policy must be in force when the insured event occurs.

Tax

Premiums are generally not tax deductible and tax will not generally be payable on any benefit paid to individuals under your Policy.

Please note, you do not have to pay GST on your premiums or any benefits you receive.

The information in this section is based on continuation of present tax laws and their interpretation and is a general statement only. As individual circumstances will vary, you should consult your professional tax adviser for advice regarding your personal circumstances.
Your privacy

We collect personal information (including sensitive information) for the purpose of processing insurance applications, administering your Policy and assessing and paying claims under the Policy. Where possible, we will collect personal information directly from you or, where that is not reasonably practical, from other sources.

We may also use your personal information to consider any other application you may make to us, designing or underwriting new insurance products, for research and analytical purposes, to perform administrative functions (including for example accounting, risk management, staff training, etc), and to comply with our legal obligations. If you do not provide this information in whole or in part we may not be able to provide the services you require, or you may be deemed to not have complied with your duty of disclosure which could affect the outcome of any claim you submit.

We may disclose personal information:

- to agents, third party service providers and related companies who assist us in processing any application or claim for insurance, such as GFS, reinsurers, our advisers, persons involved in claims, medical service providers, external claims data collectors, investigators and verifiers and your employer;
- to agents and third party service providers who perform functions or services on our behalf, such as IT services and mailing functions;
- to Medibank Private to assist them in developing, identifying and promoting to you Medibank Private products and services which may be of interest to you. Please contact Medibank Private if you wish to withdraw your consent to receiving information about their products and services; and
- where otherwise required by law.

Some of the related companies we may disclose personal information to may be located overseas in countries including the United Kingdom, India, the United States of America and Switzerland.

If you wish to access, update or seek correction of any personal information, to make a complaint about a breach of privacy, or if you have any other query relating to privacy, further information can be obtained from our privacy policy by contacting us using the details found under "If you have any questions or complaints."

If you have any questions or complaints

For more information about Medibank Accidental Death Insurance, to confirm Policy transactions, or if you have any questions about the information contained in the PDS, please call 1300 766 085.

Our lines are open:

Monday to Friday
8:00am to 8:00pm (AEST)

Alternatively, you can write to Policyowner Services, Medibank Accidental Death Insurance, PO Box 6728, Baulkham Hills NSW 2153.

We hope that you never have reason to complain, but if you do we will do our best to work with you to resolve it. Please phone or write to us (our contact details are shown above) to access our internal complaints resolution process. If your complaint is not resolved to your satisfaction, please contact the Financial Ombudsman Service (FOS) at:

Financial Ombudsman Service
Telephone: 1300 78 08 08
Facsimile: (03) 9613 6399
Website: www.fos.org.au
Email: info@fos.org.au
Mail: GPO Box 3, Melbourne, Victoria, 3001

FOS is an independent complaint review service.

A decision of FOS is binding on us (up to specified limits) but not on you. It is a service provided without cost to you.
Glossary

In this PDS and Policy Schedule, some words have a special meaning, as explained below:

**Acceptance Date**
Acceptance Date means the date your application is accepted by us and cover starts, as set out in the Policy Schedule.

**Accident**
Accident means an unexpected event resulting in bodily injury occurring while your Policy is in force, where the injury is directly and solely caused by accidental, violent, external and visible means without any other contributing causes and where the injury is not self-inflicted.

**Accidental Death**
Accidental Death means death occurring as a direct result of an Accident and where death occurs within 90 days of the Accident.

**Australian Resident**
Australian Resident means a person who resides in Australia and:
- holds Australian or New Zealand citizenship; or
- holds an Australian permanent residency visa; or
- has been in Australia continuously for six months or more on a temporary work visa.

**Benefit Amount**
Benefit Amount means, the benefit amount you apply for and which is accepted by us in respect of each Life Insured. It includes increases which you have requested and that we have accepted in writing and automatic increases. The Benefit Amount at the Commencement Date is shown in the first Policy Schedule issued.

**Commencement Date**
Commencement Date means the date your first premium is deducted, as set out in the Policy Schedule.

**Insurance**
Insurance means the insurance benefits that have been applied for and accepted by us in respect of a Life Insured.

**Life Insured**
Life Insured means the person who is named as such in the Policy Schedule.

**Partner Life Insured**
Partner Life Insured means a person named in the Policy Schedule as the Partner Life Insured under your Policy. A partner may be a legal husband or wife, or someone living with you as your de facto spouse on a genuine domestic basis. Your partner may be of the same gender as you.

**Policy**
Policy means the legal contract between the Policyowner and us. This PDS and the Policy Schedule, make up the Policy.

