

Suncorp Bill Protect

Product Disclosure Statement and Policy Document

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Important information

This is the Product Disclosure Statement (PDS) for Suncorp Bill Protect. This PDS is issued by Suncorp Life & Superannuation Limited ABN 87 073 979 530 AFSL 229880 (*Suncorp*) and is also *your policy* document.

The insurance cover described in this PDS covers two separate financial products provided as follows:

- *Suncorp* is the insurer of, and incurs solely the obligations relating to, the Disability Benefit.
- AAI Limited ABN 48 005 297 807 AFSL 230859 (*AAI*) is the insurer of, and incurs solely the obligations relating to, the Redundancy Benefit.

In this PDS, *AAI* is responsible for the wording in relation to the Redundancy Benefit.

Suncorp is not responsible for, or liable in respect of, insurance cover issued by *AAI* under this PDS and *AAI* is not responsible for, or liable in respect of, insurance cover issued by *Suncorp* under this PDS.

Suncorp has been authorised to advise that it has been appointed under a binder as an authorised representative of *AAI* to enter into contracts of general insurance, limited to the Redundancy Benefit, on behalf of *AAI* and when providing this financial service acts on behalf of *AAI*. *Suncorp* does not provide any financial product advice under the binder but may do so under its own AFSL authorisations. This same arrangement does not apply where financial services are provided by *AAI* through the *Suncorp* website.

Suncorp is also authorised to deal with and settle claims on behalf of *AAI* in respect of the Redundancy Benefit.

When reading this PDS, please refer to Section 15 Glossary which shows the meaning of various terms italicised throughout.

Suncorp and *AAI* are each a related body corporate of Suncorp-Metway Limited ABN 66 010 831 722 (Suncorp-Metway). Various products and services are provided by different entities in the Suncorp Group. The different entities of the Suncorp Group are not responsible for, do not guarantee and are not liable in respect of products and services provided by other entities in the Suncorp Group. Suncorp-Metway does not guarantee and is not liable for Suncorp Bill Protect. This product is not a bank deposit or other bank liability.



If you are issued a Suncorp Bill Protect *policy*, this PDS, together with the information you provide in your application and the *schedule*, constitutes your insurance *policy* and is evidence of your insurance contract with us. You should read this document in conjunction with the *schedule* because together they contain important information relating to your *policy*. Please keep this PDS and your *schedule* in a safe place. Your *schedule* is issued to you based on the information provided by you, to us on your application for insurance.

Suncorp Bill Protect is not a savings plan. The primary purpose is to provide a *benefit* under the terms and conditions of the *policy* in the occurrence of a claimable event.

All the information contained in this PDS is current at the time of issue. We may change or update any information in this PDS from time to time. If the change is not materially adverse, we may notify you about that change by preparing an update on our website, www.suncorp.com.au/billprotect. You can also obtain a printed copy of this free of charge by contacting us (please refer to the back page for details). If the change is a material or significant one, we will generally notify you within 3 months of the change occurring.

We may also make improvements to your *policy* without any increase to your *premium*. If we make a change to your *policy* which in your opinion was adverse to you, we will, if you make a claim, assess your claim on the terms of the *policy* before the change took place.

If you are issued a Suncorp Bill Protect *policy*, you are the sole *policy owner* and *insured person* listed on the *schedule*. You are covered subject to the terms and conditions of your *policy* 24 hours a day, 365 days a year. If *premiums* payable under the *policy* are paid (please refer to Section 7 Your premium), your Disability Benefit will continue until your 75th birthday, and your Redundancy Benefit (if applicable) will continue until your 65th birthday unless your *policy* stops earlier (please refer to Section 5 When does cover stop?).

Before you buy this insurance, please read this PDS carefully, including Section 6 When we won't pay. Any information contained in this document has been prepared by Suncorp without taking into account your particular objectives, financial situation or needs. For that reason, before acting on the information, you should consider the appropriateness of the information in regards to your own circumstances.

For details on how to contact us, please refer to the back page.

Quick facts about Suncorp Bill Protect

Sometimes it's tempting to not read insurance documents from cover to cover. *We* appreciate that, but *we* encourage *you* to read the whole of this document because understanding *your* Suncorp Bill Protect *policy* is important. To help *you* out, below are some quick facts about the *benefits we* offer. We've also included references to where, in this document, *you* can find more detail.

Disability Benefit (more details Section 3.1)

The Disability Benefit helps provide an income if *you're* sick or injured so *you* can concentrate on getting better. It's important that *you* understand what *we* mean by *disability* as there are different definitions depending on *your* age and working status, explained in Section 3.1.

You can apply for a *monthly benefit* from \$1,000 up to \$4,000, without any medical tests at application, and can choose between 6, 12 or 24 *monthly benefit periods*.

Redundancy Benefit (more details Section 3.2)

If *you* are working more than 20 hours per week, *you* can choose to take out the Redundancy Benefit in addition to the Disability Benefit. This cover is designed to provide *you* with some income while *you* are looking for work.

You can apply for a *monthly benefit* from \$1,000 up to \$4,000 with a maximum 3 month *benefit period*.

You are only covered for the Redundancy Benefit if it is shown on *your schedule*.

Your application (more details Section 1)

We don't ask any health questions when *you* take out a Bill Protect *policy*. This means that, if *you* claim, *we* may need to ask about *your* health before *you* took out the *policy*.

You should understand how any *pre-existing conditions*, and other situations, will impact *your* ability to claim (see also Section 6).

Summary of Benefits

	Disability Benefit	Redundancy Benefit
Age at application (Section 1)	18-60 (inclusive)	
Minimum sum insured (Sections 3.1 and 3.2)	\$1,000/month	
Maximum sum insured (Sections 3.1 and 3.2)	\$4,000/month(plus indexation)	
No claim period (Section 3.2)	No	6 months
Waiting period (Section 3.8)	30 days	
Maximum benefit period (Sections 3.1 and 3.2)	Choose 6, 12 or 24 months	3 months
Expiry age (Section 5)	75th birthday	65th birthday
Premium Pause Benefit (Section 3.3)	Yes	

Now that *you* know the key facts, read on to learn more detail about *your* cover and other *benefits* available on *your* Bill Protect *policy*.

1 Who can apply?

When *you* apply for Suncorp Bill Protect, *you* can choose to be covered for the Disability Benefit only, or *you* can also select the optional Redundancy Benefit.

