



Basic Funeral Cover

Product Disclosure Statement & Policy Booklet
Issue date: 13 June 2019

Contents

Welcome to Kogan Life Insurance	4
Our promise to you	4
Product Disclosure Statement (PDS)	6
Applying for a policy.....	7
Policy terms.....	7
The benefits of Basic Funeral Cover.....	7
Definition of 'Accident'.....	8
Benefit Amount.....	8
Basic Funeral Cover guarantee.....	9
Early Cash Payment Option.....	9
Children's Insurance Option.....	9
The cost of Basic Funeral Cover.....	10
General information.....	11
Policy booklet - Basic Funeral Cover	13
Your Insurance Policy.....	13
Single or Joint Plan.....	14
Basic Funeral Cover benefits.....	14
What is not covered under your Policy?.....	15
What we will pay you under your Basic Funeral Cover.....	16
When can you elect to terminate your cover and receive the Early Cash Payment Option?.....	16
When cover starts and ends.....	17
Children's Insurance Option.....	17
Premium.....	20
Making a claim.....	20
Benefit payments.....	21
Benefit nominations.....	21
Changing your Insurance.....	22
Your 30-day money back guarantee.....	22
Questions or complaints.....	23
Privacy Notice.....	24
Glossary	25
Direct Debit Service Agreement	30
Nomination of Beneficiaries Form	31



Basic Funeral Cover is issued by the insurer, Hannover Life Re of Australasia Ltd (Hannover) ABN 37 062 395 484 of Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000.

Basic Funeral Cover is promoted by Kogan Life Insurance, a trading name of Kogan Australia Pty Ltd (Kogan) ABN 53 152 570 351 AR 001256858 of 139 Gladstone St, South Melbourne VIC 3205, and distributed by Greenstone Financial Services Pty Ltd (GFS) ABN 53 128 692 884 AFSL 343079 of 58 Norwest Boulevard, Norwest NSW 2153. Kogan Life Insurance is an authorised representative of GFS.

Welcome to Kogan Life Insurance

As one of Australia's leading online retailers of consumer goods, Kogan has a strong focus on providing great value products and services to its customers. Taking a similar approach to its retail business model, Kogan has partnered with Greenstone Financial Services (GFS) and Hannover Life Re of Australasia Ltd (Hannover) to develop life insurance products that are designed to appeal to customers looking for great value personal insurance.

Basic Funeral Cover is promoted by Kogan Life Insurance, a trading name of Kogan, is distributed by GFS, and is issued by Hannover, the insurer of this product.

Hannover is a wholly-owned subsidiary of Hannover Re and is part of the Hannover Re Group worldwide. The life insurance business of Hannover has been operating in the Australian market since 1994, has a Standard and Poor's Insurer Financial Strength of AA- (Very Strong) and as at 31 December 2017 had total annual in force premium of AU\$1 billion. Hannover is regulated by the Australian Prudential Regulatory Authority (APRA).

Our promise to you

To ensure that you receive the highest standard of service when you take out life insurance, we comply with the Life Insurance Code of Practice (the Code). We also ensure our partners, including GFS, comply with the Code in all their dealings with you.

What does the Life Insurance Code of Practice cover?

The Code sets out the life insurance industry's key commitments and obligations. It covers many aspects of your relationship with GFS and Hannover, from buying insurance to making a claim, to providing options if you experience financial hardship or require additional support.

Key Code promises

- We will be honest, fair, respectful, timely and transparent (using plain language) in our communications with you.
- We will monitor sales to ensure they are completed appropriately.
- If an inappropriate sale occurs, we will discuss with you how this can be remedied.
- Additional support is available if you have difficulty with buying insurance or making a claim.
- When you make a claim, we will explain the process to you and keep you informed on the progress of your claim.
- A decision on your claim will be made within the Code timeframes, and if in exceptional circumstances we cannot meet these timeframes, you will have access to our complaints process.
- If we deny your claim, we will explain the reasons in writing and let you know the next steps if you disagree with our decision.
- We will restrict the use of investigators and surveillance, to ensure your legitimate right to privacy.
- The independent Life Code Compliance Committee will monitor our compliance with the Code.
- If we do not correct the Code breaches, sanctions can be imposed on us.

Getting a copy

You can get a copy of the Code and a full list of insurance companies that are covered by the Code, on the Financial Services Council website at [fsc.org.au](https://www.fsc.org.au)

Product Disclosure Statement

Explaining this PDS

This Product Disclosure Statement (**PDS**) is designed to help you decide if Basic Funeral Cover is right for you. It tells you the terms and conditions applying to a Basic Funeral Cover Policy and it also provides important information about keeping premium payments up to date, what to do if you want to make a change and how to go about making a claim.

Any advice given in this PDS is general only and does not take into account your individual objectives or financial situation. You should consider whether this product is right for you, in regard to your objectives, financial situation and needs. You should carefully read this and any other documentation we send you.

Basic Funeral Cover is issued by the insurer, Hannover Life Re of Australasia Ltd (**Hannover**). Hannover has sole responsibility for the PDS, the Policy and the assessment and payment of claims.

GFS and Kogan have consented to being named in this PDS in the form and context in which they appear and have not withdrawn their consent before the date of this PDS.

From time to time, Basic Funeral Cover may be updated. Updates which are not materially adverse to you may be found on the Kogan Life Insurance website at koganlifeinsurance.com.au. If you request a paper copy, this will be provided to you free of charge.

In this PDS, some words or expressions have special meaning. They normally begin with capital letters and their meaning is explained in the **Glossary** on page 25 of this PDS.

In this PDS, references to 'we', 'us' and 'our' mean Hannover Life Re of Australasia Ltd.

Applying for a policy

After considering this PDS, you can apply for a Basic Funeral Cover Policy by calling **1300 513 484** (Monday to Friday between 8am and 8pm AEST).

You can apply for a Single Plan on your own life, or you can apply for a Joint Plan to include your spouse, partner or de facto (Partner Life Insured). As long as you, and your partner under a Joint Plan, are an Australian Resident aged between 18 and 79, we guarantee to accept your application.

Policy terms

If your application is accepted, we will issue you a Policy comprising a booklet setting out the terms and conditions applying and a Policy Schedule with details relevant to your benefits and those of your Partner Life Insured under a Joint Plan.

This PDS is a general description of the benefits provided under a Basic Funeral Cover Policy. You need to refer to your Policy booklet and Policy Schedule for full details of how your insurance will operate. For convenience, a copy of the Policy booklet is included in this document pack from page 13.

The benefits of Basic Funeral Cover

Death from any cause – a Funeral Insurance Benefit Amount is payable if you, or your partner under a Joint Plan, die from any cause at least 12 months after the day cover starts;

or

Death due to an Accident – an Accidental Death Benefit Amount, and the Funeral Insurance Benefit Amount, is payable if you, or your partner under a Joint Plan, die as the direct result of an Accident within 90 days of the Accident.

