

PRODUCT DISCLOSURE STATEMENT – Personal Accident & Sickness Insurance

THE PURPOSE OF THIS PDS

This PDS has been prepared to help you decide:

- ✚ Whether this product will meet Your needs; and
- ✚ Compare this product with any other products you may be considering.

It sets out the significant features of the insurance Certificate including its benefits and exclusions. You must still read the Certificate wording to ensure it meets your needs.

This statement and Certificate wording is only being provided for comparison purposes. We have not considered your personal needs or financial situation in providing this statement and Certificate wording and/or quotation. If necessary You should seek separate professional advice.

The Insurer

This Certificate is underwritten by certain Underwriters at Lloyd’s and is administered by Aurora Underwriting Agency Pty Limited in accordance with the authority granted under binding authority agreement(s). You can contact Lloyd’s Australia by:

Telephone: (02) 9223 1433

Fax: (02) 9223 1466

Or in writing: Suite 2, Level 21, Angel Place, 123 Pitt Street, Sydney 2000

Aurora Underwriting Agency Pty Limited operates under a binder arrangement and therefore is acting as agent on behalf of the insurer and not as your agent.

General Insurance Code of Practice

We subscribe to the General Insurance Code of Practice that sets the standards of practice and service for the insurance industry. It is Our aim to provide a quality service to You, Our customer.

In the event We do not achieve Our aim and cannot resolve the matter with You, We have dispute resolution process that You can access. Full details appear in the Certificate under Code of Practice.

Free Look Period

You are entitled to end this insurance cover prior to the expiration of 14 days from the commencement of the Period of Insurance shown on the Certificate of Insurance unless You have made a claim under this Certificate. The premium paid will then be refunded in full.

Your Privacy

The Privacy Act 1988 seeks to ensure the confidentiality and security of any personal information. Aurora Underwriting Agency Pty Limited and Lloyd’s Australia are committed to ensuring that confidentiality and security.

Privacy Statement

Aurora Underwriting Agency Pty Limited and Lloyd's are committed to ensuring the confidentiality and security of personal information.

We may disclose personal information to:

- ✚ A state or Federal Authority, an assessor or investigator (for the purpose of assessing or investigating Your claims).
- ✚ A lawyer or recovery agent (for the purpose of defending an action by a third party against You or for the purpose of recovering Our costs).
- ✚ Another insurer or reinsurer (for the purpose of seeking recovery from them or to assist them to assess insurance risks).
- ✚ An insurance reference bureau (for the purpose of recording any claims You make against Us).
- ✚ Other service providers (only for the purpose in connection with this insurance).

Personal Information may also be obtained about You or Your employees from the above people or organisations. We will give You and Your employees the opportunity to correct this information, or obtain access to it.

We will provide Our dispute resolution procedures to You in respect of any complaint You may have regarding Your personal information. You may request access to information held by Us about You, by contacting Us and, request correction if required.

You may also opt out of receiving materials sent by Lloyd's by Contacting Aurora Underwriting Agency Pty Limited on (02) 9905 8905.

Your Duty of Disclosure

You must tell Us anything that You know, or should know, that could affect Our decision to insure You and or the terms on which We insure You. Full details are provided in the application form and Certificate.

The Purpose of this Cover

This Certificate provides Personal Accident and Illness cover for individuals whose age is between 18 and 65 at the time of application. It is an annual renewable cover. The Certificate is not guaranteed renewable.

How to Apply for Insurance

Complete our application form (if applicable) and forward it to Your Broker.

If Your application is accepted, We will send You a schedule that sets out details of the insurance You have taken out. Please keep this Certificate wording and attach the schedule to it.

How to Make a Claim

If you wish to make a claim, please contact Your Broker or Us. Details about making a claim are shown in the Certificate wording.

Proving Your Loss

If You make a claim We will ask You or the Insured Person to justify the amount claimed. We suggest that records be kept to make this easy.

If You Reduce Our Rights

We will not pay that part of a claim where You or an Insured Person has agreed to limit or exclude their rights to recover their loss from another party.

Excess Period

In the event of a claim, You may not receive any payment until an Excess Period has expired. The Excess Periods are described in the Certificate and shown on Your Schedule.

Significant Features and Benefits

The following features & benefits may vary according to the specific cover that you request. Therefore please ensure that this Product Disclosure Statement is read in conjunction with any attached documentation, whether it is a quotation, renewal certificate or an endorsement certificate, together with your Certificate wording if attached. Depending on your particular needs & selections, the Certificate may provide you with:

- ✚ Weekly payments if you are *Temporarily Totally Disabled* through Sickness or Injury.
- ✚ Weekly payments if you are *Temporarily Partially Disabled* through Sickness or Injury.
- ✚ Weekly payments for Workers Compensation Top-up, if applicable and selected.
- ✚ A capital sum payment in the event of Accidental Death or Permanent Injury.

What is Not Covered

This Certificate will not provide cover in some circumstances nor for some illnesses or injuries. You should read the Certificate exclusions for full details.

Some of the main exclusions are sickness or injury caused by or resulting from:

- ✚ Self-infliction
- ✚ War and terrorism
- ✚ Aerial activities
- ✚ Professional sports
- ✚ Pregnancy or childbirth
- ✚ Contraction of AIDS
- ✚ Influence of drugs or alcohol
- ✚ Criminal acts
- ✚ Psychiatric or psychological disorder
- ✚ Contamination by radioactivity
- ✚ Pre-existing conditions

Significant Risks

Your duty of disclosure is very important. If You have not disclosed something We may be entitled to refuse to pay a claim and it can have consequences on Your future cover.

The Total Cost

Your premiums are calculated taking into account the many and varied risk factors. They are payable annually or by instalments if so indicated on the application form.

Your total premium includes all government charges, which are shown separately on the schedule.

Premium rates may be changed but only on renewal of the Certificate. You will be given at least 14 days notice of the annual expiration date of the Certificate and the renewal terms.