You can apply for Suncorp Bill Protect if *you*:

- are aged between 18 and 60 (inclusive);
- are an Australian or New Zealand citizen or permanent resident and residing in Australia at the time of application; and
- received this PDS in Australia.

In addition to the above, if *you* are applying for the optional Redundancy Benefit, *you* also need to be working at least 20 hours a week in *your gainful occupation*, averaged over the last 3 consecutive months immediately prior to *your policy commencement date*.

When applying for the Disability Benefit, we consider certain factors (such as *your* age, occupational duties as well as height and weight) when determining the *premium you* pay for this cover.

No medical tests are required when *you* apply and, once *your* application is accepted and we receive correct payment details, *you* will be covered for the benefits listed on *your schedule* 24 hours a day, 365 days a year while *your policy* remains active and subject to the terms and conditions of *your policy*.

Suncorp Bill Protect is a single life *policy* only. As the sole owner of the *policy*, *you* will also be the only *insured person*. Where we agree, *you* may apply for the Redundancy Benefit at a date after *your* first commence this *policy*.

2 Your cooling off period

You have 30 days from the date *you* first commence this *policy* to check that this insurance meets *your* needs. This is the cooling off period.

If *you* wish, *you* can cancel *your policy* during the cooling off period by contacting *us*. If *you* notify *us* verbally, *you* will need to answer certain questions to confirm *your* identity. Provided *you* have not made a claim, *you* will receive a full refund of any money *you* have paid.



3 Details of cover and benefits under this policy

This section explains the *benefits* available under Suncorp Bill Protect.

3.1 Disability Benefit

When do we pay the disability benefit?

The *monthly benefit* will be payable from the end of the *waiting period* if, solely due to *sickness* or *injury*, you continue to be *disabled* (as defined under What does disabled mean? in this section), and you have satisfied the *waiting period* requirements (refer to Section 3.8 Waiting period).

Where the Disability Benefit is payable for a period of less than a month, the *benefit* payment will be calculated as 1/30th of the *monthly benefit* for each day you are *disabled*.

Unless cover ceases earlier (please refer to Section 5 When does cover stop?), ongoing *benefit* payments will cease at the earliest of the following:

- *your benefit period* ends;
- you are no longer *disabled*;
- your 75th birthday; or
- you die.

There are some circumstances when we won't pay, please refer to Section 6 When we won't pay.

What does disabled mean?

We will consider you *disabled* if, solely due to *sickness* or *injury*, you:

- are not working in any occupation, whether remunerated or not (including volunteering); and
- are under the care, treatment and following the advice of a *medical practitioner*; and
- satisfy the *disability* definition in the table below based on your age and the corresponding criteria that applies to you.

Age*	Criteria	Disability definition
18 – 64*	<i>You have been working in your primary occupation for 20 hours or more per week. We will base this on the average number of hours you have worked per week over the last 3 months, prior to the date you meet the disability definition.</i>	<i>You are unable to perform all the important income producing duties of your primary occupation.</i>
	<i>You have been working in your primary occupation for less than 20 hours per week. We will base this on the average number of hours you have worked per week over the last 3 months, prior to the date you meet the disability definition.</i>	<i>You are unable to perform at least 3 of the 5 listed domestic duties (see Section 15 Glossary).</i>
	<i>You have been primarily performing domestic duties prior to the date you meet the disability definition.</i>	<i>You are unable to perform at least 3 of the 5 listed domestic duties (see Section 15 Glossary).</i>
65 – 74*	<i>You have reached your first policy anniversary immediately following your 65th birthday whether working or not.</i>	<i>You are unable to perform at least 2 of the 5 listed activities of daily living (see Section 15 Glossary) without the physical assistance of someone else.</i>

*Age at last *policy anniversary*

Any *sickness or injury* that causes *you* to be *disabled* must be diagnosed by a *medical practitioner*.

The age group that will apply to *you* is based on *your* age at last *policy anniversary*.

What happens if you are on leave at the time of your disability?

If *you* have been on leave such as; annual, long service, parental, sabbatical or leave of absence for **up to 3 months** at the date of *your disability*, *your* claim will be assessed based on *your* average number of hours worked over the 3 months immediately prior to the commencement of *your* leave to determine the applicable criteria and corresponding *disability* definition *you* will be assessed under (refer to the table under What does disabled mean? in Section 3.1).

If *you* have been on leave for **more than 3 months** at the date of *your disability*, *your* claim will be assessed against one of the following *disability* conditions (whichever applies) when determining whether *you* are *disabled*:

- *you* are unable to perform at least 3 of the 5 listed *domestic duties*; or
- if *you* are over age 65, *you* are unable to perform at least 2 of the 5 listed *activities of daily living*.

What happens if you turn age 65 while you are on claim?

If *you* are receiving *benefits* and the *benefit period* overlaps the *policy anniversary* occurring immediately after *your* 65th birthday, we will reassess *you* under the different *disability* condition (refer to the table What does disabled mean? in Section 3.1) to determine whether, immediately after the *policy anniversary* date, *you* are entitled to continue receiving a *monthly benefit*. In these circumstances *your* claim will only continue to be paid if *you* are unable to perform at least 2 of the 5 listed *activities of daily living*, without the physical assistance of someone else (as defined in Section 15 Glossary).

For example: Gloria is 64 years of age and makes a claim on her Bill Protect *policy* in January. As Gloria works less than 20 hours per week (averaged over the last 3 months) her claim is assessed against her inability to perform at least 3 of the 5 listed *domestic duties*.

Gloria's 65th birthday is in March and the *policy anniversary* after that age is on June 24th. Following Gloria's *policy anniversary* on June 24th the *disability* condition her claim will be assessed against is her inability to perform at least 2 of the 5 listed *activities of daily living*, without the physical assistance of someone else.



What happens if you are overseas at the time of your disability?

If *you* are overseas at the date of *your disability* or at any time while *you* are *disabled*, *your monthly benefit* will only be payable for a maximum of 2 months, but will recommence when *you* return to Australia as long as *you* are still *disabled* (see Section 3.1 Disability Benefit, When do we pay the Disability Benefit?) and an event has not occurred that ceases payment of your *monthly benefit* (other than being overseas).

