



LIFESTYLE PROTECTION POLICY

Product Disclosure Statement and Policy Wording
Version No. 2
Issued 12 January 2012

Please read this Product Disclosure Statement and Policy Wording carefully.
It contains important information that will help you decide whether or not to buy this product

Chubb Insurance Company of Australia ABN 69 003 710 647 AFSL 239778
Reliance Insurance Brokers Pty Ltd t/as Australian Reliance ABN 45 127 707 813, AFSL No 345986 is the
promoter of this product



Insurer

The Policy is underwritten by Chubb Insurance Company of Australia Limited ABN 69 003 710 647 AFSL 239778 (Chubb also referred to as Us, We).

Please read the Product Disclosure Statement and the Policy Wording carefully and do not hesitate to contact Chubb should You wish to comment on any aspect of Our service to You.

PRODUCT DISCLOSURE STATEMENT (PDS)

What is the Product Disclosure Statement?

The Product Disclosure Document (PDS) provides general information only, and should be read in conjunction with the attached Policy document (Policy). The PDS and Policy contain important information which You should read carefully before deciding to take out any insurance cover.

Policy Terms and Conditions

The information contained in the PDS is general information only and does not form part of Your contract with Us. The Policy is Our legal contract with You and contains details covering the terms, conditions and any exclusions relating to the insurance cover to be provided by Us. The PDS and the Policy are important documents so please keep them in a safe place for future reference. Should You require any further information about this or any other product, please contact Your authorised financial services provider. Any documents will be dated and include a statement identifying them as part of the PDS. Any major changes, omissions, corrections or updates that need to be made will be made in a Supplementary PDS and this will be provided to You with the PDS.

Chubb Insurance Company of Australia Ltd
ABN 69 003 710 647 AFSL No 239778
Level 29, 2 Park Street, Sydney NSW 2000
Ph (02) 9273 0100 | Fax (02) 9273 0101

Important Information

Duty of Disclosure – what We need You to tell us

Before You enter into a general insurance contract, You have a duty under the Insurance Contracts Act 1984 (Cth) to disclose to the insurer every matter that You know, or could reasonably be expected to know, is relevant to the insurer's decision whether to insure You and if so, upon what terms. You have the same duty before You extend, vary or reinstate the

insurance. This duty does not require disclosure of any matter that:

Reduces the risk to the insurer;

- Is of common knowledge;
- The insurer knows, or in the ordinary course of its business, ought to know; or
- Where compliance with this duty is waived by the insurer.

If You fail to comply with this duty of disclosure, the insurer may be entitled to reduce its liability under the contract in respect of a claim or may cancel the contract. If Your non-disclosure is fraudulent, the insurer may be entitled to cancel the contract from its beginning.

Privacy

Your Privacy

In the course of providing insurance and processing insurance claims, Chubb needs to collect personal information about persons Chubb insures and persons associated with insured persons. If You do not give Chubb this information, Chubb may not be able to provide insurance or process a claim. In accordance with the Privacy Act 1988, Chubb's privacy policy statement contains the information required to be given to persons about whom Chubb collects personal information.

Our Privacy Policy

Our privacy policy statement is readily available on Our website at www.chubbinsurance.com.au.

Your access to Your personal information

You can request access to personal information which Chubb holds about You. Your rights to access and Chubb's rights to refuse access are set out in the Privacy Act 1988.

Chubb's use of personal information

Chubb may at any time use personal information it collects about You for any of the following purposes:

- To provide a quotation or assess a proposal for insurance.
- To provide, amend or renew an insurance policy.
- To respond to a claim.

Chubb's disclosure of personal information

Chubb may at any time disclose personal information Chubb collects about You to the following types of organisations (some of which may be outside Australia):

- Reinsurers;
- External valuers and appraisers;
- Loss adjustors and other investigators;



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- Professional advisers, such as accountants and lawyers;
- Other organisations that provide services to Chubb in relation to the provision of insurance.

Further information on Our Privacy Policy can be accessed on Our website at www.chubbinsurance.com.au.

Financial Claims Scheme

Your Policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of Chubb becoming insolvent You may be entitled to access the FCS, provided You meet the eligibility criteria. More information may be obtained from APRA – www.apra.gov.au or 1300 13 10 60.

The General Insurance Code of Practice

Chubb Insurance Company of Australia Ltd is a signatory to the General Insurance Code of Practice. The code aims to:

1. Promote more informed relations between insurers and their customers;
2. Improve consumer confidence in the general insurance industry;
3. Provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
4. Commit insurers and the professionals they rely upon to higher standards of customer service.

