

HBF Ezicover[®] Funeral Advantage

Combined Product Disclosure Statement and Financial Services Guide – Issue date 1st November 2018

HBF Ezicover Funeral Advantage is low-cost, do-it-yourself insurance paying a lump sum in the event of death to help fund the cost of a funeral.

About this document

This combined Product Disclosure Statement (PDS) and Financial Services Guide (FSG) are important documents and are designed to help you decide whether to buy HBF Ezicover Funeral Advantage insurance. This PDS, provided by the insurer, Zurich Australia Limited, will help you:

- decide whether HBF Ezicover Funeral Advantage will meet your needs and objectives; and
- compare HBF Ezicover Funeral Advantage with similar products you may be considering

The FSG, provided by HBF Health Limited, contains information to help you decide whether to use any of the services offered by HBF and will inform you about the:

- remuneration for any financial services provided, and
- action you can take if you are not satisfied with the service provided by HBF.

Information contained in this combined PDS and FSG document 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, or compare the product with products offered by other insurers.

Definitions

Throughout this document, 'Zurich', 'us', 'our' and 'we' means Zurich Australia Limited; 'HBF' means HBF Health Limited trading as HBF Life, and 'you' or 'your' means the policy owner who is also the life insured.

If you take out an HBF Ezicover Funeral Advantage policy, we will issue you with a Policy schedule and Policy document.

Please keep these safely together with this PDS and any special conditions or endorsements we issue. Together these documents form your contract of insurance and will be relied upon at the time of claim.

Product Disclosure Statement

About us

Issuer information

This product is issued and administered by:

Zurich Australia Limited
ABN 92 000 010 195, AFSL 232510
5 Blue Street North Sydney NSW 2060

Zurich is the insurer of the policy and is responsible for the issue of this PDS and the ongoing administration and operation of this product. Zurich is responsible for the financial services related to this product that HBF provides to you.

Life insurance code of practice

As a member of the Financial Services Council of Australia (the FSC), we are bound by the Life Insurance Code of Practice. The Code outlines the standards that we are committed to in providing life insurance services to you. The Code can be found at www.fsc.org.au

Promoter information

The promoter of this product is HBF Health Limited (HBF), trading as HBF Life ABN 11 126 884 786, a Corporate Authorised Representative (Representative number 000406073) of Zurich Australia Limited ABN 92 000 010 195, AFSL 232510.

HBF Health Limited – 570 Wellington Street Perth WA 6000

HBF has been authorised to provide information about this product and general advice that appears on its published website, advertising and marketing material on behalf of Zurich.

The role of HBF is limited to promotion only and HBF cannot legally bind Zurich. When you apply for an HBF Ezicover product, you are applying to Zurich, who can accept or decline your application.

Contact us



1800 030 025
(to apply)
1800 024 560
(Customer Care)



ezicover.response@zurich.com.au



PO Box 1399
North Sydney NSW 2059



hbf.com.au

Important notice

The primary purpose of the HBF Ezicover Funeral Advantage 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 you will not get any money back.

What are the benefits?

Funeral benefit

The policy pays a lump sum benefit if you die. Cover is only provided for Accidental death in the first 12 months from the commencement of cover or the latest reinstatement of cover. After that, cover is provided for death by any cause.

Accidental death means death as a result of sustaining bodily injury caused by accidental, violent, external and visible means where death occurs within three calendar months of the injury being sustained.

If you die within 12 months of the commencement date of the policy and your death is not as a result of an Accidental death or suicide, we will refund all premiums paid for this policy.

Are there any exclusions?

We will not pay a benefit where your death is as a result of suicide within 12 months of the start of your policy, any increase in cover (but only in respect of the increase) or the latest reinstatement of the policy.

The maximum combined amount we will pay for this benefit together with other funeral benefits under all policies issued by Zurich for the same life insured is \$15,000.

Are there any significant risks?

There are certain risks associated with holding an HBF Ezicover Funeral Advantage policy:

- if premiums are not paid within 30 days of the due date, the policy will lapse meaning your cover ends and you cannot make a claim
- the level of cover you select is important as it may not be appropriate or sufficient to provide adequate cover for your circumstances
- 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' on page 3.

