

HCF THANK YOU TERMS AND CONDITIONS

Effective 5 July 2023

ABOUT HCF THANK YOU

1. HCF Thank You is a member recognition program administered by or on behalf of The Hospitals Contribution Funds of Australia Ltd ABN 68 000 026 746 of 403 George Street Sydney NSW 2000, Australia (**HCF, we, our or us**).
2. Eligible Members (**you**) are automatically able to participate in the program, which includes accessing current HCF Thank You offers and rewards. There is no need for you to complete a registration process.
3. HCF works with a range of Reward Partners to provide the HCF Thank You program offers to Eligible Members. A list of the current Reward Partners is set out in the table below.
4. In these Terms and Conditions unless the context otherwise requires:
 - (a) **Eligible Member** has the meaning given to in clause 5;
 - (b) **HCF Group** means HCF, HCF Life Insurance Company Pty Ltd, Manchester Unity Australia Ltd, HCF Research Foundation Limited, HCF Pty Limited and HCF Nominees Pty Ltd;
 - (c) **HCF Life** means HCF Life Insurance Company Pty Ltd ABN 37 001 831 250;
 - (d) **HCF Member** is someone with an active HCF or HCF Life membership.
 - (e) **Reward Partner** means an entity that has entered into an agreement with HCF to provide its members with offers and rewards as part of HCF Thank You;
 - (f) **Membership Tier** means a membership tier that is a part of HCF Thank You, which are presently:
 - (i) **Opal** - entry level tier, which is generally available where an Eligible Members tenure with HCF is less than 5 years;
 - (ii) **Emerald** - generally available where an Eligible Member's tenure with HCF extends beyond 5 years but is less than 10 years;
 - (iii) **Ruby** - generally available where an Eligible Member's tenure with HCF extends beyond 10 years but is less than 25 years; and
 - (iv) **Diamond** - generally available where an Eligible Member's tenure with HCF extends beyond 25 years.
 - (g) **Eligible Product** includes any Australian residents hospital or ancillary product (excluding

Ambulance Only) or any Life and Disability, Term Life, Family Plan – FPL, Income Protection, Salary Continuance Insurance, Recovery Cover, Crisis Cash and Serious Illness Cover, Smart Term, Women's care, Income Assist, Medical Trauma, Bounce Back or Critical Illness Cover.

ELIGIBLE MEMBERS AND MEMBERSHIP TIERS

5. An Eligible Member is an HCF Member:
 - (a) who has held an Eligible Product for at least one week; and
 - (b) who holds an Eligible Product and:
 - (i) the policy for that Eligible Product is active and financial and not in arrears; and
 - (ii) meets the criteria for recognition (set out in clauses 6 – 10 below) under HCF Thank You as an Opal, Emerald, Ruby or Diamond Membership Tier.
6. HCF members will not be eligible to access HCF Thank You if they only hold Overseas Visitors Health Cover. However, if such HCF members subsequently take up an Eligible Product, they will have their HCF membership tenure on their Overseas Visitors Health Cover product recognised for the purposes of calculating their HCF Thank You Membership Tier and gain access to HCF Thank You.
7. If an Eligible Member on a specific policy leaves the policy and establishes their own policy within 90 days, they will retain the Membership Tier of their previous policy. For example, if a teenager is covered under their parent's policy with Diamond tier status, and they leave that policy to immediately establish their own policy with an Eligible Product, they will retain Diamond tier status on their new policy.
8. If the primary policy holder dies, any other Eligible Members on that policy will inherit the same Membership Tier as the primary policy holder, even if they move to another existing or new policy, as long as they remain on an Eligible Product.
9. If existing Eligible Members combine their policies into one, the highest Membership Tier from the Eligible Members will be assigned to each them, even if the primary policy holder is only otherwise eligible for a lower tier.
10. An Eligible Member who:
 - (a) changes their product and no longer holds an Eligible Product will no longer be eligible for access to HCF Thank You. If they re-instate their policy to an Eligible Product any time during the

course of their policy, their tenure on the ineligible product will count towards calculation of their HCF Thank You Membership Tier.

