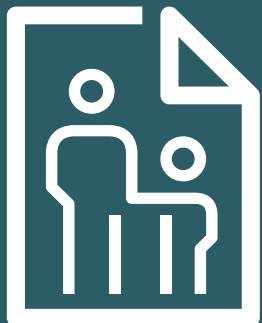


Suncorp Life Protect Express

Combined Product Disclosure Statement and Policy Document

This combined Product Disclosure Statement and Policy Document (PDS) is issued by Asteron Life & Superannuation Limited ABN 87 073 979 530, AFSL 229880 (Asteron). Asteron is part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL). Asteron is authorised to use the Suncorp brand.

Prepared on: 1 March 2019



1 Important information

This combined Product Disclosure Statement and Policy Document (together referred to as 'PDS') is designed to help *you* decide whether to buy or continue to hold this Asteron Life & Superannuation Limited ABN 87 073 979 530, AFSL 229880 ("*Asteron*", "*we*", "*our*" or "*us*") product. This PDS provides important information about the purpose of *our* product, the key features and benefits available, and the costs, risks and other important aspects of *our* product. The information contained in this document is general in nature and does not take into account *your* personal objectives, financial situation or needs. Therefore, before acting on this information, *you* should consider the appropriateness of *our* product having regard to those matters and carefully read this PDS before making a decision about *our* product.

Asteron is related to TAL Life Limited ABN 70 050 109 450, AFSL 237848 (TAL Life) and to the distributor TAL Direct Pty Limited ABN 39 084 666 017, AFSL 243260 (TAL Direct). *Asteron*, TAL Life and TAL Direct are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL).

Asteron is the issuer of this PDS and has been authorised to issue this PDS under the Suncorp brand. AAI Limited ABN 48 005 297 807 a Suncorp Group company, trading as Suncorp, is not responsible for this PDS. *Asteron* takes full responsibility for the whole of this PDS.

If *you* are issued a Suncorp Life Protect Express *policy*, this PDS, together with the *schedule*, constitutes *your* insurance *policy* and is evidence of *your* insurance 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 Life Protect Express is not a savings plan. The primary purpose is to provide a benefit under the terms and conditions of the policy in the event 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 the website, www.suncorp.com.au/express. *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 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 Life Protect Express *policy*, *you* are the sole *policy owner* and *insured person* listed on the *schedule*. *You* are covered for the insured events under *your policy* 24 hours a day, every day of the year. If *premiums payable* under the *policy* are paid (please refer to Your premium on page 11), *your policy* will continue until *your 99th birthday*, unless *your policy* stops earlier (please refer to When does cover stop? on page 9).

When reading this PDS, please refer to the Glossary on pages 23 – 26 which shows the meaning of various terms *italicised* throughout.

Before *you* buy this insurance, please read this PDS carefully, including ‘When we won’t pay’ on page 9.

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



Contents

1	Important information	2
2	Who can apply?	6
3	Your cooling off period	6
4	Details of cover and benefits under this policy	6
5	When does cover start?	8
6	When does cover stop?	9
7	When we won't pay	9
8	Your premium	11
9	Risks	14
10	How can I apply?	14
11	How to contact us	15
12	Claims	16
13	Your privacy and our information handling practices	18
14	Your Duty of Disclosure	22
15	Glossary	23



About Suncorp Life Protect Express

Suncorp Life Protect Express is designed to provide affordable, easy-to-obtain life insurance cover for *you*. It can pay a lump sum payment if *you* die or are diagnosed with a *terminal illness* – which may help *your* family eliminate debts and give them financial security.

Here are some great reasons to choose Suncorp Life Protect Express. For full details, please refer to pages 6-4.

1. Provided *you* are an Australian citizen or permanent resident of Australia, are aged between 18 and 60, and *you* receive this PDS in Australia, cover is guaranteed and *your* application can be completed within minutes over the phone.
2. *You* can apply for up to \$500,000 cover without any medical tests.
3. If *you* apply for \$200,000 or more of cover, *you'll* be eligible for a Large Sum Insured Discount. A Family Discount is also available if multiple family members each purchase a Life Protect Express policy.
4. Fortnightly, monthly or annual premiums are available to suit *your* budget.
5. *You* can maintain *your* Suncorp Life Protect Express policy up to age 99.
6. *You* can choose to increase *your* amount of cover each year to keep up with inflation.
7. Nominate beneficiaries to speed up the process at claim time and make sure that the benefit is paid as *you'd* like it to be.
8. After *you* have held *your* policy for one year, *we'll* add the Funeral Advancement Loyalty Benefit which provides a quick payment to help cover the cost of *your* funeral and other immediate expenses.

