

Virgin Super

Insurance Guide

**Straightforward
insurance.
Super peace
of mind.**

**This Insurance Guide forms Part 2 of
your Virgin Super Product Disclosure
Statement (PDS).**

**Refer to Part 1 for further information about
Virgin Super.**

Product Disclosure Statement

Date Issued: 30 June 2007

Issued by the Trustee,
Trust Company Superannuation Services Limited
ABN 49 006 421 638 AFSL 235153 RSE L0000635
as trustee for Virgin Super RSE 1001440



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What's this document about

This Product Disclosure Statement ('PDS') will help you to:

- (a) decide whether this product will meet your needs; and
- (b) compare this product with other products you may be considering.

The PDS consists of two parts:

- Part 1 – Employee Guide (if you are nominated for membership by your employer) OR Personal Guide (if you are applying for membership yourself)
- Part 2 – Insurance Guide (this book)

This Insurance Guide deals with your insurance options.

If you are nominated for membership by your employer, your employer may have established Automatic Insurance Cover for you (the type and amount of cover will depend on what your employer has decided). Information about any special insurance arrangements established by your employer will be provided to you in a Schedule provided in conjunction with this Insurance Guide (where applicable). The Schedule also forms part of the PDS.

Whether you are nominated for membership by your employer or are applying for personal membership, you may also apply for insurance cover from a range of insurance options available for you. You can select from Death, Total and Permanent Disablement or Temporary Disability Cover provided you meet relevant eligibility criteria. Any voluntary insurance cover is subject to application to and acceptance by ING Life Limited ABN 33 009 657 176 (the Insurer) and in accordance with the terms and conditions of the insurance policy.

If you would like to apply for insurance cover, please complete the Insurance Application form which can be found on our website – virginmoney.com.au, or by contacting our Customer Care Team on 1300 652 770 .

The payment of insurance benefits is subject to the insurance policy, trust deed and super law.

What type of info does this document cover?



Buster on page 31 for explanations of the terms used in this PDS.

This PDS is of a general nature only. You should simply use this PDS to consider Virgin Super's suitability in view of your investment objectives, financial situation or needs – an independent adviser may also help you do this.

The info in this PDS may sometimes change. Check out the Updated Info in Part 1 of this PDS.

All parties named in this PDS consented to being named in the way in which they have been named before the PDS was printed.

For more info about Virgin Super, check out our website – virginmoney.com.au or contact our Customer Care Team on 1300 652 770

The serious stuff

Insurance cover is subject to acceptance and to the terms and conditions of the insurance policies issued by (the Insurer) to the Trustee. The Trustee may change insurers and/or terms (including premium rates) of the insurance cover at any time. The Insurer will always rely on the terms and conditions of the policy issued to the Trustee in determining whether a benefit is payable under the policy.

What types of insurance cover are available

Virgin Super offers a range of insurance options at competitive premiums. The following insurance options are available:

- 1. Death cover** – provides a lump sum payment upon death or if you are diagnosed with a Terminal illness that causes your death within 6 months. For a complete definition of Terminal illness relating to Death Cover, please go to page 12.
- 2. Total and Permanent Disablement (TPD) cover** – provides a lump sum payment if you are unable to work again due to illness or injury. For a complete definition of Total and Permanent Disablement, please go to page 13.
- 3. Income Protection (IP) cover** – pays up to 75% of your salary, in monthly benefits, if you are unable to work after a 90 day waiting period. For a complete definition of Total disability and Partial disability, please go to page 14.

Through Virgin Super, employers can provide their employees with Automatic Insurance Cover at competitive group rates, in many cases, without the need for them to provide health evidence. Employers can choose 1 option or a combination of options, (except for TPD cover which is not available on a stand alone basis and must be combined with Death cover). Information about any special insurance arrangements established by your employer will be provided to you in a Schedule in conjunction with this Insurance Guide and will form an additional part of this PDS (where applicable).

Through Virgin Super you can also apply for insurance cover which suits your personal needs. Getting insurance cover for death and disablement through your super can work out cheaper than doing it independently.

For employees who have been nominated for membership by their employer, this cover is additional to any insurance cover automatically provided to you by your employer. Any application for insurance is subject to meeting medical evidence or other requirements of the Insurer.

All insurance cover, whether provided by your employer or upon individual application to the Insurer involves a cost. The cost of cover is deducted from your account balance

Who is eligible for insurance cover

Eligible members who are accepted for cover by the Insurer will be covered 24 hours a day, 365 days a year, worldwide. The table below outlines the general eligibility requirements for employees.

	Type of insurance cover	Eligibility requirements	Maximum level of insurance cover
A	Death Only	Members between the ages of 16 and 65 (next birthday).	\$5,000,000
B	TPD	Members between the ages of 16 and 65 (next birthday) and working full-time or part-time for at least 15 hours a week.	\$2,000,000
C	Income Protection	Members between the ages of 16 and 65 (next birthday) and working full time or part time for at least 15 hours a week.	\$20,000 per month, 75% of salary or which ever is the lesser.

Next birthday is determined as at 1 July each year

Info for employers and their employees

This section describes the insurance arrangements applicable to employees who are nominated for membership of Virgin Super by their employer. For these members, the employer may establish tailored insurance arrangements including Automatic Insurance Cover and/or the insurance options available to their employees. We refer to these tailored arrangements as “Employer Plans” below. If tailored arrangements have been established for you, you will receive a Schedule with this Insurance Guide containing information about those arrangements. The Schedule will also form part of this PDS (where applicable). If you do not receive a Schedule, any insurance cover will only be available upon application by you and will be subject to the Insurer’s acceptance.

What are the options for tailoring the benefit?

For Death and TPD cover an employer can specify a benefit designed to suit the different groups of employees. The options available include:

Option 1. Standard Cover

Standard Cover is an age-based method of calculating the level of cover provided using a fixed premium (based on the employee’s age next birthday). As your *employees* get older, the value of each unit of cover decreases but the premium remains fixed.

The premiums used to determine “Standard Cover” can be found on page 19.

Option 2. Tailored Cover

Tailored Cover allows an employer to design insurance cover, including how the amount of cover is calculated. The employer may select either:

- a fixed amount of cover; or
- cover can be determined using a formula such as X times salary, or Y times salary less accumulation in a member’s account.

The “Tailored Cover” premium is determined using an age-based rate table from which the Insurer will apply a Plan Rating Factor. The base premiums used to determine “Tailored Cover” for Employer Plans can be found on page 22. A separate quotation will be prepared by the Insurer for employers with 20 or more employees (Employer Plans).

For information about whether Standard Cover or Tailored Cover is available to you, see the Schedule provided with this Insurance Guide for more information (where applicable).

Within the Standard and Tailored options, employers can distinguish different categories of employees and choose a different type of cover to apply to each category subject to the Insurer’s agreement. For example, an employer may choose “Tailored Cover” of X times salary for management staff, and “Standard Cover” for support staff.