For more information please visit the Code of Practice website, www.codeofpractice.com.au or follow the links from the Insurance Council of Australia's website at www.ica.com.au.

How to Make a Claim

You should contact Australian Reliance as soon as possible of an Event(s) which could lead to a claim.

Australian Reliance's contact details are:

Address: Level 15, Fawkner Centre, 499 St.Kilda Road, Melbourne VIC 3004

Tel: (03) 9864 4444

Fax: (03) 9867 5110

Cooling Off Period

You have twenty one (21) days to consider the information contained in Your Policy. This is Your cooling off period. If You would like, and provided You have not made a claim under Your Policy,

You have the right to cancel Your insurance. We will refund in full any premium You have paid.

To exercise this right You must notify Chubb in writing or electronically within twenty one (21) days from the date Your Policy takes effect.

Canceling your Policy

Your Policy may be cancelled by You (if Your Policy permits) at any time by giving us notice in writing. We may cancel Your Policy in accordance with the Insurance Contracts Act 1984 (Cth). Should We or You cancel Your Policy We shall retain a pro rata proportion of the premium for the time the Package has been in force.

Dispute Resolution

The following standards apply to all complaints handling.

- 1) We will conduct complaints handling in a fair, transparent and timely manner.
- 2) We will make available information about Our complaints handling procedures.
- 3) We will only ask for and take into account relevant information when deciding on Your complaint.
- 4) You will have access to information about You that We have relied on in assessing Your complaint and an opportunity to correct any mistakes or inaccuracies. In special circumstances or where a claim is being or has been investigated, We may decline to release information but We will not do so unreasonably. In these circumstances, We will give You reasons. We will provide Our reasons in writing upon request.
- 5) Where an error or mistake in handling Your complaint is identified, We will immediately initiate action to correct it.
- 6) We will respond to complaints within fifteen (15) business days provided We have all necessary information and have completed any investigation required.
- 7) In cases where further information, assessment or investigation is required We will agree reasonable alternative time frames. If We cannot agree, We will treat Your complaint as a dispute and We will provide information on how You can have Your complaint reviewed by a different employee who has appropriate experience, knowledge and authority.
- 8) We will keep You informed of the progress of Our response to the complaint.
- 9) When We notify You of Our response, We will provide information on how Our response can be reviewed by a different



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- employee who has appropriate experience, knowledge and authority.
- 10) If You tell us You want Our response reviewed, We will:
 - a) Treat it as a dispute;
 - b) Notify You of the name and contact details of the employee assigned to liaise with You in relation to the dispute; and
 - c) Respond to the dispute within fifteen (15) business days provided We receive all necessary information and have completed any investigation required.
 - 11) In cases where further information, assessment or investigation is required We will agree reasonable alternative time frames. If We cannot reach agreement You can report Your concerns to the Financial Ombudsman Service (FOS).
 - 12) We will keep You informed of the progress of Our review of Your dispute at least every ten (10) business days.
 - 13) We will respond to Your dispute in writing giving:
 - a) Reasons for Our decision;
 - b) Information about how to access available external dispute resolution schemes; and
 - c) Notify You of the time frame within which You must register Your dispute with the external dispute resolution scheme.
 - 14) If We are not able to resolve Your complaint to Your satisfaction within forty five (45) days (including both the complaint and internal dispute resolution process referred in this section of the Code), We will inform You of the reasons for the delay and that You may take the complaint or dispute to Our External Dispute resolution scheme even if We are still considering it (and provided the complaint or dispute is within the scheme's Terms of Reference). We will inform You that You have this right and details of Our External Dispute Resolution scheme before the end of the forty five (45) day period.
 - 15) Chubb subscribes to the independent external dispute resolution scheme administered by the FOS. The FOS is available to customers and third parties who fall within the Terms of Reference of FOS.
 - 16) External dispute resolution determinations made by FOS are binding upon us in accordance with the Terms of Reference.
 - 17) Where the FOS Terms of Reference do not extend to You or Your dispute, We will advise You to seek independent legal advice or give You information about other external dispute resolution options (if any) that may be available to You.
- You can contact the FOS in the following ways:
- By Phone: 1300 78 08 08
 - By Mail: Financial Ombudsman Service
GPO Box 3, Melbourne, VIC 3001
- Information on the FOS may be obtained from its website at www.fos.org.au
- Additional Information**
Our complaints and disputes procedures follow the requirements of the General Insurance Code of Practice (the 'Code').
- Visit www.codeofpractice.com.au for more information about the Code.
- The Policy is issued by Chubb Insurance Company of Australia Ltd ABN 69 003 710 647 AFSL 239778.** Our website can be visited at www.chubbinsurance.com.au.
- Reliance Insurance Brokers Pty Ltd trading as Australian Reliance
ABN 45 127 707 813, AFSL No 345986:
is the promoter of this product.
- Australian Reliance contact details are:
- Address: Level 15, 499 St Kilda Road,
Melbourne VIC 3004
Telephone: (03) 9864 4444
- Dated: 12 January 2012



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General Advice

Any general advice that may be contained within this document or accompanying material does not take into account Your individual objectives, financial situation or needs. Because of this, before acting on the advice or making any decision about this insurance, You need to decide whether the advice and the limits, type and level of cover set out in this document are appropriate for You.

