

RECOVER COVER

Our unique range of flexible insurance products
pay you cash, so you can recover at your own pace.

SMART TERM INSURANCE



Combined Product Disclosure Statement,
Policy Document and Financial Services Guide
1 October 2021

SMART TERM INSURANCE

Cover to help you and your family at the hardest time.

Life is priceless - there's no clearer reminder than when loved ones are diagnosed with a terminal illness or pass away.

Our **Smart Term Insurance** is designed to provide financial help when you're going through the toughest times. We pay a lump sum if you're diagnosed with a terminal illness or when you pass away so your family can worry less about money and focus on dealing with their loss.



WHAT MAKES SMART TERM INSURANCE UNCOMMON?



FLEXIBLE

We pay your family cash when your claim is approved, giving them the flexibility to use it however they choose.



TRUSTED

Designed by HCF, run by Aussies, for Aussies, with an award-winning customer service team*. You can count on us to put your needs first.



EASY

No complex medical checks or underwriting when you take out cover, just talk to our friendly member care consultants.



UNIQUE

Our products are designed to help fill the gaps not covered by traditional health insurance products, to help you recover.



WHO CAN APPLY?

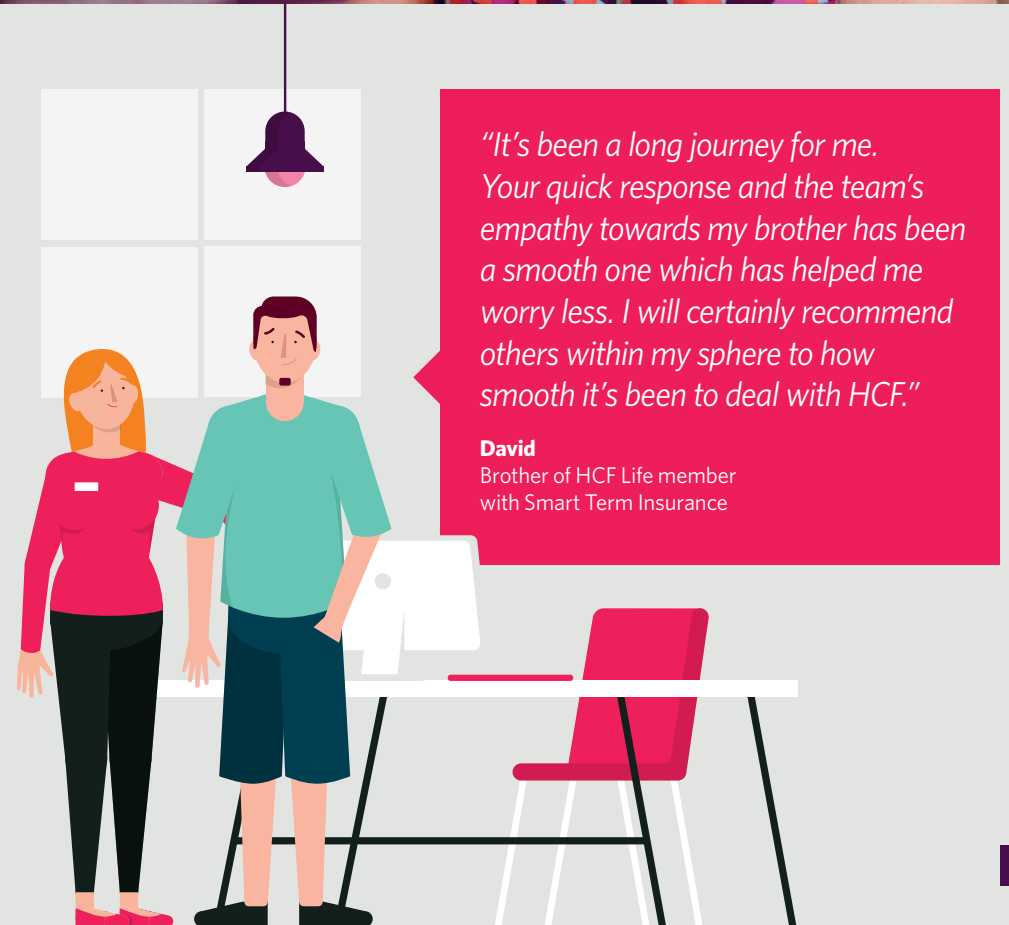
Apply if you're aged 18-54, cover expires at 70.



