

# RECOVER COVER

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

INCOME ASSIST INSURANCE



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

# INCOME ASSIST INSURANCE

Cover that helps take care of the bills so you can recover.

We understand if you can't make it to work because of an injury or accident, you might struggle to make the bills or the mortgage repayments.

That's where **Income Assist Insurance** comes in, to help cover living expenses and keep you afloat while you're recovering.



## INCOME ASSIST INSURANCE COMBINED PRODUCT DISCLOSURE STATEMENT AND POLICY DOCUMENT

### WHAT MAKES INCOME ASSIST INSURANCE UNCOMMON?



#### FLEXIBLE

We pay you cash when your claim is approved, giving you the flexibility to use it to recover your way.



#### FAST

We pay most claims in under 5 days (once we get all the info we need) to help with your recovery.



#### 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 65.



### WHAT DOES INCOME ASSIST INSURANCE PAY FOR?

75% of your average monthly income\* (up to \$6,000 per month), for up to 12 months if you're unable to work due to illness or injury^ for more than 30 days.



### ABOUT THIS DOCUMENT

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

If We issue You with an Income Assist 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

You can apply for Income Assist Insurance if You:

- are aged between 18 and 54; and
- are a Permanent Resident of Australia; and
- have been employed by the same employer, or have been in the same occupation, for the 12 months immediately prior to the Cover Commencement Date; and
- are working at least 21 hours per week; and
- are earning at least \$2,000 pre-tax per month.

### WHAT'S COVERED

If You are Totally Disabled while Your Policy is Active, and subject to the terms of this Policy, We will pay You the Monthly Benefit, which is the lesser of:

- 75% of Your Pre-Disability Earnings, less any offsets; or
- Your Level of Cover, less any offsets.

This amount will not exceed \$6,000, excluding any increases due to inflation indexation, and the total number of months that We will pay a benefit over the duration of this Policy will not exceed 12 months. This means that each time We pay You a benefit under this Policy, it will reduce this 12 month period accordingly.

For eligible claims, benefits are paid monthly in arrears and commence after the 30 day Waiting Period, unless it is a Recurrent Disability.

If You have a Recurrent Disability, We will recommence payment of Your Monthly Benefit without restarting the 30 day Waiting Period.

### OFFSETS

Your Monthly Benefit will be reduced by any offset amounts. Offset amounts are any amounts payable to You, while You are Totally Disabled, from any of the following sources:

- a current or former employer, business or partnership;
- a superannuation, pension or retirement plan;

\* Payment is subject to offsets including any amounts payable from your employer or superannuation fund.

^ Subject to exclusions and limitations - please refer to pages 3-4 for further information.

- another income replacement policy insuring against disablement, injury, disease or sickness;
- any form of compensation or damages for the Sickness or Injury suffered, including workers compensation, accident compensation or social security payments;
- any pension or other payment from a government authority.

Where any of the amounts mentioned above are paid as lump sums, they will be converted to monthly income equivalents calculated upon the advice of Our actuary.

## EXTRA BENEFITS

We may also pay Extra Benefits whilst You are receiving Your Monthly Benefit, up to a maximum combined total of \$1,500, which consists of the following:

- a Child Care Benefit of up to \$500 per month, payable for a maximum of 3 months; and/or
- a Bed Confinement Benefit of \$500 per month, payable for a maximum of 3 months.

Combined benefits for both will not exceed the maximum benefit of \$1,500 in total, and are subject to the same 30 day Waiting Period, unless it is a Recurrent Disability.

## WHAT'S NOT COVERED

No benefit is payable to You if You are Totally Disabled as a result of:

- intentional self-injury, or attempted suicide;
- normal and uncomplicated:
  - pregnancy (includes any condition related to pregnancy that does not require hospitalisation prior to delivery);
  - participation in infertility or contraceptive procedures;
  - miscarriage; or
  - childbirth;
- You engaging in Professional Sport or committing any illegal activity;
- drug or alcohol abuse, use or intoxication, other than the use of prescribed drugs taken in accordance with the directions of a registered medical practitioner;
- an act of war, whether declared or not, hostilities, civil commotion, terrorism or insurrection;
- any mental illness (unless You receive a workers compensation claim as a result of the same condition) including anxiety, stress, depression, psychoses, neuroses, physical fatigue, personality disorder, addiction, psychiatric disorder or any associated disease or disorder;

- a Sickness which first became evident within 60 days from the Cover Commencement Date, or a recurrence of the same or a related Sickness; or
- a Pre-existing Condition.