While the lump sum benefit is designed to assist with the cost of your funeral and other final expenses, the benefit may be used for any purpose. This insurance does not provide any funeral, burial or cremation services. You can nominate beneficiaries to receive payment of the benefit payable on your death. How to make a nomination is explained in the information we send you with your Policy.

Accidental Serious Injury Insurance – an Accidental Serious Injury Benefit Amount is payable if you, or your partner under a Joint Plan, suffer one of the following conditions as the direct result of an Accident within 12 months of the Accident and before the Policy Anniversary following the Life Insured's 75th birthday:

- Blindness;
- Deafness;
- Diplegia;
- Hemiplegia;
- Paraplegia;
- Quadriplegia/Tetraplegia; or
- Total and Permanent Loss of Use of Two Limbs.

The condition must be diagnosed by a Medical Practitioner within 12 months of the Accident and confirmed by our medical advisers. The benefit is only payable once for a Life Insured and is not payable if the condition is directly

or indirectly the result of any one of the following:

- an intentional self-inflicted bodily injury;
- suicide or attempted suicide;
- engaging in any professional sport;
- war (whether declared or not) or war-like activity;
- being a pilot or crew member of any aircraft, or engaging in any aerial activity except as a passenger in a properly licensed aircraft;
- engaging in any criminal activities or illegal acts;
- the consumption of drugs;
- engaging in any motor sports as a rider, driver and/or passenger;
- taking part in a riot or civil commotion; or
- the consumption of intoxicating liquor including driving with an alcohol level above the prescribed limit.

Definition of 'Accident'

Where a benefit is payable due to death or serious injury as the direct result of an Accident, 'Accident' means an event resulting in bodily injury occurring while your Policy is in force where the injury is directly and solely caused by accidental, violent, external and visible means, without any other contributing causes, and the injury is not self-inflicted.

Benefit Amount

You can apply for a Funeral Insurance Benefit Amount from \$3,000 up to \$15,000. The Accidental Death Benefit Amount is two times the Funeral Insurance Benefit Amount (maximum of \$30,000). If you die as a result of an Accident and you are eligible to claim, both the Accidental Death Benefit Amount and the Funeral Insurance Benefit Amount are payable. For example, if you chose a \$15,000 Funeral Insurance Benefit Amount, a Benefit Amount of \$45,000 is payable – a \$30,000 Accidental Death Benefit Amount plus a \$15,000 Funeral Insurance Benefit Amount.

The Accidental Serious Injury Benefit Amount is three times the Funeral Insurance Benefit Amount (maximum of \$45,000).

If you, or your partner, are covered under more than one Basic Funeral Cover Policy, the maximum Benefit Amount applies to the total payable for the Life Insured under all such policies.

Basic Funeral Cover guarantee

- We will pay the higher of the Funeral Insurance Benefit Amount (plus Accidental Death Benefit Amount if applicable) or 80% of the total premiums paid for the Funeral Insurance Benefit Amount of the Life Insured on death if the Policy is in force when that Life Insured dies.
- Or once you turn 85, you can choose to terminate your cover and receive an Early Cash Payment of an amount equal to the Funeral Insurance Benefit Amount (see **Early Cash Payment Option** on this page).
- Plus, we guarantee your premiums will reduce by 5% after every continuous five years your Policy is in force.
- You (and your partner under a Joint Plan) are protected 24 hours a day, 7 days a week, worldwide while your Policy is in force.

Early Cash Payment Option

At any time after you (and/or your partner under a Joint Plan) reach 85 years of age, you may elect to end your cover (and/or your partner's cover under a Joint Plan) and we will pay you an amount equal to the relevant Life Insured's Funeral Insurance Benefit Amount.

If you terminate your cover under this option, but not your partner's cover if you have a Joint Plan, your Policy will end, but we can issue a new policy to your partner if your partner wants

to continue his or her cover (and any Children's Insurance cover).

Children's Insurance Option

If you (and/or the Partner Life Insured) are a parent or legal guardian of a child, you can apply to add Children's Insurance to your Basic Funeral Cover Policy. Your child must be an Australian Resident and between 2 and 17 years of age.

The Children's Insurance Benefit Amount is \$10,000 for each Child Insured and is payable once only per child in any one of the following circumstances occurring before the Policy Anniversary following the child's 21st birthday:

Death from any cause – should the Child Insured die from any cause, or is diagnosed with a Terminal Illness, at least three months after the day cover starts while covered under the Policy, provided we have paid no Children's Insurance Benefit Amount in relation to a serious injury or illness for that Child Insured.

Death due to an Accident – should the Child Insured die as the direct result of an Accident within 90 days of the Accident (please refer to **Definition of 'Accident'** on page 8) while covered under the Policy.

Serious injury or illness – should the Child Insured suffer one of the following conditions as a result of injury or illness while covered under the Policy:

- Benign Tumour of the Brain or of the Spinal Cord;
- Blindness;
- Cancer;

- Chronic Kidney Failure;
- Deafness;
- Encephalitis;
- Major Head Trauma;
- Major Organ Transplant;
- Meningitis (and/or Meningococcal Disease);
- Paralysis;
- Severe Burns; or
- Total and Permanent Loss of Use of One Limb.

The condition must be diagnosed by a Medical Practitioner and confirmed by our medical advisers. The benefit is not payable if the condition is directly or indirectly as a result of any one of the following:

- a Congenital Condition;
- the intentional act of the owner of the Policy, or other person who would otherwise be entitled to all or part of the benefit; or
- an injury which occurs, or an illness which becomes apparent, before the Insurance for the Child Insured starts, or during the first three months after the Insurance starts.

We will not pay a Children's Insurance Benefit Amount in respect of a Child Insured if the Child Insured dies or is diagnosed with a Terminal Illness which becomes apparent before or during the first three months after the Children's Insurance starts or, if reinstated, the first three months after the Children's Insurance for the Child Insured is reinstated.

If a Child Insured is covered under more than one Basic Funeral Cover Policy, the Benefit Amount is only payable once under the oldest Policy.

The cost of Basic Funeral Cover

Premiums are the cost of your Insurance. Your premium is calculated based on the age of each Life Insured (you under a Single Plan and both you and your partner under a Joint Plan) when your Policy starts.

If you include the **Children's Insurance Option**, the cost of this Insurance is added to the premium payable.

For a premium quote, or for more information on the cost of Basic Funeral Cover, please call **1300 513 484** (Monday to Friday between 8am and 8pm AEST) or visit **koganlifeinsurance.com.au**

You can pay the premium by automatic debit from your bank, credit union or building society account, or by credit card.

Provided the cover remains unchanged, your premium is guaranteed never to increase and will reduce by 5% after each continuous period of five years your Policy is in force.