What is the cost of cover?

Premiums and charges

The premium or cost of your cover will depend upon:

- your amount of cover - generally the higher the sum insured, the higher the premium
- your age when cover begins - premiums do NOT increase based on your age as you get older
- your gender
- your smoking status - premiums are higher for smokers; non-smokers are those who have not smoked tobacco, cigarettes, e-cigarettes, nicotine replacement, or any other substance for the last 12 months
- any stamp duty charged by State governments or taxes levied by State or Federal governments.

Premium rates are not guaranteed

Premium rates are not guaranteed and can change from time to time. Any change, however, will affect all policies, not just an individual policy. We will notify you of any changes to premium rates at least

30 days prior to the change taking effect. The premium payable from the start of your policy is shown on your Policy schedule, and will not change before the first policy anniversary, unless you make an alteration to your policy.

Should changes in the law result in changes to or additional taxes or imposts in relation to your policy, these amounts may be added to your policy.

Choice of payment options

Premiums must be paid by the due date to keep your cover in force. Premium payment can be made by monthly direct debit (from a bank account or credit card). If you wish to pay annually, as well as direct debit we also accept BPay. Direct debits may incur an additional fee charged by your financial institution. Any overpayment of premium will be retained by Zurich unless it exceeds \$5.

First month's premium is waived

With HBF Ezicover Funeral Advantage, your first month's premium is waived, meaning no premiums are payable for the period of one month from the commencement date of your policy. For annual payments, this waived cost for the first month will be calculated pro-rata and deducted from the first annual premium payment.

You never pay more than the sum insured

Once the sum of the premiums paid matches the sum insured, no further premiums are payable. Cover continues until death or termination of the policy.

Applying for HBF Ezicover Funeral Advantage

This policy is only available to Australian citizens or those holding Permanent Resident status of Australia, who are residing in Australia on a permanent basis, aged between 35 and 70 and receiving this PDS (including electronically) within Australia.

You can apply for cover online at www.hbf.com.au or by contacting Zurich on 1800 030 025. The minimum amount of cover you can apply for is \$5,000 and the maximum is \$15,000 (any multiple of \$1,000 may be selected, up to the maximum). Premiums can only be paid in Australian dollars.

If at the time of applying you already have a funeral cover policy which you intend to replace, we will reduce the Accidental death and suicide exclusion period on your HBF Ezicover Funeral Advantage policy by the number of consecutive months your existing cover has been in place.

For example, if you have had cover with another insurer for six months when you take out a new HBF Ezicover Funeral Advantage policy, the Accidental death and suicide exclusion period on your new policy will be reduced from 12 months to 6 months. This only applies to cover of equal or lesser value, so any increase in the sum insured on your new policy will be subject to the standard 12 month exclusion period.

You should keep any evidence of replaced cover with your Zurich documents, so that it can be taken into account if a claim is made on your policy.

When does cover begin and end?

When does cover begin?

Your cover begins when we accept your application and issue you a Policy schedule and Policy document. This sets out the terms and conditions of your cover. Your Policy schedule 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 provide you with a notice stating your premium.

When does cover end?

Your cover ends on the first of any of the following events to occur:

- payment of the Funeral benefit
- the non-payment of any premium within 30 days of its due date
- on receipt of your written notification to terminate the policy
- your death where the Funeral benefit is not payable.

Additional information about HBF Ezicover

Commission

HBF receives commission from Zurich for the promotion of this product. Please refer to the Financial Services Guide for more information. These commissions are paid by Zurich and are not a separate charge to you.

Up-to-date information

The information in this PDS is up to date at the date of issue. 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 the change is material or we otherwise 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.

24 hour world wide cover

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

How to make a claim

Please call us on 1800 024 560 and our claims requirements will be forwarded to the claimant to complete, sign and return to us. We understand making a claim can be a difficult time. Every claim is handled promptly and with sensitivity, ensuring all genuine claims are paid as quickly as possible.