Income protection

For Income Protection cover, the Standard and Tailored options do not apply. Instead, an employer can elect Income Protection for their employees. A maximum benefit of \$20,000 per month (or 75% of salary, whichever is less, applies). A waiting period of 90 days applies to Virgin Super Income Protection cover.

The premiums applicable to Income Protection cover can be found on page 25.

For information about whether Income Protection is available to you as a member of Virgin Super, see the Schedule provided with this Insurance Guide (where applicable).

There are three ways that employees who are nominated for membership by their employer can be accepted for cover:

1. **Automatic Acceptance Limits (AAL);**
2. **Transfer Terms; or**
3. **Individual Member Insurance Application**

1 Automatic Acceptance Level (AAL)

An AAL is the maximum amount of cover that eligible employees can obtain without having to provide evidence of health. It is up to the Insurer to determine whether an AAL will be offered. This is done after making an individual assessment of each Employer Plan.

Whether an AAL is offered (and the level of cover offered) depends on a number of factors, including (but not limited to):

- the size of the Employer Plan;
- The type of cover selected by the employer;
- satisfying the applicable eligibility criteria;
- the occupational classification of employees; and
- employees being actively at work on the date on which they first satisfy those eligibility requirements.

To join an Employer Plan under the AAL, employees must not:

- have insurance cover which provides similar benefits elsewhere (including cover in the Virgin Super Personal Division)
- be entitled to payment of an insurance benefit for sickness or injury or be in a waiting period for such a benefit;
- have previously been accepted for cover under the AAL of the Employer Plan. If an employee or an eligible employee does not qualify for the AAL, or if an amount of cover is required that exceeds the AAL, an individual member application is required. See Info for Individual Applications on page 10.

Note: Only Category One participating employers are eligible for Automatic Acceptance.

Once a Category One participating employer ceases to be a Category One participating employer, any new employees of that employer will not be eligible for automatic acceptance.

All employees who became members when their employer was a Category One employer, will continue to be covered under the original AAL terms. Check out Jargon Busters on page 31 of this guide for an explanation of Category One and Category Two participating employers.

What are the Automatic Acceptance Limits?

AALs depend on a number of factors (as mentioned above), but this table will give you a rough idea:

Number of Employees	Death & TPD Cover AAL	Income Protection Cover AAL (Per Month)
10 – 19	\$200,000	\$4,000
20 – 49	\$300,000	\$5,000
50 – 99	\$400,000	\$7,000
100+	\$500,000	\$8,000

For information about the AAL applicable to you (if any), see the Schedule provided with this Insurance Guide (where applicable).

2 Transfer Terms

Transfer terms may be available if the employer had similar insurance with another insurer before choosing to transfer to Virgin Super. Transfer terms (if applicable) will only apply to employees who were members of the previous employer-sponsored plan at the date the plan was transferred to Virgin Super. If transfer terms apply, all eligible employees who are at work on the last normal business day (prior to joining the Virgin Super insurance plan) will be covered for the insured benefit from the plan's commencement date. Cover will be subject to the same premium loadings, restrictions, exclusions and limitations that applied under the previous policy and will be provided in accordance with the terms and conditions set by Virgin's insurer. If employees have been provided cover under the AAL or transfer terms, their insurance cover details will be confirmed.

If employees are not eligible for the AAL or cover is not accepted under transfer terms, (for example, if they are employed in an excluded occupation or were not at work) then they will be required to provide evidence of health prior to any insurance being accepted. An individual member application will be required as explained below.

3 Individual member insurance application

An employee will need to submit an application for insurance if one or more of the following apply:

- automatic acceptance terms do not apply to the Employer Plan or the employee fails to meet the eligibility requirements for automatic acceptance;
- cover is required in excess of the AAL;
- cover stops under the policy and employees wish to take up cover again;
- the employee requires cover other than on the basis specified by their employer.

What type of application form do employees need to complete?

Type of Insurance Cover	Benefit Amount (i.e. How much insurance you apply for)	Application Type
Death only cover or Death & TPD cover	Up to \$350,000	Five easy questions in the Virgin Super for Business Application Form
Death only or Death & TPD cover	\$350,000 up to \$5,000,000* (*The maximum TPD cover is \$2 million)	A Virgin Super Personal Health Statement
Income Protection cover	Up to \$20,000 per month	A Virgin Super Personal Health Statement

Note: TPD cover can only be taken in conjunction with Death cover. The TPD cover amount cannot exceed the Death cover amount.

The type of application depends on the type and amount of cover employees require.

In some circumstances, the insurer will also require employees to provide additional medical or financial information, or to undergo medical testing. Where this is the case, we will advise of the additional requirements.

Please complete the Insurance Application Form for Death only or Death and Total Permanent Disability for a value up to and including \$350,000. It's where we keep all the little details.

Please complete the Virgin Super Personal Health Statement if

- you would like Death only cover greater than \$350,000;
- you would like Death & Total Permanent Disablement (TPD) cover of more than \$350,000;
- you would like Income Protection cover; or
- you're an existing Virgin Super member and you would like to add to your existing cover.

The forms are available from our website – virginmoney.com.au, or by contacting our Customer Care Team on 1300 652 770

In assessing your application for insurance, the Insurer will consider a number of things including your health condition, financial situation and occupation. These factors will help the Insurer determine whether or not it will provide cover for insured benefits and, if so, what insurance premium (i.e. cost of cover) you will be charged and any restrictions on cover that they may impose (e.g. loadings).

For more detailed information about the benefit options available to you and the terms and conditions that apply, please read on for more detailed information.

Leaving an Employer

If you cease employment with your employer, you will be automatically transferred from Virgin Super Employer Sponsored Division to Virgin Super Personal Division. Any insurance cover that you had in the Employer Sponsored Division will continue subject to the terms and conditions of the policy unless you choose to leave Virgin Super altogether. The cost of your Death & TPD cover (if any) will change on transfer to the Personal Division (check out page 21 for the insurance premiums that will become applicable to you).

Info for individual applicants

If you are applying for membership of Virgin Super yourself and you would like insurance cover, you will need to make an individual member insurance application. The Insurance Application Form can be obtained from our website – virginmoney.com.au, or by contacting our Customer Care Team on 1300 652 770

How do I apply

The type of application form you will have to complete depends on what type of insurance you select and how much cover you decide to insure yourself for.

Type of Insurance Cover	Benefit Amount (i.e. How much insurance you apply for)	Application Type
Death only cover or Death & TPD cover	Up to \$350,000	Five easy questions in the Virgin Super Application Form
Death cover	\$350,000 up to \$5,000,000	A Virgin Super Personal Health Statement
TPD cover (must be combined with Death cover)	\$350,000 up to \$2,000,000*	A Virgin Super Personal Health Statement
Income Protection cover	Up to \$20,000 per month	A Virgin Super Personal Health Statement

Note: TPD cover can only be taken in conjunction with Death cover. TPD cover amount cannot exceed the Death cover amount.