**Policy Anniversary**
Policy Anniversary means the anniversary of the Commencement Date of your Policy.

**Policy Schedule**
Policy Schedule means the document we send you which sets out the details of your Policy. A new Policy Schedule will be issued at any time there is a change in your Policy such as the inclusion of a Partner Life Insured, change of nominated beneficiaries, or variation in the Benefit Amount. The new Policy Schedule will apply from the Policy Schedule date shown on the Policy Schedule.

**Policyowner, you, your**
Policyowner, you, your means the owner of the Policy. When the Policy starts, this is the Primary Life Insured who is the person who applies as the owner of the Policy and is named as the Policyowner in the Policy Schedule. The Policyowner is the sole owner of the Policy and the only person who may extend, vary, cancel, transfer or otherwise exercise any rights under the Policy. If you die while owning the Policy leaving a surviving Partner Life Insured, the Policy continues in the name of the Partner Life Insured as the owner of the Policy. The Partner Life Insured then becomes the Policyowner.

**Primary Life Insured**
Primary Life Insured means a person named in the Policy Schedule as the Primary Life Insured who is also the Policyowner when the Policy starts.

**Swiss Re, we, us and our**
Swiss Re, we, us and our means Swiss Re Life & Health Australia Limited.

**You, your, yours, Policyowner**
You, your, yours, Policyowner means the owner of the Policy named in the Policy Schedule as the Policyowner.
Direct Debit Service Agreement

1 Swiss Re Life & Health Australia Limited ABN 74 000 218 306 (‘Debit User’) will initiate direct premium debit payments in the manner referred to in the Schedule (contained in the Direct Debit Request).

2 Debit payments will be made when due. The Debit User will not issue individual confirmation of payments made.

3 The Debit User will give the customer at least 14 days written notice if the Debit User proposes to vary details of this arrangement, including the amount and frequency of debit payments.

4 If the customer wishes to defer any payment or alter any of the details referred to in the Schedule, they must either contact the Debit User on 1300 766 085 or write to the Debit User at the following address:

Swiss Re Life & Health
c/o PO Box 6728
Baulkham Hills NSW 2153

5 Customer queries concerning disputed debit payments must be directed to the Debit User in the first instance. Details of the dispute resolution process that applies to the Debit User are described in the PDS. Queries about claims in regards to disputed debit payments should also be directed to the Debit User and may also be directed to the customer’s financial institution nominated in the Schedule.

6 Direct payment debiting is not available on the full range of accounts at all financial institutions. If in doubt, the customer should check with their financial institution before completing the Direct Debit Request.

7 The customer should ensure that their account details given in the Schedule are correct by checking against a recent statement from their financial institution at which their account is held.

8 It is the customer’s responsibility to have sufficient cleared funds available, by the premium due date, in the account to be debited to enable debit payments to be made in accordance with the Direct Debit Request.

9 By authorising the Direct Debit Request, the customer warrants and represents that he/she/they is/are duly authorised to request and instruct the debiting of premium payments from the account described in the Schedule.

10 If a debit payment falls due on any day which is not a business day, the payment will be made on the next business day. If you are uncertain as to when a debit payment will be processed to your account, you should make enquiries directly with the financial institution nominated in the Schedule.

11 If a debit payment is returned unpaid, the customer may be charged a fee by the financial institution nominated in the Schedule for each returned item.

12 Customers wishing to cancel the Direct Debit Request or to stop individual payments must give at least 7 days written notice to the Debit User at the address referred above.

13 Except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required by law, the Debit User and its service providers will keep details of the customer’s account and debit payments confidential.
Financial Services Guide (FSG)

This Financial Services Guide (FSG) is an important document designed to help you make an informed decision about whether to use the services provided in relation to Medibank Accidental Death Insurance.

It tells you who the parties are, how you can contact the parties, the services provided by each party, who they act for, the remuneration the parties and other relevant persons may receive for the services and how complaints are dealt with.

To assist in your decision whether to purchase an accidental death insurance product, you are provided with a Product Disclosure Statement (PDS) which is included in this Combined PDS and FSG. The PDS includes the benefits, risks, features and terms and conditions of the product to help you make an informed decision about whether to purchase the product.

Who are the parties?

The financial services referred to in this guide are provided by Greenstone Financial Services Pty Ltd (GFS) of 58 Norwest Boulevard, Bella Vista NSW 2153, (02) 8886 8300, ABN 53 128 692 884, AFSL 343079 and its Authorised Representative Medibank Private Limited (Medibank Private) of Level 17, 700 Collins Street, Docklands VIC 3008. Tel. 132 331, ABN 47 080 890 259, Authorised Representative No.286089.

Medibank Accidental Death Insurance is issued by Swiss Re Life & Health Australia Limited (Swiss Re). Please refer to the PDS for further information.