Recurring Disability

If *you* suffer from the same or related *sickness* or *injury* within 6 months of *your last monthly benefit* being payable, *your cover* is still active, and *you* continue to be *disabled*, we will consider *your disablement* as recurring and therefore will recommence *benefit payments* without applying a new *waiting period*.

Any *benefit payments* will be added to the remaining *benefit period* to ensure the maximum payment under the *benefit period* is not exceeded.

If *you* do not make a *full recovery*, no *monthly benefit* will be payable for the same or related *sickness* or *injury* for which the previous claim was paid in full; i.e. for the entire *benefit period*.

Choosing your disability monthly benefit

Depending on the level of cover *you* think *you* need, when *you* apply *you* can choose a *monthly benefit* between \$1,000 and \$4,000 (inclusive). The *monthly benefit* that applies to *you* will be stated in *your schedule*.

If *you* are required to pay the minimum monthly *premium*, the level of cover *you* chose may be automatically increased as a result. Refer to Section 7.2 Minimum Monthly Premium.

Your benefit period

The *benefit period* is the maximum period of time during which we will pay *your monthly benefit* while *you* are *disabled* for the same or related *sickness* or *injury*. When *you* apply, *you* can choose 6, 12, or 24 months. The *benefit period* that applies to *you* will be stated in *your schedule*.

3.2 Redundancy Benefit

You are only covered for the Redundancy Benefit if it is shown on *your schedule*.

The Redundancy Benefit is designed to provide a *monthly benefit* to assist if you become *involuntarily unemployed*.

Eligibility to claim under the Redundancy Benefit starts 6 months after the *policy commencement date* – the first 6 months is called the *no claim period* for this *benefit*. If you become *involuntarily unemployed* during the *no claim period*, you will not be eligible to claim under the Redundancy Benefit. When the Redundancy Benefit is renewed, the 6 month *no claim period* does not start again.

After the *no claim period* has ended, the *monthly benefit* will be payable from the end of the *waiting period* if you become *involuntarily unemployed* as a result of either:

- involuntary redundancy; or
- dismissal by no choice of *your own*; or
- a business you have a beneficial interest in is placed into insolvency administration; or
- *your fixed term employment contract* of 12 months or more ceasing prior to the agreed termination date by no choice of *your own*;

and you continue to be unemployed after the *waiting period*.

What happens if you are on leave when you become involuntarily unemployed?

If you have been on leave such as; annual, long service, parental, sabbatical or leave of absence for **less than 12 months** at the date of *your involuntary unemployment*, your average hours worked per week will be assessed for the three consecutive months immediately prior to the date you commenced leave.

If you have been on leave for **12 months or more** at the date of *your involuntary unemployment*, the *monthly benefit* will not be payable.



Your redundancy benefit period

The maximum total *benefit period* is 3 months for any one claim while *you* remain unemployed. The total maximum *benefit* claimable for the same *insured person* is 12 months; for example, 4 lots of 3 months.

If the *monthly benefit* is payable for less than a month, payments will be calculated as 1/30th of the *monthly benefit* for each day *you* are unemployed.

Unless cover ceases earlier (Please refer to Section 5 When does cover stop? for when the Redundancy Benefit under this *policy* will cease) ongoing *monthly benefit* payments will cease when:

- *you* return to work;
- *you* are no longer *actively seeking employment*
- *your benefit period* ends;
- *your* 65th birthday; or
- *you* die.

There are some circumstances when we will not pay the Redundancy Benefit, please see Section 6.0 When we won't pay.

Choosing your redundancy monthly benefit

Your monthly benefit for the Redundancy Benefit does not need to be the same as *your* Disability Benefit. *You* can choose to insure from as little as \$1,000 per month, up to \$4,000 per month. The *monthly benefit* that applies to *you* will be stated in the *schedule* and each year on *your* renewal notice.

3.3 Premium Pause Benefit

To help with affordability, the Premium Pause Benefit allows *you* to stop paying *premiums* for up to 3 months each year *you* hold *your policy*.

During this time, *your policy* continues (subject to *your policy* also continuing to be renewed if *you* have the Redundancy Benefit) but no cover will be provided by *your policy* for the Disability Benefit or the Redundancy Benefit. This means that any *sickness, injury* or notice of *involuntary unemployment* that occurs during the period of the Premium Pause Benefit will not be covered.

You must contact us to activate the Premium Pause Benefit. Premiums must have been paid for the previous 9 consecutive months and the *policy* must have no outstanding *premium* payable at the time of the request.

After the Premium Pause Benefit period has ended and *premiums* have recommenced, you will be eligible for all the *benefits* you had selected under the *policy*, in accordance with their terms.

The Premium Pause Benefit cannot be applied while **you** are on claim or during *your waiting period*.

3.4 Waiver of Premium Benefit

If we are paying you a *monthly benefit* while you are either *disabled* or *involuntarily unemployed*, we will waive your Suncorp Bill Protect *premiums* for the period while you are on claim.

The Waiver of Premium Benefit does not apply to *premiums* paid during the *waiting period*.

Unless cover ceases earlier (please refer to Section 5 When does cover stop?), the Waiver of Premium Benefit will end on the earliest of:

- the end of *your benefit period*;
- the date you are no longer *disabled*;
- the date you are no longer unemployed;
- the date you are no longer *actively seeking employment*; or
- the date *your policy* ends.

While you are receiving the Waiver of Premium Benefit you cannot apply for any increase to the *benefits* under your Suncorp Bill Protect *policy*.

3.5 Automatic Indexation Benefit

To help keep *your* insurance in line with inflation, we will automatically increase *your monthly benefit* each year on *your policy anniversary* by the greater of the *indexation factor* or 5%. Unless you decline the increase, we will recalculate *your premium* to reflect the increase as a result of the *indexation factor* (and *your* age for the Disability Benefit) and we will advise you of *your new premium* prior to *your policy anniversary*.

The increase will not apply if *your policy anniversary* occurs while *you* are receiving *monthly benefit* payments from us under this *policy*.

You can ask us not to apply the *indexation factor* to *your monthly benefit*. If *you* request this, *your monthly benefit* will not change, however *your premium* will generally still change each year, such as increasing because of age.

Unless cover ceases earlier (please refer to Section 5 When does cover stop?), the Automatic Indexation Benefit stops on *your 75th birthday* for the Disability Benefit and on *your 65th birthday* for the Redundancy Benefit.