General information

Your 30-day money back guarantee

You have 30 days from the Commencement Date, or the date any optional benefit starts, to make sure you are happy with the Policy and decide whether you want to keep the Policy, or the **Children's Insurance Option**, if included. This is known as the 'cooling off' period. If you want to cancel your Policy, or the **Children's Insurance Option** (if included) within this 30-day period, you may do so provided you have not made a claim under your Policy. The Policy booklet explains how to exercise your cooling off cancellation.

Insurance risks

In considering whether to acquire Basic Funeral Cover, there are a number of insurance risks you should be aware of, including:

- You need to select the insurance product and apply for the appropriate level of cover for your needs. If you do not have enough cover, it might cause you or your family to suffer financial hardship even after receiving the benefit payment.
- If you are replacing a contract or policy with another contract or policy, you should consider all the terms and conditions of each policy before making a decision to change.
- Over time, your circumstances may change and you may find that you are less able to afford to pay the premium.

- Basic Funeral Cover is designed purely for protection. This means that, unless the **Early Cash Payment Option** applies (refer to page 9), if you cancel your Policy (after the 30-day cooling off period), or we cancel your Policy, you will not receive any premiums you have paid back.

Please be aware that we can cancel your Policy if you do not pay the premiums when due or, if you are on a temporary work visa and you cease to reside in Australia.

Risks associated with taking up the Early Cash Payment Option

You have the option to take up the **Early Cash Payment Option** when you (or your partner under a Joint Plan) reach age 85 (see **Early Cash Payment Option** on page 9).

Before you elect to take the **Early Cash Payment Option** (this option is available after you (and/or the Partner Life Insured under a Joint Plan) reach age 85), you should consider the benefits otherwise available under your Policy at that time and the risks that may apply in making this decision, including:

- The amount available on death will often exceed an amount equal to the Funeral Insurance Benefit Amount at the time you make your election. Please call **1300 513 484** (Monday to Friday between 8am and 8pm AEST) to find out the amount payable on your death, or on the death of the Partner Life Insured.

- Any premiums you have paid after your 85th birthday will not be refundable if you subsequently elect to take up this offer.
- Unless you have a Joint Plan and a Partner Life Insured to whom we can issue a new Policy, cover for any Child Insured under this Policy will end because your Policy will terminate.

Tax

In most cases, your premium will not be tax-deductible and tax will not be payable on any benefit paid under your Policy.

This information is based on continuance of present tax laws and our interpretation of those laws. Your individual situation may differ and you should seek qualified professional advice in relation to your particular circumstances.

Questions or complaints

We hope that you never have reason to complain, but if you do, we will do our best to work with you to resolve it. You can contact us by phone on **1300 513 484** (Monday to Friday between 8am and 8pm AEST) or by writing to us:

Mail: Customer Support Complaints
Kogan Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

Email: service@koganlifeinsurance.com.au

Usually when you have a concern, we can resolve it immediately on the phone. If not, we will treat it as a complaint and our dispute resolutions team will take steps to resolve it as soon as possible.

In the unlikely event that your complaint is not resolved to your satisfaction, or a final response has not been provided within 45 days of it being referred to our dispute resolutions team, you may be eligible to refer your matter to the Australian Financial Complaints Authority (AFCA), provided your matter is within the scope of the AFCA Terms of Reference. AFCA is an independent dispute resolution service provided free of charge. We will inform you of your rights to refer your complaint to AFCA, and how to contact AFCA, when we provide a response to your complaint.

Policy booklet – Basic Funeral Cover

Your Basic Funeral Cover Policy is issued by Hannover Life Re of Australasia Ltd (**Hannover**) ABN 37 062 395 484 of Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000 and is referable to the Hannover Australian statutory fund.

Your Policy consists of this booklet, which explains the terms and conditions of the Insurance cover provided, and your Policy Schedule which sets out the details of your cover, including any special conditions applying. The Policy Schedule which is issued with this booklet will be updated when the details of your cover change, with the new Policy Schedule replacing the previous Policy Schedule. Please keep these documents in a safe place.

In this booklet:

- Hannover is referred to as 'we', 'us' or 'our';
- 'you' or 'your' refers to the owner of this Policy; and
- some words or expressions have a special meaning. They normally begin with capital letters and their meaning is explained in the **Glossary** on page 25 of this booklet.

Basic Funeral Cover is promoted by Kogan Life Insurance, a trading name of Kogan Australia Pty Ltd (**Kogan**) ABN 53 152 570 351 AR 001256858, and distributed by Greenstone Financial Services Pty Ltd (**GFS**) ABN 53 128 692 884 AFSL 343079 of 58 Norwest Boulevard, Norwest NSW 2153. This Policy is not guaranteed by Kogan or GFS, nor are they responsible for the assessment of claims and the payment of benefits under the Policy. The assessment and payment of claims for benefits is the responsibility of the insurer, Hannover.

Your Insurance Policy

If your application is accepted by us, we will issue you a Policy Schedule. Your Policy consists of the Policy Schedule and:

- this Policy booklet (which includes the terms and conditions applying under your Policy);
- the application/s; and
- any special conditions, amendments or endorsements we issue to you.

Please keep these documents in a safe place for future reference. Any benefits, rights or obligations under this Policy cannot be assigned without obtaining Hannover's written permission beforehand. The insurance provided under this Policy is written out of the Hannover Australian statutory fund.

Single or Joint Plan

When you apply for this Policy, you nominate whether you seek a Single Plan on your own life, or a Joint Plan so your spouse, partner or de facto is also covered as a Life Insured, as indicated in the Policy Schedule.

To be accepted for cover under this Policy, each Life Insured must be an Australian Resident and between 18 and 79 years of age.

Basic Funeral Cover benefits

We will pay the benefits explained below, as long as the Policy is in force for the Life Insured at the date of the insured event, except in circumstances set out in **What is not covered under your Policy?** on page 15. The Benefit Amount for each Life Insured is shown in the Policy Schedule and cannot be changed.

Death from any cause

We will pay the Funeral Insurance Benefit Amount if a Life Insured dies from any cause, where death occurs at least 12 months after the Acceptance Date or, if the Policy is reinstated, 12 months after the date of reinstatement of this Policy;

or

Death due to an Accident

We will pay the Accidental Death Benefit Amount and the Funeral Insurance Benefit Amount if a Life Insured suffers an Accidental Death on or after the Acceptance Date.

Accidental Serious Injury

We will pay the Accidental Serious Injury Benefit Amount as a lump sum in the case of:

- Blindness;
- Deafness;
- Diplegia;
- Hemiplegia;
- Paraplegia;
- Quadriplegia/Tetraplegia; or
- Total and Permanent Loss of Use of Two Limbs

occurring to the Life Insured as the direct result of an Accident, where the injury occurs within 12 months of the Accident.