In this FSG we, our and us refers to GFS.

The services that are provided

Medibank Accidental Death Insurance is promoted and distributed by Medibank Private as the authorised representative of GFS. Medibank Private does not act for you.

GFS is authorised by Swiss Re to enter into Medibank Accidental Death Insurance policies on its behalf. GFS acts under a binder which means that it can make decisions on behalf of Swiss Re as if it were Swiss Re in accordance with the terms of the binder.

GFS is an Australian Financial Services Licensee (AFSL No.343079). GFS is authorised under this licence to advise and deal in relation to life risk and general insurance products. GFS arranges for the issue of Medibank Accidental Death Insurance under this licence.

When you apply for Medibank Accidental Death Insurance, GFS will tell you about the product and collect certain information from you to determine whether the policy can be issued.

Whilst the parties recommend the Medibank Accidental Death Insurance generally, in making this general recommendation, neither Medibank Private or GFS have considered whether it is appropriate for your personal objectives, financial situation or needs as the parties do not act on your behalf. As a result, you need to consider the appropriateness of any information or general advice given to you, having regard to your personal circumstances before buying.

You need to read the PDS and any other relevant policy documentation to determine if the product is right for you. If you require personal advice you need to obtain the services of a suitably qualified adviser.

How are the parties and other relevant persons paid for the services provided?

Where you buy Medibank Accidental Death Insurance you must pay the premium payable to Swiss Re for the product. We agree with you on the amount before you purchase the product.

For any policy arranged by GFS and distributed by Medibank Private, Swiss Re may pay a commission of up to 30.95% of each premium to GFS.

GFS may then pay an amount up to 25% of each premium to Medibank Private. These amounts are paid out of the total premium payable by you for the policy.

Medibank Private’s staff who provide services in relation to Medibank Accidental Death Insurance receive an annual salary from Medibank Private, which includes bonuses based on performance criteria.

GFS representatives are staff or management who are authorised to provide general advice and deal in relation to Medibank Accidental Death Insurance. GFS’s representatives are paid salaries and may also qualify for extra remuneration depending on performance criteria which can include volume of sales.
Compensation arrangements

GFS is required by the Corporations Act 2001 (Cth) to operate a compensation arrangement which is designed to compensate retail clients for losses they suffer as a result of a breach by GFS of the obligations outlined in Chapter 7 of the Corporations Act.

To this end GFS has Professional Indemnity Insurance in place which meets the legislative requirements covering GFS activities and includes the conduct of any employees who are no longer employed by GFS but were so at the time of the relevant conduct.

How can I give you instructions about Medibank Accidental Death Insurance?

Simply phone GFS on 1300 766 085 between 8:00am and 8:00pm (AEST) weekdays.

How is your personal information dealt with?

GFS and Medibank Private collect personal information from you to provide the financial services outlined in this document. GFS and Medibank Private may engage third party service providers to collect this information on their behalf. If you do not supply the requested information GFS and Medibank Private may be unable to provide the requested financial service. In providing these financial services GFS or Medibank Private may disclose your personal information to third parties including insurers, reinsurers, our advisers and other insurance service providers. GFS and Medibank Private are unlikely to send your personal information to any foreign jurisdiction.

From time to time, Medibank Private may send you marketing materials about other products or services which they think could be of interest to you. Methods of communication of these materials include email or text message. If you wish to withdraw your consent for Medibank Private to send you marketing materials please call 1300 766 085.

You can read more about how GFS collects, uses and discloses your personal information in its Privacy Policy, including how to complain about a breach of the Privacy Principles, which is available on its website or you can request a copy. You can also obtain a copy of Medibank Private’s privacy policy online at medibank.com.au or drop into a Medibank Private store. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy please call 1300 766 085 Monday to Friday, 8am – 8pm EST.

What if you have a query or complaint?

If you have a complaint, in the first instance please phone GFS on 1300 766 085. If your concern is still not resolved to your satisfaction please write to our Internal Dispute Resolution Committee at:

Dispute Resolution Manager Medibank Accidental Death Insurance
PO Box 6728
Baulkham Hills NSW 2153

Your concern will be investigated by an officer with full authority to deal with the concern and you will be informed in writing of the outcome. If your concern still remains unresolved to your satisfaction, we will assist you in directing your issue for further review to an external review scheme to which we belong.

How to contact us

If you would like to obtain further information, please phone GFS on 1300 766 085. Please retain this document for your future reference.

Authorised for issue

This FSG was prepared by Medibank Private and GFS. Medibank Private and GFS are respectively responsible only for those parts of this FSG that are expressed to relate to them.

Swiss Re has approved references to it in this FSG.
For more information about Medibank Accidental Death Insurance or to apply:
call 1300 766 085