Preparation Date

This document was prepared on 12 January 2012.

1. The meaning of certain words

Throughout this document, certain words begin with capital letters. These words have special meaning and are included in the Definitions, located in this document. Please refer to the Definitions section for their meaning.

2. Important information about this document

This document is a Product Disclosure Statement (PDS) which contains important information required under the *Corporations Act 2001* (Cth). Other documents may also comprise our PDS and if they do, We will tell You in the relevant document. This document is also Our insurance Policy Wording that describes the insurance contract between You and Us.

This document has been prepared to assist You in understanding Lifestyle Protection insurance and to help You make an informed choice about it. You must decide what cover You need, so please read this document, the Policy Schedule and any other documents that We tell You form part of Your Policy carefully so that You are aware of the risks, limits of cover and other significant features of this insurance.

Lifestyle Protection is designed to help cover monthly living expenses if you die as a result of an Accident, or You become Involuntarily Unemployed, You are not obliged to purchase Lifestyle Protection and similar cover may be arranged through a different insurer.

In return for You paying Us the premium We insure You for the events described in and subject to the terms, conditions and exclusions of Your Policy. Please keep this document, Your Policy Schedule and any other documents that We tell You form part of Your Policy in a safe place in case You need to refer to them in the future.

Please check these documents to make sure all the information in them is correct. Please let Australian Reliance Pty Ltd or their authorised representative know immediately if any alterations are needed or if You change Your address or payment details.

Certain types of cover under this insurance require You to provide documentary evidence to Us where a claim is made. You should keep those documents in a safe place in case We need them to settle a claim. Your Policy insures You twenty-four (24) hours a day anywhere in the world.

You can contact Us using the details below.



3. Information about Lifestyle Protection and Summary of the Benefits

Before taking out this Lifestyle Protection policy, You should read this document and any other relevant documents we provide carefully to find out:

What this insurance will cover You for under section 7 and 8 of the Policy wording; and

In what circumstances insurance would be paid to you, subject to You meeting the eligibility criteria and where Your claim is accepted by the Insurer. Any payments made would be made on a monthly basis.

If You choose to take out this insurance with Us, You are required to be truthful when You apply and to comply with Your duty of disclosure which is described below under **Section 5. Duty of Disclosure**.

Certain eligibility criteria apply. For example, You must be:

- (a) At least eighteen (18) years of age and not over sixty five (65) years of age at the Commencement Date;
- (b) An Australian Resident; and
- (c) In continuous Permanent Full-time Employment or Self-employed for at least twelve (12) months at the Commencement Date.

A summary of the benefits and conditions the Lifestyle Protection provides during the Period of Insurance follows:

- Accidental Death Benefit with a maximum benefit limit of \$25,000;
- a monthly Involuntarily Unemployed Benefit to a maximum of six (6) months subject to satisfaction of all conditions of the policy;
- a thirty (30) day Waiting Period applies to claims made for Involuntary Unemployment Benefits;
- \$2,500 where You accept an overseas posting in excess of twelve (12) months in duration;
- \$5,000 Carer Benefit where You resign in order to provide full time care to an immediate family member. However, the other benefits under the policy would cease upon payment of the Carer Benefit and You would have no entitlement to any refund of premium for the unexpired portion of the policy;
- Up to \$5,000 towards Your funeral, burial or cremation costs.

The extent to which this insurance responds is based on the Benefits You have selected.

Note that Involuntary Unemployment Benefits are subject to a sixty (60) day Waiting Period and a thirty (30) day Waiting Period more fully defined in Your policy wording. The Waiting Period does not apply to subsequent renewals of Your Policy.

4. Updating Our PDS

We may need to update the information contained in Our PDS from time to time (where allowed to or required by law). We will issue You with a new PDS or a Supplementary PDS or other compliant document to update the information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this product, We may issue You with notice of this information in other forms or keep an internal record of such changes (You are welcome to get a paper copy free of charge by calling Us).