The Accidental Serious Injury must occur while your Policy is in force and before the Policy Anniversary following the Life Insured's 75th birthday. It must be diagnosed by a Medical Practitioner within 12 months of the Accident and must be confirmed by our medical advisers.

Benefit Amount limits

Subject to the guarantee explained below, the following Benefit Amount limits apply to each Life Insured:

- Funeral Insurance Benefit Amount – \$15,000.
- Accidental Death Benefit Amount – \$30,000.
- Accidental Serious Injury Benefit Amount – \$45,000.

If the Life Insured is covered under more than one Basic Funeral Cover Policy, we will apply these limits to the total of the Benefit Amounts payable for the Life Insured under all Basic Funeral Cover policies.

Any reduction in Benefit Amounts will be applied to the Basic Funeral Cover policies most recently commenced and we will refund the premiums paid referable to the reduced benefits.

Only one Accidental Serious Injury Insurance Benefit Amount is payable per Life Insured. A successful claim under the Accidental Serious Injury Benefit Amount will not reduce the Funeral Insurance Benefit Amount.

Guarantee – We guarantee that the benefit we pay on the Life Insured's death will be the higher of the Funeral Insurance Benefit Amount (plus Accidental Death Benefit Amount if applicable) or 80% of the total premiums paid for the Funeral Insurance Benefit Amount of the Life Insured under the Policy, if the Policy is in force when the Life Insured dies.

What is not covered under your Policy?

During the first 12 months after the Acceptance Date for a Life Insured, a Funeral Insurance Benefit Amount will only be paid if the Life Insured suffers an Accidental Death. This means that no benefit is payable if the Life Insured dies as a result of any other cause during this limitation period. The same limitation applies for 12 months after the date the Policy is reinstated.

We will not pay an Accidental Serious Injury Insurance Benefit Amount in

respect of a Life Insured if the Life Insured suffers:

- Blindness;
- Deafness;
- Diplegia;
- Hemiplegia;
- Paraplegia;
- Quadriplegia/Tetraplegia; or
- Total and Permanent Loss of Use of Two Limbs

directly or indirectly as a result of:

- an intentional self-inflicted bodily injury;
- engaging in any criminal activities or illegal acts;
- suicide or attempted suicide;
- the consumption of drugs (unless it was under the direction of a Medical Practitioner and not in connection with treatment for substance abuse, drug addiction or dependence);
- the consumption of intoxicating liquor, including having a blood alcohol content over the prescribed legal limit whilst driving;
- engaging in any professional sport (meaning the Life Insured's livelihood is substantially dependent on income received as a result of playing sport);
- engaging in any motor sports as a rider, driver and/or passenger;
- war (whether declared or not) or war-like activity, or taking part in a 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 licensed aircraft.

What we will pay you under your Basic Funeral Cover

The amount payable for a Life Insured under the Funeral Insurance Benefit Amount is the greater of the Funeral Insurance Benefit Amount (plus the Accidental Death Benefit Amount if applicable), or 80% of the total premiums paid for the Funeral Insurance Benefit Amount of the Life Insured under the Policy.

The total benefit payable for a Life Insured under the Accidental Serious Injury Benefit Amount will be three times the Funeral Insurance Benefit Amount.

When can you elect to terminate your cover and receive the Early Cash Payment Option?

At any time after your (or if applicable, the Partner Life Insured) 85th birthday, you can elect to terminate your cover (or the cover of a Partner Life Insured) by notifying us. Please phone **1300 513 484** (Monday to Friday between 8am and 8pm AEST) or write to:

Kogan Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

We will pay you an amount equal to the relevant Life Insured's Funeral Insurance Benefit Amount.

The Life Insured's cover will then end and, in the case of the Key Life Insured, the Policy will end. If there is a Partner Life Insured when the Policy ends, then cover for the Partner Life Insured (and any Child Insured) can continue under a new policy (see **When cover starts and ends** on page 17).

Important note:

Before you elect to terminate your cover (or the cover of a Partner Life Insured) under the **Early Cash Payment Option**, you should call Kogan Life Insurance on **1300 513 484** (Monday to Friday between 8am and 8pm AEST) to find out what the amount payable on your death (or on the death of the Partner Life Insured) under the Policy is at that time, as it will often be greater than an amount equal to the Funeral Insurance Benefit Amount. When considering this decision, it is also important to note the following risks which will apply when you elect to terminate your cover:

- Any premiums you have paid after your 85th birthday will not be refundable if you subsequently elect to take up this offer.
- Unless you have a Joint Plan and a Partner Life Insured to whom we can issue a new policy, cover for any Child Insured under this Policy will end because your Policy will terminate.

You can then consider what the best decision is for you.

When cover starts and ends

Cover for a Life Insured and/or Partner Life Insured (if applicable) starts on the Acceptance Date and your first premium is deducted from the Commencement Date.

Cover for a Life Insured ends when the first of the following occurs:

- the date of the Life Insured's death;
- the date you elect to take up the **Early Cash Payment Option** for the Key Life Insured or Partner Life Insured (if applicable);
- the date you cancel the Policy; or
- the date we cancel the Policy.

We will cancel your Policy if you do not pay the premiums when due, or if you are on a temporary work visa and cease to reside in Australia.

As long as the Policy is in force, Accidental Serious Injury Insurance ends for a Life Insured when the first of the following occurs:

- the date you elect to terminate the Life's Insured's Funeral cover;
- the date of payment of an Accidental Serious Injury Insurance Benefit Amount for the Life Insured; or
- the Policy Anniversary following the Life Insured's 75th birthday.

Where the Policy ends solely as a result of the Key Life Insured's cover ending, if there is a Partner Life Insured who wishes to retain cover, the Benefit Amount for the Partner Life Insured, and any Child Insured under this Policy, can continue (provided we receive payment of the first premium) under a new policy.

The new policy will be issued to the

Partner Life Insured in his or her name as the owner, and it will be issued under the same terms as this Policy and takes effect subject to payment of the first premium.

All premiums paid for the Partner Life Insured under this Policy will be carried over to the new policy issued to the Partner Life Insured when they become owner of the new policy.

Children's Insurance Option

If you (and/or the Partner Life Insured) are a parent or legal guardian of a child aged between 2 and 17 years of age who is an Australian Resident, you can apply for Children's Insurance cover for the child. If you have Children's Insurance, each Child Insured is shown in the Policy Schedule.

The Children's Insurance Benefit Amount is \$10,000 for each Child Insured. Only one Children's Insurance Benefit Amount is payable per Child Insured, on the first covered event to occur before the Children's Insurance ends for that child.

We will pay a Children's Insurance Benefit Amount if a covered event occurs to a Child Insured while covered under the Policy, except in circumstances set out in **What is not covered under your Children's Insurance?** on page 18.