The type of application depends on the type and amount of cover you require.

In some circumstances, the Insurer will also require you to provide additional medical or financial information, or to undergo medical testing. Where this is the case, we will advise of the additional requirements.

In assessing your application for insurance, the Insurer will consider a number of things including your health condition, financial situation and occupation. These factors will help the Insurer determine whether or not it will provide cover for insured benefits and, if so, what insurance premium (ie. cost of cover) you will be charged and any restrictions on cover that they may impose (ie. loadings).

The premiums for Death only cover, Death & TPD cover or Income Protection cover for individual applicants can be found on pages 21 and 25.

For information about the benefit options available to you and the terms and conditions that apply see the more detailed information about types of benefits, cost of cover and when cover applies on page 11.

What are the benefits

An insured benefit will become payable if you are eligible for insurance cover, your insurance claim is accepted by the Insurer and the Trustee approves payment. This section describes the benefits that may be payable to insured members.

The benefit payable will depend on various factors, including:

- any selection(s) made when your employer established your Employer Plan (where applicable). (This applies to Death & TPD only);
- your salary, where the benefit is determined with reference to salary. For example, the monthly benefit under Income Protection cover may be the monthly equivalent of 75% of the member's salary, subject to the maximum benefit level of \$20,000 per month;
- your age;
- whether you have applied for cover (including an increase in cover) and the increase has been accepted or declined;
- whether the amount insured is reduced by any other amount paid. For example, the Death benefit is reduced by any Terminal Illness benefit paid in respect of the member, or where a member was accepted under automatic acceptance, where a similar benefit could be claimed under a policy issued by another insurer. This offset also applies to the TPD benefit, and in addition, it will apply where a similar benefit could be claimed after a waiting period;
- the monthly benefit for Income Protection cover may be reduced by workers' compensation payments received in respect of the member, or by other payments such as social security or other statutory or governmental payments, or payments made in respect of loss of income under legislation or under policies issued for example by other insurers or by the Insurer; and
- any maximum limits which may apply.

Note: For Death, TPD, or Income Protection benefits that are calculated using your salary, it is important that employers inform our Customer Care Team every time an employee's salary changes or, if you have joined Virgin Super as a result of a personal application, that you inform us of any salary increases.

If the Insurer is not notified of a change in salary and no additional premium has been paid, in the event of a claim then a lower benefit may be paid based on the salary previously advised, or last advised salary at review. Further information about the benefit payable to you is in the Schedule provided with this Insurance Guide (where applicable).

Death benefit

The Death benefit will be paid if a member dies:

- while the policy remains in force;
- before cover ends; and
- before age 65.

The Death benefit is the sum insured plus the member's account balance. If a member is eligible for death cover, this cover also includes a Terminal Illness benefit.

Check out What happens to your super if you die in Part 1 of this PDS for info on how death benefits are paid.

What is the Terminal Illness benefit?

A person is regarded as terminally ill when they are diagnosed by two or more medical practitioners (one of whom must be nominated by the Insurer) as having a Terminal illness and are not expected to live for more than 6 months.

The Terminal Illness benefit is the lesser of a member's insured benefit for Death or \$1,000,000. The insured benefit for Death is reduced by the Terminal illness benefit paid. If the insured benefit for Death is greater than \$1,000,000 the balance is paid on the insured member's death as long as:

- this is before they reach age 65;
- cover is still in place;
- premiums continue to be paid for the reduced insured benefit; and
- the policy is still in force.

A terminal illness benefit can only be paid by the Trustee if permitted under the Trust Deed and super law.

Total and Permanent Disablement (TPD) benefit

The TPD benefit will be paid if the member is totally and permanently disabled.

The member must have ceased work as a result of the injury or illness giving rise to Total and Permanent Disability while the policy is in force and before the first to occur of:

- cover ends;
- the member becomes terminally ill;
- the employee reaches age 65 for the TPD benefit.

The TPD benefit is the sum insured plus the member's account balance.

Totally and permanently disabled means:

- a)** If you are engaged in a gainful occupation, business, profession or employment when suffering an injury or illness and, as a result of that injury or illness, you are:
- (i) totally unable to engage in that occupation, business, profession or employment for a period of six consecutive months; and
 - (ii) determined by the Insurer at the end of that six month period, or such later time as agreed by the Trustee and the Insurer, you are permanently incapacitated to such an extent as to render you unlikely to ever engage in any gainful occupation, business, profession or employment, for which you are reasonably suited by education, training or experience.

Or

- b)** You have suffered the permanent loss of:
- (i) use of two limbs – where limb is defined as the whole hand or the whole foot;
 - (ii) the sight of both eyes;
 - (iii) use of one limb and the sight of one eye.

Or

- c)** As a result of an injury or illness, the insured member is totally unable and unlikely ever again to be able, to perform at least two of the following five activities of daily living:
- (i) Bathing and showering;
 - (ii) Dressing and undressing;
 - (iii) Eating and drinking;
 - (iv) Using a toilet to maintain personal hygiene;
 - (v) Moving from place to place by walking, wheelchair or with the assistance of a walking aid.

If TPD cover applies, members must be employed in a gainful occupation, business or profession, for an average of at least 15 hours per week on a permanent basis (including contractors) and must have done so for 6 months or more immediately prior to the date giving rise to the disablement to be eligible for assessment under the TPD definition (a), above.

Members will also be assessed for cover under the policy issued to the Trustee if they have been employed in a gainful occupation, business or profession, for a period of less than 6 consecutive months, since commencing this cover. This will be conditional upon members working for an average of 15 hours or more per week since commencing cover under the policy.

If members do not qualify for assessment under definition (a), then they may be eligible to be assessed for TPD cover under definition (b) or (c) as outlined above.

Members will be required to provide medical evidence of their disability to enable the Insurer to determine whether or not they qualify for the payment of the TPD benefit.

A TPD benefit can only be paid by the Trustee if permitted under the Trust Deed and super law.

'Automatic Indexation' applies to both Death cover and TPD cover

Automatic Indexation adjusts the sum you are insured for each year by altering the value of your benefit to account for inflation (i.e. the cost of living). For example if your estate is to receive \$100,000 on your death, and inflation that year is 5% – after the 'Automatic indexation' your estate would receive \$105,000.

Automatic Indexation happens on the annual review date (presently 1 July) up to and including:

- your 64th birthday;
- your request to cancel Automatic Indexation; or
- the date of an event giving rise to a claim under the policy.

Automatic Indexation will also end when your maximum dollar benefit is reached or when your cover is cancelled.

Income Protection benefit

As a member of Virgin Super, you can insure up to 75% of your salary (to a maximum of \$20,000 per month) in case you have to stop work due to illness or injury. You can get paid a monthly benefit for up to 2 years after a 90-day qualifying period, if illness or injury causes them to stop working.