3.6 Maximum benefit

The most we will pay under *your Suncorp Bill Protect policy* is the *monthly benefit*.

The maximum amount we will pay across all Bill Protect policies issued by us for the same *insured person* is \$4,000 per month (plus indexation – please refer to Section 3.5 Automatic Indexation Benefit).

3.7 Concurrent benefits

We will only pay one *benefit* at a time under *your Bill Protect policy*. If *you* are eligible to receive both Disability and Redundancy Benefits under this *policy* at the same time, we will pay the *benefit* with the highest *monthly benefit*. For example, if *your Disability Benefit* is \$4,000 per month and *your Redundancy Benefit* is \$3,000 per month and *you* are eligible to receive *benefits* under Disability and Redundancy Benefits at the same time, we will pay the higher *monthly benefit*, in this case *your \$4,000 Disability Benefit*.

If the *monthly benefits* are equal, we will pay the *benefit* with the longest *benefit period*, that being the Disability Benefit, while *you* continue to be disabled.

3.8 Waiting period

Your Suncorp Bill Protect policy has a 30 day *waiting period*. This *waiting period* is the time that must elapse before a *monthly benefit* can start to be paid.

If *you* are eligible to be paid a *benefit*, payments are made monthly in arrears after the end of the *waiting period*. This means *your* first *benefit* payment would be 60 days after the start of the *waiting period*. No *benefit* will be paid during the *waiting period*.

For the Disability Benefit, the *waiting period* starts when both of the following events have occurred:

- *you* first consult a *medical practitioner* for the *sickness* or *injury* giving rise to *your* claim; and
- *you* cease all work, activities, or household duties (as applicable to *your* *disability* definition) due to that *sickness* or *injury*.

You must be *disabled* for the entire *waiting period*.

For the Redundancy Benefit, the *waiting period* starts when both of the following events have occurred:

- *you* become *involuntarily unemployed*; and
- *you* are *actively seeking employment*.

You must have been *not working* and *actively seeking employment* for the entire *waiting period*. No *benefit* will be paid during the *waiting period*. In addition to the *waiting period*, there is also a *no claim period* applicable to the Redundancy Benefit. For further details see Section 3.2 Redundancy Benefit.

4 When does cover start?

As long as *you* satisfy the eligibility requirements (please refer to Section 1 Who can apply?) cover will commence on the date *we* accept *your* application and receive correct payment details. This date will be shown on *your schedule* as *your policy commencement date*.

Once *we* accept *your* application for cover under Suncorp Bill Protect, *we* will send *you* a *schedule* confirming *our* acceptance and *your policy commencement date*. If *you* take out the Redundancy Benefit after *you* first start *your policy*, *your* Redundancy Benefit may have a different *policy commencement date* to the remainder of *your policy*.

5 When does cover stop?

All cover will stop under this *policy* on the earliest of the following events:

- *your* 75th birthday;
- *your* request to cancel the *policy*;
- the date *your policy* is cancelled due to the non-payment of outstanding *premiums*; or
- the date of *your* death.

In addition to the above, cover under the Redundancy Benefit will also stop on the earliest of:

- *your* 65th birthday;
- the date *you* have been paid for a total of 12 months; or
- the date *you* or the insurer choose not to renew this *benefit*.

All *benefit* payments will cease when cover stops.

We will not consider any claim, unless the event giving rise to the claim occurred while *your policy* was still active. For the Redundancy Benefit, a *no claim period* applies. We may also cancel this *policy* on any grounds permitted under relevant law by telling *you* in writing.

If *you* have the Redundancy Benefit we will advise *you* prior to each *policy anniversary* whether we will:

- offer renewal of the Redundancy Benefit;
- offer to renew the Redundancy Benefit but on different terms and conditions; or
- not renew the Redundancy Benefit.

If we offer renewal and *your premium* payment continues, the Redundancy Benefit will continue automatically for a further one (1) year at each *policy anniversary*. Payment of *your* next *premium* payment is deemed to be acceptance of an offer of renewal for that year. When the Redundancy Benefit is renewed, the 6 month *no claim period* does not start again.



6 When we won't pay

Disability Benefit

We will not pay the Disability Benefit, refund or waive any *premiums* under *your policy* if the claim, directly or indirectly is as a result of:

- an intentional self-inflicted act;
- a *pre-existing condition* (please refer to Section 6.1);
- *you* working in an occupation:
 - at heights above 15 metres;
 - underground in the mining industry;
 - where *you* are participating, training or competing in professional sport;
 - while carrying a firearm;
 - with explosives;
 - offshore in the oil, gas or petroleum industry; or
 - overseas as part of *your* service in the armed forces.
- *you* attempting to engage in or engaging in:
 - aviation or aerial pursuit activities other than as a fare paying passenger on a commercial airline on regular scheduled flights;
 - riding on or driving in any self-propelled vehicle engaged in any race, speed or reliability trial on any waterway, racing course, speedway or racing track;
 - mountaineering, abseiling, rock climbing or canyoning;
or
 - diving to a depth of 45 metres or more, pothole diving, wreck diving or diving in a cave.
- the use of drugs, other than medication prescribed by a *medical practitioner* or *health professional* and taken as directed;
- *you* being under the influence of alcohol, where *your* blood alcohol content is over the prescribed legal limit for driving;
- any *mental disorder* or *mental illness*;



- pregnancy, miscarriage or childbirth, unless *disability* continues for more than 3 months from the later of the date the pregnancy finishes and *your disablement* starts, (the later date being the date *we* will consider *your disablement* to have started); or
- *you* engaging in any *criminal activity*.

No Disability Benefit will be payable for any period **you** are incarcerated.

Redundancy Benefit

We will not pay the Redundancy Benefit or refund any *premium* if loss of work was caused directly or indirectly by:

- *your* intentional self-inflicted act;
- a *war* **or** *an act of war*, whether or not war has been declared;
- the influence of alcohol or drugs other than proper use of drugs prescribed by a *medical practitioner*;
- voluntary resignation, retirement or abandonment of employment;
- misconduct, dishonesty or criminal activities;
- poor performance as documented by *your* employer, in carrying out *your* occupation;
- any strike or labour disturbance in which *you* or *your* employer is involved;
- the loss, currency or maintenance of any licence, authorisation or permit required to operate the business, including loss of drivers licence, trade or professional certification;
- the seasonal nature of *your* employment;
- the cessation of a fixed term contract of employment on or after the agreed termination date;
- pregnancy, miscarriage or childbirth;
- unemployment due to *sickness* or *injury*; or
- *elective surgery*.