- (b) has their policy terminated, or ceases to be an HCF Member will no longer be eligible for access to HCF Thank You. If they reinstate their policy to an Eligible Product within 90 days of their policy being terminated or ceasing to be a member, their previous tenure will continue to accrue and they will retain their previous Membership Tier. If they re-join HCF on an Eligible Product after 90 days, their previous tenure will not be counted for assigning a Membership Tier.
 - (c) is granted an overseas suspension, will not continue to accrue tenure towards their HCF Thank You Membership Tier while the overseas suspension is in place.
 - (d) is granted unemployment and sickness, hardship or natural disaster suspension will continue to accrue tenure towards their HCF Thank You Membership Tier while the suspension is in place.
11. HCF reserves the right to allocate, at its discretion, a higher Membership Tier to an Eligible Member than would ordinarily be available to that Eligible Member.

HCF THANK YOU OFFERS AND REWARDS

12. HCF Thank You offers and rewards can be viewed by logging into the HCF Member portal at hcf.com.au/members.
13. HCF, at its discretion, may offer different HCF Thank You offers, rewards and promotions to different Eligible Members depending on their HCF Thank You Membership Tier.
14. Depending on the Reward Partner, the Eligible Member will be required to access offers in different ways. This may involve clicking on a website link, utilising a promotional code, displaying the HCF membership card, completing a registration process, or other processes as specified by HCF Thank You and the Reward Partner. An Eligible Member must follow the specified process to access that offer.
15. HCF may at any time, without advance notice to Eligible Members offer additional or otherwise limit, change, suspend or terminate:
- (a) the offers and rewards of any Membership Tier; and
 - (b) the availability of any offer under HCF Thank You.
16. HCF gives no warranty as to the ongoing availability of the HCF Thank You program or any benefit conferred by it.
17. From time to time HCF may update or change any terms of these Terms and Conditions by updating the Terms and Conditions on the HCF Thank You website. The Eligible Member should regularly check the HCF Thank You website at hcf.com.au/thankyou for any changes. If HCF makes a material change to any of these Terms and Conditions that is detrimental to Eligible Members, HCF will provide a notice on the HCF Thank You website.
18. Where an offer is accepted but is unavailable for any reason, HCF and Reward Partners, reserve the right to substitute all or part of any such item with another offer of equal or greater value.

LIMITS ON OFFERS (DISCOUNTING RULES)

19. Eligible Members who have reached their maximum discount allowance under the *Private Health Insurance Act 2007 and Private Health Insurance (Complying Product) Rules 2015 (Discounting Rules)* will not be eligible to receive

any future offers through HCF Thank You that are regulated by the Discounting Rules for a further twelve months.

OFFERS FROM REWARD PARTNERS

20. Offers that require payment to a Reward Partner will only be processed upon payment in full to the Reward Partner (or their agent) including any applicable GST.
21. For any issues with orders placed via Reward Partners, including cancellations, refund requests, delayed or missing orders or damaged goods, the Eligible Member must contact the Reward Partner to address those issues.
22. If an Eligible Member wishes to take up an offer from Lifestyle Rewards, they must accept Lifestyle Rewards terms and conditions which will be presented to them upon entering the Lifestyle Rewards portal from the HCF Thank You website.
23. Subject to clause 32, an Eligible Member may escalate their complaint to HCF by calling us on 13 13 34, visiting a branch, sending HCF an email via the website or in writing to The Hospital Contribution Fund at Australia Ltd at PO BOX 4242 Sydney, NSW 2001. HCF will make reasonable effort to seek resolution of the issue on the Member's behalf. This in no way denotes acceptance of liability by HCF. Nothing in this clause affects any rights an Eligible Member may have which by law cannot be excluded, including under the Australian Consumer Law and any other Federal State or Territory consumer protection legislation (refer to further clause 34).

