

# Transfer of Insurance Application form

## What's this form for?

Complete this form if you wish to transfer insurance cover from another super fund (excluding self-managed superannuation funds) or insurance policy into your Virgin Money Super account. Refer to the Insurance Guide for information on premiums, terms and conditions.

## If you need help

For assistance please call our Customer Care Team on **1300 652 770** Monday to Friday 8am to 6pm (AEST/AEDT).



This form can be completed digitally or by hand with a black or blue pen in uppercase with one character per box.

## About the insurer

Virgin Money Super's insurer is TAL Life Limited ABN 70 050 109 450, AFSL 237848 (the Insurer).

To understand what insurance cover is all about, be sure to read the current Virgin Money Super Product Disclosure Statement (PDS), Product Guide and Insurance Guide which is available at [virginmoney.com.au/super](http://virginmoney.com.au/super) or by contacting our Customer Care Team.

## Important Information

You can transfer existing Death and Total and Permanent Disablement cover (TPD), or Death only cover on the following basis:

### How much can you transfer:

Up to \$1 million of each type of Death and TPD cover can be transferred, subject to the maximum limits of cover allowable to be held in your Virgin Money Super account.

The Transferred Cover cannot exceed the level of cover provided under the Previous Policy.

### Eligibility criteria to transfer cover

To transfer cover, you must meet the following eligibility criteria:

- You are under age 60,
- The cover you are transferring remains in force at the date you make this application and has not been cancelled.

### How the Insurer will assess your application

The Insurer will assess and accept the transfer of cover application provided:

- You cancel the cover under the Previous Policy upon commencement of the Transferred Cover and you do not exercise any continuation option or reinstate cover under the Previous Policy,
- The Insurer is satisfied with all of the conditions, restrictions or exclusions which applied to your cover under the Previous Policy,
- You have not been diagnosed with, or do not suffer from, any Illness or Injury that may cause permanent inability to work or reduces, or is likely to reduce, your life expectancy to less than 24 months from the date of application,
- You have not had an application for Death or TPD cover declined or been offered cover on alternative terms (except where the Insurer is satisfied with the alternative terms),

- You have not previously been declined additional cover under the Previous Policy, and
- You are not eligible to be paid for a claim, have never claimed, are not entitled to claim, and are not applying for a claim, for any Injury or Illness through the fund, workers' compensation, other government benefits (e.g. sickness benefit or invalid pension) or any insurance policy providing TPD cover, or accident or sickness type cover.

### What happens if your application is approved

- Your approved transferred cover will start from the date the insurer accepts the application. Your transferred cover will be treated as Tailored Insurance cover, and will replace any Automatic Insurance cover you held in your Virgin Money Super account.
- The cost of your cover will be deducted monthly from your super account in accordance with Tailored Insurance premium rates and subject to the the occupation you provide,
- The Transferred Cover will be subject to terms and conditions in the Policy which are described in the Insurance Guide,
- Any restrictions, conditions, exclusions or premium loadings that applied to your cover under the Previous Policy will continue to apply until such time as they expire according to their terms, or unless the Insurer notifies you that they will not apply, and
- The Insurer may impose any restrictions, conditions, exclusions or premium loadings to the Transferred Cover at their discretion.

### How to apply to transfer cover

Please complete all sections of this form and attach an up-to-date member statement (dated within 6 months from the date of this form) from your former fund or your individual insurer confirming the type and level of cover you are applying to transfer.

**You should not cancel your existing cover until you have received confirmation that your transfer request has been accepted.**

## Duty to take reasonable care not to make a misrepresentation

### Underwriting

When you apply for cover, the Insurer may conduct a process called underwriting. It's how the Insurer decides whether they can cover you, and if so, on what terms and at what cost.

The Insurer will ask questions they need to know the answers to. These may be about your personal circumstances, such as your health and medical history, occupation, income, lifestyle, pastimes, and current and past insurance. The information you give to the Insurer in response to their questions is vital to their decision.

### The duty to take reasonable care

When applying for insurance, there is a legal duty to take reasonable care not to make a misrepresentation to the Insurer before the contract of insurance is entered into.

A misrepresentation may be made if you give a false answer, an answer that is only partially true, or an answer which does not fairly reflect the truth.

This duty applies to applications for new insurance and also applies when adding to or increasing existing insurance, and reinstating insurance.

### If you do not meet your duty

If you do not meet your legal duty, this can have serious impacts on your insurance. There are different remedies that may be available to the Insurer. These are set out in the Insurance Contracts Act 1984 (Cth). These are intended to put the Insurer in the position it would have been in if the duty had been met.

Your cover could be avoided (treated as if it never existed), or its terms may be varied. This may also result in a claim being declined or an insurance benefit being reduced.

Please note that there may be circumstances where the Insurer later investigates whether the information given during your application was true. For example, the Insurer may do this when a claim is made.

Before any of these remedies are applied, you will be provided with the reasons and the evidence that the Insurer has relied on, and what you can do if you disagree.