2 Who can apply?

You can apply for Suncorp Life Protect Express 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
- receive this PDS in Australia.

We consider certain factors (such as *your* age and smoking status) when determining the *premium* you pay for this insurance. No medical tests are required when you apply and once *your* application is accepted, you will be covered for the benefits outlined below 24 hours a day, 365 days a year.

We guarantee to renew *your policy* every year until *your* 99th birthday, unless *your cover* stops earlier (please refer to When does cover stop? on page 9).

Suncorp Life Protect Express is a single life *policy* only. As the sole owner of the *policy*, you will also be the only *insured person*.

3 Your cooling off period

You have 30 days from the *policy commencement date* 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.

4 Details of cover and benefits under this policy

This section outlines the benefits payable under *your* Suncorp Life Protect Express *policy*. If you are issued a Suncorp Life Protect Express *policy*, entitlement to all benefits is listed below.

Depending on the level of cover you think you need, you can apply for as little as \$50,000 or as much as \$500,000 in increments of \$50,000.

Payment of a benefit is subject to *our* acceptance of *your* claim (please refer to Claims on page 16, and When we won't pay on page 9). Benefits under this *policy* stop on *your* 99th birthday, unless cover stops earlier (please refer to When does cover stop? on page 9).

The most we will pay under your Suncorp Life Protect Express policy is the sum insured. The maximum amount we will pay across all life insurance Express policies issued by us for the same insured person is \$500,000 (plus indexation – please refer to Automatic Indexation Benefit on page 8).

4.1 Death Benefit

If *you* die during the life of this *policy*, we will pay the *sum insured* for *your policy* as a lump sum to *your nominated beneficiaries* (if applicable), otherwise to *your* estate via *your legal personal representative*.

We must receive notice of any claim for payment of a Death Benefit as soon as reasonably possible.

The Death Benefit stops on *your* 99th birthday, unless cover stops earlier (please refer to When does cover stop? on page 9).

4.2 Terminal Illness Benefit

If *you* are diagnosed with a *terminal illness* by a *registered doctor* during the life of this *policy*, we will advance *your* full Death Benefit Express.

We must receive notice of any claim for payment of a Terminal Illness Benefit as soon as reasonably possible after *you* have been diagnosed with a *terminal illness*.

The Terminal Illness Benefit stops on *your* 99th birthday, unless cover stops earlier (please refer to When does cover stop? on page 9).

4.3 Funeral Advancement Loyalty Benefit

From *your* first *policy anniversary*, the Funeral Advancement Loyalty Benefit will apply to *your policy* at no additional charge to *you*. This means if *you* die during the life of *your policy*, we will advance \$10,000 of the Death Benefit to *your primary nominated beneficiary* (if applicable), otherwise

to *your* estate via *your legal personal representative*. This payment will be made as soon as possible after we receive the necessary claim requirements (please refer to Claims on page 16).

The Funeral Advancement Loyalty Benefit is an advance on *your* Death Benefit and will therefore reduce the value of the final Death Benefit payable by \$10,000. The payment of the Funeral Advancement Loyalty Benefit is not an admission of any liability to pay the balance of the Death Benefit.

The Funeral Advancement Loyalty Benefit stops on *your* 99th birthday, unless cover stops earlier (please refer to When does cover stop? on page 9).

4.4 Automatic Indexation Benefit

To help keep *your* insurance in line with inflation, we will automatically increase *your sum insured* 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) and we will advise *you* of *your* new *premium* prior to *your policy anniversary*.

You can ask *us* to not apply the *indexation factor* to *your sum insured*. If *you* request this, *your sum insured* will not change.

The Automatic Indexation Benefit stops on *your* 99th birthday, unless cover stops earlier (please refer to When does cover stop? on page 9).

4.5 Nominate up to 5 beneficiaries

To help avoid any potential delay in the payment of *your* Death Benefit, *you* can nominate up to 5 beneficiaries (for example *your* spouse or children) to receive the proceeds of *your policy*.