5. Commission Payments paid by Chubb for this Product

Chubb pays Australian Reliance a commission of up to twenty percent (20%) of Your premium after deduction of taxes and government charges. In referring You to Us, Australian Reliance acts on Our behalf and not on Your behalf.



6. About the Insurer

This product is issued by the insurer, Chubb Insurance Company of Australia Limited ("Chubb")
ABN 69 003 710 647, AFSL No.239778.

Chubb Insurance's contact details:

Our Offices:

Sydney:

Citigroup Centre, Level 29, 2 Park Street, Sydney, NSW, 2000, Australia.

Ph: (02) 9273 0100.

Melbourne:

Level 14, 330 Collins Street, Melbourne, VIC, 3000, Australia.

Ph: (03) 9242 5111.

Perth:

Level 1, 225 St. Georges Terrace, Perth, WA, 6000, Australia.

Ph: (08) 6211 7777.

Brisbane:

Comalco Place, Level 24, 12 Creek Street, Brisbane, QLD 4000, Australia.

Ph (07) 3229 4488.

Our Website: www.chubbinsurance.com.au

This PDS is dated 12 January 2012.



Policy Wording

7. What You are covered for

Schedule of Benefits

A description of the benefit limits is set out in the table below. The full details of the cover are set out under the table and are subject to all of the terms, conditions, exclusions and provisions of Your Policy.

BENEFIT	BENEFIT LIMIT	EXCESS	WAITING PERIOD
Accidental Death Benefit	The Accidental Death Benefit is \$25,000	Nil	Nil
Involuntary Unemployment Benefits	Payable monthly for a maximum of 6 months in the event you become Involuntarily Unemployed. The level of Benefit You receive is dependent upon the level of coverage You choose: * Bronze \$2,000 per month to a maximum of \$12,000 in total or 75% of Your salary whichever is less. * Silver \$3,000 per month to a maximum of \$18,000 in total or 75% of Your salary whichever is less * Gold \$4,000 per month to a maximum of \$24,000 in total or 75% of Your salary whichever is less.	30 days	60 days The Waiting Period does not apply to subsequent renewals of your Policy.

8. The Benefits and conditions

8.1 Accidental Death Benefit

In the event of Your Accidental Death during the Period of Insurance, We will pay Your estate twenty five thousand dollars (\$25,000).

If the Accidental Death Benefit is payable as a result of Your Disappearance, We will only pay the Accidental Death Benefit if the legal representatives of Your estate gives Us a signed undertaking that the Benefit amount will be repaid to Us in full, if it is later found that You did not die as a result of an Accidental Death.

8.2 Involuntary Unemployment Benefit

If You become Involuntarily Unemployed during the Period of Insurance, We will pay You the Monthly Benefit You have chosen for each month or part thereof that You remain Involuntarily Unemployed, payable monthly, for a maximum of six (6) months.

The Involuntary Unemployment Benefit will not be paid if:

- a) As at the date of commencement of Your Involuntary Unemployment You have not been in Permanent Full-time Employment for a continuous period of twelve (12) months;
- b) Your termination was due to wilful misconduct, breach of Your employment agreement or retirement.
- c) Your termination was due to any ailment or injury arising directly or indirectly, from or related to



- alcoholism, drug addiction, or the influence of alcohol or non-prescribed drugs;
- d) Your termination was due to a Pre Existing or work related illness or injury;
 - e) Your unemployment was directly or indirectly as a result of pregnancy or childbirth;
 - f) As at the date of the commencement of Your Involuntary Unemployment You are not residing in Australia;
 - g) The unemployment is due to the seasonal nature of Your employment, a project or specific period of employment is completed;
 - h) You voluntarily resign or accept voluntary redundancy or You are Self-employed or You abandon Your employment;
 - i) You were notified in writing, verbally or otherwise; of Your impending involuntary unemployment prior to or within the first thirty (30) days of the Commencement Date;
 - j) You are employed in excess of twenty-five (25) hours per week and are no longer Involuntarily Unemployed;
 - k) You are no longer registered as being unemployed with Centrelink or equivalent government authority or actively seeking employment through a recognised recruitment or personnel agency; or
 - l) Your Involuntary Unemployment commences during the Waiting Period.

8.3 Waiting Period and Excess applicable to Involuntary Unemployment Benefit

A sixty (60) day Waiting Period applies from the Commencement Date of Your Policy. It does not apply to subsequent renewals of Your Policy.

In addition to the Waiting Period a thirty (30) day Excess applies to claims made for this Benefit. You are not entitled to any Benefit under this section during the first thirty (30) days of Your Involuntary Unemployment.