Benefit payments

Benefits under this policy are payable to your estate, or another person acceptable to us. If you would prefer that benefits were paid to one or more beneficiaries nominated by you, you can contact us to set up a nomination.

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.

Guaranteed renewable

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

Cooling off period

If after receiving your policy document you wish to cancel for any reason, you have a 30 day cooling off period during which time any premiums or charges paid will be fully refunded. To cancel please advise Zurich in writing or contact Zurich on 1800 024 560.

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 30 day period has elapsed. You also cannot make a claim after cancelling your cover.

Residency and compliance with laws

The Zurich world wide group of companies have obligations under various Australian and foreign laws. Despite anything to the contrary in this or any other document related to the policy, your policy terms will operate subject to all laws with which a Zurich world wide company considers it must comply. The policy is designed for Australian residents, and its operation and your rights may be restricted if you cease to be an Australian resident.

If you have a complaint about your policy

Please contact Zurich Customer Care on 1800 024 560. 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 Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001.

The telephone number is 1800 931 678 , or email info@afca.org.au.

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

Your duty of disclosure

Before you enter into a life insurance contract, you have a duty to tell us anything that you know, or could reasonably be expected to know, that may affect our decision to insure you and 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 contract.

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive your duty to tell us about.

If the insurance is for the life of another person and that person does not tell us everything he or she should have, this may be treated as a failure by you to tell us something that you must tell us.

If you do not tell us something

If you do not tell us anything you are required to, and we would not have insured you if you had told us, we may avoid the contract within 3 years of entering into it.

If we choose not to avoid the contract, we may reduce the amount you have been insured for. This would be worked out using a formula that takes into account the premium that would have been payable if you had told us everything you should have. For a contract that provides cover on death, we may only exercise this right within 3 years of entering into the contract.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

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 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. This information will be forwarded with your Policy documents, and can also be found at www.zurich.com.au.

Your privacy

Zurich collects your personal information (including sensitive information) to assess your application, administer your policy and enhance customer service or products ('purposes'). If you do not provide all information requested, we may not be able to issue or administer your policy. We may disclose your information, where relevant for the purposes, to affiliates of the Zurich Insurance Group Ltd, other insurers and reinsurers, our service providers, our business alliance partners or as required by law within Australia or overseas. These laws include the Australian Securities and Investment Commissions Act 2001, Corporations Act 2001, Insurance Contracts Act 1984, Life Insurance Act 1995, Anti Money Laundering and Counter Terrorism Financing Act 2006 and Income Tax Assessment Act 1997, as those acts are amended and any associated regulations. From time to time other acts may require, or authorise us to collect your personal information.

We may collect information about you from third parties to assess a claim. We may use personal information (but not sensitive 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. For further information on the service providers and business partners that we may disclose your information to, a list of countries in which recipients of your information are likely to be located, details of how you can access or correct the information we hold about you or make a complaint, please refer to the Zurich Privacy Policy, available at www.zurich.com.au or contact us on 1800 024 560.

Financial Services Guide

This Financial Services Guide is an important document designed to help you make an informed decision about whether to use the services provided by HBF in relation to HBF Ezicover Funeral Advantage (the Product).

Purpose of this Financial Services Guide

This Financial Services Guide (FSG) is provided by HBF Health Limited ABN 11 126 884 786 (HBF), trading as HBF Life, which is a Corporate Authorised Representative (Representative number 000406073) of Zurich Australia Limited (Zurich) ABN 92 000 010 195, AFSL 232510.

It contains information to help you decide whether to use any of the services offered by HBF and will inform you about the:

- remuneration for any financial services provided; and
- action you can take if you are not satisfied with the service provided by HBF.

For the purpose of this FSG references to we, us and our, mean HBF.

Zurich has prepared the FSG and has authorised its distribution.

The FSG's content has been approved by HBF.

Our services

HBF is authorised by Zurich to provide marketing, promotion and referral services and provide general financial product advice in relation to the Product. Before you decide to act in relation to the Product, you should consider your own personal circumstances and whether the Product is appropriate for you. When we provide general financial product advice we do not consider whether the product is right for your particular circumstances.