5 When does cover start?

Your policy will start on the *policy commencement date* shown on *your schedule*. As long as *you* satisfy the eligibility requirements (please refer to Who can apply? on page 6) cover will commence on the date we accept *your* application and receive correct payment details.



Once we accept *your* application for cover under Suncorp Life Protect Express, we will send *you* a *schedule* confirming *our* acceptance. This PDS and *your schedule* set out the full terms and conditions of *your* insurance with *us*. Please read these documents carefully and store them in a safe place.

6 When does cover stop?

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

- *your* 99th birthday;
- the date *you* ask *us* to cancel the *policy*;
- the date *your policy* is cancelled due to the non-payment of outstanding *premiums*;
- the *expiry date* as stated on *your schedule*;
- the date the Terminal Illness Benefit is paid; or
- the date of *your* death.

If cover stops we will not consider any claim, unless the event giving rise to the claim occurred before cover stopped. We may also cancel this *policy* on any grounds permitted under relevant law by advising *you* in writing.

7 When we won't pay

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

- *your* intentional self-inflicted act;
- a *pre-existing condition* (please refer to section 7.1) at *your policy commencement date*;
- *you* working in an occupation:
 - at heights above 15 metres;
 - underground in the mining industry;
 - 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.
- *your* consumption of alcohol or drugs, other than those prescribed by a *registered doctor* and taken as directed.

7.1 Pre-existing conditions

Suncorp Life Protect Express will not pay a claim 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 *your policy commencement date*:
 - symptoms existed that would cause a reasonable person to seek advice, care or treatment from a *registered doctor/health professional*; or
 - medical advice or treatment was recommended by, or received from, a *registered doctor/health professional*.

In addition, if the claim is for the effects of:

- stroke;
- brain haemorrhage;
- 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;
- had 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.

8 Your premium

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

The *premium you* pay is determined by multiplying *your sum insured* by the applicable *premium* rate which is based on *your* age, gender and smoking status. Discounts may also be applied. The *premium* stated in *your schedule* applies during the first 12 months after *your policy commencement date*.

Your premium is guaranteed not to change for 12 months from *your policy commencement date*. After this period, *your premium* will generally increase each year with age and as a result of the Automatic Indexation Benefit as explained on page 8. 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*.

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

8.1 Are you eligible for a discount?

There are two types of discounts available under Suncorp Life Protect Express: the Large Sum Insured Discount and Family Discount. *You* may be eligible for one or both of them.

Large Sum Insured Discount

With the Large Sum Insured Discount, the higher the *sum insured you* choose, the larger the discount that applies to *your policy*. The following table shows how the discounts will be applied:

Sum Insured Range (inclusive)	Discount
Up to \$150,000	Nil
\$200,000 & \$250,000	10%
\$300,000 to \$500,000	20%



Family Discount

With the Family Discount, should an *immediate family member* also purchase a Suncorp Life Protect Express *policy*, both *you* and *your immediate family member* will enjoy a 10% discount. The discount will apply to the *premium* payable (please refer to How to calculate your premium on page 13) and the maximum Family Discount that can be applied to *your policy* is 10%.

For example, if *you* and *your spouse* each purchase a *policy* with a *sum insured* of \$300,000, *you* will both be eligible for a Large Sum Insured Discount (20%) and a Family Discount (10%), totaling a 30% reduction to *your premium*.

This is for illustrative purposes only. The level of discount *you* may be eligible for may differ depending on *your* circumstances.

8.2 How to calculate your premium

Your premium is based on the applicable *premium rate* multiplied by *your sum insured*. *Your premium rate* is based on *your age*, *gender* and *smoking status*.

The following tables provide *you* with a sample of monthly *premiums* only and include the Large Sum Insured Discount explained in section 8.1. For a personalised quote, please contact *us*.

