

# RECOVER COVER

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

Combined Product Disclosure Statement and Financial Services Guide 25 August 2020



**INCOME ASSIST INSURANCE**

# INCOME ASSIST INSURANCE

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. And with cover from only \$1.65 per week, it's made to fit all budgets.



## 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 IT 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.

## HOW MUCH DOES IT COST?

From **\$1.65 per week** (for 18-29 year old non-smoker male accountant, normal BMI, \$1,500 monthly benefit).



"I just wanted to thank you and the team at HCF Life for your support through the past 12 months."

**Wayne**  
HCF Life Member,  
Income Assist Insurance

# COMBINED PRODUCT DISCLOSURE STATEMENT AND FINANCIAL SERVICES GUIDE

## BENEFITS

Income Assist Insurance is available to permanent residents of Australia aged between 18 and 54 years of age. Benefits are based on up to 75% of your monthly pre-tax income (up to \$6,000 per month). The Policy Document sets out the full terms and conditions of this cover.

## AVERAGE MONTHLY INCOME

This is the amount you earned before tax from your usual occupation in Australia less any related expenses. It does not include investment income.

## BENEFITS PAYABLE

While you're totally disabled and after your waiting period has ended, we will pay you the lesser of:

- 75% of your average monthly earnings for the 12 months before you became disabled; or
- your maximum monthly benefit.

## MAXIMUM MONTHLY BENEFIT

This is the amount of cover you select when you apply and is the maximum benefit for which you're insured.

It may be increased each year in line with the Consumer Price Index. You will be advised of these increases and given the opportunity of declining them.

## BENEFIT AND WAITING PERIOD

The maximum amount of time for which we will pay you a basic benefit is 12 months and we will not pay you for the first 30 days of each period you're unable to work. This 12-month period is the total period for which a basic benefit will be paid under this Policy. If we pay multiple claims for different periods of Disability, the total period for which benefits are paid under all such claims cannot exceed 12 months. Therefore, the payment of a claim under this Policy will correspondingly reduce the benefit period for which we would pay any subsequent claim.

## RECURRENT DISABILITY

If you have a recurrent sickness or injury within 6 months of returning to permanent work, we will recommence payment of your monthly benefits without applying the waiting period.

## BENEFIT OFFSETS

Basic benefits cannot exceed 75% of pre-disability earnings. The benefit will be reduced by other amounts payable to you from any of the following:

- a current or former employer, business or partnership
- a superannuation, pension or retirement plan
- another income replacement policy
- any compensation or damages including workers compensation, accident compensation or social security payments
- a government authority.

## What it means to be totally disabled

You're totally disabled if as a result of sickness or injury you:

- are unable to perform the essential duties of your usual occupation;
- are not engaged in any occupation; and
- are under the regular care and attendance of a doctor.

## EXTRA BENEFITS

Extra benefits are paid in addition to basic benefits and will not exceed \$500 per month. The total benefit payable cannot exceed \$1,500. Benefits are subject to the same 1 month waiting period, unless the sickness or disability is recurrent.

### Child care benefit

The child care benefit of up to \$500 per month is based on costs incurred prior to disability and is only payable while you're receiving the basic benefit and continuing to incur these costs.

### Bed confinement benefit

A bed confinement benefit is payable to cover additional costs if you're confined to bed under the care of a registered nurse. \$500 per month is payable for a maximum of 3 months while you're receiving the basic benefit.

## PREMIUMS AND EXCLUSIONS

### PREMIUMS

From \$1.65 per week. A range of factors including your age, gender, occupation, height to weight ratio, smoking status and the monthly benefit determine your premium.

To be eligible for non-smoker premium rates you need to have been a non-smoker for the prior 12 months and continue to abstain.

Your premiums increase with your age in 5 year bands, the first increase is at age 20 and then every 5 years after that. Your premium must be paid when due to prevent your policy lapsing.

Premiums may only increase if the increase applies to all Income Assist Insurance policyholders and notice of any change will be advised to you at least 1 month in advance.

Your premium also includes a policy fee and any stamp duty charged by your state government as well as any taxes that may be levied by state or federal government.

### TAXATION

Generally, your premiums are tax deductible and your benefits form part of your taxable income. Individual circumstances may vary and you should consult a professional tax adviser.

### EXCLUSIONS

To keep premiums reasonable some exclusions do apply. Benefits will not be paid for loss of earnings from any occupation outside Australia or if your disability is caused by:

- intentional self-injury, attempted suicide, criminal or illegal activity;
- pregnancy, childbirth, infertility, contraceptive procedures and related conditions;
- professional sporting activities;
- alcohol or drug use, abuse or intoxication;
- Acquired Immune Deficiency Syndrome (AIDS), AIDS related conditions or Human Immunodeficiency Virus (HIV);
- war, hostilities, civil commotion, terrorism or insurrection;
- any mental illness (unless you receive a workers compensation claim as a result of the same condition);
- a sickness that becomes evident for the first time within 60 days from the day your cover commences or any reoccurrence of that sickness; or
- a pre-existing condition.

### WHEN YOUR COVER CEASES

Your cover ceases on the earliest of: your death; when you turn 65; if you don't pay your premium; when the benefit amount is paid in full; or if you supply a written request to cancel your policy.

### 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 haven't made a claim.

## INFORMATION ABOUT YOUR POLICY

**You will receive a Policy Document (which contains your Policy Schedule and the Policy Wording) once your application has been processed, with full details of your cover. The information contained in this Combined Product Disclosure Statement and Financial Services Guide is important and should be read carefully, and kept in a safe place. Copies of any of the policy documents are available on request.**

### 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 and Financial Services Guide.

Information in this Product Disclosure Statement 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 three 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**  
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 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.



**13 13 34**

MON-FRI 8AM-8PM AEST/AEDT  
SAT-SUN 9AM-5PM AEST/AEDT



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



**Visit a branch**