The covered events are:

Death from any cause - We will pay the Children's Insurance Benefit Amount as a lump sum in the event the Child Insured (while covered under the Policy) dies from any cause, or is diagnosed with a Terminal Illness at least three months after the day cover starts,

provided we have paid no Children's Insurance Benefit Amount in relation to a serious injury or illness for that Child Insured.

Accidental Death - We will pay the Children's Insurance Benefit Amount as a lump sum in the event of an Accidental Death of the Child Insured while covered under the Policy, provided we have paid no Children's Insurance Benefit Amount in relation to a serious injury or illness for that Child Insured.

Serious injury or illness - We will pay the Children's Insurance Benefit Amount as a lump sum in the event the Child Insured suffers:

- Benign Tumour of the Brain or of the Spinal Cord;
- Blindness;
- Cancer;
- Chronic Kidney Failure;
- Deafness;
- Encephalitis;
- Major Head Trauma;
- Major Organ Transplant;
- Meningitis (and/or Meningococcal Disease);
- Paralysis;
- Severe Burns; or
- Total and Permanent Loss of Use of One Limb

while covered under the Policy. The condition must be diagnosed by a Medical Practitioner and confirmed by our medical advisers.

Limit

Only one Children's Insurance Benefit Amount of \$10,000 is payable per Child Insured under all Basic Funeral Cover policies. If a Child Insured is covered for Children's Insurance under more than one Basic Funeral Cover Policy, we will only pay the \$10,000 Benefit Amount on acceptance of the claim under the oldest cover and will refund the premiums paid referable to the Children's Insurance for that Child Insured under all other Basic Funeral Cover policies.

The cost of your Children's Insurance

The premium you are required to pay for this option for each Child Insured is shown in your Policy Schedule. The premium must be paid in Australian currency.

Guarantee - We guarantee that the premium you pay for each Child Insured:

- will never increase after the Commencement Date; and
- will reduce by 5% after each continuous period of five years your Policy is in force.

What is not covered under your Children's Insurance?

We will not pay a Children's Insurance Benefit Amount in respect of a Child Insured if the Child Insured suffers from:

- Benign Tumour of the Brain or of the Spinal Cord;
- Blindness;
- Cancer;
- Chronic Kidney Failure;
- Deafness;

- Encephalitis;
- Major Head Trauma;
- Major Organ Transplant;
- Meningitis (and/or Meningococcal Disease);
- Paralysis;
- Severe Burns; or
- Total and Permanent Loss of Use of One Limb

as a result of:

- a Congenital Condition;
- the intentional act of the Policyowner or person who will otherwise be entitled to all or part of the Benefit Amount; or
- an injury which occurs, or an illness which becomes apparent, before the Children's Insurance for the Child Insured starts, or during the first three months after the Children's Insurance starts or, if reinstated, the first three months after the Children's Insurance for the Child Insured is reinstated.

We will not pay a Children's Insurance Benefit Amount in respect of a Child Insured if the Child Insured dies or is diagnosed with a Terminal Illness which becomes apparent before or during the first three months after the Children's Insurance starts or, if reinstated, the first three months after the Children's Insurance for the Child Insured is reinstated.

We will pay for any new and unrelated occurrence of:

- Benign Tumour of the Brain or of the Spinal Cord;
- Blindness;

- Cancer;
- Chronic Kidney Failure;
- Deafness;
- Encephalitis;
- Major Head Trauma;
- Major Organ Transplant;
- Meningitis (and/or Meningococcal Disease);
- Paralysis;
- Severe Burns; or
- Total and Permanent Loss of Use of One Limb

suffered by a Child Insured after this three-month period, while the Child Insured is covered under the Policy.

When your Children's Insurance starts and ends

If your application for Children's Insurance is accepted by us, then cover for a Child Insured starts on the Acceptance Date set out in the Policy Schedule. If we agree to add Children's Insurance to your Policy after the Acceptance Date, we will advise you of the date the Children's Insurance starts.

The Children's Insurance ends for a Child Insured when the first of the following occurs:

- the date of death of the Child Insured;
- the date of death of the Key Life Insured;*
- the date of payment of a Children's Insurance Benefit Amount for the Child Insured;
- the date of payment of the Funeral Insurance Benefit Amount for the Key Life Insured;*

- the date you take up the Early Cash Payment Option on the Key Life Insured;*
- the date you cancel the Policy;
- the date we cancel the Policy;
- the date you cancel this cover for the Child Insured; or
- the Policy Anniversary following the Child Insured's 21st birthday.

Events marked by an * indicate that although the Policy will end should that event occur, if there is a Partner Life Insured, the Children's Insurance can continue under a new policy issued to the Partner Life Insured (see **When cover starts and ends** on page 17).

Premium

The premium you are required to pay when the Policy starts is shown in the Policy Schedule. The premium for each Life Insured is calculated at the Commencement Date and is based on the age of each Life Insured at that time and the Benefit Amount for each Life Insured. The premium must be paid in Australian currency.

Guarantee – We guarantee that:

- the premium you pay will never increase unless you add Children's Insurance after the Commencement Date; and
- the premium you pay will reduce by 5% after each continuous period of five years your Policy is in force.

You can pay your premium by automatic debit from your bank, credit union or building society account, or by credit card. Your premium will be debited on the date of your choice,

either fortnightly, monthly or annually. You may apply at any time to change the method of payment of premiums by phoning **1300 513 484** (Monday to Friday between 8am and 8pm AEST).

If you are having difficulty making your premium payments, please contact us and we will inform you of the options we can provide to assist you to retain your cover.

Making a claim

If you (or your legal personal representative on your death) wish to claim under this Policy, please phone **1300 513 483** (Monday to Friday between 8am and 8pm AEST) or write to:

Kogan Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

You will be sent a form to be completed, signed and returned. We may also require your treating doctor or specialist to complete a form at your (or your estate's) expense.

Claims should be made as soon as possible after the event giving rise to the claim. If you do not notify us within 120 days after the event giving rise to the claim, and we are disadvantaged by the delay, we may be able to reduce the amount we would otherwise pay, or we may be able to refuse to pay the claim.

Before a claim can be fully assessed, we must receive proof, provided at your (or your estate's) expense and to our satisfaction, that the insured event has occurred.

In addition:

- proof must be supported by one or more appropriate Medical Practitioners; and
- all relevant information, including any test, examination, or laboratory results, must be provided to us.

We reserve the right to require the Life Insured (at our expense), to undergo examinations or other reasonable tests (including where necessary, a post mortem examination) to confirm the occurrence of an insured event. In addition, we may conduct investigations to assess the validity of the claim. This could involve the use of investigation agents and surveillance, legal advisers and the collection of personal data.