Sample monthly premiums for males:

Sum Insured	\$100,000		\$250,000		\$500,000	
	Smoker	Non-Smoker	Smoker	Non-Smoker	Smoker	Non-Smoker
Age 25	\$26.85	\$18.31	\$60.41	\$41.19	\$107.39	\$73.22
Age 35	\$31.81	\$16.70	\$71.57	\$37.56	\$127.24	\$66.78
Age 45	\$73.76	\$33.12	\$165.95	\$74.51	\$295.02	\$132.46



Sample monthly premiums for females:

Sum Insured	\$100,000		\$250,000		\$500,000	
	Smoker	Non-Smoker	Smoker	Non-Smoker	Smoker	Non-Smoker
Age 25	\$26.16	\$14.04	\$58.86	\$31.60	\$104.64	\$56.17
Age 35	\$27.16	\$15.76	\$61.11	\$35.47	\$108.64	\$63.05
Age 45	\$55.80	\$29.44	\$125.55	\$66.25	\$223.20	\$117.78

The premiums in these tables are a sample only as not all ages or levels of cover are represented. They do not take into account any Family Discount which you may be entitled to and do not include any renewal premiums.

8.3 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*. This period is called the days of grace. If *you* are entitled to claim within the days of grace, we will pay the *benefit* if otherwise payable on the terms explained in this PDS, less the amount of any unpaid *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 contact us to reinstate *your policy* up to 30 days after the date of cancellation. In order for us to process *your* reinstatement, all outstanding *premiums* must be paid by *you*.

8.4 Taxation

Usually *premiums* are not tax deductible and any benefit payments are 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.



9 Risks

You should be aware of the risks involved before buying any life insurance *policy*. Some of the risks associated with holding this life insurance *policy* include:

- *your policy* may not suit *your* needs; or
- *your* level of cover may be insufficient; or
- a benefit may not be paid if in the event of a claim, an exclusion applies (please refer to Section 7.0 When we won't pay).

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

10 How can I apply?

You can apply for Suncorp Life Protect Express by:

- Contacting *us* on 1800 639 065 and talking to one of *our* specialists.



11 How to contact us

11.1 Administration queries and changes

If *you* have any questions about, or would like to make any changes to *your policy*, for example to adjust *your sum insured*, or to change *your* address or *your* payment type, please contact *us*. *We* will confirm in writing any changes to *your policy*, including any impact the change may have to *your premium*. A change to this *policy* will only apply if *we* confirm the change in writing. *You* can apply to increase or decrease *your sum insured* on *your policy* by contacting *us*.

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, *we* have established a complaints resolution process and are committed to working with *you* to resolve *your* concerns. *You* can call *us* on 1800 639 065 or contact the Customer Relations team at lifecustomerrelations@suncorp.com.au.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You can contact AFCA via the following:

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001.



12 Claims

If entitled to make a claim, *you, your nominated beneficiary or legal personal representative* can contact *us* on 1800 639 065 and *we* will send a claim pack that needs to be completed to *our* satisfaction and returned to *us*.

If *you* have made a valid nomination, which *we* will confirm with *you* in writing, *we* will pay any benefit payable as a consequence of *your* death in accordance with *your* nomination, subject to any relevant terms and conditions which may apply as explained on *your* Nomination of Beneficiaries form.

We may ask for information *we* might reasonably need and obtain medical and other records to ensure that the terms and conditions of the *policy* as set out in this PDS are satisfied.

To make a claim under the Terminal Illness Benefit, *you* are required to notify *us* as soon as reasonably possible after the date *you* are diagnosed with a *terminal illness*. The following information will be required:

- claim form completed by *you* and *your* registered doctor; and
- certified proof of identity (birth certificate, drivers licence or passport).

To make a claim under the Funeral Advancement Loyalty Benefit, *your primary nominated beneficiary or legal personal representative* is required to notify *us* as soon as reasonably possible after the date of *your* death. The following information will be required:

- claim form completed by *your primary nominated beneficiary or legal personal representative*; and
- a certified copy of the death certificate or other evidence satisfactory to *us*.



To make a claim under the Death Benefit, *your nominated beneficiary or legal personal representative* is required to notify *us* as soon as reasonably possible after the date of *your* death. The following information will be required:

- claim form completed by *your nominated beneficiary or legal personal representative*;
- certified copy of the death certificate or other evidence satisfactory to *us*;
- certified proof of identity (birth certificate, driver's licence or passport); and
- if *you* did not make a valid nomination, a certified copy of *your* Will and Probate or Letters of Administration (whichever is applicable).

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*.

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

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 benefit payable by *us*.

We may refuse the claim if *we* are disadvantaged by any delay in notifying *us* of a claim.

All payments are made as a lump sum in Australian currency.