8.4 Expatriation Benefit

If, during the Period of Insurance, Your current employer offers You an overseas posting which will exceed twelve (12) months in duration, and You accept such an offer We will pay You two-five thousand (\$2,500) dollars.

8.5 Carer Benefit

If during the Period of Insurance You resign Your position with Your current employer in order to take up the full time care of an immediate Family member on Doctor's advice We will pay You five thousand (\$5,000) dollars.

Your Policy will cease upon payment of this benefit and You will have no entitlement to any refund of premium for the unexpired portion of the policy.

This benefit does not apply if Your resignation is due to pregnancy or childbirth (including any associated conditions).

8.6 Funeral Benefit

In the event of Your Accidental Death during the Period of Insurance, We will pay the cost of Your funeral or burial or cremation costs, and the cost of returning Your body or ashes to the state in which You were residing as at the date of Your Accidental Death, subject to a maximum benefit limit of five thousand (\$5,000) dollars.

9. What You are Not Covered For – General Exclusions

There are certain times when this insurance may not provide cover.

Your Policy will not apply to any Event caused by, arising directly or indirectly out of or in any way connected with:

- a) Your intentional self-inflicted injury, self harm, suicide or attempt at suicide;
- b) A criminal or illegal act committed by You;



- c) You being a pilot or crew member of any aircraft, or engaging in any aerial activity except as a passenger in any properly licensed aircraft;
- d) You being under the influence of intoxicating alcohol, including having a blood alcohol content over the prescribed legal limit whilst driving, or being under the influence of any other drug unless it was prescribed by a Doctor and taken in accordance with the Doctor's advice;
- e) You engaging in any professional sport meaning Your livelihood is substantially dependent on income received as a result of Your playing sport;
- f) You engaging in any motor sports as a rider, driver and/or a passenger;
- g) Any consequences of war (whether declared or not), invasion or civil war, or You taking part in a riot or civil commotion;
- h) Termination of employment during or at completion of an initial probation period;
- i) Pregnancy or childbirth; or
- j) Any payments We are not allowed to pay to You or on Your behalf at law.

10. Premiums

10.1 All cover is subject to the payment of premium and the terms, conditions, exclusions and provisions of the Policy. In order to calculate Your premium, we take various factors into consideration, including the level of coverage You select.

Any factor that increases the risk usually increases the premium.

Your premium includes any amounts payable in respect of compulsory government charges (including stamp duty and GST). We will tell You, when You apply, what premium is payable, when it needs to be paid and how it can be paid.

10.2 If You do not pay Your premium within thirty (30) days of the premium due date, We will cancel Your policy from inception and it will be treated as never having been incepted.

11. Cancellation of the Policy

Your Policy may be cancelled in one of the following ways:

11.1 When You may cancel

You can cancel Your Policy at any time.

Written notice to Australian Reliance at Level 15, 499 St Kilda Road, Melbourne VIC 3004 or their authorised representative is required if You want to cancel Your Policy. Such cancellation shall be effective from the date We receive Your or Your authorised representative's written notice, or such later date as specified by You. Provided no claim has or can be made under this Policy, We shall refund the portion of premium attributable to the unexpired Period of Insurance, calculable on a pro rata basis.

11.2 When We may cancel or avoid the Policy

We may cancel Your Policy in accordance with the law by giving You written notice sent to Your address on Our file if You:

- a) Fail to comply with Your duty of utmost good faith;
- b) Fail to comply with Your Duty of Disclosure;
- c) Fail to comply with a provision of Your Policy, including a provision with respect to payment of premium; or
- d) Make a fraudulent claim under Your Policy or any other policy of insurance.

We will give You a written notice of cancellation on behalf of Us sent to Your address on Our file.



12. When Your Policy ends

Your Policy starts from the Commencement Date and will end automatically:

- a) When the Accidental Death benefit is paid on Your behalf;
- b) When the Involuntary Unemployment Benefits are exhausted;
- c) On expiry of the Period of Insurance; or
- d) On the date that You are no longer an Australian Resident.

It will also end when cancelled.

Each of the above conditions apply, only to the extent that We are able to rely on the condition in relation to the cover provided by them.

13. How to make a claim

Procedure for making a claim

You should contact Australian Reliance as soon as possible of an Event(s) which could lead to a claim.