HBF is also a Corporate Authorised Representative of CGU Insurance Limited, Australian Financial Services Licence Number 238291. HBF does not represent Zurich when we provide general insurance advice and services. HBF will provide you with a separate FSG that outlines details of any general insurance services we can offer.

Remuneration

HBF receives commissions for the promotion of this product. These commissions are paid by Zurich and are not a separate charge to you. If you buy an HBF Ezicover policy, HBF will receive commission from Zurich of 20% (plus GST) of premiums paid. In addition HBF receives an annual fee, not exceeding \$50,000, for administrative support, marketing and training services provided, as required under the Corporate Authorised Representative arrangement with Zurich, in relation to the HBF Ezicover suite of products (which includes the Product) that it is authorised to promote. This fee is reviewed periodically.

When you buy a HBF Ezicover policy, the premium is paid to the insurer. HBF employees who may provide you with information about these policies over the telephone are paid an annual salary, including bonuses based on performance criteria.

Professional indemnity insurance

Zurich retains professional indemnity (PI) insurance to cover the activities related to the services outlined in this FSG. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations. This insurance is maintained in accordance with the law, is subject to its terms and conditions

and provides indemnity up to the sum insured for the activities of HBF. As required under the Corporate Authorised Representative agreement, HBF independently has taken out public liability insurance, professional indemnity insurance (both AUD \$10M) and Workers Compensation Insurance.

Privacy

At HBF Health Limited trading as HBF Life (HBF) we comply with the Privacy Act 1988 (Cth) (Privacy Act). We respect the privacy of your personal information. We process personal details on a daily basis and are committed to ensuring that the privacy and security of personal information remains protected. Personal information is information or an opinion about an individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, or is recorded in a material form or not. It includes your name, age, gender and contact details as well as your sensitive information (which includes health and financial information).

HBF collects personal information from you to provide the financial services outlined in this document. HBF may engage third party service providers to collect this information on their behalf. If you do not supply the requested information HBF may be unable to provide the requested financial service. In providing these financial services HBF may disclose your personal information to third parties including insurers, our advisers and other insurance service providers. HBF are unlikely to send your personal information to any foreign jurisdiction.

From time to time, HBF may send you marketing materials about other products or services which we think could be of interest to you. If you wish to withdraw your consent for HBF to send you marketing materials please call 133 423 or email us on memberservices@hbf.com.au

You can read more about how HBF collects, uses and discloses your personal information in our Privacy Policy. You can also obtain a copy of HBF's privacy policy online at hbf.com.au or a HBF store.

Access to your information and contacting us

HBF will allow you to access and correct personal information we hold about you as required by law. If you have any queries about how HBF handles your personal information, or would like to request access to that information, please contact us:

- By mail – HBF Privacy Officer, GPO Box C101, Perth WA 6839; or
- By telephone – 1300 883 530.

If you have any concerns or complaints about the manner in which your personal information has been collected or handled by HBF, please contact the Privacy Officer using the details above.

The Privacy Policy contains further information about how HBF generally handles your personal information including:

- how you can access and correct personal information we hold about you; and
- how you can submit a privacy complaint to HBF and how HBF will deal with your complaint.

Please note, the HBF Life collections statement details how HBF collects uses and discloses your personal information for other purposes related to its health insurance, health and wellness services and other products provided to you. You must read that statement in conjunction with this privacy paragraph to be fully aware of how HBF handles your personal information.

What to do if you have a complaint

If you have any complaints about the services provided to you, you should contact HBF on 08 9265 6111 and advise us of the nature of your complaint. You can also put your complaint in writing and send it to:

Dispute Resolution Manager GPO Box C101 PERTH WA 6809

We will endeavour to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute

Resolution Schemes listed in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Australian Financial Complaints Authority (AFCA) on 1800 931 678 Email info@afca.org.au Web: www.afca.org.au
Personal information held	the Office of the Australian Information Commissioner on 1300 363 992
The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint	

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