### Guidance for answering underwriting questions

You are responsible for the information provided in your application. When answering their questions, please:

- Think carefully about each question before you answer. If you are unsure of the meaning of any question, please ask us or the Insurer before you respond.
- Answer every question.
- Answer truthfully, accurately and completely. If you are unsure about whether you should include information, please ask us or include it.
- Review your application carefully before it is submitted. If someone else helped prepare your application (for example, your financial adviser), please check every answer (and if necessary, make any corrections) before the application is submitted.

### Changes before your cover starts

Before your cover starts, the Insurer may ask if there have been any changes to your circumstances that would change your answers to one or more of the application questions. As any changes might require further assessment or investigation, it could save time if you let us know about any changes when they happen.

### If you need help

It's important that you understand this information and the questions asked in the application. Ask us, or a person you trust, such as your adviser for help if you have difficulty understanding the process of buying insurance or answering the questions.

If you're having difficulty due to a disability, understanding English or for any other reason, we're here to help. If you want, you can have a support person you trust with you.

### Notifying the Insurer

If, after the cover starts, you think you may not have met your duty, please contact us immediately and they'll let you know whether it has any impact on the cover.

## Step 1: Complete your personal details

Virgin Money Super customer number

Title: Mr  Mrs  Ms  Miss  Other

Date of birth  /  /

Given names

Surname

Residential address

Suburb

State

Postcode

Postal address (if different from above)

Suburb

State

Postcode

Telephone

 - 

Mobile

Email

Are you an Australian Resident (or hold an Australian Visa entitling you to residency or employment)?  Yes  No

## Step 2: About the insurance you are transferring

You should check the details of your other insurance cover with your super fund or insurer to ensure you fully understand the effects of transferring your benefits.

**Please select the appropriate option below:**

- I am transferring my insurance cover from a super fund  
 I am transferring my insurance cover from a personal insurance policy

Other super fund member number or policy number

Fund or insurance company's name

Fund or insurance company's postal address

Suburb

State

Postcode

Fund or insurance company's telephone number

**Write the amount/s you want to transfer below.**

I can confirm that this is the cover amount (in dollars) and type of cover that I have, and want to transfer:

Death cover: \$ , ,

Date cover started  /  /

TPD cover\*: \$ , ,

Date cover started  /  /

\*You cannot hold TPD cover without Death cover, and TPD cover cannot exceed the amount of your Death cover.

## Step 3: Your occupation category

A occupation rating classifies the usual activities of your job into one of three categories: White Collar, Light Blue Collar, or Heavy Blue Collar. For more information on occupation categories, see the Virgin Money Super Insurance Guide available at [virginmoney.com.au/super](http://virginmoney.com.au/super) or call our Customer Care team on **1300 652 770**.

Please complete this section so that we can match your occupation to the correct occupation category. Your occupation category determines an occupation adjustment factor which is a factor used to calculate cost of your cover.

Are you in paid employment?

YES  NO

Are you working at least 15 hours per week (gainful employment)

YES  NO

Your main occupation (job title)

Industry of your main occupation

Brief description of your occupational duties including % of time in each (e.g office work, sales, manual duties)

## Step 4: Transfer eligibility questions

1. Do you have any medical assessments, procedures or surgeries planned, or are you waiting for any test results?

YES  NO

2. Do you have an illness or injury which your doctor has advised may lead to having a limited time to live?

YES  NO

3. Have you been diagnosed with any mental or physical health conditions which may result in you having to stop work for 10 or more consecutive days within the next 12 months?

YES  NO

4. In the last 12 months, have you, due to illness or injury (including mental or physical health conditions), been prevented from performing your usual occupational duties partially or completely, for 10 or more consecutive days?

YES  NO

5. Are you claiming, or are you in the process of lodging a claim for a benefit in connection with a an illness or injury (including mental or physical health conditions) from any source, such as superannuation, workers' compensation, disability pension, Veterans' Affairs, Motor Vehicle Accident scheme or any other insurance providing accident or illness benefits?

YES  NO

If you answered **YES** to any of questions 1 to 5 you are not eligible to transfer cover.

6. Have you ever claimed a benefit for an illness or injury (including mental or physical health conditions) from any source, such as superannuation, workers' compensation, disability pension, Veterans' Affairs, Motor Vehicle Accident scheme or any other insurance providing accident or illness benefits?

YES  NO

If you answered **YES** to question 6, please proceed to question 7. If you answered **NO** you are not required to answer question 7. Proceed to Step 5.

7. Does your response to the question above solely relate to a past claim, which occurred more than 5 years ago and you have fully recovered without any residual symptoms since?

YES  NO

If you answered **YES** to question. 7, please proceed to Step 5. If you answered **NO** to question 7 you are not eligible to transfer cover.

## Step 5: Attach supporting document(s)

I have attached an up-to-date member statement (dated within 6 months from the date of this form) from my former fund or my individual insurer confirming the type and level of cover I am applying to transfer, including any loadings, restrictions or exclusions that applied to my previous cover.