Australian Reliance's contact details are:

Address: Level 15, Fawkner Centre, 499 St. Kilda Road, Melbourne VIC 3004

Tel: (03) 9864 4444

Fax: (03) 9867 5110

If You or Your legal representative wish to make a claim You or they must:

- a) Complete a claim form (claim forms are available from Australian Reliance and their authorised representatives); and
- b) Attach to the claim form:
 - i. Written notice containing full particulars of any circumstances in respect of which a claim is being made; and
 - ii. Any reports that have been obtained from the police, a carrier or other authorities about an accident, loss or damage; and
 - iii. Any other documentary evidence required by Us.
- c) Provide Us with the completed claim form and accompanying documents within thirty (30) days of the Event taking place which gives rise to a claim; and
- d) Give Us at Your, or Your legal representative's expense all medical and other certificates and evidence required by Us that is reasonably required to assess the claim.

We may also arrange an autopsy at Our expense, if We reasonably require one.



Processing and payment of claims

We will take all reasonable steps to pay a valid claim promptly.

We shall pay all benefits under this Policy to You. The receipt of such benefits by You will be a discharge to Us with respect to all claims under Your Policy.

Making claims after Your Policy is cancelled

If Your Policy is cancelled this does not affect Your rights to make a claim under Your Policy if the Event occurred before the date of cancellation.

14. General conditions

Australian Law

You must be an Australian Resident to be covered by this Policy.

Your Policy is governed by the laws of the State or Territory in which You normally reside. Any dispute or action in connection with Your Policy shall be conducted and determined in the courts of the State or Territory in which You normally reside.

Australian Currency

All payments by You to Us or Us to You must be in Australian currency.

15. Dispute Resolution

Commitment to Service

Chubb's Internal Dispute Resolution Process is evidence of Chubb's commitment to service. Recognising the consumer's right to be heard and to be informed, Chubb established an Internal Dispute Resolution Panel to handle any unresolved complaints. It underscores Chubb's commitment to acting fairly and honestly with its customers.

If You are not satisfied with any aspect of the service that You receive in relation to the Lifestyle Protection Policy, then Chubb appreciates You letting Us know.



Who should You talk to?

The Claims Department Manager, Melbourne should be contacted if Your complaint is regarding how Chubb or any of its investigators, assessors or loss adjustors, have handled Your claim under the Policy.

The Claims Department Manager, Melbourne can be contacted via:

Email: markpeters@chubb.com

Phone: 03 9242 5190

Fax: 03 9642 0909

Post: Chubb Insurance Company of Australia
Level 14, 330 Collins Street, Melbourne, VIC 3000

In the alternative, your claims or non-claims complaint can be submitted directly to Chubb's dedicated complaints email address at Aus.complaints@chubb.com.

16. Updating Your Customer Details

If You have changed Your address or require and other personal details to be altered, please advise Australian Reliance or its authorised representative.

17. Definitions

Please use this glossary to find the meaning of these words throughout this booklet.

Accident and Accidental means a sudden, violent, external, visible, unusual and specific event which occurs fortuitously and is unforeseen or unintended by You and which occurs at an identifiable time and place.

Accidental Death means death solely and directly caused by an Accident.

Australian Resident means a person who resides in Australia and has permission to remain permanently in Australia either because they are:

An Australian citizen; or

The holder of a visa that enables them to permanently reside in Australia; or

A protected, special category, visa holder.

Commencement Date means 4.00 pm Australian Eastern Standard Time on the date We agree to provide insurance under the Policy and which is shown on Your Policy Schedule.

Disappearance means that if Your body has not been found within twelve (12) months from the date of the disappearance, sinking or wrecking of a conveyance in which You were travelling on that date, We will presume You have died as a result of an Accidental Death.

Doctor means a legally registered medical practitioner who is not You, Your relative, Your business partner, Your employee or Your employer.

Event(s) means an occurrence that could give rise to a claim for a benefit under Your Policy.

Involuntarily Unemployed means You are unemployed as a result of the termination of Your employment where You/Your:

employment has been terminated at the instigation of Your employer; and

have registered as being unemployed with Centrelink or equivalent government authority; or a recognised recruitment or personnel agency; or can provide other satisfactory evidence of unemployment; and are in receipt of unemployment benefits unless You are not eligible to receive unemployment benefits because of the level of income earned by You and/or Your spouse or the level of Your assets; and

are actively seeking work.



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Period of Insurance means the period when Your Policy is in effect commencing on the Commencement Date shown on the Policy Schedule and ending on the date Your Policy ends as set out in Your Policy Schedule.

Permanent Full-time Employment means working as an employee for at least twenty-five (25) hours per week in continual, permanent and gainful employment for salary or wages for a continuous period of at least twelve (12) consecutive months immediately prior to and including the Commencement Date of Your Policy, where such employment is not temporary, seasonal, casual or under a contract based upon a specified period or completion of specified work.