WHAT DOES SMART TERM INSURANCE PAY FOR?

Depending on your level of cover, pays up to:

- \$500,000 in the event of death or terminal illness*
- \$1,000,000 in the case of death resulting from an accident*.



"It's been a long journey for me. Your quick response and the team's empathy towards my brother has been a smooth one which has helped me worry less. I will certainly recommend others within my sphere to how smooth it's been to deal with HCF."

David
Brother of HCF Life member with Smart Term Insurance

SMART TERM INSURANCE COMBINED PRODUCT DISCLOSURE STATEMENT AND POLICY DOCUMENT

ABOUT THIS DOCUMENT

This document contains important information that You should know about Smart Term Insurance. This information is designed to help You decide whether this product is right for You.

If We issue You with a Smart Term Insurance policy, You will receive a copy of this Combined Product Disclosure Statement and Policy Document, along with Your Policy Schedule. Together, these documents form Your Policy and should be kept in a safe place.

Throughout this document, some words and expressions have a special meaning. These words begin with capital letters, and their meanings can be found in the Glossary section of this document.

WHO CAN APPLY

Smart Term Insurance is available to Permanent Residents of Australia who are aged between 18 and 54. You can apply for an Insured Benefit of up to \$500,000.

WHAT'S COVERED

We will pay the Insured Benefit if You die or are diagnosed with a Terminal Illness of less than 12 months life expectancy, while Your Policy is Active and subject to the terms of this Policy.

Benefits are payable to You or, if You have died, to Your legal personal representative or a person We are authorised to pay under the Life Insurance Act 1995 (Cth).

ACCIDENTAL DEATH

If Your death occurs solely and directly as the result of an Accident, and You die within 90 days of that Accident, We will pay an additional benefit equal to the Insured Benefit. The Accident and Your death must both occur while this Policy is Active in order for a benefit to be paid.

FUNERAL ADVANCEMENT

We will pay You a \$10,000 Funeral Advancement benefit if:

- you die as the direct result of an Accident within the first 3 years that follow the Cover Commencement Date or the date the cover was most recently reinstated, whichever is later; or
- you die from any cause more than 3 years after the Cover Commencement Date, or the date Your Policy was most recently reinstated, whichever is later.

This amount will be subtracted from the Insured Benefit.

WHAT ISN'T COVERED

No benefit is payable to You in the case of death or Terminal Illness which occurs directly or indirectly as a result of:

- suicide within 13 months of the Cover Commencement Date, or within 13 months of Your Policy being reinstated in accordance with the Reinstating Your Policy clause;
- acts of war, whether declared or not, hostilities, civil commotion, terrorism or insurrection; or
- a Pre-existing Condition.

The above exclusions don't apply to the Funeral Advancement benefit after 3 years from the Cover Commencement Date or the date the cover was reinstated, whichever is later.

PREMIUMS

You must pay premiums on or before the due date to keep Your Policy Active. Premiums are payable in advance and You can choose the frequency. The premium payable for Your Policy, as applicable at the Cover Commencement Date, is shown on Your Policy Schedule. The premium includes stamp duty payable by Us where applicable.

Your premium is based on a range of factors, including Your age, gender, smoking status, and the Insured Benefit you select.

Your premiums increase with Your age every 5 years. The first increase is at age 20, and then every 5 years after that. We will advise You of Your new premium before Your Policy anniversary date in which You change from 1 premium age band to the next.

NON-SMOKER RATES

Where premiums are charged at Non-Smoker rates, this is subject to Your continued abstinence from smoking any substance. We reserve the right to ask for further evidence of Your eligibility for these rates from time to time. To qualify for Non-Smoker rates, You must not have smoked tobacco or any other substance in the 12 months prior to the due date of Your next premium.