Total Disability benefit

A monthly *Total Disability* benefit will be paid if:

- a member is Totally Disabled for longer than the waiting period (see below for details of waiting period), or
- the member has been Totally Disabled for at least seven out of the first 12 consecutive days during the waiting period and is Totally or Partially Disabled for the remainder of the waiting period, and is still Totally Disabled when the waiting period ends, provided cover is still in force.

The monthly benefit starts to accrue from the day after the end of the waiting period. The benefit for Total Disability is payable monthly in arrears and stops at the earliest of the following:

- the end of the 2 year benefit period;
- the member reaching age 65
- the member's death;
- the member ceases to be Totally Disabled.

Partial Disability benefit

A monthly Partial Disability benefit will be paid if a member is Totally Disabled for at least 7 days out of the first 12 consecutive days during the waiting period; and is Totally or Partially Disabled for the balance of the waiting period, and remains Partially Disabled after the waiting period has ended; or following a period of Total Disablement for which a benefit has been paid. Where this happens, a proportion of the monthly benefit will be paid.

The proportion will be calculated as follows:

$$\frac{A - B}{A} \times \text{monthly benefit}$$

where:

A is an employee's *pre-disability* salary

B is the greater of the salary the employee:

- earns for the month that the *partial disability* benefit is payable; or
- is capable of earning for the month that the *partial disability* benefit is payable.

Note: for the definitions of pre-disability salary and salary, check out Jargon Busters on page 31.

The Insurer will calculate the amount a member is capable of earning based on medical advice, which will include the opinion of a medical practitioner, and all other relevant information.

The Partial Disability benefit begins to accrue from the day after the employee is no longer Totally Disabled or after the end of the waiting period, whichever is the later.

The *Partial Disability* benefit is payable monthly in arrears and stops at the earliest of:

- the end of the two-year benefit period;
- the member reaching age 65;
- the member's death;
- the member ceases to be Partially Disabled;
- the member earning, or being capable of earning, a monthly salary equal to or greater than their pre-disability salary.

Waiting period *Waiting period is the number of consecutive days between when you are totally or partially disabled and when benefits start to accrue, provided this date is after cover has started. A 90 day waiting period applies in Virgin Super.*

Benefit Period *is the period over which a benefit is paid. A two year benefit period applies in Virgin Super.*

Who is eligible for benefits

To be eligible for Income Protection benefits a member must be employed for an average of at least 15 hours per week on a permanent basis and must have worked for 6 months or more immediately prior to the date of Total or Partial disablement.

If a member is employed for at least 15 hours per week on a permanent basis (including contractors) and has worked for a period of less than 6 months, they may also be considered to be eligible for cover under the insurance policy, but only if they have been working an average of 15 hours per week (from the time a member initially satisfied the eligibility rules under the policy).

Any change in employment status during periods of paid or unpaid leave will not affect any entitlements to cover where cover applied prior to the relevant period of leave. However, the continuation of income protection benefits may be affected by extended absences overseas (see below for more information).

What other benefits come with Income Protection

The following benefits are also included as part of the Income Protection cover:

Death Benefit

If a member dies while a Disability Benefit is being paid in respect of them, the Insurer will pay one additional month's income benefit after their death.

Premium Waiver Benefit

Any premium which falls due while a member is receiving the Total or Partial Disability benefit will be waived.

Rehabilitation Benefit

Once the Insurer receives notice of an injury or illness which may give rise to a claim for a *Total or Partial Disability* benefit, if the Insurer is of the opinion that participation in a return to work program may help a member return to work, some or all of the expenses incurred for participation in that program will be paid. The Insurer will pay only where they have approved the program expenses.

Recurring disability Benefit

If the member:

- was engaged in full-time work prior to a period of disability, and then returns to full-time work after a period of disability; or
- was engaged in part-time work prior to a period of disability, and then returns to full or part-time work after a period of disability; and
- suffers a recurrence of the disability, which was the cause of the earlier claim, within 6 months of that earlier claim ending – provided the policy and the cover are still in force, the Insurer will consider the further claim to be a continuation of the earlier claim. This means that the waiting period will not apply again, but the claim is part of the same benefit period.

Can benefits be reduced

Benefits can be reduced in the following circumstances:

- if cover for Death or Death & TPD ends because the member does not satisfy the eligibility criteria for a continuous period of 30 days and becomes covered by another policy from another insurer providing similar benefits, the Insurer may reduce or refuse to pay any benefit which may become payable by the amount paid by the subsequent policy;
- the Total or Partial Disability benefit is reduced by other payments (including settlement or commutation amounts) received by the employee or in respect of them:
- by way of workers' compensation;
- by way of social security or other statutory or Governmental payments;
- in respect of loss of income (whether under legislation or otherwise);
- under any statutory accident compensation scheme;

- as benefits under any other disability, injury or sickness insurance policy (except for lump sum benefits received for Total and Permanent Disablement under such an insurance policy).

Note: Sick leave, long service leave entitlements and investment income are not taken into account.

How much does insurance cover cost

The premium will depend on a variety of factors, including:

- the type and level of cover;
- your age and gender;
- any Plan Rating factors applicable to an Employer Plan (for members in an Employer Plan);
- occupation and occupational category;
- your health and pastimes (where the Insurer may apply for individual loadings or exclusions).



You can call our Customer Care Team on 1300 652 770 and ask them to calculate the cost of insurance.

If a member is accepted for insurance cover, then insurance premiums will be deducted from the member's super fund, monthly in arrears.

In some circumstances employers may choose to pay for a level of insurance in respect of employees they nominate for membership of Virgin Super. This is up to the individual employer. If insurance premiums are paid by your employer, this will be shown in the Schedule provided with this Insurance Guide (where applicable). Employers will need to talk to our Customer Care Team on 1300 889 129 for assistance with this.

Standard Cover – Death Only and Death & TPD (Employer Plans only)

Use this table to calculate the cost of standard cover per unit.

