

general information

HBF Ezicover™

product disclosure statement

issue date: 1 December 2009

About this PDS

Preparation date: 13 November 2009

Zurich Australia Limited (Zurich) is the issuer of this product and HBF Financial Services Pty Ltd (HBF) is the distributor.

This Product Disclosure Statement (PDS) has two parts:

Part 1 – General Information (this document)

Part 2 – Product Information (covering specific features and benefits offered)

If you do not have both parts (Parts 1 and 2), please [Contact us](#).

This PDS is an important document. You should read both parts (Parts 1 and 2) in full before making a decision to purchase this product.

Applying for HBF Ezicover

To apply, complete and submit the Application Form accompanying this PDS.

To do so, please:

- select your level of cover and determine your premium online, or [Contact us](#).
- provide your contact details
- answer all of the health questions
- provide bank account or credit card details for premium payment
- submit your completed Application Form online or post it to:

Zurich Australia Limited
PO Box 1399
North Sydney NSW 2059

We will assess your application as soon as we receive it. We will contact you if we need more information about any of your responses, for example, more details about your health.

Premiums are payable via credit card or direct debit from your Bank, Building Society or Credit Union account.

This offer is only available to Australian residents, receiving it (including electronically) within Australia. We cannot accept cash, print applications, or electronic applications signed, mailed or sent from outside Australia. Monies received must always be in Australian dollars.

Definitions

Throughout this document 'Zurich', 'us', 'our', and 'we' means Zurich Australia Limited and 'HBF' means HBF Financial Services Pty Ltd.

Important information you should know

This PDS will help you to:

- decide whether this product will meet your needs, and
- compare this product with other products you may be considering.

The information contained in this PDS is general information only. It does not take into account your individual objectives, financial situation or particular needs. You should consider the appropriateness of this product having regard to your objectives, financial situation and needs. You may wish to consider seeking professional financial advice.

Contact us

If you have any questions please contact Zurich on

1800 024 560

Any queries relating specifically to HBF can be directed to 08 9265 6111

Up-to-date information

Certain information in this PDS may change from time to time - this includes but is not limited to possible changes which we have identified in this PDS. Where we indicate to you that we will give notice of such changes, then you will be advised of such changes in writing. Where other changes that are not materially adverse to you occur, we will update such information via Zurich's website, www.zurich.com.au and HBF's website, www.hbf.com.au. A paper copy of the updated information will be available free of charge upon request if you [Contact us](#).

What is the cost of cover?

Premiums

The premiums and their calculation methods are fully described in Part 2.

What are the other charges?

The current charges are fully described in this PDS. If Zurich introduces any new charges, or there is an increase to current charges (other than by way of the fee indexation described below) you will be notified 30 days prior to such change taking effect.

In addition to your premium, you are generally required to pay a management fee of \$4.94 per month which contributes to the cost of administering your policy. The management fee increases each year in line with the Consumer Price Index (CPI)*. Zurich will increase your fee on the anniversary date of your policy.

State Governments impose stamp duty on life insurance policies and these duties may vary from State to State (see the section on [Premiums](#) in Part 2 for more information on how stamp duty will affect your premium). Goods and Services Tax (GST) is not currently payable on insurance premiums for the policies described in this PDS. Should changes in the law result in additional taxes or imposts in relation to your policy, these amounts may be added to your policy.

Direct Debits from your financial institution may incur an additional fee.

*'CPI' means the 'Weighted Average of Eight Capital Cities Index' as published by the Australian Bureau of Statistics or, if that index ceases to be published or is substantially amended, such other appropriate index as we will select.

Commission payable to HBF

HBF receives a payment of 20% (plus GST) of each premium paid.

For example, if your monthly premium is \$30.00, HBF will receive a payment of \$6.60 per month.

Zurich will pay these amounts out of your premium payments. They are not a separate charge to you.

Significant Risks

There are certain risks associated with holding an Ezicover policy:

- if premiums are not paid when due, the policy will lapse and you will no longer be covered and you cannot make a claim. See the section [What if you don't pay your premium?](#) in Part 2
- the level of cover you choose may not be sufficient to provide adequate cover for your circumstances. Levels of cover available are set out in Part 2
- if you do not comply with your duty of disclosure, we may not pay your claim, pay only a portion of your claim or cancel your cover. See the section [Your Duty of Disclosure](#).

