

# Suncorp Bank Business Visa Debit Card Cardholder's Policy

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Transit Accident Insurance

Effective Date: 1 November 2018



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## Important information about the insurance

This is **your** Suncorp Bank Business Visa Debit Account Transit Accident Insurance provided at no additional cost to **you**, and applies if the entire payment for **your trip** was charged to the **cardholder's Suncorp Bank Business Visa Debit Account** prior to the commencement of the **trip** and made on or after 1 February 2014.

This insurance, as described below, covers **cardholders** and **users** and their **spouses** and **dependent children** for injuries sustained whilst on a **trip** provided that, before the passage commenced, the full cost of the passage was charged to the **cardholder/user's Suncorp Bank Business Visa Debit Account**. Benefits under this insurance are payable to the relevant **accountholder**.

If **you** want to make a claim, **you** are bound by what is set out in this booklet. Therefore it's important that **you** read this booklet carefully and keep it in a safe place.

**You** may also need to keep detailed particulars and proof of any loss including sales receipts and credit card account statements showing any purchases, including a copy of the relevant **Suncorp Bank Business Visa Debit Account** statement(s) showing the purchase of any trip.

### Zurich – The Issuer of this insurance cover

**You** should be aware that the issuer of this insurance cover is Zurich Australian Insurance Limited, ABN 13 000 296 640, AFS Licence No. 232507, of 5 Blue Street, North Sydney, NSW 2060 ('Zurich'). In this booklet, Zurich is referred to as 'Zurich', 'we', 'our' or 'us'.

**Suncorp Bank** is not the issuer of the covers and neither it nor any of its related companies guarantee or are liable to pay any of the benefits under these covers.

**Suncorp Bank** does not receive any commission or remuneration in relation to the covers set out in this booklet.

Neither **Suncorp Bank** nor any of its related companies are Authorised Representatives of Zurich or any of its related companies.

These covers are available under a Master Policy (No. 78 SCDCARD CCI) issued to **Suncorp Bank** by Zurich.

### How can this insurance cover be terminated or changed?

**Suncorp Bank** may terminate or change the cover at any time. **Suncorp Bank** will give you written notice of the change or termination.

The existing cover will apply to **trips** purchased before the date of the change or termination.

## Definitions

The words below and/or their plurals, when highlighted in bold, have the following specific meanings in this document:

**'accident'** means any sudden and unexpected physical event.

**'accountholder'** means a **Suncorp Bank** customer, being an individual, business entity or company, who has entered into a **Suncorp Bank Business Visa Debit Card** with **Suncorp Bank** and in whose name the **Suncorp Bank Business Visa Debit Account** was opened. The **accountholder** is the entity that has contractual obligations with **Suncorp Bank** under the **Suncorp Bank Business Visa Debit Account** and requests the issue of **Suncorp Bank Business Visa Debit Cards** to **cardholders** and/or who authorises **users** to use the **Suncorp Bank Business Visa Debit Account**.

**'act of terrorism'** means an act, including but not limited to, actual and/or threatened use of force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic, racial, economic or similar purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.

**'cardholder'** means a permanent resident of Australia, to whom **Suncorp Bank**, at the request of the accountholder, has issued a **Suncorp Bank Business Visa Debit Card**.

**'conveyance'** means an aircraft, vehicle, taxi, train, coach, vessel or other public transportation that is licensed or authorised to carry fare-paying passengers.

**'dependent child'** means an unmarried child of a **cardholder** or **user**, up to and including the age of 21, who is primarily dependant on the **cardholder/user** for their maintenance and support and who travels with the **cardholder/user** for the entire trip.

**'Suncorp Bank Business Visa Debit Account'** means a current and valid Suncorp Bank Business Visa Debit Card facility provided by Suncorp Bank, in the name of the **accountholder**.

**'Suncorp Bank Business Visa Debit Card'** means a current and valid Suncorp Bank Business Visa Debit Card issued by **Suncorp Bank** to a **cardholder** at the request of the **accountholder**, which allows the **cardholder** to pay expenses which are charged to the **accountholder's Suncorp Bank Business Visa Debit Account**.

**'injury/injured'** means loss of life or bodily hurt, as described in the Table below, caused by an **accident** during the **trip** where that **accident** is caused by violent, external and visible means, and injury results independently of any other cause. **Injury** does not include illness or disease.

