

# Key Fact Sheet

## Medibank Funeral Insurance

This Key Fact Sheet is a summary only of the key benefits, conditions, exclusions and risks associated with your Medibank Funeral Insurance. For more information, definitions of capitalised words or details specific to you, please refer to the Product Disclosure Statement (PDS) and your Policy Schedule.

### Benefits of purchasing Medibank Funeral Insurance

With your Medibank Funeral Insurance, you get:

- an Accidental Death benefit – we will pay three times your chosen Benefit Amount if you die as a direct result of an Accident, within 90 days of that Accident; and
- an Accidental Serious Injury benefit – we will pay three times your chosen Benefit Amount if, as a direct result of an Accident<sup>1</sup>, you are diagnosed with having suffered:
  - Paralysis;
  - Permanent Loss of Sight;
  - Permanent Loss of Hearing; or
  - Permanent Loss of Use of Limbs or Paralysis.

The above conditions are defined in the glossary of the PDS and are subject to the Insurance Policy exclusions in the PDS.

We will only pay this benefit if you are diagnosed within 12 months of that Accident and before the Policy Anniversary following your 75<sup>th</sup> birthday.

### After 12 months of continuously holding your Insurance Policy, you get:

- a Death benefit – we will pay your chosen Benefit Amount if you die from any cause; and
- a Terminal Illness benefit – we will pay your chosen Benefit Amount if you are diagnosed with a Terminal Illness, or if a diagnosis received in the first 12 months has been reconfirmed.<sup>2</sup>

These benefits are not available within the first 12 months of your Insurance Policy.

Payment of the Benefit Amount, as a result of death or Terminal Illness ends all cover under this Insurance Policy.

### Other features

You also receive the following features with your Medibank Funeral Insurance:

- A 30-day cooling off period
- Guaranteed continuation of cover so long as you continue to pay your premiums on time
- Free funeral insurance cover from your 90<sup>th</sup> birthday

- A guarantee that your premium will never increase (unless you apply to change your cover) and will reduce by 3% after each continuous period of five years your Insurance Policy is in force
- The benefit we pay on your death or diagnosis of a Terminal Illness will never be less than the total premiums paid, except where no benefit is payable in the circumstances explained in **What is not covered under your Insurance Policy?** on page 9 of the PDS.

### Premium structure

Your premium is a level premium. This means the premium you pay will never increase unless you apply to change your cover. However, your premium will decrease by 3% after each continuous period of five years that you hold your Insurance Policy.

*For example, if you commence cover with a premium of \$100.00 per month, after your 5<sup>th</sup> Policy Anniversary, the premium will reduce to \$97.00 per month, and after your 10<sup>th</sup> Policy Anniversary, the premium will reduce to \$94.09 per month.*

### Exclusions and limitations on your Insurance Policy

Your Insurance Policy is subject to a number of exclusions and limitations explained in the PDS. It is important you read the PDS to understand these exclusions.

We will not pay an Accidental Serious Injury benefit if you are injured as a direct or indirect result of:

- an intentional self-inflicted bodily injury; or
- engaging in criminal activities or illegal acts; or
- suicide or attempted suicide; or
- the effects of alcohol or the taking of drugs not prescribed by a medical professional; or
- engaging in professional sport; or
- engaging in any motor sports, as a rider, driver or passenger; or
- war, riot or civil commotion; or
- being a pilot or crew member of any aircraft, or engaging in any aerial activity except as a passenger in a properly licenced aircraft.

<sup>1</sup> Only one Accident benefit is payable for any single Accident.

<sup>2</sup> Terminal Illness means a diagnosis (or a reconfirmed diagnosis) of a terminal illness from an approved Medical Practitioner where life expectancy is 12 months or less.

## Ending your Insurance Policy

You may end your Insurance Policy at any time by providing us with written instructions or by calling us on **1300 766 085** (Monday to Friday, 8am - 8pm AEST) to request the cancellation over the phone.

## Do you get a refund of premiums when you end your Insurance Policy?

If you choose to end your Insurance Policy during the 30-day cooling off period and you have not made a claim, we will provide a full refund of any premiums you have paid. If you end your Insurance Policy after this date, you will not be entitled to any refund of premiums.

## What happens if you stop paying your premium?

If you stop paying your premium, we will cancel your Insurance Policy and you will not be entitled to any refund of premiums you have paid. We will notify you in writing in advance before taking steps to end your Insurance Policy due to non-payment.

## If you are suffering from financial hardship

If you are suffering from financial hardship, we may be able to assist you to keep your Insurance Policy. Please contact us to discuss your options. Please note we may seek evidence to verify any hardship.

## How you or your beneficiaries can make a claim

You or your beneficiaries can make a claim by contacting us on **1300 360 129** (Monday to Friday, 8am - 8pm AEST). There will be some forms to fill out and documents that we need access to, but our friendly claims team will help you or your beneficiaries through this process. For more information on claiming, please refer to the PDS.

## What can you do to ensure any claim is assessed quickly and smoothly?

There are a number of things you can do to assist us to ensure a Medibank Funeral Insurance claim is assessed quickly:

- Appoint a beneficiary under your Insurance Policy – this ensures we have someone with whom we can immediately discuss your claim.
- Inform your beneficiary of your Insurance Policy – this will ensure your beneficiary knows to contact us if the time comes.
- Consider appointing a trusted third party authority – particularly as you age, you may need help in managing your affairs and having an additional authority significantly reduces the likelihood that you will miss payments on your Insurance Policy.
- Make a will - as part of the process of making a will, you need to appoint an executor. The executor can ensure we have access to relevant documentation to promptly assess a claim.

## Did you know?

Claims on a funeral policy where a beneficiary is nominated can be processed on average five days earlier than those where there's no nomination.

## How you can contact us

If you wish to contact us regarding your Insurance Policy or any of the information outlined in this Key Fact Sheet, please contact us via the following means.

**Phone** 1300 766 085  
Monday to Friday  
8am to 8pm (AEST)

**Address** Policyowner Services  
Medibank Life Insurance  
Reply Paid 6728, Baulkham Hills NSW 2153

Things you should know: Any advice provided is general only and doesn't consider your objectives, financial situation or needs. You should carefully read the relevant Product Disclosure Statement (which sets out the product terms, conditions and exclusions) and Financial Services Guide available at [medibank.com.au/life](http://medibank.com.au/life) to ensure the product is right for you. Medibank life insurance products are issued by the insurer, Swiss Re Life & Health Australia Limited ABN 74 000 218 306, AFSL 324908, distributed by Greenstone Financial Services Pty Ltd ABN 53 128 692 884, AFSL 343079 (GFS), and promoted by Medibank Private Limited ABN 47 080 890 259, AR 286089 (Medibank Private). Medibank Private is an authorised representative of GFS.

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