Age Next B'day				
	Death	Death & TPD	Death	Death & TPD
	\$	\$	\$	\$
16	67,098	56,893	166,921	138,563
17	67,098	56,893	166,921	138,563
18	67,098	56,893	166,921	138,563
19	67,098	56,893	166,921	138,563
20	67,098	56,893	166,921	138,563
21	70,935	58,527	175,706	141,478
22	75,373	60,556	183,900	144,493
23	80,403	62,945	197,832	151,084
24	85,888	65,561	210,596	156,478
25	91,726	68,313	225,120	162,861
26	98,230	71,281	238,839	168,960
27	104,412	73,682	253,233	173,480
28	108,568	74,503	260,407	170,097
29	110,860	73,982	263,954	163,980
30	112,516	73,025	262,565	156,035
31	114,223	72,091	257,974	146,445
32	114,913	70,516	244,818	134,024
33	113,555	67,746	227,526	120,083
34	111,335	64,578	210,807	107,249
35	109,015	61,469	195,126	95,633
36	107,412	58,870	180,724	85,294
37	105,018	55,936	166,506	75,639
38	100,986	52,262	153,087	66,904
39	95,776	48,157	140,790	59,162
40	90,488	44,200	129,738	52,389
41	83,674	39,698	118,046	45,782
42	77,160	35,549	108,742	40,476
43	70,703	31,624	102,090	36,449
44	64,513	28,010	97,371	33,311
45	58,904	24,819	93,382	30,583
46	54,413	22,244	90,261	28,269
47	50,259	19,928	86,254	25,805
48	46,417	17,847	81,254	23,195
49	42,871	15,979	75,803	20,624
50	39,600	14,303	70,498	18,259
51	36,629	12,816	64,426	16,118
52	33,944	11,501	58,290	14,291
53	31,508	10,334	53,221	12,791
54	29,287	9,294	48,882	11,521
55	27,246	8,438	44,989	10,507
56	25,337	7,716	41,378	9,663
57	23,477	7,027	38,153	8,910
58	21,632	6,360	35,353	8,256
59	19,869	5,735	32,825	7,666
60	18,250	5,168	30,507	7,124
61	16,777	4,658	28,275	6,603
62	15,465	4,207	25,975	6,066
63	14,318	3,813	23,578	5,506
64	13,300	3,465	21,227	4,957
65	12,373	3,901	3,150	4,455

Age next birthday is determined as at 1 July each year.

The unit rate for each unit of cover varies based on the type of cover selected and each member's occupation. If different premium rates apply to an Employer Plan this will be shown in the Schedule provided with this Insurance Guide (where applicable).

The table above sets out the Death Only cover or Death & TPD cover available for the "Standard Cover" option.

For white collar employees, the cost is only \$1 per week.

The following table will allow you to calculate the cost per week of one unit of standard cover for all occupational classifications.

Occupational Class	Death only cover	Death & TPD cover	Examples
White Collar	\$1.00	\$1.00	Doctors, Lawyers, Clerical, administration and managerial occupations
Light Blue Collar	\$1.30	\$1.60	Electricians, Bakers, Computer Technicians
Heavy Blue Collar	\$1.70	\$2.70	Sheet Metal Workers, Mechanics



Please note that some excluded occupations may not be able to obtain cover. Check out the Jargon Buster on page 31 for more information about excluded occupations.

Standard Cover – Death Only and Death & TPD (Individual Applicants)

The table on the next page, gives examples of the standard annual premium rate as per \$1,000 of Death Only, or Death & TPD insurance cover based on your age. These rates apply to “white collar” class occupations only. A loading applies for other occupational classifications. See the table above for more information about occupational classes and Death/TPD premium factors applicable to each class.

The cost of Standard Cover varies, it is based on your age, gender and smoker status.

Table B – Standard annual premium rates for Death only and Death & TPD cover

Age Next	Death		TPD		Death		TPD	
	Smoker	Non-Smoker	Smoker	Non-Smoker	Smoker	Non-Smoker	Smoker	Non-Smoker
16	1.064	0.736	0.191	0.132	0.386	0.302	0.079	0.062
17	1.066	0.731	0.191	0.131	0.388	0.301	0.079	0.062
18	1.071	0.724	0.192	0.130	0.389	0.300	0.080	0.061
19	1.075	0.718	0.193	0.129	0.391	0.298	0.080	0.061
20	1.081	0.711	0.194	0.127	0.392	0.297	0.080	0.061
21	1.030	0.664	0.218	0.141	0.374	0.281	0.090	0.068
22	0.976	0.618	0.239	0.151	0.359	0.267	0.098	0.073
23	0.920	0.572	0.255	0.159	0.337	0.247	0.104	0.076
24	0.865	0.528	0.268	0.164	0.319	0.230	0.110	0.080
25	0.813	0.488	0.279	0.167	0.300	0.214	0.115	0.082
26	0.766	0.452	0.290	0.171	0.286	0.201	0.118	0.083
27	0.733	0.423	0.306	0.176	0.273	0.189	0.126	0.087
28	0.718	0.404	0.329	0.185	0.270	0.183	0.144	0.097
29	0.719	0.393	0.359	0.196	0.272	0.179	0.166	0.109
30	0.726	0.384	0.393	0.208	0.279	0.179	0.190	0.122
31	0.734	0.376	0.429	0.220	0.289	0.182	0.220	0.138
32	0.747	0.371	0.470	0.233	0.310	0.190	0.256	0.157
33	0.771	0.373	0.521	0.253	0.339	0.204	0.303	0.183
34	0.801	0.380	0.580	0.275	0.371	0.220	0.358	0.212
35	0.830	0.387	0.642	0.300	0.405	0.237	0.421	0.246
36	0.855	0.393	0.705	0.324	0.443	0.255	0.495	0.286
37	0.887	0.402	0.778	0.353	0.487	0.277	0.585	0.333
38	0.935	0.418	0.872	0.390	0.537	0.301	0.691	0.388
39	1.000	0.441	0.989	0.436	0.591	0.328	0.815	0.452
40	1.074	0.467	1.124	0.489	0.650	0.356	0.959	0.526
41	1.177	0.506	1.304	0.560	0.723	0.392	1.142	0.618
42	1.293	0.549	1.514	0.643	0.794	0.426	1.339	0.718
43	1.428	0.601	1.765	0.743	0.854	0.454	1.537	0.819
44	1.584	0.661	2.064	0.861	0.903	0.478	1.737	0.919
45	1.753	0.726	2.407	0.997	0.951	0.499	1.952	1.025
46	1.908	0.789	2.760	1.141	0.990	0.518	2.171	1.135
47	2.070	0.857	3.150	1.305	1.038	0.543	2.431	1.272
48	2.245	0.932	3.593	1.491	1.102	0.578	2.758	1.446
49	2.434	1.012	4.096	1.703	1.181	0.621	3.160	1.661
50	2.638	1.100	4.666	1.945	1.269	0.669	3.632	1.915
51	2.852	1.194	5.299	2.218	1.386	0.735	4.154	2.202
52	3.069	1.295	5.989	2.526	1.525	0.815	4.697	2.509
53	3.288	1.403	6.737	2.875	1.663	0.895	5.257	2.830
54	3.507	1.520	7.545	3.269	1.802	0.978	5.843	3.172
55	3.726	1.646	8.306	3.669	1.944	1.067	6.381	3.502
56	3.947	1.785	9.013	4.076	2.094	1.165	6.873	3.823
57	4.185	1.943	9.798	4.548	2.245	1.269	7.368	4.165
58	4.452	2.128	10.689	5.109	2.389	1.376	7.840	4.516
59	4.744	2.337	11.691	5.760	2.535	1.489	8.319	4.886
60	5.064	2.565	12.820	6.493	2.685	1.609	8.813	5.281
61	5.413	2.810	14.084	7.310	2.856	1.743	9.374	5.721
62	5.774	3.068	15.453	8.211	3.070	1.904	10.076	6.250
63	6.136	3.334	16.907	9.186	3.338	2.105	10.956	6.910
64	6.506	3.609	18.468	10.246	3.657	2.346	12.004	7.701
65	6.880	3.901	20.143	11.422	4.012	2.620	13.168	8.598

Age next birthday is determined as at 1 July each year.

