

CreditCard Plus

Insurance for your credit card

Product Disclosure Statement (PDS) and Policy Document

Preparation date: 26/11/2010



CommInsure



Important information

This PDS (which for pages 2-15, other than the examples or illustrations, is also your policy document) provides details of CreditCard Plus, including the features, benefits, costs, exclusions, and other terms and conditions. If you are accepted for cover, the policy document together with your policy schedule make up your insurance contract (the 'policy') with us.

This PDS and policy is issued by The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 ('CMLA'), a wholly-owned subsidiary of the Commonwealth Bank of Australia ABN 48 123 123 124. The Commonwealth Bank of Australia and its subsidiaries (other than CMLA) do not guarantee the obligations or performance of CMLA or the products it offers. CommInsure is a registered business name of CMLA.

CMLA guarantees the benefits payable under CreditCard Plus. All payments to and from CMLA under the CreditCard Plus policies will be made to and from CMLA's Statutory Fund No. 5. This policy has no savings element or surrender value and will not participate in the profits or surpluses of CMLA or the Statutory Fund No. 5.

All examples or illustrations in this PDS are only intended to demonstrate how certain benefits are calculated. All benefits will be determined in accordance with the relevant policy conditions.

The insurance described in this PDS is only available to persons in Australia. Applications from outside Australia will not be accepted.

Contact details of CMLA:

Level 12
52 Martin Place
Sydney NSW 2000
Telephone 13 10 56

This policy is governed by the Life Insurance Act 1995 (Cth), the Insurance Contracts Act 1984 (Cth), the Corporations Act 2001 (Cth) and otherwise by the laws of the State of New South Wales. All references to monetary amounts in this document are references to Australian dollars.

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Welcome to CreditCard Plus

CreditCard Plus is insurance for your credit card that can help pay your credit card bill when you can't work.

Can't work? Don't worry about your credit card.

If you become involuntarily unemployed or temporarily disabled, CreditCard Plus will pay 7% of your credit card balance each month – **that's over three times the minimum amount due on your card.**

If you die, suffer a terminal illness or become permanently disabled, CreditCard Plus will pay off your credit card balance *and* **pay you or your estate an additional cash assistance amount to help cover your costs.**

Why CreditCard Plus?

Five good reasons:

- By insuring your credit card bill against involuntary unemployment or temporary and permanent disablement you can help protect your credit rating.
- Cover is pre-approved, acceptance is guaranteed (subject to eligibility exclusions) and we don't require a medical examination at application time.
- You don't pay any more for your insurance because of your age, job, health or other factors.
- You can claim even if you're entitled to other benefits, such as sick leave or Centrelink.
- We calculate the premiums on your statement balance and charge them to your credit card account, so if your balance is zero your cover is free for that month.

Please read the full terms and conditions in this document to understand the benefits, including their exclusions and limits.

Who is eligible?

To be eligible for CreditCard Plus you must be:

- a primary Commonwealth Bank credit card account holder
- at least 18, but less than 65 years old.

You must also agree to pay the required premiums under this policy.

When we will pay

CreditCard Plus can pay a benefit if you become:

- involuntarily unemployed
- temporarily or permanently disabled
- terminally ill or you die.

If you become permanently disabled, terminally ill or you die, we also pay an additional *Cash Assistance Benefit* (see page 5).

i. If you become involuntarily unemployed

If you're employed, and you become involuntarily unemployed during the period of cover, we will pay 1/30th of 7% of the outstanding card balance for each day you are involuntarily unemployed.

When we will pay this benefit

We start calculating payments after you've been involuntarily unemployed for 30 consecutive days (this is your waiting period). We then calculate the amount daily and credit it to your card account once each month.

To receive (or continue to receive) the involuntary unemployment benefit, you need to be actively looking for employment. We may request evidence from you to support this.

After we've paid a claim for this benefit, you must be actively and gainfully employed again for at least six months before you can claim for this benefit again.

The covers ceases when you permanently retire.

For example, let's say you are involuntarily unemployed for 70 days and on the date you became involuntarily unemployed you had an outstanding balance of \$5,000 on your credit card account. On accepting your claim we would pay a total of \$466.67 to your credit card account, the equivalent of \$11.67 per day for 40 days of unemployment (70 days minus the 30-day waiting period).

The maximum or minimum we will pay

The maximum we will pay for any one period of involuntary unemployment is:

- 180 days, or
- until we clear the outstanding balance, or
- where we have paid \$50,000 in total for all benefits over the life of the policy, whichever happens first.

The minimum involuntary unemployment benefit we pay for any one period of involuntary unemployment is \$25 per month.

ii. If you become temporarily disabled

If you become temporarily disabled during the period of cover, we will pay 1/30th of 7% of the outstanding card balance for each day you are temporarily disabled.