We will not cancel Your Policy in response to any change in Your occupation or deterioration in Your health, except in the case where We are entitled to do so because of a breach of Your duty of disclosure.

## COVER OUTSIDE AUSTRALIA

You are covered for Sickness or Injury that happens overseas and results in You being Totally Disabled when You return to Australia, but We will not pay any benefits for loss of earnings from any occupation You have outside Australia.

## 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 under 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 and includes a policy fee. The policy fee may be increased every year in line with the Consumer Price Index (CPI).

We may change the premium or benefit of Your Policy based on the recommendation of Our actuary, provided such change applies to all policyholders under this series of Income Assist Cover. If Your premium changes, such change 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.

## HOW PREMIUMS ARE CALCULATED

Your premium is based on a range of factors, including Your age, sex, occupation, weight to height ratio, smoking status and the Level of Cover 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 Your Level of Cover in line with CPI on each anniversary of the Cover Commencement Date, prior to Your 60th birthday. If You accept the increase to Your Level of Cover, 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.

Generally, premiums are tax deductible and benefits form part of your taxable income. This is a general statement based on present laws and their interpretation. Individual circumstances may vary and You should consult a professional tax adviser.

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

## WHEN YOUR COVER ENDS

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

- Your death;
- You turn 65;
- You do not pay Your premiums, by 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;
- You have been paid the Basic Benefit for a total of 12 months; 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, except in the case where We're entitled to do so because of a breach of Your duty of disclosure.

## 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 contact 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 will require written proof from You to substantiate Your claim. To submit satisfactory written proof to Us:

- Complete and return an Income Assist Insurance claim form within 30 days of an 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](mailto:lifecclaims@hcf.com.au));
- You will need to pay any costs related to completing the Income Assist Insurance claim form;
- if required, You will need to have a medical examination on Our behalf and at Our expense;
- You must provide satisfactory proof of Your age and income;
- You must supply any other documents or evidence We may require in order to assess Your claim; and
- You must seek medical advice from a legally qualified medical practitioner as soon as possible after an Injury occurs and their 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.

It is also important to understand that if You become unemployed or take unpaid leave for 12 months or more prior to becoming Totally Disabled, no benefits would be payable to You. So, if Your income ceases for an extended period, You should consider whether this Policy is right for you.

# GLOSSARY

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

TERM	MEANING
<b>Active</b>	means the period of time between the Cover Commencement Date and the date Your Policy ceases in accordance with section 'When Your Cover Ends'.
<b>Bed Confinement Benefit</b>	means a benefit payable while confined to bed and under the care of a registered nurse.
<b>Child Care Benefit</b>	means the fees payable to pre-school child care providers. Can cover costs of nanny or au-pair, provided carer has suitable experience and a contract exists outlining costs payable. This benefit is limited to costs that you were actually incurring prior to becoming Totally Disabled, and that you actually incur, and is subject to the provision of receipts.
<b>Cover Commencement Date</b>	means the date shown on Your Policy Schedule.
<b>CPI</b>	means the All Groups Consumer Price Index for Australian capital cities, published by the Australian Bureau of Statistics for the 12 months to 30 September. For indexation increases, We apply the CPI for the twelve months to 30 September in the previous year, but will not apply an increase greater than 10%. If there is any suspension or discontinuance of the All Groups Consumer Price Index We will use another appropriate published index chosen by Our actuary.
<b>Doctor</b>	means a registered medical practitioner other than You, one of Your family members, or Your business partner, employee or employer.
<b>HCF</b>	means The Hospitals Contribution Fund of Australia.
<b>Injury</b>	means physical damage to the body.
<b>Insured Person</b>	means the Insured Person named on Your Policy Schedule.
<b>Level of Cover</b>	means the amount shown in Your Policy Schedule, as increased by CPI.
<b>Monthly Benefit</b>	means the lesser of: <ul style="list-style-type: none"> <li>75% of Your Pre-Disability Earnings less any offsets; or</li> <li>Your Level of Cover less any offsets.</li> </ul>
<b>Parental Leave</b>	means a pre-determined period of leave from Your usual occupation that is approved by Your employer for the purpose of taking care of a new child.
<b>Permanent Resident of Australia</b>	means a permanent resident or Australian citizen as defined under the <i>Australian Citizenship Act 2007 (Cth)</i> including any amendment, replacement, re-enactment or successor legislation.
<b>Policy</b>	means this Combined Product Disclosure Statement and Policy Document, together with Your Policy Schedule.