We will not consider any claim, unless the event giving rise to the claim occurred while *your policy* was still in force.

13 Your privacy and our information handling practices

We understand that the privacy of your information is important to you and we respect the confidentiality of the information that you provide to us.

In this Privacy section, all references to “We/Us/Our” means Asteron and its related bodies corporate.

The way in which we collect, use and disclose your personal and sensitive information (together ‘personal information’) is explained in our Australian Privacy Principle Privacy Policy (APP Privacy Policy) available using this link <https://www.tal.com.au/privacy-policy>. Alternatively, we would be pleased to provide a copy of this free of charge on request.

Our APP Privacy Policy contains details about the following:

- the kinds of personal information that we collect and hold;
- how we collect and hold personal information (including sensitive information such as health and lifestyle information);
- the purposes for which we collect, hold, use and disclose personal information (including sensitive information);
- how our customers may access personal information about them which is held by us and how they can correct that information;
- our approach to direct marketing and how you can opt out of receiving direct marketing communications; and
- how we deal with any complaints that our customers may have regarding privacy issues.

Our information handling practices are based on relevant privacy laws and regulations, including, but not limited to the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles.

Additional information about relevant privacy laws and regulations and your privacy rights can be found at the website of the Australian Privacy Commissioner at <http://www.oaic.gov.au> including how to make a privacy related complaint and sensible steps that you can take to protect your information when dealing with organisations and when using modern technology.



If you would like a copy of our APP Privacy Policy or if you have any questions about the way in which we manage your information, or wish to make privacy related complaint, please contact us using the details below:

Telephone: 1300 209 088

Email: customerservice@tal.com.au

Post: GPO Box 5380 Sydney NSW 2001

Collection, use and disclosure of information when providing our products and services

Your personal information will be collected, used and disclosed to enable us to provide or arrange for the provision of our insurance products and services. Examples of why your personal information will be collected, used and disclosed include, but are not limited to, the following:

- to confirm your identification, for example when making payments and changes to your policy;
- to process new insurance policies, including underwriting and claims assessments;
- to carry out administrative and processing functions including pre-sales, sales and ongoing customer service and support;
- to assess claims against the policy terms;
- to meet legal and regulatory requirements; and
- to review and develop our products and services, including research and surveys to meet ongoing customer expectations.

We may collect your information from and disclose your information to (and receive information from) third parties (including related bodies corporate) such as:

- affiliated product and service providers, or distributors of our products or services, including other businesses with whom we have a business, distribution or branding arrangement, or where otherwise permitted or authorised by law; and
- organisations that are involved in a corporate re-organisation or are involved in a transfer of all or part of the assets or business of their organisation and/or a TAL organisation.

Typically, in providing our products and services to you we may collect and disclose information using online and paper forms, electronic transmission of data, telephone and other available technologies. We obtain your consent for the collection, use and disclosure of information including, but not limited to, your consent to liaise with relevant healthcare providers, financial advisers and professionals such as your accountant and doctors.

If you do not supply the required information, we may not be able to provide the requested product or service or pay a claim.

Your personal information will be managed and held securely and we have measures in place to protect your information. In processing and administering our products and services (including at the time of underwriting and claims assessment) we may need to disclose your personal information to other organisations and individuals. Examples of why your personal information will be disclosed include, but are not limited to, the following:

- to organisations assisting us in providing our products and services such as those providing mailing and information technology services;
- to organisations assisting us in promoting, marketing and distributing our products and obtaining feedback such as surveys and research;
- to our related bodies corporate and organisations with which we have a business alliance or contractual arrangement;
- in response to enquiries complaints and litigation, for example, disclosure to external complaints resolution bodies and lawyers;
- to meet our legal and regulatory requirements; and
- to response to a request from a government agency or law enforcement body.

We may also disclose your personal information to other bodies such as reinsurers, your financial adviser, healthcare and rehabilitation providers and claims investigators.

In administering your insurance benefits and in operating this product, your personal information may be disclosed to service providers in another country.

Our Privacy Policies provide information regarding relevant offshore locations where we have service providers.

Generally we do not use or disclose any customer information for a purpose other than providing our products and services unless:

- our customer consents to the use or disclosure of the customer information; or
- the use or disclosure is required or authorised under an Australian law or a court/tribunal order; or
- the purpose is related to improving our products and services and seeking customer input such as market research; or
- the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, a law enforcement body e.g. the police.