Tailored Cover – Death only and Death & TPD (Employer Plans only)

If an employer has less than 20 employees, this table can be used to calculate the base cost of tailored cover per \$1,000 sum insured. If an employer has more than 20 employees, the employer can send their details to us and we'll calculate the cost of tailored cover. The Insurer will provide a Plan Rating factor that is applied to these base white collar rates to make it easier to calculate the annual premium. If different premium rates apply to an Employer Plan this will be shown in a Schedule provided with this Insurance Guide.

Unlike Standard Cover where the premium remains fixed, and the sum insured varies based on an employee's age next birthday (as at 1 July), tailored cover is calculated using a rate per \$1,000 sum insured. The applicable rate, based on each employee's age next birthday (as at 1 July), gender and occupation and the type of cover selected (Death only cover or Death & TPD cover), is multiplied by each employee's sum insured divided by 1000 to determine the annual premium. Any individual loadings that apply to an employee are in addition to the base premium (see page 24 for more information about loadings).

The cost of Tailored Cover varies based on the occupation of each employee. The rates shown are for white collar occupations and both the Death rate and the TPD rate are then varied based on occupational classification, and the type of cover that applies to each individual employee.

Occupational Class	Death only cover	Death & TPD cover	Examples
White Collar	\$1.00	\$1.00	Doctors, Lawyers, Clerical, administration and managerial occupations
Light Blue Collar	\$1.30	\$1.60	Electricians, Bakers, Computer Technicians
Heavy Blue Collar	\$1.70	\$2.70	Sheet Metal Workers, Mechanics

Please note that some excluded occupations may not be able to obtain cover. Check out the Jargon Buster on page 31 for details about excluded occupations.



Age Next B'day	Death	TPD	Death	TPD
	\$	\$	\$	\$
16	0.77	0.14	0.31	0.08
17	0.77	0.14	0.31	0.08
18	0.77	0.14	0.31	0.08
19	0.77	0.14	0.31	0.08
20	0.77	0.14	0.31	0.08
21	0.73	0.16	0.30	0.07
22	0.69	0.17	0.28	0.08
23	0.65	0.18	0.26	0.08
24	0.61	0.19	0.25	0.09
25	0.57	0.19	0.23	0.09
26	0.53	0.20	0.22	0.09
27	0.50	0.21	0.21	0.09
28	0.48	0.22	0.20	0.11
29	0.47	0.23	0.20	0.12
30	0.46	0.25	0.20	0.14
31	0.46	0.27	0.20	0.15
32	0.45	0.28	0.21	0.18
33	0.46	0.31	0.23	0.20
34	0.47	0.34	0.25	0.24
35	0.48	0.37	0.27	0.26
36	0.48	0.40	0.29	0.32
37	0.50	0.43	0.31	0.38
38	0.51	0.48	0.34	0.44
39	0.54	0.54	0.37	0.61
40	0.57	0.60	0.40	0.69
41	0.62	0.69	0.44	0.70
42	0.67	0.79	0.48	0.81
43	0.74	0.91	0.51	0.92
44	0.81	1.05	0.53	1.03
45	0.88	1.21	0.56	1.14
46	0.96	1.38	0.58	1.26
47	1.03	1.57	0.60	1.14
48	1.12	1.79	0.64	1.60
49	1.21	2.04	0.69	1.84
50	1.31	2.32	0.74	2.11
51	1.42	2.64	0.81	2.42
52	1.53	2.99	0.89	2.75
53	1.65	3.38	0.98	3.09
54	1.78	3.82	1.06	3.45
55	1.91	4.25	1.16	3.79
56	2.05	4.56	1.26	4.12
57	2.21	5.18	1.36	4.47
58	2.40	6.77	1.47	4.83
59	2.62	6.45	1.58	5.20
60	2.85	7.21	1.70	5.59
61	3.10	8.06	1.84	6.04
62	3.36	9.00	2.00	6.57
63	3.63	10.01	2.21	7.24
64	3.91	11.10	2.45	8.04
65	4.20	12.31	2.73	8.95

Age next birthday is determined as at 1 July each year

What 'loadings' may effect the cost of my insurance premium

A loading is a multiplying factor which accounts for any additional risk based on a person's occupation or medical history.

For Standard Cover (for Employer Plans), we have already applied the factor to determine the amount of premium per week. This is shown in the table on page 19.


For Tailored Cover (Employer Plans) and Standard Cover (Individual Applicants), you need to multiply the factor by the base premium rate shown. We have shown white collar rates only as part of this Insurance Guide.



The occupational loading that applies is shown in the table on page 20. A medical loading (if applicable) is determined by the Insurer during their assessment of an application.

Income Protection cover

The table below shows the white collar premium rate applicable for each \$100 of monthly benefit provided in respect of Income Protection cover for males and females up to the age of 65 (next birthday) for a two year benefit period with a 90 day waiting period. These premium rates are based on the white-collar occupational class. Please note that Stamp Duty is payable in addition to the premium. Stamp duty varies 5% and 11% depending on the State or Territory of a member's residence.

Waiting Period 90 days, Benefit Period two years.

Age Next Birthday		
16	1.10	1.21
17	1.10	1.21
18	1.10	1.21
19	1.10	1.21
20	1.10	1.21
21	1.11	1.22
22	1.12	1.23
23	1.13	1.23
24	1.14	1.24
25	1.14	1.25
26	1.11	1.31
27	1.09	1.36
28	1.08	1.40
29	1.09	1.43
30	1.10	1.47
31	1.12	1.50
32	1.16	1.55
33	1.20	1.61
34	1.26	1.68
35	1.33	1.77
36	1.41	1.88
37	1.51	2.01
38	1.62	2.17
39	1.75	2.36
40	1.90	2.58

Age Next Birthday		
41	2.08	2.84
42	2.28	3.13
43	2.51	3.45
44	2.78	3.82
45	3.08	4.22
46	3.42	4.67
47	3.82	5.16
48	4.26	5.69
49	4.77	6.26
50	5.34	6.88
51	5.99	7.54
52	6.72	8.24
53	7.54	8.98
54	8.46	9.75
55	9.49	10.57
56	10.65	11.42
57	11.93	12.30
58	13.37	13.21
59	14.96	14.15
60	16.74	15.10
61	18.69	16.07
62	20.81	17.00
63	21.21	16.54
64	12.01	9.10
65	3.96	3.00

*Please note the above premium rates do not include Stamp Duty.