INFLATION INDEXING

We may offer to increase the Insured Benefit in line with changes in the cost of living but will not apply an increase greater than 10%.

If You accept the increase to Your Insured Benefit, Your premium will be increased accordingly. You can decline the indexation increases We offer, but if You do so on 2 consecutive occasions we will not offer again.

CHANGING PREMIUMS AND BENEFITS

We may change the premium and benefit of Your Policy based on the recommendation of Our actuary, provided such change applies to all policyholders under this series of Smart Term Insurance. We will write to You about any changes and they will come into effect on the date specified in the notice of change, which will be at least 1 month after the date of sending the notice of change to You.

Premiums received are paid into Our No. 1 Statutory Fund, and all benefits are paid out of this Fund.

Generally, insurance premiums are not tax deductible and benefits are paid free of personal tax. This is a general statement based on present laws and their interpretation. Individual circumstances may vary and You should consult a professional tax adviser.

WHEN YOUR COVER ENDS

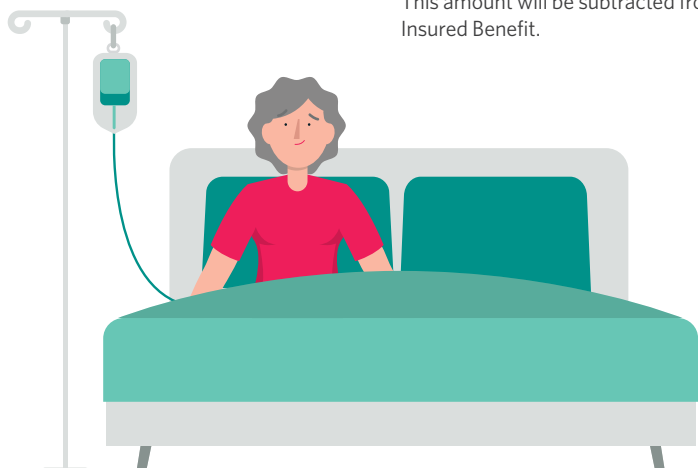
Insurance under Your Policy will end when any of the following occurs:

- Your death;
- You turn 70;
- You don't pay Your premiums, the date stipulated by Us in Our written notice of cancellation to You following the non-payment of premiums for 2 months after the date to which premiums have been paid;
- the Insured Benefit is paid; or
- You make a written request to cancel Your Policy, on the date We receive Your written request.

We will not cancel Your Policy in response to any change in Your risk.

REINSTATING YOUR POLICY

If We have cancelled Your Policy due to non-payment of premiums, You may request to reinstate your Policy within 30 days of the date stipulated by Us in Our written notice of cancellation to You. Within that 30 days, We must receive all outstanding premiums and You must call Us on **13 13 34** to request reinstatement.



COOLING OFF PERIOD

When You receive Your Policy documents from Us, You have 30 days to check whether the Policy meets Your needs. Within this time, You may cancel Your Policy by contacting Us and receive a full refund of any money paid provided You have not made a claim.

HOW TO SUBMIT A CLAIM

We require written proof to substantiate Your claim. To submit satisfactory written proof to Us:

- complete and return a Smart Term Insurance claim form within 90 days of the event giving rise to a claim (you can get a copy of this form by calling Us on **13 13 34** or emailing Us at lifecclaims@hcf.com.au);
- You will need to pay all costs related to completing the Smart Term Insurance claim form;
- if required, You will need to have a medical examination on Our behalf and at Our expense.
- You must provide proof of Your age;
- You must supply any other documents or evidence We may require to assess your claim; and
- You must seek medical advice from a legally qualified medical practitioner as soon as possible after an Accident occurs and that advice must be followed.

RISKS

It is important to understand the associated risks of purchasing a life insurance policy. Things You may wish to consider include:

- determining whether this Policy suits Your needs;
- if You are replacing an existing policy, consider the terms and conditions of this Policy and your existing policy before making a decision;
- this Policy does not have a surrender value, which means no money is payable to You unless We have approved a claim under this Policy.

GLOSSARY

Where the below terms appear throughout this document, they hold the meanings stated in the table below.