When we will pay it

We start calculating payments after you've been disabled for 30 consecutive days because of the same injury or illness (this is your waiting period). We then calculate the amount daily and credit it to your card account once each month.

If you suffer a related injury or illness, or have a recurrence of the same injury or illness within 14 days after the date on which you cease to be disabled, we will consider that related injury or illness to be a continuation of the original claim.

After we've paid a claim for this benefit, you must be actively and gainfully employed again for at least six months before you can claim for this benefit again.

For example, let's say you were temporarily disabled for 150 days and on the day you became disabled you had an outstanding balance of \$10,000 on your credit card account. On accepting your claim we would pay a total of \$2,799.60 to your credit card account, the equivalent of \$23.33 per day for 120 days (150 days minus the 30-day waiting period).

The maximum or minimum we will pay

The maximum we will pay for any one period of temporary disablement is:

- 360 days, or
- until we clear the outstanding balance, or
- where we have paid \$50,000 in total for all benefits over the life of the policy,

whichever happens first.

The minimum temporary disablement benefit we pay for any one period of temporary disablement is \$25 per month.

iii. If you become permanently disabled

If you become permanently disabled during the period of cover, we will pay the outstanding balance of your credit card account up to a maximum of \$25,000. We will credit this benefit to your credit card account.

For example, let's say you had an outstanding balance on your credit card account of \$30,000 on the day you were disabled. On accepting your claim we would pay \$25,000 of that balance.

We also pay an additional cash assistance payment to you (see *vi. Cash assistance for terminal illness, death and permanent disablement* on page 5).

If we pay the permanent disablement benefit, and, as a result, the cash assistance benefit, we will not pay any other benefits (including another permanent disablement benefit) except terminal illness or death.

iv. If you become terminally ill

If you are diagnosed with a terminal illness during the period of cover, we will pay the outstanding balance of your credit card account up to a maximum of \$25,000. We will credit this benefit to your credit card.

For example, let's say you had an outstanding balance on your credit card account of \$20,000 on the date you were diagnosed with a terminal illness. On accepting your claim we would clear that balance.

We also pay an additional cash assistance payment to you (see *vi. Cash assistance for terminal illness, death and permanent disablement*).

If we pay this terminal illness benefit we will not pay the death benefit, and the policy ends.

v. If you die

If you die during the period of cover we will pay the outstanding balance of your credit card account up to \$25,000. We will credit this death benefit to your credit card account.

For example, let's say you had an outstanding balance on your credit card account of \$30,000 on the date of your death. On accepting the claim, we would credit your credit card account with \$25,000.

We also pay an additional cash assistance payment to your estate (see *vi. Cash assistance for terminal illness, death and permanent disablement* below).

vi. Cash assistance for terminal illness, death and permanent disablement

If we pay the death, permanent disablement or terminal illness benefit to your credit card account, *we also pay the same amount again* to you (or to your estate if you have died).

For example, if we have credited a permanent disablement benefit of \$25,000 to your credit card account, we will pay an additional \$25,000 cash assistance benefit to you. This payment can be used any way you like – perhaps towards rehabilitation, home modifications or other bills.

Multiple benefit limit

We will only pay one of the involuntary unemployment, temporary disablement, permanent disablement, terminal illness or death benefits at any one time.

For example, if we are paying you an involuntary unemployment benefit and you suffer an injury, we won't also pay the temporary disablement benefit.

Summary of payment limits

Involuntary unemployment	<p>The maximum for each claim is the earlier of:</p> <ul style="list-style-type: none">• 180 days of payments• \$50,000 in total for all benefits for the life of the policy• until your credit card account outstanding balance has been paid. <p>The minimum unemployment benefit we pay is \$25 per month.</p>
Temporary disablement	<p>The maximum for each claim is the earlier of:</p> <ul style="list-style-type: none">• 360 days of payments• \$50,000 in total for all benefits for the life of the policy• until your credit card account outstanding balance has been paid. <p>The minimum temporary disablement benefit we pay is \$25 per month.</p>
Death, permanent disablement and terminal illness	<p>The maximum benefit we will pay for either death, terminal illness or permanent disablement is \$25,000.</p>
Cash assistance	<p>We will pay this benefit if we pay a death benefit, permanent disablement or terminal illness benefit. The maximum cash assistance payment is \$25,000 (this is in addition to the death, permanent disability and terminal illness benefit limit).</p>

Note: please read the next section *When we won't pay*, for some important exclusions to these benefits.

When we won't pay

Death exclusions

We will not pay any amount if you die:

- directly or indirectly from suicide within the first 6 months of the commencement date, whether you are sane or insane, or
- within 6 months of the policy commencement date due to a bodily injury, sickness or disease for which you needed medical advice, consultation or treatment in the six months immediately before the policy commencement date.

