

Supplementary Product Disclosure Statement ("SPDS")

(Notice of Policy Changes & Amendments)

Effective Date: 1 November 2017

This notice sets out an important change made to the combined Product Disclosure Statement, Policy Terms and Conditions and Financial Services Guide for Medibank Pet Insurance dated 22 October 2015. It is important that you read this SPDS and the policy booklet together to familiarise yourself with the policy Terms and Conditions as they now apply.

Description of the Change

We've updated our cancellation process. "Section 8 – Cancellation" on page 25 will now be replaced with the following:

You may cancel your policy with us at any time by contacting our customer service team. Our contact details are set out on page 5. The cancellation will be effective once we provide you our confirmation of your cancellation request.

These cancellation provisions also apply to policies cancelled where you have entered into a new policy because you change your level of cover, type of policy or amount of excess.

Cancellation during the cooling off period

If you cancel your policy during the 21 day cooling-off period, and no claim has/is to be made by you, we will refund any premiums paid by you since commencement or renewal, less any transaction costs incurred by us which we are unable to recover, and any taxes or duties that we are unable to refund.

You cannot return your policy during the cooling off period if a claim has/is to be made by you.

Cancellation where no claims have been made

If you cancel the policy for whatever reason after the cooling off period and you have paid the annual premium in full, provided no claim has been made, we will refund the premium less:

- *The amount covering the period you were insured for;*
- *The cancellation fee of \$30 (which will not be deducted if your cancellation is due to your Pet passing away); and*
- *Any government or statutory charges we are unable to recover.*

If you have been paying your premium by instalments, there is no premium refund (including for any remaining days of a current instalment period). No further premium instalments will be deducted

Cancellation after a claim has been made

If you cancel your policy for whatever reason (other than your Pet passing away) after having made a claim, no premium refunds are payable and the remaining premium for that Policy Period must be paid if it has not already been paid. Any outstanding premium may be deducted from any claim payment owed, or alternatively, charged to your nominated bank/credit card account.

This clause survives termination of this contract.

*If you cancel your policy because your pet has passed away and after having made a claim, your policy will be cancelled in the same way as set out above in **Cancellation where no claims have been made***

Cancellation by us

We may cancel your policy where the law allows us to do so. If we cancel your policy, we will refund any money we owe you less any non-refundable statutory fees. If we cancel your policy due to fraud, we will not refund any money to you.

*If you advise us that your Pet has passed away, your policy will be cancelled in accordance with **Cancellation where no claims have been made**.*

For more information about cancellations refer to Section 7 - 'Premiums' on page 24.

If you have any questions regarding this change, you can contact us on 132 331 or via medibank@petsure.com.au