Additional information about HBF Ezicover

Information about your policy

Your cover begins when we accept your application and issue you a Policy document. This sets out the terms and conditions of your cover. You will also receive a Policy schedule which outlines the start date and the specific details of your particular cover. These are important documents and should be read carefully. Please keep them in a safe place because you will need them to make a claim. Each year Zurich will send you an annual statement stating your new premium amount and, where applicable, an offer to increase your level of cover in line with the increase in the CPI.

Zurich is the insurer under the policy. HBF does not underwrite or guarantee Zurich's obligations under the policy.

Cooling off period

If after receiving your Policy document you wish to cancel for any reason, you have 21 days to do so. Any premiums or charges paid will be fully refunded. To cancel please advise Zurich in writing and return your Policy document.

You cannot cancel the policy and receive a refund if you exercise any rights in relation to your policy (for example, you make a claim) before the 21 day period has elapsed. You also cannot make a claim after cancelling your cover.

If you have a complaint about your policy

Please [Contact us](#). We acknowledge all complaints within 5 days and we aim to resolve your complaint within 45 days (or up to 90 days if you agree). If you are not satisfied with our response, or we haven't resolved the complaint within 45 days (or any extended period you approve) you can raise the matter with the Financial Ombudsman Service Limited, GPO Box 3, Melbourne VIC 3001. The telephone number is 1300 780 808 or email FOS at info@fos.org.au.

If your complaint is about HBF or the HBF person who handled your enquiry, contact HBF Financial Services on 08 9265 6111.

Your Duty of Disclosure

Before you enter into a contract of life insurance with an insurer, you have a duty, under the Insurance Contracts Act 1984, 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 accept the risk of the insurance and, if so, on what terms.

You have the same duty to disclose those matters to the insurer before you extend, vary or reinstate a contract of life insurance.

Your duty of disclosure however does not require disclosure of a matter

- that diminishes the risk to be undertaken by the insurer
- that is common knowledge
- that your insurer knows or, in the ordinary course of business ought to know
- if compliance with your duty in relation to that matter is waived by the insurer.

Your duty of disclosure continues until the insurer has informed you as to whether the insurer accepts or declines your application. **This means that you must advise the insurer of any changes to the information included in your application up until the date that the insurer confirms in writing that the application has been accepted or declined.**

In particular, you should advise Zurich of any changes in medical or physical conditions, and of any visits to medical service providers.

Non-disclosure

If you fail to comply with your duty of disclosure and the insurer would not have entered into the contract on any terms if the failure had not occurred, the insurer may avoid the contract within 3 years of entering into it. If your non-disclosure is fraudulent, the insurer may avoid the contract at any time.

An insurer who is entitled to avoid a contract of life insurance may, within 3 years of entering into it, elect not to avoid it but to reduce the sum that you have been insured for in accordance with a formula that takes into account the premium that would have been payable if you had disclosed all relevant matters to the insurer.

Your Privacy

Zurich and its related entities are bound by the National Privacy Principles. Before providing us with any Personal Information or Sensitive Personal Information, you should know that:

- we need to collect Personal Information and, in some cases, Sensitive Personal Information about you in order to comply with our legal obligations, assess your application and, if your application is successful, to administer the products or services provided to you ('Purposes')

- where relevant for these Purposes, we will disclose the Personal Information and/or Sensitive Personal Information to your adviser (and the licensed dealer or broker they represent) and to our agents, contractors and service providers that provide financial, administration or other services in connection with the operation of our business or the products and services we offer
- a list of the type of agents, contractors and service providers we commonly use is available on request, or from our website, www.zurich.com.au, by clicking on the Privacy link on our home page
- we may use Personal Information (but not Sensitive Personal Information) collected about you to notify you of other products and services we offer. If you do not want your Personal Information to be used in this way, please contact us
- we may also disclose Personal Information or Sensitive Personal Information about you where we are required or permitted to do so by law
- if you do not provide the requested information or withhold your consent for us to disclose your Personal Information or Sensitive Personal Information, we may not be able to accept your application, administer the products or services provided to you, action a transaction you have requested or respond to an enquiry raised by yourself
- in most cases, on receiving a written request, we will give you access to the Personal Information we hold about you. However, we may charge a fee for this service
- these privacy provisions apply to the policy owner and the life insured. We may disclose information about the life insured to the policy owner and
- for further information, or a copy of Zurich's Privacy Policy, you can contact us by telephone on 132 687, email us at privacy.officer@zurich.com.au or by writing to The Privacy Officer, Zurich Financial Services Australia Limited, PO Box 677, North Sydney NSW 2059.

Details on the way HBF handles personal information are in the HBF Privacy Policy, which is available at www.hbf.com.au or on request by calling a Member Service Advisor on 133 423. If you wish to complain about any breach or potential breach of the HBF Privacy Policy you should contact HBF as detailed below and you will be directed to the appropriate manager.