Your personal information and our marketing practices

Every now and then, we, or, our related bodies corporate, or organisations with which we have a business arrangement may wish to contact you to provide you with information about special offers and information about products and services that we think will be of interest to you. These direct marketing communications may be through any available technologies including mail, email, SMS, telephone and online. Detailed information about our marketing practices, including data matching and analytics, is available in our APP Privacy Policy referenced above.

We will engage in marketing unless you tell us otherwise. If you prefer not to receive direct marketing communications from us you can contact us at any time using the contact details above. When you contact us to opt out of receiving direct marketing communications going forward, you will be given a choice of ongoing marketing preferences.

Accuracy of information and access to information we hold

We rely on the accuracy of the information you provide. If you think that we hold information about you that is incorrect,

incomplete or out of date, please let us know using the communication methods above.

Under current privacy laws and regulations, you are generally entitled to access the personal information we hold about you. To access that information, simply make a request in writing. This process enables us to confirm your identity for security reasons and to protect your personal information from being sought by a person other than yourself. There are some limited exemptions where we would be unable to provide the personal information that we hold about you in response to your request.

If, for any reason we decline your request to access and/or update your information, we will provide you with details of the reasons and where appropriate, a list of the documents that are not being provided directly to you. In some circumstances it may be appropriate to provide you with access to information that you've requested via an intermediary, such as providing medical information to a treating GP rather than directly to yourself. If this is the case, we will let you know.

14 Your Duty of Disclosure

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 refuse to pay a claim and avoid the contract at any time.

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

- i. 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
- ii. 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.

Where *your* contract provides death cover, we may only apply (i) above and must do so within 3 years of you entering into the contract with *us*.

Your duty of disclosure continues to apply until the contract is entered into. It also applies when you extend, vary or reinstate a contract of life insurance.

15 Glossary

Where any of the following words appear *italicised* 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.

Asteron, we, us and **our** means Asteron Life & Superannuation Limited, ABN 87 073 979 530 AFSL 229880.

Expiry date means the date *your policy* ends as stated on the *schedule*.

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 family member*.

Immediate family member means *your partner*, spouse, parents, siblings or children.

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. 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.

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

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

Nominated beneficiaries means the person(s) *you* nominate using the Nomination of Beneficiaries form to receive the Death and Funeral Advancement Loyalty Benefits under *your policy*.

Partner means *your* spouse or a person living with *you* as *your* spouse on a domestic basis in good faith. He or she can be the same sex as *you*.

Policy means *your* Suncorp Life Protect Express *policy*, which consists of this combined Product Disclosure Statement and Policy Document, the *schedule* and information provided in *your* application.

Policy anniversary means the anniversary of the *policy commencement date*.

Policy commencement date means the date as shown on the *schedule*.

Policy document means this combined Product Disclosure Statement and Policy Document which is issued by *us* and which, together with *your policy schedule*, constitutes the full terms of *your* Suncorp Life Protect Express *policy* with *us*.

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, 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 *registered doctor/health professional*; or
 - medical advice or treatment was recommended by, or received from a *registered doctor/health professional*.

In addition, if the claim is for the effects of:

- stroke;
- brain haemorrhage;
- 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 nominated beneficiary means the person *you* list first on *your* Nomination of Beneficiaries form.

Registered doctor means a doctor who is legally qualified and properly registered in Australia. The *registered doctor* cannot be *you* or an *immediate family member*.

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

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

Schedule means a document issued by *us* which shows important information about *your policy*, including *your policy number, premiums, your policy commencement date and your expiry date*.

Sickness means an illness or disease *you* suffer.

Sum insured means the amount *you* apply for and we accept, as varied (for example if *you* apply for a decrease or through increases under the Automatic Indexation Benefit) by agreement.

Terminal Illness means a *sickness* which *you* have been diagnosed with, that in *our* opinion, having considered any evidence we may require, means that *your* life expectancy is not greater than 12 months, regardless of any available treatment.

You and your means the *policy owner* who is also the *insured person* who has been accepted by *us* and is shown on the *schedule*.

Contact us



Call **1800 639 065**



Online

suncorp.com.au/insurance/life



Local store



Write to Suncorp Life Customer Service

GPO Box 3950 Sydney NSW 2001