ELIGIBLE MEMBER OBLIGATIONS AND RESPONSIBILITIES

24. By accessing any offers via the HCF website, through Reward Partners or otherwise, you accept and agree to be bound by these Terms and Conditions.
25. In addition to these Terms and Conditions:
- (a) any individual offers may be subject to separate terms and conditions referred to below or on the promotional webpages for the offer (such as the HCF Thank You website or other specified webpage). Eligibility for these other offers is subject to those additional terms and conditions; and
 - (b) full terms and conditions for each offer will be available on the HCF website, and Eligible Members should check those additional terms and conditions and read them carefully before participating in any such offer.

If there is any inconsistency between these Terms and Conditions and any of those additional terms and conditions, the provision in these Terms and Conditions will prevail to the extent of any inconsistency.

26. It is your responsibility to read and accept the offer terms and conditions before redeeming a particular offer.
27. All services and offers are for your personal use only and are not transferable in any circumstances.
28. Where delivery of a product forms part of an offer, you must ensure that you enter the correct delivery details at the point of purchase and/or redemption. HCF and its Reward Partners will not be responsible or liable for products, and will not replace products, that are sent to incorrectly submitted delivery addresses.
29. It is your responsibility to advise HCF in the event of a loss, theft or unauthorised use of your membership card as soon as possible.

HCF'S RIGHTS

30. HCF reserves the right to cancel or withdraw your access to HCF Thank You, including any offers made under the program if:
- (a) HCF reasonably considers that an Eligible Member has engaged in any fraudulent, inappropriate, unreasonable or commercial use of any HCF Thank You offers or the services provided by HCF;
 - (b) HCF reasonably considers that an Eligible Member has engaged in any material breach of these Terms and Conditions or any other breach that the Eligible Member fails to rectify within 7 days of receiving notice of the breach;
 - (c) the member is no longer an Eligible Member in accordance with clause 5;
 - (d) the Eligible Member does not comply with any law (including if they are convicted of a crime); or
 - (e) HCF reasonably considers that an Eligible Member has or will bring into disrepute HCF's brand, reputation, status or professionalism within the community at large.
31. HCF may suspend and/or terminate HCF Thank You at any time for any reason. HCF will provide at least one month's notice in the event that it terminates HCF Thank You
32. If a supply under these terms and conditions is a supply of goods or services by HCF to you as a consumer within the meaning of the Australian Consumer Law, then nothing contained in these terms and conditions excludes, restricts or modifies the application of any provision, the exercise of any right or remedy, or the imposition of any liability under the Australian Consumer Law, provided that, to the extent that the Australian Consumer Law permits HCF to limit its liability, then HCF's liability shall be limited (at its option and where it is fair and reasonable to do so) to:
- (a) in the case of services, supplying the services again or payment of the cost of having the services supplied again; and
 - (b) in the case of goods, replacing the goods, supplying equivalent goods or repairing the goods, or payment of the cost of replacing the goods, supplying equivalent goods or having the goods repaired.
33. Subject to clause 32, neither HCF nor its Reward Partners will incur any liability in relation to any loss, damage, costs or expenses suffered or incurred by you as a result of:
- (a) the suspension and/or termination of HCF Thank You;
 - (b) any theft of or third party interference with anything an Eligible Member is entitled to under HCF Thank You;

- (c) product orders that are late due to any reason beyond the reasonable control of HCF and its Reward Partners;
 - (d) any tax liability incurred by an Eligible Member; or
 - (e) the Eligible Member's use of an HCF Thank You services or offer,
- except to the extent that any loss, damage, costs or expenses suffered or incurred were caused or contributed to by HCF.