Contact details

HBF Privacy Officer
GPO Box C101
Perth WA 6809
Telephone: 133 423

Direct Debit Request Service Agreement

The Account Holder (ie. you or the person whose account is used to pay the premiums) needs to agree to the terms of this Direct Debit Request Service Agreement which sets out the terms and conditions on which the Account Holder has authorised Zurich to debit money from their account and the obligations of Zurich and the Account Holder under this Agreement.

The Account Holder understands and agrees that:

- Direct debiting may not be available on all accounts. The Account Holder is responsible for ensuring the specified account can accept direct debits and there are sufficient cleared funds available in the nominated account to permit payments under the Direct Debit Request on the due date for payments
- Zurich accepts no responsibility for issues arising where incorrect details have been provided. The Account Holder should check the account details provided to Zurich are correct. If uncertain, check with your financial institution before completing the Direct Debit Request
- Zurich will debit the account for the sum of the amounts due at the debit date for all specified policies
- Changes to bank account details must be provided in writing
- Zurich will give the Account Holder at least 14 days notice in writing if there are any changes to the terms of this Service Agreement.

Zurich agrees that:

- When the due date for payment is not a business day, the debit will be processed on the next business day
- The Account Holder can cancel, vary, defer or suspend the Direct Debit Request on a policy by providing notice to Zurich in writing. You need to allow us 14 days before the next debit date to process your request.
- Upon request, Zurich will forward a copy of the current terms and conditions for direct debits to the Account Holder by post, facsimile or other agreed method
- We will provide direct debit details on request.

Disputes

The Account Holder should first give notice of any disputed debit to Zurich. Zurich will respond within 7 working days of receiving your letter. Zurich has formal procedures for dealing with a complaint.

Dishonoured debits

If a debit is unsuccessful, Zurich will cancel the payment in respect of the dishonoured debit. On receipt of new information after a dishonour, Zurich will process a one-off debit to pay the policy up to date. If two consecutive dishonours occur, Zurich may cancel the authority. Zurich may charge a dishonour fee to the relevant policy. Currently the fee is nil. The financial institution may also charge fees relating to the dishonour to the account, which is the Account Holder's responsibility.

Confidential information

Zurich may disclose information about your account to its banker (in connection with a claim made against it relating to an alleged incorrect or wrongful debit made from the account), your financial institution, HBF, your adviser and to other companies within the Zurich Financial Services Australia Group of companies. Zurich will not disclose information about you or the account to any other person, except where you have given consent or where the disclosure is required by law.

Notices to Zurich

The Account Holder may give notice to Zurich in writing at the address shown below.

Contacting Zurich

You can [Contact us](#) by phone or you can write to us at Locked Bag 994, North Sydney NSW 2059.

Issuer information

This product is issued and administered by Zurich Australia Limited ABN 92 000 010 195 AFSLN 232510
5 Blue Street North Sydney NSW 2060
Telephone: 1800 024 560 Facsimile: 02 9995 3797
Email: ezicover.response@zurich.com.au

Zurich Australia Limited ('Zurich') is the issuer of this product and is responsible for the issue of this Product Disclosure Statement (PDS) and the ongoing administration and operation of this product.

Distributor information

This product is distributed by HBF Financial Services Pty Ltd ABN 18 009 123 675 AFSLN 236623

HBF Financial Services Pty Ltd ('HBF') distributes this product. Its role is limited to distribution only. It is not authorised to act on behalf of Zurich and cannot legally bind Zurich. HBF has given and not withdrawn its consent to the information contained in this PDS which is referable to it in the form and context in which it appears. HBF has not issued or caused the issue of the PDS and is not responsible for any other statements in this PDS which are not referable to it.

Please see Part 2 of this PDS for information about the features and benefits this product offers.

product information

HBF Ezicover™ Term

product disclosure statement

issue date: 1 December 2009

About this PDS

Preparation date: 13 November 2009

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Definitions

Throughout this document 'Zurich', 'us', 'our', and 'we' means Zurich Australia Limited and 'HBF' means HBF Financial Services Pty Ltd (AFSLN 236623).

Important notice

The primary purpose of the HBF Ezicover Term policy is to pay a lump sum on your death. It is not a savings plan. If you terminate your policy at any time other than during the cooling off period (see Part 1, [Cooling off period](#)), you will not get any money back.

What are the main features?