We will also not pay a *benefit* or refund any *premium* if:

- *you* were notified in writing, verbally or otherwise, of impending *involuntary unemployment* prior to the *policy commencement date*;



- *your* employer has announced to the public, or publicised in the media, before the *policy commencement date*, an intention to reduce staff numbers by way of redundancy;
- *you* have not been in employment or self-employed with an Australian registered business for a continuous period of 3 months prior to *policy commencement date*;
- *you* have not been working at least 20 hours per week for 3 consecutive months prior to *your involuntary unemployment*;
- *you* are *involuntarily unemployed* during the *no claim period*;
- *you* are continuing work outside of Australia;
- *you* are no longer registered as being unemployed with Centrelink or equivalent Australian government authority or seeking employment via a recognised Australian recruitment or personnel agency; or
- *you* are incarcerated.

6.1 Pre-existing Conditions

Suncorp Bill Protect will not pay a claim for the Disability Benefit that is directly or indirectly related to a *pre-existing condition*.

A *pre-existing condition* is:

- a medical condition that *you* have been diagnosed with but not recovered from; or
- any *sickness or injury* or medical condition, for which, in the five years before the *policy commencement date*:
 - symptoms existed that would cause a reasonable person to seek advice, care or treatment from a *medical practitioner/health professional*; or
 - medical advice or treatment was recommended by, or received from, a *medical practitioner/health professional*.

In addition, if *you* claim for the effects of:

- stroke;
- brain hemorrhage;
- heart attack; or
- coronary heart disease,

we will not pay a *benefit* or refund any *premium* if, in the five years before *your policy commencement date*, you:

- had a Body Mass Index of 40 or greater;
- had a total blood cholesterol above 7.0 mmol/L;
- have systolic blood pressure above 160 mmHg and diastolic blood pressure above 100 mmHg; or
- were a diabetic suffering proteinuria, kidney disease, retinopathy, neuropathy or were admitted to hospital for treatment of diabetes or any condition resulting from diabetes.

7 Your premium

Your premium pays for *your cover*, government fees and charges and administration costs.

The *premium you pay* is determined by multiplying *your monthly benefit* by the applicable *premium rate* (including any loading that may apply for *your height and weight*). The *premium* is also subject to a minimum monthly *premium amount* based on the *benefit period you have chosen*. *Your premium rate* for the Disability Benefit is dependent on the following factors: *your age, gender, smoking status, benefit period and your occupation*. *Your premium* for the Redundancy Benefit is dependent on *your monthly benefit*.

Your premium for the Disability Benefit will not change for 12 months from *your policy commencement date*. After this period, *your premium* will generally increase each year with age and increases in the *monthly benefit* as a result of the Automatic Indexation Benefit as explained in Section 3.5. We can also change the *premium rate* for all policies of the same kind by providing you with at least 30 days' written notice. If we adjust *our premium rates*, you will be charged the new *premium* from *your next policy anniversary*. For the Redundancy Benefit, any change to *your premium* for the next 12 months will be shown on *your renewal notice*.

If you need to change *your occupation or smoking status*, please contact us.

Premiums received in relation to the Disability Benefit are paid into in *our No. 1 statutory fund*. A *policy* issued in relation to Suncorp Bill Protect does not participate in any surplus arising in *our statutory funds*.

Premiums are subject to Commonwealth and state taxes and/or charges, including GST and stamp duty. The amount of these taxes and/or charges will be shown on your *policy schedule* and renewal notices.

For a quote, please contact us on 1800 642 594 or go to www.suncorp.com.au/billprotect.

7.1 Large Monthly Benefit Discount

With the Large Monthly Benefit Discount, the higher the *monthly benefit* you choose, the larger the discount that applies to the *premium* for your *Disability Benefit*. The following table shows how the discounts will be applied:

Monthly Disability Benefit range	Premium Discount
Less than \$2,000	0%
\$2,000 - \$2,999	5%
\$3,000 - \$3,999	10%
\$4,000 or more (after indexation)	15%

Please note that these discounts are subject to minimum monthly *premiums* (see Section 7.2)

7.2 Minimum Monthly Premium for the Disability Benefit

For each *benefit period* that you can select, a minimum monthly *premium* applies as outlined in the following table:

Disability Benefit Period	Minimum Monthly Premium
6 months	\$16.00
12 months	\$18.00
24 months	\$20.00

This means that the *premium* that you pay for your cover will never be less than the applicable minimum monthly *premium*, even after taking into account any discount that may apply to you. If the minimum monthly *premium* applies to the cover you have selected, we will automatically increase your *monthly benefit* to the maximum available for that *premium*.

7.3 Paying your premium

You can choose to pay your premium fortnightly, monthly or annually from the financial institution or credit card you nominate and you have up to 14 days (or 30 days if you pay monthly) from the date each premium is due to pay your premium. If you do not pay a premium within this period, we will send a notice to you at the address last advised to us specifying the date we will cancel the policy without any refund of premium. We will not be liable for any claims after the date of cancellation.

If we cancel your policy due to non-payment of premiums, you can request that your policy be reinstated by contacting us within 30 days of the policy's cancellation date. In order for us to consider your reinstatement, all outstanding premiums must be paid by you. Reinstatements are not guaranteed and, if approved, will be confirmed in writing.

8 Taxation

The tax treatment of Suncorp Bill Protect will depend on your individual circumstances. If you are working, premiums are usually tax deductible and any benefit payments received are generally assessable for tax purposes. If, however, you are not working, premiums are usually not tax deductible and any benefit payments received are generally not assessable for tax purposes.

These comments are a guide only and do not take into account changes in taxation laws or your particular circumstances. Please ask your tax adviser or the Australian Taxation Office about your own circumstances.

GST does not apply to the Disability Benefit but it does to the Redundancy Benefit. If tax laws are altered, we reserve the right to increase premiums to reflect any applicable GST or any other Government taxes and charges that may be introduced. Any increase will be in accordance with our legal obligations.