TERM	MEANING
Accident	means an event that is: <ul style="list-style-type: none">• external to the body; and• visible; and• unexpected; and• unintended. For avoidance of doubt, Accident does not mean an event that relates to: <ul style="list-style-type: none">• a medical episode; or• a medical condition; or• a complication relating to a medical procedure.
Active	means the period of time between the Cover Commencement Date and the date Your Policy ceases in accordance with section 'When Your Cover Ends'.
Cover Commencement Date	means the date shown on Your Policy Schedule.
Insured Person	means the Insured Person named on Your Policy Schedule.
Insured Benefit	means the amount shown on Your Policy Schedule, increased by any indexation.
Permanent Resident of Australia	means a permanent resident or Australian citizen as defined under the <i>Australian Citizenship Act 2007</i> (Cth) including any amendment, replacement, re-enactment or successor legislation.
Policy	means this Combined Product Disclosure Statement and Policy Document, together with Your Policy Schedule.
Pre-existing Condition	means any condition, illness or ailment where the signs or symptoms of which in the opinion of a registered medical practitioner, existed at any time before this Policy was entered into, even if a diagnosis had not been made.
Terminal Illness	means any illness or condition where the life expectancy of the Insured Person is less than 12 months, as confirmed by a registered medical practitioner.
We/Our/Us/HCF Life	means HCF Life Insurance Company Pty Limited.
You/Your	means the Insured Person.



OTHER THINGS YOU NEED TO KNOW

YOUR COVER IS PROVIDED BY HCF LIFE

Smart Term Insurance is issued by HCF Life Insurance Company Pty Limited (HCF Life), a subsidiary of The Hospital Contributions Fund of Australia Limited (HCF) and will not have a surrender value at any time. HCF is a not-for-profit health fund that has been looking after Australians since 1932. HCF and HCF Life are each responsible for the entire contents of this Combined Product Disclosure Statement, Policy Document and Financial Services Guide. In addition to these documents, you should also read the Target Market Determination (TMD) for this product, which is available at hcf.com.au/lifeinfo

Information in this Combined Product Disclosure Statement, Policy Document and Financial Services Guide that is not materially adverse is subject to change from time to time. Updated information is available at hcf.com.au/lifeinfo or by contacting Us on **13 13 34**. Free paper copies are available on request.

This insurance cover is provided under a consumer insurance contract. You have a duty to take reasonable care not to make a misrepresentation. If you do not comply with this duty, we may be able to reduce the amount we pay you when you claim, deny your claim, or cancel your contract. So it is important that you answer any questions in the application process honestly and correctly, to the best of your knowledge.

PROTECTING YOUR RIGHTS

If You have a complaint about Your Policy, please contact Our Policy Service Team on **13 13 34** and We will attempt to resolve it promptly. If an issue has not been resolved to Your satisfaction, You can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution process that is free to consumers.

Call: **1800 931 678 (free call)**

Visit: afca.org.au

Email: info@afca.org.au

Write: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

The Hospitals Contribution Fund of Australia Limited.
ABN 68 000 026 746 AFSL 241 414

HCF Life Insurance Company Pty Limited.
ABN 37 001 831 250 AFSL 236 806

FINANCIAL SERVICES GUIDE

HCF is licensed to provide general advice about and arrange for the issue of life and general insurance products. The life insurance products are issued by HCF Life Insurance Company Pty Limited (HCF Life).

This Financial Services Guide provides information about the services provided by HCF in relation to Smart Term Insurance and is designed to assist You in deciding whether to use any of these services.

It contains information about remuneration paid to HCF and its staff for the services offered and how complaints against HCF in relation to these services are dealt with.

If HCF offers or arranges to issue You Smart Term Insurance We will provide You with a Product Disclosure Statement relating to that product where required. The Product Disclosure Statement sets out the significant features of the product and will assist You to compare and make informed decisions about the product.

HCF's Australian Financial Services Licence (Number 241 414) (AFSL) authorises HCF to provide general advice about, and arrange the issue of, both life and general insurance products. The life insurance products are issued by HCF Life Insurance Company Pty Limited (HCF Life).