## Step 6: Authorisation

I authorise the Insurer's underwriting service representative to contact me by phone and/or email if further information is required. I can be contacted during the following times:

Monday  Tuesday  Wednesday  Thursday  Friday  Any business day

Between and

Please tick your preferred contact method:  home  phone  work phone  mobile phone

## Your privacy

Mercer collects your personal information and will use it to manage your superannuation benefits and give you information about your super.

Your personal information will be disclosed to Virgin Money. Both Virgin Money and Mercer may supply you with information about other products and services offered by them and our related companies, to conduct customer satisfaction research or improve products and develop new products. Call the Customer Care Team on **1300 652 770** if you do not want to receive marketing material from Virgin Money and Mercer.

If you don't provide your personal information or otherwise authorise us to collect this information from third parties, we may not be able to provide you with one or more of our products or services.

We may sometimes collect information about you from third parties such as your employer, a previous super fund, your financial adviser, our related entities and publicly available sources.

We may disclose your information to various organisations to manage your super, including your employer; the fund's administrator; our professional advisors; insurers; our related companies which provide services or products relevant to your super; any relevant government authority that requires your personal information to be disclosed; and our other service providers that help manage your super.

To manage your super, your personal information will be disclosed to Mercer's service providers in another country, most likely at the administrator's processing centre in India. It may also be disclosed to some of Virgin Money's partners, service providers and other third parties in New Zealand, Philippines, India, Singapore, the United States of America, United Kingdom, Spain and Israel. Our Privacy Policies list all other relevant offshore locations.

Our Privacy Policies include more details about how we deal with your personal information and who you can talk to if you wish to access and/or correct information we hold about you. These policies also include details about how you may lodge a complaint about the way we have dealt with your information and how that complaint will be handled.

You can read Virgin Money's Privacy Policy online at [virginmoney.com.au/super](https://virginmoney.com.au/super) and Mercer's Privacy Policy at [mercersuper.com.au](https://mercersuper.com.au) or you can obtain a copy by calling the Customer Care Team. If you have a question or you have a complaint about a breach of your privacy, please contact our Customer Care Team or write to Mercer's Privacy Officer, Mercer Superannuation (Australia) Limited, GPO Box 4303, Melbourne VIC 3001 or Virgin Money's Privacy Officer, Level 8, 126 Phillip Street, Sydney NSW 2000, or email [privacy@virginmoney.com.au](mailto:privacy@virginmoney.com.au).

## Step 7: Your declaration

I declare that:

- I have received, read and understood the Virgin Money Super Insurance Guide.
- The answers that I have provided to all the questions and declarations are true and correct.
- I have read the 'Duty to take reasonable care not to make a misrepresentation' section included in this form and understand my duty.
- I have read the 'Your privacy' section and consent to the collection, use, storage and disclosure of my personal information (including health information).
- I understand that Transferred Cover will not commence until the Insurer has advised me in writing of its acceptance.
- I understand that if the Insurer accepts my application, I will cancel my previous cover as at the transfer date under my other super fund or insurer.
- I understand that Transferred Cover will replace any Automatic Insurance cover I may already hold within my Virgin Money Super account.
- I understand that Transferred Cover will be treated as Tailored Cover and insurance premiums will be calculated using Tailored Cover premium rates. Insurance fees will be deducted from my Virgin Money Super account balance. Transferred Cover will be in addition to any Tailored Cover I already hold in my Virgin Money Super account.
- I understand that if my Previous Cover was subject to any loadings, restrictions and exclusions, these will be assessed by the Insurer, and if accepted for Transferred Cover, the same loadings and exclusion(s) will continue to apply.
- I agree to any remaining insurance continuing, even if my account is, or becomes, inactive. Inactive means no contributions or rollovers have been received into my Virgin Money Super account for a continuous period of 16 months (or longer).
- I understand that I can cancel my insurance cover at any time in the future.

Signature

Date

 /  / 

## 3 easy ways to return your form

To make submitting your completed form as simple as possible, we've provided three easy options for you to choose from. Please read through the choices below and select the one that's most convenient for you.



### Log in online

The fastest and more secure way to send back your forms is through the contact us page within your online account. Simply save and attach the PDF of your completed form and you're done.

Login at [virginmoney.com.au/super](https://virginmoney.com.au/super)



### Email Us\*

Another way to send back your form is via email. It's quicker if you use your email address you use to log in and send to

[MST@Mercer.com](mailto:MST@Mercer.com)

Please see below note for submitting forms via email.



### Post it back

Otherwise, you can always send it back to us using the below postal address

**Virgin Money Super**  
**GPO Box 4650**  
**Melbourne, VIC 3001**

#### \*Email note:

This is a 'no-reply' mailbox and should only be used to submit a form.

- Only one form per email can be accepted to ensure each form and its supporting documentation is processed correctly.
- A total of 6 attachments per form/email with a maximum size limit of 14MB.
- The file formats accepted are PDF, JPEG, PNG and JPG.
- If you have an inquiry, please submit this via the contact us page or call our Customer Care team on **1300 652 770**.