

Managing your insurance cover

What's this form for?

Use this form to:

- Opt-in for Automatic Insurance cover to start sooner,
- Opt-out of Automatic Insurance cover starting,
- Opt-up for additional Units of Automatic Insurance cover,
- Cancel existing cover,
- Reduce your Tailored Insurance cover, or
- Remove indexation from your Tailored Insurance Cover

If you wish to increase your Tailored Insurance Cover, please use the *Tailored Insurance Application form*. To apply for Life Events cover, use the *Life Events cover application form*.

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 or by contacting our Customer Care Team.

Insurance is a valuable part of your superannuation benefit in Virgin Money Super. In considering your insurance needs we recommend you seek the advice of a licensed or appropriately authorised financial adviser.

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.

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 number

Mobile number

Email

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

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 2: Opt in or Opt out of Automatic Insurance Cover

Automatic Insurance Cover for Death and Total and Permanent Disablement (TPD) will start when your superannuation account balance reaches \$6,000 and you are aged 25 years or more.

You can opt-in to receive Automatic Insurance Cover within 60 days of joining the fund, before your account balance reaches \$6,000 and if you are under age 25 years by selecting the option below.

☐ I wish to **opt in** to receive Automatic Death and TPD cover,

You can opt out of receiving any Automatic Insurance cover by selecting the option below:

☐ I wish to **opt out** of receiving Automatic Death and TPD cover.

Important: Automatic Insurance cover will be limited to New Events cover for a minimum of 12 months from the date cover commences. See the Insurance Guide for more information on New Events and At Work conditions.

Step 3: Increase your Automatic Insurance Cover through Opt-up

If you have Automatic Insurance cover, you can opt-up for an additional **1 or 2 units** of cover.

To opt-up, notify us within **120 days** of your Automatic cover commencing by completing your request in the box below. Also, you will need to answer some short questions on your health and lifestyle and cover will be subject to acceptance by the Insurer. The increased cover through opt-up will commence on the date your application is approved.

Any application to opt-up after 120 days will be subject to full underwriting and acceptance by the Insurer.

Additional cover will be limited to New Events cover for a minimum of 12 months from the date cover commenced. See the Insurance Guide for more information on New Events and At Work conditions.

	Death and TPD cover
I wish to opt-up for the following number of additional units of Automatic Insurance cover:	1 <input type="checkbox"/> 2 <input type="checkbox"/> unit/s

Step 4: Eligibility questions for opt-up of additional units of cover

Only complete this step if you are wanting to opt-up for additional units of Automatic Insurance cover within **120 days** of your Automatic Insurance cover commencing in your Virgin Money Super account.

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 have answered **YES** to any of the above questions 1 to 5 you are not eligible to opt-up for additional units of Automatic Insurance 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 9.

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 9. If you answered **NO** to question 7 you are not eligible to opt-up for additional units of Automatic Insurance cover.

Step 5: Reduce your Tailored Death only cover, or Tailored Death and TPD cover

Please **reduce** my existing Tailored Insurance cover as shown below:

Tailored Death only or Death & TPD cover

☐ I wish to reduce my Death cover to \$ (The amount must be in multiples of \$1,000) **OR**

☐ I wish to reduce my TPD cover to \$ (The amount must be in multiples of \$1,000).

Important:

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

Step 6: Reduce your Income Protection (IP) cover

Please **reduce** my existing IP cover as shown below:

I wish to reduce my IP monthly benefit to: \$ per month.

(The amount must be in multiples of \$1,000.)

Step 7: Cancelling your insurance

Please **cancel** my insurance cover as shown below:

(tick the appropriate boxes)

1. **All insurance cover** in my account (Automatic and/or Tailored cover)
2. Automatic TPD Cover (but keep my Automatic Death only cover)
3. Automatic Death and TPD cover
4. Tailored TPD Cover (but keep any Death Cover I have)
5. Tailored Death and TPD Cover
6. Income Protection cover

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Step 8: Removing Indexation from your Tailored Insurance Cover

Please **remove** indexation (where cover increases by the CPI each year) from my Tailored Insurance cover:

1. Death and TPD cover
2. Death only cover

☐
☐

If you remove Indexation, you will need to apply for new cover if you wish to have it back.

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 and Mercer's Privacy Policy at 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.

Step 9: 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 cover will not commence until the Insurer has advised me in writing of its acceptance.
- I understand that insurance premiums will be deducted from my Virgin Money Super account balance.
- I understand that if I opt-out of or cancel any Automatic Insurance cover, I cannot opt back in or apply for Automatic Insurance cover in the future.
- 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



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

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**.