- Age next birthday is determined as at 1 July.
- The cost of cover varies based on the occupation of each member. The following table will allow you to calculate the cost of cover for all occupational classifications.

(Employers with more than 20 employees can send their details to us and we'll calculate the cost of income protection. If different premium rates apply to an Employer Plan this will be shown in a Schedule provided with this Insurance Guide.)

Occupational Class	Income Protection premium factor	Examples
White Collar	1.00	Doctors, Lawyers, Clerical, administration and managerial occupations
Light Blue Collar	2.10	Electricians, Bakers, Computer Technicians
Heavy Blue Collar	3.20	Sheet Metal Workers, Mechanics

These factors are multiplied by the base white collar rates shown above.

Do any taxes and expenses apply?

In addition to the premiums, members will be required to pay any:

- Federal, State or Territory taxes, stamp duty in their state or territory of residence (Income Protection only), or other government charges;
- expenses incurred in administering any function required by a Federal, State or Territory government under any legislation in relation to the policy
- Where an employer pays the premium, they will be liable for the taxes mentioned above (if any). Goods and Services Tax (GST) does not apply to the premium payable for your

When does cover apply

When does it start?

Cover for employees, accepted under automatic acceptance terms, will begin once the Insurer has accepted an employer's application and the first insurance premium has been paid (provided the employee is eligible for cover).

Cover for members for whom an individual application is required will commence from the date of acceptance of the application by the Insurer, provided insurance premiums have been paid in respect of that individual.

Is Interim cover available?

YES! Once an individual application is received by the Insurer, interim cover will commence for up to 90 days at no extra cost. Interim cover will apply in the case of either accidental death (where Death/TPD cover is applied for) or accidental injury (where Income Protection cover is applied for) and starts from:

- the date an application for cover is received by the Insurer at their office; or
- the date an application for an increase in cover is received by the Insurer, in respect of the amount of the increase applied for. Interim cover continues until the earlier of the following:

- the date the Insurer advises in writing that they accept or reject an application for cover; or
- 90 days after the date interim cover starts.

Accidental death means death directly resulting from an unforeseen and unintentional accident caused by violent, external and visible means.

Accidental injury in respect of Income Protection means an injury which is caused by violent, accidental, external and visible means; occurs independently of any other cause; and is not the unintended and unexpected consequence of an intended act such as unintentional excessive force or the creation of unintentional excessive force, pressure or strain.

In what instances does cover end

Cover will cease, without notification, on the earliest of the following:

- 30 days from when there are insufficient funds in a member's account to meet the cost of premiums;
- the policy issued to the Trustee ends;
- the member turns 65;
- the member commences active duty with the armed forces of any country;
- the member dies;
- a TPD benefit is paid or is payable in respect of the member;
- the member permanently retires from employment (Death cover and Death & TPD cover);
- if you are in an Employer Plan, your employer terminates its participation in Virgin Super and arranges alternative insurance cover for you while you are still employed;
- you no longer satisfy the eligibility criteria (Income Protection) or 30 days after you no longer satisfy the eligibility criteria (Death & TPD cover);
- the member departs Australia to work overseas (unless the Insurer gives their prior written approval and premiums continue to be paid);
- the member is on leave without pay for a period longer than the Insurer has agreed to provide cover;
- the member ceases to be a member of Virgin Super;

Provided premiums continue to be paid, a member does not cease to satisfy the eligibility criteria when they are:

- on paid leave, including sick leave, annual leave and long service leave;
- on unpaid maternity or paternity leave of 12 months or less;
- on other unpaid leave (which is either approved by the employer or is an applicable Award entitlement) of 12 months or less or;
- residing overseas, as long as the Insurer has agreed to maintain cover with you or your employer in writing and approved the country where the member will be residing during the period of leave, prior to the date they leave Australia.

When are members not covered

It's important to be aware of instances when the Insurer may not cover you for the Death, TPD and Income Protection benefit.

For Death Cover and Death & TPD when a member may not be covered if:

- war or warlike activities occur (war includes but is not limited to declared war, and armed aggression by one or more countries resisted by any country, combination of countries or international organisations). The Insurer may offer increased premium rates rather than apply exclusion;
- any relevant information about a pre-existing condition is not disclosed to the Insurer;
- A death claim is made within 13 months of the date you joined Virgin Super or from the date your cover was increased, as a result of any intentional or deliberate act or omission (in respect of the amount of increased cover applied for and accepted by the Insurer);
- A TPD claim is made at any time from the commencement of cover as a result of an intentional or deliberate act or omission.

For Income Protection, benefit payments will not be made if a member's claim is caused directly or indirectly by:

- war, or act of war;
- an intentional self-inflicted act, or
- pregnancy, unless benefit payments are disabled for more than 3 months after the end of the pregnancy (in which case the waiting period is deemed to start on the later of the date total disability begins and the end of the pregnancy).

When may payments be refused

Payment of benefits may be refused:

- while members are imprisoned;
- if the premium has not been paid;
- if a member does not comply with the Insurer's claim requirements;
- if an employer or a member does not comply with their duty of disclosure;
- where the Insurer has not received notice at the time disability starts, to the extent that their own assessment or management of an insurance claim is prejudiced; or
- If a member travels or resides overseas for a period in excess of six months after a benefit payment begins, payment of any benefits by the Insurer will cease. Payments will only resume if entitlement is established during the period the member resides in Australia.

“war” includes, but is not limited to

- declared war, and armed aggression by one or more countries resisted by any country, combination of countries or international organisations, or
- participation in an action to defend a country or region from civil disturbance or insurrection, or in an effort to maintain peace in a country or region.

What are excluded occupations

Cover is not available if members work in an excluded occupation. Check out Jargon Busters on page 31 for more information about excluded occupations. In the case of Employer Plans established by employers for employees nominated for membership of Virgin Super, the Insurer may review the occupations of all employees and may make a decision to insure certain occupations that may otherwise not qualify. Where this is the case, the Insurer will advise us in writing and we will advise you.

If, at the time an employee makes a claim, they were in an excluded occupational category when they were first eligible to be insured with Virgin Super, the claim will not be paid and any premiums paid in respect of the rejected cover will be refunded. This will not apply if the Insurer has made an exception in writing, as noted in the previous paragraph.

What are pre-existing conditions

If a member's TPD or Income Protection cover is accepted under automatic acceptance, cover for pre-existing conditions does not apply if a similar benefit can be claimed under a policy from another insurer, or under another personal super or employer plan.

If a member is not eligible for automatic acceptance, or requires cover in excess of the amount accepted under automatic acceptance, then they must disclose pre-existing conditions with their initial application for cover, and for any subsequent applications for increases or alterations to their cover. If the member fails to comply with their duty of disclosure (confirmed in an application form) then the Insurer may refuse the claim or have other remedies available to them.