HCF Life is a wholly owned subsidiary of HCF and acts on its own behalf. When We issue You with a policy, We do so under a binder that authorises Us to enter into that contract of insurance on behalf of the insurer.

Premiums for the life insurance products are paid to HCF Life. HCF receives commission from HCF Life for the sale of life insurance products of up to 40% of the first year's premium plus an additional commission of 80% of HCF Life's underwriting profit each year calculated as premiums less claims and expenses. HCF's staff may receive an incentive depending on the annual premium of these products which they sell. This will not exceed 15% of the first year's premium.

HCF is a not-for-profit organisation and all of the income it receives is applied for the benefit of its members.

HCF provides general advice about the suitability of these products for the needs of members. This means We do not take account of individual objectives, financial situation or needs.

You should, before acting on that advice, consider the appropriateness of the advice, having regard to Your objectives, financial situation or needs. Please read the Product Disclosure Statement before deciding to purchase any of these products.

HCF holds professional indemnity insurance that complies with the compensation requirements of Section 912B of the *Corporations Act*. This includes cover for claims in relation to the conduct of representatives and employees who no longer work for HCF but who did at the time of the relevant conduct.

Should You have a complaint about any of the services We offer in this Financial Services Guide please contact Us on **13 13 34**. If We have not resolved Your complaint within 45 days or You are not satisfied with Our response, You can contact The Australian Financial Complaints Authority (AFCA).

AFCA is an independent body available free of charge to consumers and can be contacted at:

Call: **1800 931 678 (free call)**

Visit: afca.org.au

Email: info@afca.org.au

Write: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

The Hospitals Contribution Fund of Australia Limited.
ABN 68 000 026 746 AFSL 241 414

HCF Life Insurance Company Pty Limited.
ABN 37 001 831 250 AFSL 236 806

OUR PRIVACY STATEMENT

HCF Life is committed to best practice privacy protection.

We collect your personal information including sensitive information such as health information from you and/or the policy owner who is responsible for your policy and/or from other third parties detailed in the HCF Privacy Policy (which covers HCF Life), so we can:

- comply with applicable laws
- manage our relationship with you
- provide life insurance related products and services to you (including through third parties)
- manage and pay claims and benefits
- assess your life insurance and related needs
- investigate fraudulent or improper claims and assess risks
- research and develop products, services and benefits that may better serve your needs
- assess your possible interest in and tell you about other HCF products and services
- administer our business and deal with complaints.

The types of organisations and individuals we disclose personal information to include:

- third party organisations who deliver services on our behalf or to us, some of whom may be located overseas
- research companies contracted to us to ask your opinion on improving our service, benefits or product offerings
- other insurers or reinsurers
- government, including law enforcement agencies
- related HCF companies
- the named policy owner who has your authority
- any other authorised individual.

If you do not provide the personal information we request, we may not be able to provide you with our products or services.

You can ask us at any time to stop direct marketing to you by emailing service@myhcf.com.au or calling **13 13 34**.

For more information about the personal information we collect and how we handle it, how to access and correct your personal information or how to make a complaint and how we will respond to complaints, please read the HCF Privacy Policy.

To view the HCF Privacy Policy:

- Visit hcf.com.au/privacy
- Visit your local branch.

All new policy owners should ensure that all members on the policy are made aware of the HCF Privacy Policy.

LIFE INSURANCE CODE OF PRACTICE

HCF Life is a member of the Financial Services Council and we are bound by its Life Insurance Code of Practice which sets out the Australian life insurance industry's key commitments and obligations to customers. Further information is available at fsc.org.au

RECOVER COVER THAT'S UNCOMMON CARE APPLY TODAY

APPLYING FOR SMART TERM INSURANCE IS EASY

To apply, all you need to do is:

1. Call, visit a branch or go online to complete your application
2. Leave the rest to us.



1800 560 855
MON-FRI 9AM-6PM AEST/AEDT



[hcf.com.au/recover-cover](https://www.hcf.com.au/recover-cover)



Visit a branch