Benefit payments

Unless a valid benefit nomination (explained below) applies, we make all benefit payments to you, or on your death:

- under a Single Plan, to your legal personal representative, or other person that we are permitted to pay under the Life Insurance Act 1995; or
- under a Joint Plan, to your surviving Partner Life Insured.

Benefits will be paid in Australian currency.

Benefit nominations

You can nominate beneficiaries to receive payment of the Funeral Insurance Benefit Amount (and any Accidental Death Benefit Amount) on your death. To make a nomination, you need to complete a **Nomination of Beneficiaries Form** (available from koganlifeinsurance.com.au) and return it to:

Kogan Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

For convenience, a **Nomination of Beneficiaries Form** is included on page 31.

All the following conditions apply to nominations:

- There must not be more than five nominees.
- Nominations must be of a natural person.
- Nominations must be in writing on a **Nomination of Beneficiaries Form**.
- You may vary the nomination at any time by properly completing and signing a new **Nomination of Beneficiaries Form** and returning it to Kogan Life Insurance. The variation takes effect when it is received by Kogan Life Insurance.
- Payment of benefits will be made on the basis of the latest valid nomination received by Kogan Life Insurance.
- If a nominee is a minor when payment is made, the payment will be made to the minor's legal guardian on trust for the benefit of the minor.

- If a nominee pre-deceases the Policyowner, that nominee's share is payable to the Policyowner's legal personal representative, or other person that we are permitted to pay under the Life Insurance Act 1995.

The payment of the benefit in accordance with the above in respect of a Life Insured is full and final discharge of our liability under the Policy for that benefit.

If you die, as the Key Life Insured, the Policy will end. If there is a Partner Life Insured when the Policy ends, cover for the Partner Life Insured (and any Child Insured) can continue under a new policy (see **When cover starts and ends** on page 17).

Changing your Insurance

You can phone us on **1300 513 484** (Monday to Friday between 8am and 8pm AEST) to discuss changing your Insurance cover. You may need to confirm in writing if you wish to:

- change from a Joint Plan to a Single Plan (you are not able to change your Policy from a Single Plan to a Joint Plan); or
- add a Child Insured to the Policy and/or remove a Child Insured from the Policy.

Any change, and the terms and conditions relating to the change, are subject to our approval and written confirmation by us.

Your 30-day money back guarantee

You have 30 days from:

- the Commencement Date to decide whether you want to keep the Policy; or
- the date a **Children's Insurance Option** starts to decide whether you want to keep the optional benefit,

provided you have not made a claim under the Policy. This is known as the 'cooling off' period.

If you wish to cancel your Policy and/or optional benefits within the cooling off period, please send a written request providing your instruction to cancel along with your full name and Policy number to:

Kogan Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

If your request is received within 30 days of your Commencement Date, we will refund any premiums you have paid.

If you wish to discuss the matter or make alterations to your cover, you can contact us on **1300 513 484** (Monday to Friday between 8am and 8pm AEST).

Questions or complaints

We hope that you never have reason to complain, but if you do, we will do our best to work with you to resolve it. Our complaints resolution process has three steps.

1 - Immediate response

Usually when you have a concern, we can resolve it immediately on the phone. If we cannot immediately resolve your concern, we will treat it as a complaint and take steps to resolve your matter as soon as possible. Please contact us using one of the following means:

Phone: 1300 513 484

(Monday to Friday between 8am and 8pm AEST)

Mail: Customer Support Complaints
Kogan Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

Email: service@koganlifeinsurance.com.au

Please supply your Policy number to enable the enquiry to be dealt with promptly. Your enquiry or complaint will be dealt with by someone with appropriate authority.

2 - Internal dispute resolution

If we have not resolved your matter to your satisfaction, at your request, we will escalate your complaint for review by our Internal Dispute Resolution team. All escalated matters will be acknowledged within two business days of being escalated. After full consideration of the matter, a written final response will be provided that will outline the decision reached and the reasons for the decision.

3 - External dispute resolution

In the unlikely event that your complaint is not resolved to your satisfaction, or a final response has not been provided within 45 days, you may be eligible to refer your matter to the Australian Financial Complaints Authority (AFCA), provided your matter is within the scope of the AFCA Terms of Reference.

AFCA is an independent dispute resolution service provided free of charge.

You may contact AFCA at:

Australian Financial Complaints Authority

Mail: GPO Box 3
Melbourne VIC 3001

Phone: 1800 931 678

Website: afca.org.au

Email: info@afca.org.au

Privacy Notice

In this Privacy Notice, 'we', 'us' and 'our' mean Hannover Life Re of Australasia Ltd and anyone collecting information on our behalf.

We collect the personal information requested in the application for insurance directly from you and we assume that, where you disclose information about others, you have obtained their permission to do so.

Your personal information is collected for the purpose of processing your application, administering your Policy (if issued) and assessing and paying any claims under the Policy. Your information may also be used to consider any other application you may make in the future, or to perform our administrative operations. If you do not consent to us collecting and using your personal information in this manner, or do not provide the requested information in full, we will be unable to provide the requested insurance services.

Your personal information may be disclosed to third parties who assist in the provision of insurance services (i.e. reinsurers, related companies, our advisers, persons involved in claims, medical service providers, external claims data collectors and verifiers, your employer, your agents and other persons where required by law). We may also share your personal information (but not sensitive information) with Kogan who will collect, use and disclose it in accordance with their Privacy Policy (available at kogan.com/au/privacy-policy), including using your information

to tell you about other products and services offered by Kogan and its related companies. We are unlikely to send your personal information to any foreign jurisdiction and we take steps to ensure our service providers do not either.

By applying for cover, you consent to sensitive information about you being collected and it being used to consider your application for insurance, assess a claim, using it or giving it to related companies for research and analysis, to design or underwrite new insurance products, and disclosing it to any of the third parties listed above for these purposes. Your sensitive information will not be disclosed for any other purpose. Third parties are prohibited from using your personal information for purposes other than those for which it is supplied.

You can read more about how we collect, use and disclose your personal information in Kogan's Privacy Policy, including how to complain about a breach of the Privacy Principles. Kogan's Privacy Policy is available at koganlifeinsurance.com.au or you can request a copy. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy, or have any other query relating to privacy, please call **1300 513 484** (Monday to Friday between 8am and 8pm AEST).

Glossary

Acceptance Date means:

- in respect of a Life Insured, the date an application for a Life Insured is accepted by us and cover starts, as set out in the Policy Schedule; and
- in respect of a Child Insured, the date that Children's Insurance for that child is accepted by us, as set out in the Policy Schedule.

Accident means an event resulting in bodily injury occurring while this Policy is in force, where the injury is directly and solely caused by accidental, violent, external and visible means without any other contributing causes and where the injury is not self-inflicted.

Accidental Death means death occurring as the direct result of an Accident and where death occurs within 90 days of the Accident.