PRIVACY

34. If you do not want to receive communications about HCF Thank You, you can visit online member services located at [hcf.com.au/members](https://www.hcf.com.au/members) to opt out of receiving HCF Thank You communications. If you opt out you may no longer be notified of HCF Thank You offers.
35. HCF respects your privacy. We collect, store and use your personal information in accordance with our privacy policy located at <https://www.hcf.com.au/about-us/about-HCF/governance-and-structure/policies/privacy-policy>. It is a condition of your participation in HCF Thank You that if you redeem a Reward Partner offer you consent to:
- (a) HCF (and its Reward Partners) using your personal information to operate and provide you with HCF Thank You offers and other rewards from HCF;
 - (b) HCF (and its Reward Partners) using your personal information for the purposes described in its (and their) privacy policy;
 - (c) HCF (and its Reward Partners) sharing your personal information within the HCF Group and with Reward Partners (some of whom may be overseas), as described in its privacy policy; and
 - (d) HCF and its Reward Partners exchanging, collecting and using personal information relating to you and HCF Thank You, to provide you with HCF Thank You offers and other rewards.
36. You may access or correct your personal information held by HCF, or make a complaint about its privacy practices, as described in HCF's privacy policy.
37. HCF may provide information about Eligible Members to its Reward Partners, and Reward Partners may provide information to HCF about offers members access through them.

HCF THANK YOU REWARD PARTNER OFFERS INFORMATION AND IMPORTANT CONDITIONS

Reward Partner	Offer	Conditions
Booktopia	10% off purchases online at booktopia.com.au	This promotional code can be redeemed only on www.booktopia.com.au . This code cannot be used in conjunction with any other offer. Offer not redeemable for cash and not transferable. Discount excludes eBooks, Postage, Magazine Subscriptions and Gift Certificates. Booktopia's full terms and conditions apply.
HelloFresh	Get your first box 50% off and an ongoing 10% discount	The offer is available to all existing and new HelloFresh customers and the discount can be used for all boxes (Classic / Veggie / Family). 50% discount on first box and ongoing 10% discount on boxes does not apply to any Gourmet Recipe charges. Customers who substitute a standard recipe for a Gourmet Recipe will be charged an additional fee of \$5.95 per meal per person for their box. By participating in this promotion you are not required to receive any minimum amount of orders. The HelloFresh subscription is fully flexible. Customers can choose to cancel their subscription with HelloFresh anytime. Cancel your HelloFresh online account by Wednesday midnight the week prior to your next delivery to ensure that you are not charged for that delivery. Order online. When using this code you will be signed up to an ongoing weekly subscription. Cannot be used in conjunction with any other offer. Only valid within HelloFresh delivery area. Full terms and conditions and delivery areas available at hellofresh.com.au/termsandconditions/
Pet Insurance	For Diamond and Ruby members: 15% off pet insurance. For Emerald and Opal members: 10% off pet insurance.	Existing Manchester Unity Pet Insurance policies are not eligible for discounts under HCF Thank You. HCF reserves the right to change, remove or amend this discount by providing at least 60 days' prior written notice. The discount will continue to be applied to your premium as long as your HCF Thank You Membership Tier is current. If your HCF Thank You Membership Tier changes or if you are no longer an Eligible Member, your premium at renewal will be adjusted accordingly. Existing identifiable HCF Pet Insurance policies will have the discount automatically applied at renewal. The offer is available online, via hcf.com.au/petinsurance or you can call HCF Pet Insurance on 1800 630 681. The offer cannot be used in conjunction with any other offer or discount except for the multi-pet discount. Cover is available for dogs and cats only. Terms, conditions, waiting periods and exclusions apply. HCF Pet Insurance is issued and underwritten by the Hollard Insurance Company Pty Ltd ABN 78 090 584 473 (AFSL 241436). The insurance is distributed and promoted by The Hospitals Contribution Fund of Australia Limited (HCF) ABN 60 000 026 746 (AFSL 241414) and administered by Petsure (Australia) Pty Ltd ABN 95 075 949 923 (AFSL 420183). HCF Pet Insurance is issued by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473; AFSL 241436, is promoted and distributed by The Hospitals Contribution Fund of Australia Limited ABN 68 000 026 746, AFSL 241414, and arranged and administered by PetSure (Australia) Pty Ltd ABN 95 075 949 923, AFSL 420183. HCF Pet Insurance is not part of HCF's health insurance business. Please do not assume that pet insurance and health insurance are similar. Any advice provided is general only and does not take into account your individual objectives, financial situation or needs. Please consider the Product Disclosure Statement (PDS) and Target Market Determination (TMD) to ensure this product meets your needs before purchasing. HCF may receive a commission of up to 17% of the premium for promoting HCF Pet Insurance Policies stated in the PDS for each policy issued. This commission is used by HCF to cover costs associated with the marketing and distribution of this product to you and may include any referral fees to people or organisations that refer new customers to HCF. HCF sales agents are paid a salary or wages but do not receive a commission or other payments attributable to the sale of HCF Pet Insurance.
Travel	HCF members can save 25% on travel insurance^ when you use our discount code*. Go to https://www.hcf.com.au/insurance/travel to log in and get your discount code.	* 25% discount is the total discount on offer for the product, based on standard premium rates. It applies automatically upon successful input of the discount code to premiums for all plans, including policy add-ons. Cannot be used in conjunction with, or in addition to any other discounts. No additional discounts will be provided to Members who already receive a Member discount. Please contact us for more information. ^ The Hospitals Contribution Fund of Australia Ltd ABN 68 000 026 746 AFSL 241414 (HCF) arranges this insurance as agent for the insurer Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708 (Allianz). Travel insurance is issued and managed by AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 trading as Allianz Global Assistance (AGA) for the insurer Allianz. Terms, conditions, limits and exclusions apply. HCF, Allianz and AGA do not provide any advice on this insurance based on any consideration of your objectives, financial situation or needs. Because of that, you should consider whether the advice is appropriate for you. Before making a decision please consider the Product Disclosure Statement , the Financial Services Guide and Target Market Determination (TMD) . The TMD is available at http://www.allianzpartners.com.au/policies/ . If you purchase a policy, HCF and AGA receive a commission which is a percentage of your premium - ask us for more details before we provide you with services.