Policy means this document, Your Policy Schedule and any other documents We issue to You which are expressed to form part of the policy terms, which set out the cover We provide for the Period of Insurance and which describe the insurance contract between You and Us. For the sake of clarity, it does not include any prior policy that this is a renewal of or any future policy that is a renewal of this Policy.

Policy Schedule means the certificate of currency which We send You containing Your specific insurance details.

Pre Existing means an illness or injury for which You received medical attention or medication in the sixty (60) days prior to the Commencement Date of Your Policy.

Self-employed means You have power or control over a business or enterprise because You own it, or You are a partner in the partnership that owns it, for a continuous period of at least twelve (12) months immediately prior to and including the Commencement Date of the Policy, or You are not working as an employee of another.

Waiting Period means the period of time between the Commencement Date and the date You become eligible to claim any Involuntary Unemployment benefit.

We/Us/Our means Chubb Insurance Company of Australia Limited ("Chubb") ABN 69 003 710 647, AFSL No. 239778.

You/Your means the person named as the insured on the Policy Schedule or Certificate of Insurance and who is:

- (a) at least eighteen (18) years of age and not over sixty five (65) years of age at the Commencement Date; and
- (b) an Australian Resident; and
- (c) in Permanent Full-time Employment or Self-employed at the Commencement Date.

Dated: 12 January 2012.

Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by Wealth Focus ABN 87 123 556 730 (**the Distributor**) as a Distributor of Reliance Insurance Brokers Pty Ltd T/As Australian Reliance (**the Licensee**) under AFS License No: 345986, to deal in the general insurance products listed below, to wholesale and retail clients.

The Distributor is not authorised to provide you with any advice in relation to these products or any other financial products.

If you require advice in relation to this product or any other general insurance products, please contact: Reliance Insurance Brokers Pty Ltd T/As Australian Reliance, ABN 127 707 813, Level 15, Fawkner Centre, 499 St Kilda Road, Melbourne VIC 3004. Our offices are open standard business hours Monday – Friday excluding public holidays and we can be contacted by telephone on (03) 9864 4444, facsimile (03) 9867 5110 or by e-mail at infomelb@australianreliance.com.au.

Parent and Associated Company Details - Reliance Insurance Brokers Pty Ltd T/As Australian Reliance AFSL No: 345986 and Australian Reliance Pty Ltd T/As Australian Reliance AFSL No: 227041 (Level 1, 50 Subiaco Square, Subiaco WA 6008) are wholly owned subsidiaries of Australian Reliance Group Pty Ltd and both companies share some of the same directors.

This Financial Services Guide contains information about the Licensee and the Distributor services and charges, your rights as a client and other things you need to know in relation to insurance matters including how any complaints you may have will be dealt with. This Financial Services Guide (FSG) is issued with the authority of the Licensee.

The Distributor and its staff members will be providing factual information to you however the Licensee remains responsible for the financial services that will be provided to you or through you to your family members, including the distribution of this FSG.

We trust this FSG will assist you in deciding whether to use the services of the Licensee and the Distributor.

When the Distributor arranges for the acquisition of an Approved Product for you it does so on your behalf on the terms set out in this Guide. Sometimes however the Licensee may act under a binder or agency agreement with the insurer. When the Licensee acts under a binder or agency agreement, they will be acting on behalf of the insurer. This means that they will represent and act for the insurer, not for you. We will tell you when the Licensee acts under a binder or agency agreement via the Insurers Product Disclosure Statement (PDS). Unless you tell us otherwise in writing, we assume that you agree with these terms. If there is any change to these terms, the Distributor and/or the Licensee will provide you with an updated FSG.

Warning - The Distributor is authorised to deal in the specified insurance products on behalf of the Licensee, they are not authorised to provide you with any advice. For this reason, before making any decision about whether to acquire the policy, you should obtain and read the Product Disclosure Statement (PDS).

Where the Distributor arranges deals on your behalf in relation to an Approved Product you will also receive some other documents after or at the time we advise you about your insurance needs including:

- **Product Disclosure Statement** - where we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a product disclosure statement (PDS). The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that policy.
- **Confirmation notices** – these will confirm coverage has been arranged your behalf.

If you need more information or have any questions, please feel free to contact the Distributor on **1300 686 226**

Provision of Services/Products - The Distributor has entered into an agreement with the Licensee to deal in the following insurance products:

- Lifestyle Protection

Information on the above Insurances will be provided based on the terms as agreed with selected insurers only. We will not obtain alternative quotations in relation to these covers.

How can you instruct us - You can provide the Distributor with your instructions in person, by telephone, email or in writing.