Temporary disablement, permanent disablement and terminal illness exclusions

We will not pay any amount for temporary disablement, permanent disablement or terminal illness if any of these conditions is caused by, contributed to, or results:

- from attempted suicide or self-inflicted injury, whether you are sane or insane, or
- within 12 months of the policy commencement date from bodily injury, sickness or disease for which medical advice, consultation or treatment was required within the 12 months immediately before the policy commencement date.

We will not pay any amount for temporary disablement or permanent disablement if either occurs within the first 28 days of the commencement date of the policy.

Cash assistance exclusions

If we don't pay a permanent disablement, death or terminal illness benefit, we will not pay the cash assistance benefit.

Involuntary unemployment exclusions

We will not pay any amount for involuntary unemployment if you become involuntarily unemployed:

- at the commencement date of the policy or within 60 days of that date, or
- because the normal course of employment of a seasonal nature or employment for a set period of time ended, or
- because you resign, accept voluntary redundancy or early retirement or you abandon your employment.

How much does it cost?

The premium rate is 55 cents (including stamp duty) for every \$100 of the closing balance shown on your monthly credit card statement.

For example, if the closing balance of your credit card shown on your statement is \$3,000, your monthly premium will be \$16.50 ($\$3,000/\$100 \times \0.55).

We calculate your premium each month and deduct it from your credit card account monthly until the cover ceases or this policy comes to end. You pay the premium monthly, in arrears.

The maximum premium payable is \$137.50 per month (this is based on a balance of \$25,000 or more).

If your credit card balance is zero or in credit

If the closing balance of your credit card is zero or in credit on the statement date of any month (the date printed on the account statement), your premium is zero for that particular month.

Applying for cover

How do I apply for CreditCard Plus?

To apply for CreditCard Plus you can:

- complete an application at any Commonwealth Bank branch
- apply through Commonwealth Bank Netbank
- apply through our website at http://life.comminsure.com.au/Credit_Card_Insurance.aspx
- apply through the Commonwealth Bank website www.commbank.com.au/personal/insurance/

You may be able to arrange similar insurance through a different provider.

Each CreditCard Plus policy covers one credit card only. The insurance is optional – you don't *have* to take it out when applying for a credit card. When you complete the application, you must be truthful.

We provide cover under this product for losses caused by certain events. The extent to which CreditCard Plus cover applies is measured by reference to the amount you owe under your credit card agreement.

You should read this PDS carefully to understand the extent of the cover provided by this product and its limitations.

When does the policy start?

If you take out a CreditCard Plus policy, your insurance contract with us starts from the day we have processed your completed application. We will confirm the commencement date in your policy schedule, which we send to you separately.

Cooling-off period

From the day we send you the policy schedule, you have 30 days to consider whether it meets your needs (the 'cooling-off period'). Within this period you can cancel the policy by contacting us and we will refund in full any premiums you have paid.

Understanding the risks

There are a number of risks you should be aware of, including:

- this type of insurance cover may not be appropriate for your needs
- this cover will stop if the credit card to which this insurance is attached is cancelled or you cease to be the primary cardholder
- this policy may not cover all your credit card obligations.

Changing the terms of the policy

To the extent permitted by law we can change the terms and conditions of your policy, including the premiums and benefits, by giving you one month's advance written notice, which we can provide on or within your credit card statement.

We will only increase your premium if we increase all premiums for all CreditCard Plus policies issued on the same terms as your policy.

Cancelling your cover

When does the policy end?

Your policy ends on the earlier of:

- you being diagnosed with a terminal illness
- your death
- your credit card account being closed, cancelled or withdrawn
- you ceasing to be the primary credit card account holder of the credit card account
- you ceasing to have the right to use the credit card account (you should tell us if this happens)
- us paying \$50,000 in total under this policy
- you turning 65
- you cancelling the policy.

If your credit card account is cancelled and then re-instated, you must re-apply for cover by completing an application form. If we accept your application, cover will only apply from the date we accept it.

If you cancel the policy

To cancel your policy at any time:

- call us on **13 10 56** between 8 am and 8 pm (Sydney time), Monday to Friday, or
- send an email to **creditcardplus@cba.com.au**, or
- write to us at this address:

CommInsure Life Insurance Services
PO Box 328
Silverwater NSW 2128

The cover will end on the day we receive your request. The policy does not have any cash value when you cancel it.

If we cancel the policy

If you don't pay the monthly premium within one month of the due date, we can decide to cancel the policy. If we do this we will write to you.

We will not assess claims for events that happen after the cancellation date.