TERM	MEANING
<b>Pre-Disability Earnings</b>	means Your average Monthly Earnings during the 12 months immediately prior to becoming Totally Disabled. Monthly Earnings means the amount You earn before tax each month from Your usual occupation in Australia, less any expenses incurred in deriving that income. It does not include investment income. If You suffer a Recurrent Disability, We will also apply CPI adjustments to Your Pre-Disability Earnings calculation and this can never be less than Pre-Disability Earnings.
<b>Pre-existing Condition</b>	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.
<b>Professional Sport</b>	means a sport for which You were either participating in competition or training under the guidance of a professional coach, and for that sport, You had received, or expected to receive, \$5,000 or more in remuneration during the competition season or calendar year, whichever applies, in which the Impairment occurred. Remuneration includes the following: <ul style="list-style-type: none"> <li>match payments</li> <li>regular income (the player is paid a fixed annual salary to play for the club)</li> <li>match bonuses.</li> </ul>
<b>Recurrent Disability</b>	A successive period of Total Disability while Your Policy is Active, which is due to the original or a related cause, and not separated by return to active full-time employment for 6 months or more, will be considered a continuation of the same Total Disability. If this occurs, We will recommence payment of Your Monthly Benefit without applying the Waiting Period. We will also apply CPI adjustments to Your Pre-Disability Earnings calculation and this can never be less than Pre-Disability Earnings.
<b>Sickness</b>	means an illness or disease.
<b>Totally Disabled</b>	means, as a result of Sickness or Injury, You: <ul style="list-style-type: none"> <li>are unable to perform the essential duties of Your usual occupation; and</li> <li>are not engaged in any occupation; and</li> <li>are under the regular care and attendance of a Doctor.</li> </ul>
<b>Waiting Period</b>	The 30 day period from the date of Total Disability during which You must continue to be Totally Disabled, and during which no benefits are payable. If You are Totally Disabled as a result of complicated: (1) pregnancy; (2) miscarriage; (3) childbirth; or (4) participation in infertility or contraceptive procedures, then the 30 day waiting period commences from the date Your Parental Leave ends, during which You must continue to be Totally Disabled, and during which no benefits are payable.
<b>We/Our/Us/HCF Life</b>	means HCF Life Insurance Company Pty Limited.
<b>You/Your</b>	means the Insured Person.



## OTHER THINGS YOU NEED TO KNOW

### YOUR COVER IS PROVIDED BY HCF LIFE

Income Assist 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.

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](http://hcf.com.au/lifeinfo) or by contacting Us on **13 13 34**. Free paper copies are available on request.

### YOUR DUTY OF DISCLOSURE

Before You enter into a life insurance contract, You have a duty to disclose to Us every matter which You know, or could be reasonably expected to know, is relevant to Our decision to accept the insurance risk and, if so, on what terms. You have this duty until We agree to insure You.

You have the same duty before You extend, vary or reinstate the insurance. You do not have to disclose anything 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 for which We have waived Your obligation to disclose.

From 28 December 2015, if the insurance is for the life of another person, they have the same duty of disclosure as You and their failure to comply with that duty may be treated as Your failure.

### NON-DISCLOSURE

If You fail to comply with Your duty and We would not have entered into the contract on the same terms if the failure had not occurred, We may avoid all or the relevant part of the contract, meaning We may refuse to pay a claim and treat all or that part of the contract as if it never existed. If We're entitled to avoid the contract We may, elect not to avoid it and reduce the amount insured under all or the relevant part of the contract in accordance with a formula that takes into account the premium that would have been payable if You had complied with the duty.

If the contract provides death cover or has a surrender value, We may only avoid all or part of the contract or vary the amount insured as described above within 3 years of entering into the contract.

If the contract does not provide death cover or have a surrender value, We may also vary all or the relevant part of the contract in a way that places Us in the same position We would have been in if You had complied with the duty.

If Your non-disclosure is fraudulent, We may avoid all or the relevant part of the contract at any time.

### 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](http://afca.org.au)**  
Email: **[info@afca.org.au](mailto: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 Income Assist 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 Income Assist 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](http://afca.org.au)**  
Email: **[info@afca.org.au](mailto: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](mailto: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](https://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](https://fsc.org.au)

# RECOVER COVER THAT'S UNCOMMON CARE APPLY TODAY

## APPLYING FOR INCOME ASSIST 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://hcf.com.au/recover-cover)**



**Visit a branch**

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