Will members have worldwide, 24-hour cover

The good news is that the policy covers members 24 hours a day, 365 days a year. However, some restrictions may apply if a member resides overseas (see below). Income protection benefit payments may cease if you commence residing overseas.

Is overseas cover available

If a member chooses to reside overseas or is seconded overseas for work, continuity of cover will be subject to individual approval. In this case, continued cover may be declined, special terms imposed or the period for which cover is provided may be limited. If a member is planning to reside overseas, then an application can be made in writing to:

Virgin Super, Locked Bag 8, Haymarket NSW 1236

Is cover available on paid or unpaid leave

Cover will continue under the policy if a member is on paid leave, including:

- sick leave;
- bereavement leave; and
- annual leave or long service leave.

If a member takes leave without pay for travel, full time study, maternity/paternity reasons or for certain other types of extended leave, they may continue to be covered under the policy for a period of up to 12 months, subject to the following.

Before unpaid leave begins, unless the Insurer agrees otherwise, you or your employer must request (and the Insurer must agree in writing) to continue cover for the member. The Insurer may apply restrictions or special conditions in relation to the cover or alternatively may decline to continue cover. The employer/employee's request must include the following information:

- the date leave is to commence;
- the date the employee is expected to return to work;
- details of any leave involving travel.

How to make a claim

If and when you need to make a claim, we'll do our best to make sure that the process is as easy as possible for you.

- The Insurer must be informed in writing of any claim within 30 days of death or a member becoming disabled, or as soon as it is reasonably possible to do so;
- If notice is not received within the time specified, the benefit may be reduced or refused to the extent assessment of the claim is prejudiced;
- The member, or in the case of their death, their legal personal representative, will be sent claim forms within 7 days of receiving notice of a claim. The sending of claim forms does not constitute an admission of liability in respect of any claim lodged;
- For TPD and Income Protection claims, claim forms must be completed within 30 days of the member first becoming disabled or as soon as it is reasonably possible for the member to do so.

Medical information and evidence will generally be requested to enable a claim to be assessed. During the course of a claim for TPD benefits or Income Protection, the member may be required to be interviewed.

To find out more about making a claim, contact our Customer Care Team on 1300 652 770.

Jargon buster

Having trouble understanding some of the terms in this PDS??? Don't worry!

We've developed the Jargon Buster to help you understand those nasty technical terms a little better...

A At work – means eligible person actively participating in his or her usual occupation on a full-time basis (if engaged full-time) or part-time basis (if engaged part-time) with his or her participating employer, or is on approved leave other than leave which is taken for reasons related to injury or illness and is not in receipt of and/or entitled to claim income support benefits from any source including workers' compensation benefits, statutory transport accident benefits and disability income benefits. If the eligible person does not meet these requirements and is not engaged to work at least 15 hours per week, he or she cannot qualify as "at work" and is correspondingly described as "not at work".

C Category One participating employer – means an employer who has become a participating employer for 75% or more of that employer's eligible employees, and who has selected Virgin Super as their default fund in respect of current and future Superannuation Guarantee contributions made in accordance with the relevant legislation. Only Category One participating employers and their eligible employees are eligible for Automatic Acceptance terms. If a Category One participating employer ceases to be a Category One participating employer, any new employees will not be eligible for automatic acceptance terms.

Category Two participating employer – means an employer who has become a participating employer for less than 75% of that employer's eligible employees, but who has become an employer sponsor for the purposes of some of their employees to join Virgin Super.

Contractors are persons who are on a fixed term contract of 12 months or more.

E Employer Sponsored Division is the division of Virgin Super for employees who have been nominated for membership by their employer.

Excluded Occupations – people with certain high risk occupations may not be eligible for cover. For more detailed information contact our Customer Care Team on 1300 652 770. Please note – even though you may be employed in an excluded occupation, we will assess eligibility on a case by case basis.

F Full-time work – means a person is performing all the normal duties of his/her occupation and is working at least 30 hours a week on a full-time basis.

M Medical practitioner – means a legally qualified and properly registered medical practitioner in Australia and not related, or connected by personal relationship, to an insured employee.

P Partial disability – means in relation to an insured employee, all the following applies:

- he or she has been totally disabled:
- for a period during which a total disability benefit has been paid; or
- for at least seven days out of the first twelve consecutive days during the waiting period;
- the employee then returns to work, or is then capable of returning to his or her usual occupation, but only in a limited capacity;

- the salary the employee is earning, or is capable of earning, is less than his or her predisability salary due to the injury or illness causing total disability;

The insured employee must be under the care of a medical practitioner. Partial disability and partially disabled shall have a corresponding meaning.

Part-time work – means a person is performing all the normal duties of his/her occupation and is working at least 15 hours a week, but less than 30 hours per week.

Personal Division is the division of Virgin Super for individuals who apply to participate in Virgin Super

Pre-disability salary – means the total monthly value of salary received by an insured employee from his/her usual occupation (averaged over the most recent 12 month period the insured employee was at work prior to becoming disabled, or the actual period of work is less).

S

Premium – the amount that is paid to be covered by insurance.

Salary – means, where the insured employee is employed, the cash salary of the insured employee received from his or her usual occupation, before the deduction of income tax, as limited by the “salary” last advised to the Insurer and for which a premium has been paid to them. Where the Insurer agrees, and where premium has been paid in respect of any component of annual remuneration other than cash salary, “salary” shall also include:

- cash salary;
- regular overtime (averaged over the previous three years, or since the insured employee started his or her current occupation, if less);
- the monetary value of non-cash benefits or fringe benefits provided by the insured employees employer in direct substitution of salary (as long as the fringe benefits continue to be provided to the insured employee after disability benefit payments have commenced); and
- performance related commission bonuses and other monetary benefits, averaged over the previous three years, or since the insured employee started his or her current occupation, if less;
- or any combination of these components that the Insurer has agreed to include in the definition of the term “salary”, and for which they have been paid the appropriate premium

Or

Where the insured employee directly or indirectly owns all or part of the business from which he or she earns his or her income, the total amount earned by the business over the financial year as a direct result of the insured employees personal exertion or activities through his or her usual occupation, less his or her share of business expenses, but before the deduction of income tax, for that business (or the relevant proportion for part of a financial year), shall be considered to be that insured employee’s salary. The amount of salary will in all cases be limited to the amount of each insured employee’s “salary” last advised to the Insurer and for which premiums have been paid.

Stamp Duty – this is a charge levied by each State Government. The amount you pay varies depending on your state of residence and may change from time to time.

- T Total disability** – means solely as a result of injury or illness, the insured employee is:
- (i) incapable of performing one or more duties of his or her usual occupation necessary to produce income
 - (ii) not engaged in any occupation; and
 - (iii) under the care of a medical practitioner.

Customer Care

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