**'spouse'** means a **cardholder's** or **user's** legal wife, husband or de facto partner, who is permanently residing with the **cardholder** or **user** at the time the **trip** commences and who is accompanying the **cardholder/user** on the entire **trip**. We may ask for proof of this relationship.

'**Suncorp Bank**' means Suncorp-Metway Limited ABN 66 010 831 722.

'**trip**' means an overseas (i.e. outside the area enclosed by the territorial waters of the Commonwealth of Australia where Medicare benefits are payable) passage by the **cardholder/user** and/or their **spouse** and/or **dependent children** as paying passengers on a **conveyance**, provided that, before the passage commenced, the full cost of the passage was charged to the **cardholder's Suncorp Bank Business Visa Debit Card**;

'**user**' means at the relevant time a person authorised by the **accountholder** to use the **Suncorp Bank Business Visa Debit Card**.

'**you**', and '**your**' means any of the following if they are eligible for this insurance:

- a **cardholder** and/or a **user**; and/or
- a **spouse** and/or **dependent child**.

# Terms and Conditions

## When does the cover apply?

Transit Accident Insurance is effective when the purchase in full of a **trip** is charged to a **Suncorp Bank Business Visa Debit Card** and it provides cover for **injuries**, as outlined in the Table below, when sustained as a direct result of an **accident** whilst on a **trip** and occurring within 12 months of the **accident**.

This also includes **accidents**:

- when boarding or alighting, being when you physically get on or off, a **conveyance** on the **trip**; and
- whilst travelling as a passenger in a **conveyance** directly to or from any airport, coach depot, railway station or dock immediately before or after the scheduled **trip**.

## What is covered?

The following table sets out the type of **injury** and the amounts we will pay. However, if, as a result of one **accident**, more than one **injury** is sustained by a person eligible for cover, only the greater Benefit Amount will be paid.

<b>Injury</b>	<b>Cardholder/User Benefit Amount</b>	<b>Spouse Benefit Amount</b>	<b>Dependent Child Benefit Amount</b>
Loss of Life	\$250,000	\$200,000	\$100,000
Loss of both hands or both feet	\$250,000	\$200,000	\$100,000
Loss of one hand & one foot	\$250,000	\$200,000	\$100,000
Loss of the entire sight of both eyes	\$250,000	\$200,000	\$100,000
Loss of the entire sight of one eye & one hand or one foot	\$250,000	\$200,000	\$100,000
Loss of one hand or one foot	\$125,000	\$125,000	\$50,000
Loss of the entire sight of one eye	\$125,000	\$125,000	\$50,000

**Injury** relating to loss of hands and/or feet referred to above means severance through or above the wrist or ankle joint and, in relation to eye(s), means irrecoverable loss of sight.

If the person's body has not been found within one year of the date of disappearance arising out of an **accident** that is covered by this insurance, it will be presumed the person died as a result of **injury** caused by the **accident** at the time of the disappearance.

## What are the cover limits?

The most we will pay in claims, under this Transit Accident Insurance, that results from the one **accident** (e.g. a bus crash) is A\$1,500,000 regardless of the number of persons in the **accident**.

This means that if as a result of one **accident** a number of **cardholders/users**, their **spouses** and/or **dependent children** were **injured**, we would pay each on a proportional basis (using the table amounts) up to a total of A\$1,300,000. For example, if five **cardholder/users**, one **spouse** and one **dependent child** lost their lives in the same bus crash, we calculate the benefits payable as follows:

Five <b>cardholders/users</b> –	\$1,250,000
One <b>spouse</b> –	\$200,000
One <b>dependent child</b> –	\$100,000
Total benefit amount:	\$1,550,000

We take the total aggregate exposure (\$1,500,000) and divide it by the total benefit amount (\$1,550,000) to determine the percentage (96.77%) to proportionally reduce.

In this case, the total benefits would work out to be:

Each <b>cardholder</b> –	\$241,925
The <b>spouse</b> –	\$193,540
The <b>dependent child</b> –	\$96,770

## What is not covered ?

This insurance does not cover any **injury** caused by or resulting from:

- suicide or self-destruction, or any attempt at suicide or self destruction, whilst sane or insane;
- hijack or war or war-like hostilities;
- any **act of terrorism**;
- radioactive contamination;
- any indirect losses or consequential liability of any kind, including punitive damages; or
- an intentional or illegal or criminal act of:
  - **you**;
  - a person acting on **your** behalf;
  - **your** designated beneficiary, executor or administrator; or
  - **your** legal heir or personal legal representative.