9 Risks

You should be aware of the risks involved before buying any insurance *policy*. Please read this PDS carefully before making any decision regarding this *policy* or the extent of cover you require. Some of the risks associated with holding this insurance *policy* include:

- *your policy* may not suit *your* needs;
- *your monthly benefit* may be insufficient;
- a *monthly benefit* may not be paid in the event of a claim if an exclusion applies; and
- if you are receiving a Disability Benefit and at *your* first *policy anniversary* immediately following *your* 65th birthday you do not meet the applicable *disability* criteria, *your benefit* payments will cease.

Although we do not offset any other payments you might receive for *disability*, other insurance policies you hold may offset our payments. You should check with your other insurance providers or financial adviser if you hold other policies for *disability*.

It's important that the *policy* meets *your* needs both now and in the future. You may need to seek assistance from a financial adviser if the terms are not consistent with *your* needs or do not suit *your* personal circumstances.

10 How can I apply?

- Contact us on 1800 642 594 between 8am and 6pm (AEST) and talk to one of our consultants.
- Visit www.suncorp.com.au/billprotect and complete an online application.

11 How to contact us

11.1 Administration queries and changes

If you have any questions about *your policy* or you would like to make any changes to *your policy*, including a change to *your* address or to *your* payment type, please contact us (please refer to the back page for contact details). A change to this *policy* will only apply if we confirm the change in writing. You can apply to increase or decrease *your monthly benefit* on an existing *policy* by contacting us.



If *you* wish to apply for an increase to *your* existing *monthly benefit*, the maximum *monthly benefit* limits will apply (please refer to Section 3.0 Details of cover and benefits under this policy).

If *you* add the Redundancy Benefit to *your policy* after *your policy* first starts, the period of cover for the Redundancy Benefit will be aligned with the *policy anniversary* date that applies to the remainder of *your policy*.

During the life of this *policy*, *you* cannot assign ownership of this *policy* to any other person or party.

11.2 Complaints Resolution

If *you* have a complaint about this product or *our* services, *you* can contact the Customer Relations team at lifecustomerrelations@suncorp.com.au or through the details found on the back page.

If *you* are dissatisfied with *our* decision or the way we handled *your* complaint, *you* can also contact the Financial Ombudsman Service (FOS) Australia (ABN 67 131 124 448). FOS is an external dispute resolution scheme that provides free services to customers, and is a totally independent and impartial body that will deal with *your* complaint directly, or follow up the matter on *your* behalf in accordance with its terms of reference.

You can contact FOS by:

- phoning 1800 367 287 or (03) 9613 7366
- faxing (03) 9613 6365
- emailing info@fos.org.au
- writing to
Financial Ombudsman Service Limited
GPO Box 3
MELBOURNE VIC 3001
- visiting www.fos.org.au

12 Claims

If *you* need to make a claim, *you* or *your legal personal representative* can contact *us* on 1800 642 594, as soon as reasonably possible after the event giving rise to the claim and we will provide a claim pack for completion and return to our office. To claim a *benefit*, we require claim documentation in support of *benefit* entitlement. We may ask for additional information to ensure that the terms and conditions of the *policy* as set out in this PDS are satisfied.

Payment of a *benefit* is subject to *our* acceptance of *your* claim. Any *monthly benefit* payable will be payable directly to *you*. All *benefit* payments are paid in Australian currency.

We must be notified of any claim as soon as reasonably possible. We may refuse or reduce the *monthly benefit* payable for a claim if we are disadvantaged by any delay in notifying *us* of a claim.

12.1 Claim documentation

To make a claim, the following documentation will be required:

Disability Benefit

- an initial claim form completed by *you* and *your medical practitioner* which will include proof of the event or condition for which the claim is being made and when it occurred;
- when the claim is ongoing, a monthly claim form completed by *you* and *your medical practitioner*;
- a signed Medicare Australia authority;
- details of any hazardous activities;
- payslips or employer statement to confirm regular hours of work and terms of employment.

Redundancy Benefit

- an initial claim form completed by *you* which will include details of your *involuntary unemployment* for which the claim is being made and when it occurred;
- proof of *your* unemployment (Separation Certificate, letter of Redundancy, letter of Termination of Contract);



- proof of *you actively seeking employment* (registration with Centrelink or a recognised Australian recruitment or personnel agency); and
- if *you* were self employed proof that *your* business has ceased to operate due to actual insolvency (ASIC Deregistration, Wind up Court Order, appointment of an insolvency administrator, Notice of Bankruptcy, Notice of Liquidation); or
- if *you* were self employed a letter from *your* accountant detailing the date and reason the business has ceased to operate due to insolvency, with supporting evidence such as last Business Activity Statement (BAS).

For both the Disability Benefit and the Redundancy Benefit

- certified proof of *your* identity and age (birth certificate, driver's licence or passport);
- authorisation of *your legal personal representative* and certified copy of Power of Attorney (if this applies);
- proof of *your* employment and occupational details if necessary; and
- any financial statements *we* reasonably require to assess *your* claim.

You or *your legal personal representative* will be required to pay for the cost of satisfying the above claim requirements, unless *we* notify *you* otherwise.

You must submit, at *our* expense, to any medical examination conducted by a *medical practitioner* or other *health professional* appointed by *us* as *we* deem necessary.

Payment of *benefits* under this *policy* will be subject to relevant legislative requirements being adhered to and, depending upon individual circumstances, additional information may be required by *us*.

To assess *your* claim promptly, *we* need to ensure the information provided to *us* at the time of application is correct, for example *your* age and smoking status. If *we* have received any false information, *we* may refuse the claim, adjust the *premiums* paid by *you* or the *monthly benefit* payable by *us*.

We will only consider a claim if the event giving rise to the claim occurred while *your policy* was active. For the Redundancy Benefit, a *no claim period* applies (see Section 3.2).

13 Privacy statement

Your privacy is important

Suncorp and AAI are members of the Suncorp Group, which we'll refer to simply as "the Group". In this Privacy Statement all references to "We/Us/Our" means Suncorp and AAI.

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- identify you and conduct appropriate checks;
- understand your requirements and set up, administer and manage our products and services;
- determine eligibility for a family discount where applicable;
- manage and administer underwriting and claims, including any investigation and assessment of claims;
- manage, train and develop our employees and representatives;
- manage complaints and disputes, and report to dispute resolution bodies; and
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.



How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers.