- Pays a lump sum on death or terminal illness
- Is designed for people between the ages of 19 and 59 years
- Is renewable each year to the first policy anniversary after your 99th birthday as long as premiums are paid when due
- Offers cover between \$50,000 and \$1,000,000 (up to age 54)
- Offers cover between \$50,000 and \$750,000 (age 55 to 59)
- Is easy to understand and apply for
- Does not normally require an interview or medical examination
- Has a 21 day cooling off period.

In most circumstances, the owner of the policy and the life that is insured are the same person. In this PDS we have referred to both the policy owner and the life insured as 'you'. It is possible that the policy owner and the life insured are different people. In this case:

- the policy owner would normally be paying the premiums and would receive any insurance benefit
- the premium amount would depend on the life insured's circumstances
- the insurance benefit would only be payable on the death or terminal illness of the life insured, and
- only the policy owner, and not the life insured, can extend, vary, cancel or otherwise exercise any right applying to this policy.

Contact us

If you have any questions please contact Zurich on

1800 024 560

Any queries relating specifically to HBF can be directed to 08 9265 6111

Benefits provided

Death and Terminal Illness benefits

The policy pays a lump sum benefit equal to the amount of your cover if you die or on confirmed medical diagnosis of a terminal illness where your life expectancy is less than 12 months.

Inflation Protection benefit

Automatic indexation protects your insurance cover against the impact of inflation by automatically increasing the benefit amount each year. The premium is increased in accordance with the new level of cover. The benefit amount is increased on each policy anniversary by the greater of 5% and the percentage increase in the CPI published for the quarter falling immediately prior to three months before the policy anniversary over that published for the quarter falling immediately prior to 15 months before that policy anniversary. The increase will be advised on the annual notice we send you. You may decline any increase if you [Contact us](#).

Exclusions (when Zurich won't pay)

We will not pay a benefit where the life insured dies as a result of suicide or becomes terminally ill as a result of intentional self inflicted injury within 13 months of the start date of the cover, any increase in cover (but only in respect of the increase) or the latest reinstatement of the policy.

If we intend to apply any additional exclusion to your policy, we will agree the exclusion with you before your cover begins and the exclusion will be shown on your Policy schedule.

Premiums

How is your premium calculated?

Your premium will depend on:

- the level of cover you require (the higher the sum insured, the higher the premium)
- your current age (generally premiums increase each year in line with your age)
- your gender (premiums are generally higher for males than for females)
- whether or not you are a smoker (premiums are higher for smokers than for non-smokers; a non-smoker is defined as a person who has not smoked tobacco or any other substance for the past 12 months)
- your health, and
- any pastimes you participate in (generally premiums are higher for those who engage in hazardous activities).

Your premium will include any stamp duty charged by your State Government as well as any other taxes that may be levied by State or Federal governments.

Your premium is increased each year if your level of cover increases because of automatic indexation, (see [Inflation Protection benefit](#)).

On request, a table of premium rates and calculation methods will be provided if you [Contact us](#).

What if you don't pay your premium?

We can cancel your policy if a premium remains unpaid for 30 days after it was due. This means you will not be covered and you cannot make a claim. The Policy document contains information about applying to have a lapsed policy reinstated. We may decide not to reinstate the policy or impose additional conditions on the policy.

Are premium rates guaranteed?

Premiums are not guaranteed and can change from time to time. Any change, however, will affect all policies in the same category, not just an individual policy. Zurich will notify you of any changes to premium rates at least 30 days prior to the change taking effect.

Taxation

In most cases, you cannot claim a tax deduction for the premiums you pay for your policy. Any benefit received would not normally be assessable for taxation purposes. This information is a guide only and is based on current taxation laws, their continuation and their interpretation. For information about your individual circumstances, contact your tax adviser.

Other fees and charges

See the section [What is the cost of cover?](#) in Part 1 for information on the management fee, stamp duty and commission payable to the party referring this product to you.

After your cover begins

Guarantee to renew

If you meet your obligations, including paying your premium when due, your policy cannot be cancelled by Zurich.

24 hour world wide cover

The policy provides you with cover 24 hours a day, seven days a week, world wide.

Claims

The Zurich Client Service Centre should be advised of the death or terminal illness of the life insured as soon as reasonably possible after the event. Contact us and we will send a claim form, which will need to be completed, signed and returned.

All of the information you need about the claims process is set out in the Policy document. You should read the Policy document carefully when you receive it.

When will your policy end?

Your policy ends on the first to occur of the following:

- the policy anniversary following your 99th birthday
- you do not pay your premium when due
- on receipt of your written notification to terminate the policy
- the payment of the Death or Terminal Illness benefits.