APPROVED PRODUCTS & REMUNERATION:

Lifestyle Protection) – the Distributor receives commission from the sale of every Lifestyle Protection Insurance policy. This commission is up to 20% of the premium paid by you. The commission received by the Distributor is included in the premium charged to you and covers various expenses it incurs in arranging the insurance. The Licensee is paid a third party administration fee of up to 20% of your premium. The Licensee retains this fee from the amount paid to it and remits the balance to the insurer. This fee received by the Licensee is included in the premium charged to you and covers various expenses it incurs in arranging, processing, managing and servicing the insurance.

Any premium amounts paid will be banked into the Licensees trust account. The Licensee will earn interest on the premium while it is in the Licensee's trust account, they may also invest the premium and earn a return. The Licensee will retain any interest or return on investment earned on the premium.

The Licensee may also receive a profit share commission from insurers in the future if a particular portfolio of business reaches a certain level of profitability.

Terms of Payment - If you do not pay the premium within the credit terms provided, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short term penalty premium for the time on risk.

Cancellations - We cannot cancel a contract of insurance without written instructions from a person(s) who is authorised to represent each of the parties who are named as insured's in the contract of insurance.

In the event of a refund for the cancellation or adjustment/amendment of an Approved Product, both the Licensee and the Distributor we will refund the net premium received from your insurer. Your fees or commission for arranging the insurance will not be refunded.

Material Changes - You must also notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to fully cover you. We can assist you to do this and to ensure that your contract of insurance is altered to reflect those changes.

Other benefits - From time to time the Licensee, the Distributor and their staff may receive certain hospitality benefits (such as tickets to sporting events, movies, meals, bottles of wine, hampers). The provision of these benefits is not based on the volume of business placed with the provider, but is more of an ad hoc reward. The maximum value of these benefits during the year is difficult to determine, however, full details are available on a specially maintained Register which is available for you to view. Please ask your adviser if you wish to view the Register.

Duty of Disclosure - In order to make an informed assessment of the risk and calculate the appropriate premium, your insurer needs information about the risk you are asking it to insure.

For this reason, before you enter into a contract of insurance, you have a duty under the Insurance Contracts Act 1984 to disclose to your insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept the risk and, if so, on what terms. The duty also applies when you renew, extend, vary or reinstate a contract of insurance.

You do not have to disclose anything that:

- Reduces the risk to be undertaken by the insurer;
- Is common knowledge;
- Your insurer knows, or in the ordinary course of its business, ought to know; or
- If the insurer has waived your obligation to disclose.

If you do not comply with your duty of disclosure, your insurer may be entitled to reduce its liability in respect of a claim or may cancel your contract of insurance. If the non-disclosure was fraudulent, the insurer may be able to avoid (or cancel) the contract of insurance from its beginning. This would have the effect that you were never insured.

One important matter to be disclosed is the history of losses suffered by the person seeking insurance or any closely associated person or entity. As you are responsible for checking that you have made complete disclosure, we suggest that you keep an up to date record of all such losses and claims. If you have any questions about whether information needs to be disclosed, please contact us.

What arrangements do we have in place to compensate clients for losses? – The Licensee has a professional indemnity insurance policy (PI Policy) in place. The PI policy covers the Licensee, our employees, our representatives and our Distributors for claims made against us by clients as a result of the conduct of the Licensee, our employees, our representatives and /or our Distributors in the provision of financial services.

Privacy - We are committed to protecting your privacy in accordance with the principles of the Privacy (Amendment (Privacy Sector) Act 2001 (Privacy Act). We use the information you provide to advise about and assist with your insurance needs. We only provide your information to the insurance companies with whom you choose to deal (and their representatives). We do not trade, rent or sell your information. A copy of our Privacy Policy is available upon request.

We may occasionally notify you about new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post. If you would rather not receive promotional and/or marketing material, you have the right to "opt out" of receiving this information by notifying us via email or writing to us.

You can examine the relevant contents of your file. Please let your adviser know should you wish to and they will make the necessary arrangements to provide you with the relevant information.

Complaints & Disputes – If you are not fully satisfied with the services provided to you, please contact **James Neate** of Australian Reliance on 03 9864 4444 and tell him about your complaint and we will do our best to resolve your complaint as quickly as possible. Automotive Lease Packaging Pty Ltd

The Licensee is a member of the Financial Ombudsman Service Limited (FOS). If your complaint cannot be resolved to your satisfaction by us within 20 days, you have the right to refer the matter to FOS.

You can contact FOS on 1300 780 808 or via their website at www.fos.org.au and their postal address is GPO Box 3, Melbourne VIC 3001. Alternatively, you can contact the Australian Securities & Investment Commission at their freecall infoline on 1300 780 885.