Under various laws, we may be authorised or required to collect your personal information. These laws include the Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999 Australian Securities and Investments Commission Act 2001; Corporations Act 2001 and Life Insurance Act 1995 as those Acts are amended and any associated regulations. From time to time other Acts may require, or authorise us to collect your personal information.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- other companies within the Group and other trading divisions or departments within the same company (please see our Privacy Policy for a list of brands/companies);
- hospitals and medical, health or wellbeing professionals;
- other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;
- a third party that we've contracted to provide financial services, financial products or administrative services – for example:
 - information technology providers,
 - print/mail/digital service providers,



- marketing agencies and other marketing services,
- imaging and document management services,
- a third party claimant or witnesses in a claim;
- third parties authorised by you;
- policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an insured person but not the policy or product holder;
- the Financial Ombudsman Service or any other external dispute resolution body;
- legal and any other professional advisers or consultants such as accountants;
- customer, product, business or strategic research and development organisations;
- data warehouse, strategic learning organisations, data partners, analytic consultants;
- social media and other virtual communities and networks where people create, share or exchange information;
- government, statutory or regulatory bodies and enforcement bodies; and
- any of our Group joint ventures where authorised or required.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas Disclosure

Sometimes, we provide your personal information to – or get personal information about you from – persons located overseas, for the same purposes as in 'Why do we collect personal information?'

The countries we usually disclose your personal information to have been outlined on our website suncorpgroup.com.au/privacy or you can give us a call and we will provide you a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

Your personal information and our marketing practices

Every now and then, we and any related companies that use the Suncorp brand might let you know – including via mail, SMS, email, telephone or online – about news, special offers, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. You can contact us to update your marketing preferences at any time.

In order to carry out our direct marketing we collect your personal information from and disclose it to others that provide us with specialised data matching, trending or analytical services, as well as general marketing services (you can see the full list of persons and organisations under 'How we handle your personal information'). We may also collect your personal information for marketing through competitions.

We, and other people who provide us with services, may combine the personal information collected from you or others, with the information we, or companies in our Group, or our service providers already hold about you. We may also use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact detail in Contact Us.

Contact us

For more information about our privacy practices including overseas disclosure or to tell us about your marketing preferences you can contact us:

- 13 11 55
- suncorplife@suncorp.com.au
- suncorp.com.au/privacy

14 Your Duty of Disclosure

Life Insurance - Disability Benefit

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

Your duty, however, does not require disclosure of a matter:

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

Non-disclosure

If *you* fail to comply with *your* duty of disclosure and *we* would not have entered into the contract if the failure had not occurred, *we* may avoid the contract within 3 years of entering into it.

If *your* non-disclosure is fraudulent, *we* may avoid the contract at any time.

We may elect not to avoid *your* contract but to vary it by:

- reducing the sum insured in accordance with a formula that takes into account the *premium* that would have been payable if *you* had complied with *your* duty of disclosure; or

- placing *us* in the position in which *we* would have been in if *you* had complied with *your* duty of disclosure.

The options to vary the contract are available to *us* while the contract remains in force.

This duty continues to apply until the insurer notifies you that the risk has been accepted. It also applies when you extend, vary or reinstate a contract of life insurance.

General Insurance – Redundancy Benefit

Before *you* enter into a general insurance contract, *you* have a duty to tell *us* anything that *you* know, or could reasonably be expected to know, that may affect our decision to insure *you* and on what terms.

- *You* have this duty until *we* agree to insure *you*.
- *You* have the same duty before *you* renew, extend, vary or reinstate an insurance contract.
- *You* do not need to tell *us* anything that:
 - reduces the risk *we* insure *you* for; or
 - is common knowledge; or
 - *we* know or should know as an insurer; or
 - *we* waive *your* duty to tell *us* about.

If you do not tell us something

If *you* do not tell *us* anything *you* are required to, *we* may cancel *your* contract or reduce the amount *we* will pay *you* if *you* make a claim, or both.

If *your* failure to tell *us* is fraudulent, *we* may refuse to pay a claim and treat the contract as if it never existed.



15 Glossary

Where any words appear in this PDS, whether the first letter is in upper or lower case, their meanings are listed below.

Where applicable, with respect to the definitions, singular includes the plural and vice versa.

AAI means AAI Limited ABN 48 005 297 807 AFSL 230859

Actively seeking employment means registered as being unemployed with Centrelink or equivalent Australian government authority and/or seeking employment via a recognised Australian recruitment or personnel agency.

Activities of daily living means the following tasks:

1. bathing and showering
2. dressing and undressing
3. eating and drinking
4. [maintaining continence with a reasonable level of personal hygiene
5. getting in and out of bed, a chair or wheelchair, or moving from place to place by walking, wheelchair or walking aids.

Benefit means the amount payable under the Redundancy Benefit or Disability Benefit.

Benefit period means the maximum period of time during which a payment will be made.

Criminal activity means any crime for which *you* are convicted where *you* could receive a custodial sentence, whether or not *you* do in fact receive a custodial sentence for that crime.

Disabled, Disablement or Disability means that solely due to *sickness or injury, you*:

- are not working in any occupation whether remunerated or not, including volunteering; and
- are under the care, treatment and following the advice of a *medical practitioner*; and
- satisfy the *disability* condition based on *your* age and the corresponding criteria that applies to *you* (refer to Section 3.1).



Domestic duties means:

- **cooking and preparing meals** meaning the ability to move unassisted and prepare meals at home using basic ingredients and regular kitchen appliances;
- **cleaning the house** meaning the ability to maintain the household using various tools such as a mop and vacuum cleaner;
- **washing and drying clothes** meaning the ability to maintain the household's laundry by using the washing machine and being able to hang clothes on an outdoor washing line;
- **shopping for groceries** meaning the ability to physically purchase grocery items that are required to maintain a home unassisted, such as food, laundry items and household cleaning products;
- **looking after children** (if *you* do this as part of *your* everyday activities at home) meaning the ability to care for and supervise children up to the age of 12 years old, including but not limited to, the preparation of meals, bathing, dressing, getting the child to and from school by car or walking, settling for sleep times and general care.

Elective surgery means cosmetic surgery to alter or improve *your* appearance unless recommended by a *medical practitioner* to improve *your* physical health related to an underlying *sickness or injury*.

Expiry date means the date *your policy* ends as stated on *your schedule* or, in relation to the Redundancy Benefit (if applicable), on the renewal notice *we* send *you*.