HCF Assist	Available to ALL HCF members	<p>The HCF Assist is a call centre and referral service offered by HCF (ABN 60 000 026 746) to certain of its eligible insured members and provided by NHS Australia Pty Limited (ABN 38 080 244 195).</p> <p>The service includes:</p> <p><u>Clinical Triage</u> The Clinical Triage service provides assistance in assessing a clinical situation so as to direct an Eligible Member to an appropriate service under HCF Assist. You acknowledge and agree that it:</p> <ul style="list-style-type: none"> (a) is not intended for emergency or life threatening situations and Eligible Members will be immediately referred by call centre personnel to police or ambulance (as the case may be by calling '000') or will be advised by call centre personnel to immediately hang up and call "000"; (b) is not a diagnostic service; and (c) does not replace consultation with a relevant health professional. <p><u>Home Assistance</u> The Home Assistance service helps you source nonemergency services (e.g. plumbing) from third party providers (Providers). The Home Assistance services Team will source, up to a maximum of 3 such Providers. You can then contact the Provider and engage their services if required, at your own cost.</p> <p>If you rely on the Clinical Triage service, or engage a Provider, it will be on the basis that HCF will not be responsible, and you will not hold HCF responsible, for any liability that may arise from that engagement.</p> <p>For more information go to: hcf.com.au/assist</p>
Dietlicious	Save \$35 off your first order and 15% off your second order and all ongoing orders	<ul style="list-style-type: none"> • CODE HCF35: promotional code for first order only. Single use code. This code and offer applies for first 30 days of promotional period only. • CODE: HCF30: Main offer for first orders once promotional offer has expired. Single use code. • CODE: HCF15: Ongoing code after first order from 2nd order and for all subsequent orders. Unlimited use code for duration of the agreement with HCF Members Benefits Program • Discount code applies to all meals, plans, cleanses, (plus Christmas menus and hampers when available). • Discount does not apply to Gift Vouchers • Minimum spend \$100.00 per order for discount code to apply • Minimum spend excludes delivery • Subject to available delivery areas across NSW, QLD, VIC and ACT (Go to https://www.dietlicious.com.au/delivery to check delivery is available in your post code) • One account per customer • One discount code per order • Accounts are automatically subscribed to a weekly newsletter, with other weekly offers and discounts • Members may opt to use a weekly offer instead of the HCF discount codes