# Claims

## Contacting us

Please do not contact **Suncorp Bank** to make a claim as they are not involved in processing claims.

If **you** want to make a claim, please phone us within 30 days of learning of an **accident**, likely to result in a claim under this insurance on 1800 285 189 (or if **you** are overseas, phone us via a reverse charges call to Australia +61 2 9995 2021).

## Documentation

Where necessary, we may require **you** to complete a written loss report which must be returned to us within 30 days after you receive it.

We may also require further documentation or material in support of the claim. This may include (but is not limited to):

- medical reports;
- doctors' certificates;
- post-mortem examinations (would be at Zurich's expense);
- credit card statements;
- itineraries;
- travel receipts;
- police reports; and
- letters/reports from carriers.

## Fraudulent Claims

If **you** or anyone acting on **your** behalf makes a fraudulent claim under this insurance, then no payment will be made for that claim and we may take legal action against **you**. Also, we will inform **Suncorp Bank** of the situation and **you** may no longer be eligible for this insurance or to use the **Suncorp Bank Business Visa Debit Card**.

## Complaints

If **you** have a complaint about the covers or about the service **you** have received from us, including the settlement of a claim, **you** can call us on 132 687.

We will respond to **your** complaint within 15 working days provided we have all necessary information and have completed any investigation required. If more information or investigation is required, we will agree reasonable alternative timeframes with **you**.

If **you** are unhappy with our response or cannot agree on reasonable alternative timeframes with us, the complaint will be registered as a dispute and it will be reviewed by our internal dispute resolution process which is free of charge.

We will respond to the dispute within 15 working days provided we have all necessary information and have completed any investigation required. If more information or investigation is required, we will agree reasonable alternative timeframes with **you**. We will keep **you** informed of the progress at least every 10 working days and give a final response in writing.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers and some small businesses. **You** must contact AFCA within two years of receiving our final decision. **You** are not bound by the decision made by AFCA but we are bound to act immediately on AFCA's decision.

Brochures outlining the operations of AFCA are available from both Zurich and the Insurance Council of Australia in each State or Territory. AFCA can be contacted as follows:

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

## Privacy

Zurich is bound by the Privacy Act 1988 (Cth) and we respect **your** privacy. Before providing us with any personal information or sensitive information, **you** should know the following things:

We will not require personal information until a claim is made. We collect, use, process and store personal information and, in some cases, sensitive information about **you** in order to comply with our legal obligations, to administer the products or services provided to **you**, to enhance customer service and to manage a claim. We will, in relevant cases, disclose personal information to **Suncorp Bank**, our service providers and business partners in order to allow monitoring of the claims service provided, prevention of fraud and to ensure eligibility for cover.

By providing us with **your** personal information, **you** consent to our use of this information which includes us disclosing **your** personal information including sensitive information such as health information, where relevant for the purposes, to affiliates of the Zurich Insurance Group Ltd, other insurers and reinsurers, our service providers, our business partners or as required by law within Australia or overseas.

If **you** do not agree to provide us with the information, we may not be able to assess **your** claim or **your** claim may be delayed.

Zurich may obtain information from government offices and third parties to assess a claim in the event of loss or damage.

In most cases, on request, we will give **you** access to personal information held about **you**. In some circumstances, we may charge a fee for giving this access, which will vary but will be based on the costs to locate the information and the form of access required.

For further information about Zurich's Privacy Policy, a list of service providers and business partners that we may disclose **your** personal information to, a list of countries in which recipients of **your** information are likely to be located, details of how **you** can access or correct the Information we hold about **you** or make a complaint, please refer to the Privacy link on our homepage - [www.zurich.com.au](http://www.zurich.com.au), contact us by telephone on 132 687 or email us at [Privacy.Officer@zurich.com.au](mailto:Privacy.Officer@zurich.com.au).

## General Insurance Code of Practice

As a member of the Insurance Council of Australia Limited, we subscribe to the General Insurance Code of Practice.

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The Code aims to:

- constantly improve claims handling in an efficient, honest and fair manner;
- build and maintain community faith and trust in the financial integrity of the insurance industry; and
- provide helpful community information and education about general insurance.

## Sanctions

Notwithstanding any other terms, we shall not be deemed to provide coverage and we will not make payments or provide any service or benefit to any person or other party to the extent that such cover, payment, service, benefit and/or any business or activity of the person would violate any applicable trade or economic sanctions, law or regulation.

Contact us for more information or to change your details:



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