Australian Resident means a person who resides in Australia at the time of application and either holds Australian or New Zealand citizenship; holds an Australian permanent residency visa; or has been in Australia continuously for six months or more on a temporary work visa and resides in Australia.

Benefit Amount means the amount payable on the applicable insured event under this Policy in respect of a Life Insured and Child Insured (as applicable). The Benefit Amount at the Acceptance Date for each benefit for each Life Insured and Child Insured is shown in the Policy Schedule.

Benign Tumour of the Brain or of the Spinal Cord means the presence of a

non-cancerous tumour on the brain or spinal cord causing a 'permanent neurological deficit with persisting symptoms'. The diagnosis must be confirmed by a Medical Practitioner.

'Permanent neurological deficit with persisting symptoms' means dysfunction in the nervous system that is present on clinical examination and expected to last throughout the Child Insured's life. It includes outcomes such as:

- a coma;
- a lack of coordination;
- a tremor;
- an objectively documented significant loss of cognitive function
- aphasia (inability to speak);
- difficulty in walking;
- dysarthria (difficulty with speech);
- dysphagia (difficulty in swallowing);
- hemiparesis;
- hemiplegia;
- hyperaesthesia (increased sensitivity);
- hypertonicity;
- monoparesis;
- monoplegia;
- numbness;
- paralysis (localised weakness); and
- visual impairment.

Benign Tumour of the Brain or of the Spinal Cord (continued)

The following do not constitute 'permanent neurological deficit with persisting symptoms':

- An abnormality seen on the brain or spinal cord or other scans without definite related clinical symptoms.
- Neurological signs occurring without symptomatic abnormality, such as brisk reflexes without other symptoms.
- Symptoms of psychological or psychiatric origin.

Blindness means:

- In respect to the **Accidental Serious Injury** benefit, the permanent loss of sight in both eyes, due to injury or illness, such that visual acuity is at least 6/60 or less in both eyes, or the visual field is reduced to at least 20 degrees or less of arc, measured, in each case, after taking into account visual aids. The diagnosis must be confirmed by a Medical Practitioner.
- In respect to the **Children's Insurance Option**, the permanent loss of sight in the Child Insured due to injury or illness, such that visual acuity is 6/60 or less in at least one eye, or the visual field is reduced to 20 degrees or less of arc, measured, in each case, after taking into account visual aids. If this is not met, other evidence confirming an equivalent severity of blindness will be considered. The diagnosis must be confirmed by a specialist Medical Practitioner in the field.

Cancer means the confirmed diagnosis of the presence of one or more malignant tumours histologically characterised by the uncontrolled growth and spread of malignant cells, and the invasion and destruction of normal tissue beyond the basement membrane. The term 'malignant tumour' also includes leukaemia, sarcoma and lymphoma. The diagnosis must be confirmed by a specialist Medical Practitioner.

Child Insured in respect of the **Children's Insurance Option** means the Life Insured named in the Policy Schedule in respect of Children's Insurance.

Chronic Kidney Failure means end stage renal failure presenting as chronic irreversible failure of the function of both kidneys, which requires permanent dialysis.

Commencement Date means the date on which your first premium payment is deducted. The date you select for the first premium deduction is set out in the Policy Schedule.

Congenital Condition means an illness, disability or defect existing at or from a Child Insured's birth.

Deafness means:

- In respect to the **Accidental Serious Injury** benefit, the confirmed diagnosis by a Medical Practitioner, of the total and irreversible loss of hearing (both natural and assisted) in both ears, of 90 decibels or greater measured over the frequencies of 500 hertz, 1000 hertz, 2000 hertz and 3,000 hertz in two measurements at least six months apart. The diagnosis must be confirmed by a Medical Practitioner.
- In respect to the **Children's Insurance Option**, a confirmed diagnosis in the Child Insured of the total and irreversible loss of hearing (both natural and assisted) in one or both ears. The diagnosis must be confirmed by a specialist Medical Practitioner in the field.

Diplegia means the total and permanent loss of use of symmetrical parts of the body through injury caused by permanent damage to the nervous system. The diagnosis must be confirmed by a Medical Practitioner.

Encephalitis means the diagnosis of a bacterial infection of the brain tissue in the Child Insured. The diagnosis must be confirmed by a Medical Practitioner.

Hemiplegia means the total and permanent loss of use of one side of the body caused by permanent damage to the nervous system. The diagnosis must be confirmed by a Medical Practitioner.

Insurance means, in respect of a Life Insured, the Insurance benefits that have been applied for by the Policyowner and accepted by us as indicated on the Policy Schedule.

Insurance Plan means the Insurance Plan nominated by the Policyowner in the application, subject to acceptance by us.

The Insurance Plans available under the Policy are:

- **Single Plan** – this plan applies if the Key Life Insured is the only person nominated in the application.
- **Joint Plan** – this plan applies if there is a Key Life Insured and a Partner Life Insured nominated in the application.

Key Life Insured means the person named in the Policy Schedule as the Key Life Insured.

Life Insured means, as the context requires, the Key Life Insured and, if applicable, the Partner Life Insured and a Child Insured. The Lives Insured are set out in the Policy Schedule.

Major Head Trauma means an accidental head injury in the Child Insured resulting in the admission to ICU for more than four consecutive days (96 hours). The diagnosis must be confirmed by a Medical Practitioner.

Major Organ Transplant means either having undergone an organ transplant, or upon specialist medical advice, is placed on an official Australian acute care hospital waiting list to undergo an organ transplant, from another human donor of one or more of the following:

- bone marrow;
- heart;
- kidney;
- liver;
- lung; or
- pancreas.

The transplantation of all other organs or parts of any organ or any other tissue is excluded.

Medical Practitioner is a qualified, practicing medical specialist, licensed to practice his or her medical specialty within Australia or New Zealand, and whose specialty qualifies him or her to make a diagnosis or prognosis related to the injury or illness of a Life Insured or Child Insured and, in the case of a Child Insured, must be a paediatrician. The Medical Practitioner must not be the Policyowner or a Life Insured under this Policy, their spouse, relative or business associate.

Meningitis (and/or Meningococcal Disease) means the diagnosis of a bacterial infection of the meninges of the brain or meningococcal septicaemia in the Child Insured. The diagnosis must be confirmed by a specialist Medical Practitioner in the field.

Monoplegia means the total and permanent loss of use of one limb caused by permanent damage to the nervous system. The diagnosis must be confirmed by a Medical Practitioner.

Paralysis means the total and permanent loss of use of one or more limbs through injury or illness caused by permanent damage to the nervous system. This includes but is not limited to:

- Diplegia;
- Hemiplegia;
- Monoplegia,
- Paraplegia, and
- Quadriplegia/Tetraplegia.

The diagnosis must be confirmed by a Medical Practitioner.