Full recovery means for a continuous period of 6 months *you* have:

- not been suffering from the *sickness or injury* which *you* were previously claiming for;
- not required or received advice, care or treatment, from a *medical practitioner health professional*, for the *sickness or injury* *you* were previously claiming for; and
- not been receiving Disability Benefit payments; and
- if *you* were working 20 hours per week or more, returned to work, and *you* have performed all the *important income producing duties* of *your primary occupation*.



Gainful occupation means the occupation in which *you* work as an employee for a salary, wages or commission, or the occupation in which *you* are self-employed, working in a business or professional practice in a way that is capable of generating income for the business or professional practice.

Health professional means an individual that provides preventive, curative or rehabilitation services (e.g. physiotherapist or chiropractor). The *health professional* cannot be *you* or an immediate member of *your* family (i.e. partner, parents, siblings or children).

Important income producing duties means those duties which could reasonably be considered primarily essential to producing *your* monthly income.

Indexation factor means the percentage change in the consumer price index which is the weighted average of the 8 Australian capital cities combined as published by the Australian Bureau of Statistics or any body which succeeds it and in respect of the 12 month period finishing on 30 September. The *indexation factor* will be applied from 1 March the following year, subject to the terms and conditions of *your policy*. If the CPI is not published by this date, the *indexation factor* will be calculated upon a retail price index which we consider most nearly replaces it.

Injury means physical damage to *your* body which occurs while this *policy* is active.

Insured person means the person who has been accepted by *us* and is listed on *your schedule* as the *insured person* under the *policy*. The *insured person* is also the *policy owner*.

involuntarily unemployed or involuntary unemployment means:

- if *you* are an employee or *you* are self-employed, *you* have been terminated from *your gainful occupation*; and
- if *you* are self-employed, *your* business has ceased trading as a direct result of *you* not being able to meet the financial commitments of *your* business; or
- *your* fixed term employment contract of 12 months or greater ceasing prior to the agreed termination date by no choice of *your* own.

Legal personal representative means any person(s) who is authorised by law to act on *your* behalf.

Medical practitioner means a doctor who is legally qualified and properly registered in Australia. The *doctor* cannot be *you* or an immediate member of *your* family (i.e. partner, parents, siblings or children).

If practising outside Australia, the *medical practitioner* must have qualifications equivalent to Australian Standards and approved by *us*.

A *medical practitioner* could be *your* general practitioner or treating medical specialist.

Mental disorder or mental illness means any fatigue disorder, motivational disorder or mental health disorder as defined in the American Psychiatric Association, Diagnostic and Statistical Manual of Mental Disorder, Volume 5 (or as amended). These include but are not limited to depressive disorders, anxiety disorders, adjustment disorders, somatoform disorders, psychotic disorders, bipolar disorders, personality disorders, Attention Deficit Hyperactivity Disorder or any complications thereof.

Monthly benefit means the amount as stated in the *schedule* as varied under this *policy* by agreement with *us* (for example if *you* apply for a decrease or through increases under automatic indexation). Where *we* have agreed to change the *monthly benefit*, the new *monthly benefit* will be as stated in *our* latest correspondence to *you*.

No claim period means 6 months from the *policy commencement date*; the amount of time *you* must hold the Redundancy Benefit before becoming eligible to claim.

Policy means *your* Suncorp Bill Protect cover, which consists of this Product Disclosure Statement, the *schedule*, any endorsement and the information provided in *your* application.

Policy anniversary means the anniversary of the *policy commencement date* (or the earlier of *your policy commencement dates*, if applicable).

Policy commencement date means the date cover first starts as shown on *your schedule*. The *policy commencement date* in relation to the Redundancy Benefit is the date the cover first starts as shown on *your schedule* or, if the Redundancy Benefit is added after the date cover first starts, then the *policy commencement date* for the Redundancy

Benefit is that later date the Redundancy Benefit started as shown on the endorsement we will send *you*.

Policy owner means the person listed on the *schedule* as the owner of this *policy*.

Pre-existing condition means:

- a medical condition that *you* have been diagnosed with but not recovered from; or
- any *sickness* or *injury* or medical condition, for which, in the five years before the *policy commencement date*:
 - symptoms existed that would cause a reasonable person to seek advice, care or treatment from a *medical practitioner/health professional*; or
 - medical advice or treatment was recommended by, or received from a *medical practitioner/health professional*.

In addition, if *you* claim for the effects of:

- stroke;
- brain hemorrhage;
- heart attack; or
- coronary heart disease,

we will not pay a *benefit* or refund any *premium* if in the five years before *your policy commencement date you*:

- had a Body Mass Index of 40 or greater;
- had a total blood cholesterol above 7.0 mmol/L;
- have systolic blood pressure above 160 mmHg and diastolic blood pressure above 100 mmHg; or
- were a diabetic suffering proteinuria, kidney disease, retinopathy, neuropathy or were admitted to hospital for treatment of diabetes or any condition resulting from diabetes.

Premium means the amount *you* pay *us* for the insurance.

Primary occupation means the occupation in which *you* were predominantly engaged immediately prior to *you* becoming *disabled* or *involuntarily unemployed*.



Schedule means the latest document issued by us which shows important information about *your policy*, including *your policy number, your premium, your policy commencement date and your expiry date*. If there are any changes to *your policy*, we will confirm the change to *you* in writing and send *you* an endorsement which forms part of *your schedule*.

Sickness means an illness or disease *you* suffer while this *policy* is active.

Suncorp means Suncorp Life & Superannuation Limited, ABN 87 073 979 530 AFSL 229880

Waiting period means the period of time that must elapse before a *monthly benefit* can be paid.

War or an act of war means armed aggression by a country resisted by another country or organisation.

We, us, and our means *Suncorp* or *AAI* (whichever is appropriate).

You and your means the *policy owner* who is also the *insured person* and who is shown on the *schedule*.



Contact us



Call **1800 044 607**



Insurance Fraud Hotline
1300 881 725



Online
suncorp.com.au/insurance/life



Local store



Write to Suncorp Life Customer Service
GPO Box 3950 Sydney NSW 2001

Suncorp Bill Protect is issued by: Disability Benefit Suncorp Life & Superannuation Limited ABN 87 073 979 530, AFSL 229880 and Redundancy Benefit AAI Limited ABN 48 005 297 807, AFSL 230859.