Paraplegia means the total and permanent loss of use of both legs caused by permanent damage to the nervous system. The diagnosis must be confirmed by a Medical Practitioner.

Partner Life Insured means a person named in the Policy Schedule as the Partner Life Insured. A partner may be a legal spouse or de facto of the Key Life Insured and may be of the same gender as the Key Life Insured.

PDS is an abbreviation of Product Disclosure Statement.

Policy means the legal contract between the Policyowner and us. This PDS and Policy booklet, the most recent document we send you titled 'Policy Schedule', and any special conditions, amendments, or endorsements make up the Policy.

Policy Anniversary means the anniversary of the Commencement Date of your Policy.

Policy Schedule means the document that confirms the details of your Policy, including any special conditions, amendments or endorsements. A new Policy Schedule will be issued at any time there is a change in your Policy. Your new Policy Schedule will apply from the date shown on your new Policy Schedule.

Policyowner, you, your, yours means the Key Life Insured. This Policy may not be transferred or assigned to another person.

Quadriplegia/Tetraplegia means the total and permanent loss of use of both arms and both legs caused by permanent damage to the nervous system. The diagnosis must be confirmed by a Medical Practitioner.

Severe Burns means full thickness (third degree) or deep partial thickness (second degree) burns to at least:

- 10% of the body surface area as measured by the Lund and Browder Body Surface Chart;
- 50% of both hands, requiring surgical debridement and/or grafting; or
- 50% of the face, requiring surgical debridement and/or grafting.

The diagnosis must be confirmed by a specialist Medical Practitioner in the field.

Terminal Illness means the diagnosis, by a Medical Practitioner approved by us, of a terminal illness where life expectancy, after taking into account all reasonably available treatment, is 12 months or less.

Total and Permanent Loss of Use of One Limb means, in respect to the **Children's Insurance Option**, the complete and irrecoverable loss of use of one limb. 'Limb' in this context means an arm, leg, hand or foot. The diagnosis must be confirmed by a Medical Practitioner.

Total and Permanent Loss of Use of Two Limbs means, in respect to **Accidental Serious Injury** benefit, the complete and irrecoverable loss of use of two limbs. 'Limb' in this context means an arm, leg, hand or foot. The diagnosis must be confirmed by a Medical Practitioner.

Direct Debit Service Agreement

1. Hannover Life Re of Australasia Ltd ABN 37 062 395 484 ('Debit User') will initiate direct debit premium payments in the manner referred to in the Policy Schedule (contained in the Direct Debit Request).
2. Debit payments will be made when due. The Debit User will not issue individual confirmation of payments made.
3. The Debit User will give the customer at least 14 days' written notice if the Debit User proposes to vary details of this arrangement, including the amount and frequency of debit payments.
4. If the customer wishes to defer any payment or alter any of the details referred to in the Policy Schedule, they must either contact the Debit User on **1300 513 484** (Monday to Friday between 8am and 8pm AEST) or write to the Debit User at:
Kogan Life Insurance
PO Box 6728
Baulkham Hills NSW 2153
5. Customer queries concerning disputed debit payments must be directed to the Debit User in the first instance. Details of the dispute resolution process that applies to the Debit User are described in this document on page 23. Queries about claims in regards to disputed debit payments should also be directed to the Debit User and may also be directed to the customer's financial institution nominated in the Policy Schedule.
6. Direct payment debiting is not available on the full range of accounts at all financial institutions. If in doubt, the customer should check with their financial institution before completing the Direct Debit Request.
7. The customer should ensure that their account details given in the Policy Schedule are correct by checking against a recent statement from their financial institution at which their account is held.
8. It is the customer's responsibility to have sufficient cleared funds available, by the premium due date, in the account to be debited to enable debit payments to be made in accordance with the Direct Debit Request.
9. By authorising the Direct Debit Request, the customer warrants and represents that he/she/they is/are duly authorised to request and instruct the debiting of premium payments from the account described in the Policy Schedule.
10. If a debit payment falls due on any day which is not a business day, the payment will be made on the next business day. If you are uncertain as to when a debit payment will be processed to your account, you should make enquiries directly with the financial institution nominated in the Policy Schedule.
11. If a debit payment is returned unpaid, the customer may be charged a fee by the financial institution nominated in the Policy Schedule for each returned item.
12. Customers wishing to cancel the Direct Debit Request or to stop individual payments must give at least seven days' written notice to the Debit User at the address referred to in point 4.
13. Except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required by law, the Debit User and its service providers will keep details of the customer's account and debit payments confidential.

Nomination of Beneficiaries Form

As the Policyowner, you have the option to nominate a beneficiary or beneficiaries to receive benefits payable under your Policy on your death. The option to nominate a beneficiary is subject to the conditions listed below.

Unless a valid nomination applies (explained below):

- we make all benefit payments to you, the Policyowner; or
- if the Policyowner dies, for a Joint Plan, the Insurance benefit will be paid to the surviving Partner Life Insured, or for a Single Plan, the Insurance benefit will be paid to the Policyowner's legal personal representative, or other person that Hannover Life Re of Australasia Ltd (Hannover) is permitted to pay under the Life Insurance Act 1995.

Nominations

As the Policyowner, you can nominate beneficiaries to receive payment of any benefits on your death. To make a nomination, you need to complete a **Nomination of Beneficiaries Form** and return it to Kogan Life Insurance PO Box 6728, Baulkham Hills NSW 2153.

Conditions

The following conditions apply:

- There must not be more than five nominees.
- Nominations must be of a natural person.
- Nominations must be in writing on a **Nomination of Beneficiaries Form**.
- You may vary the nomination at any time by properly completing and signing a new **Nomination of Beneficiaries Form** and returning it to Kogan Life Insurance. The variation takes effect when it is received by Kogan Life Insurance.
- Payment of benefits will be made on the basis of the latest valid nomination received by Kogan Life Insurance.
- If a nominee is a minor when payment is made, the payment will be made to the minor's legal guardian on trust for the benefit of the minor.
- If a nominee pre-deceases the Policyowner, that nominee's share is payable to the Policyowner's legal personal representative, or other person that we are permitted to pay under the Life Insurance Act 1995.

Full name of beneficiary	Address	Phone number	Date of birth	Relationship to Policyowner	Proportion of benefit
			DD/MM/YYYY		%
			DD/MM/YYYY		%
			DD/MM/YYYY		%
			DD/MM/YYYY		%
			DD/MM/YYYY		%

Your Policy number

Name of Policyowner

Signature of Policyowner

Date: DD/MM/YYYY

Please return this form to Kogan Life Insurance, PO Box 6728, Baulkham Hills NSW 2153



For more information about
Basic Funeral Cover

Call 1300 513 484

Monday to Friday between 8am and 8pm (AEST)

Visit koganlifeinsurance.com.au