Commission

We can pay a commission of up to 20% of the premium paid to the bank or another party as a result of the sale of this product.

Taxation

Generally, benefits paid due to death or permanent disability are not assessable for tax purposes and the premiums are not tax-deductible.

Taxation for other benefits may vary with individual circumstances and we recommend you discuss this with your tax adviser. This tax statement is based on the continuation of present laws.

Claims

If one of the events this policy covers occurs, you should contact us as quickly as possible to give us the details of the claim.

Making a claim

To claim:

1. Call **13 10 56** between 8am and 8pm (Sydney time), Monday to Friday. We will send you a claim form and a covering letter outlining the supporting evidence we need to be able to assess the claim.
2. Complete the claim form and return it to us with supporting evidence of your claim and your age. You must provide all certificates and evidence we require at your own expense, except where we ask for a medical examination or other tests.

Paying claims

We pay all genuine claims as soon as possible after we have received all the necessary documents and assessed the validity of your claim.

If we approve your claim, we will credit the payments to your credit card account and pay any cash assistance benefit directly to you or your estate.

What the words in this PDS mean

Term	Definition
commencement date	The date your policy starts and therefore the date that cover commences under your policy. Your commencement date will be shown on your policy schedule.
credit card account	Your credit card account with the Commonwealth Bank of Australia for which you have requested cover under this policy.
date of disablement	The date occurring on or after the commencement date, on which a registered medical practitioner certifies that you are unfit for work.
death benefit	The benefit that we pay if you die as described on pages 5 and 7.
employed	<p>Means that you are employed by an employer and:</p> <ul style="list-style-type: none"> • working at least 20 hours per week for salary or wages • not doing seasonal work (e.g. where your employment would normally stop at the end of that season) • not working on a contract for a specific period. <p>Employed does not mean self-employed.</p>
illness	Sickness or disease you suffer that begins after the commencement date.
injury	Bodily injury to you, occurring after the commencement date.
involuntary unemployment or involuntarily unemployed	<p>Means you were employed:</p> <ul style="list-style-type: none"> • and became unemployed as a result of involuntary termination, retrenchment or an industrial dispute, and • are actively looking for employment.
involuntary unemployment benefit	The benefit that we pay if you become involuntarily unemployed as described on pages 3 and 7.
outstanding balance	<p>The lesser of:</p> <ul style="list-style-type: none"> • \$25,000, and • the debt owed on your credit card account <p>as at the date you died, or became:</p> <ul style="list-style-type: none"> • involuntarily unemployed, or • terminally ill, or • temporarily disabled, or • permanently disabled.

Term	Definition
PDS	Product Disclosure Statement.
period of cover	The period from the commencement date until the date that your policy ends.
permanent disablement or permanently disabled	<p>You have been:</p> <ul style="list-style-type: none"> absent for six consecutive months from the date of disablement because of illness or injury from your usual occupation and from which you received wages, salary, or income before but not after the date of disablement, and, in our opinion, after considering medical evidence satisfactory to us, you are unlikely ever to return to those duties or duties for which you may be suited by education, training or experience.
permanent disability benefit	The benefit we pay if you become permanently disabled, as described on pages 4 and 7.
statement balance	The total amount owing on your credit card account on the date shown on the monthly statement.
temporary disablement or temporarily disabled	From the date of disablement through injury or illness, you are unable to perform the occupation, business or profession you were carrying on immediately before the date of disablement, and from which you received wages, salary or income before but not after the date of disablement.
terminal illness, terminally ill	<p>You are diagnosed with a sickness or injury which will lead to death within twelve months (in the opinion of a specialist medical practitioner, whose opinion is supported by our chief medical officer).</p> <p>You will not be said to have a terminal illness until the medical practitioner (and if we consider it necessary, our chief medical officer) certifies to us that you have this terminal illness.</p>
terminal illness benefit	The benefit we pay if you are diagnosed with a terminal illness as described on pages 5 and 7.
we, us, our, Commlnsure	The Colonial Mutual Life Assurance Society Limited, the insurer.
you, your, yours	The person named on the policy schedule as the policy owner. You are both the life insured and the policy owner.

Privacy of your personal information

Collecting information

'Customer information' is information about a customer. It includes personal information such as name, age, gender, contact details as well as your health and financial information.

Why we collect customer information

We collect personal information (including full names, addresses and contact details) so that we can administer our customer relationships, and give customers like you the products and services they request as well as information on the Commonwealth Bank Group's products and services.

The law requires us to identify our customers. We do this by collecting and verifying information about you. We may also collect and verify information about persons who act on your behalf. Collecting and verifying information helps to protect against identity theft, money-laundering and other illegal activities.

How we use it

We use your customer information to manage our relationship with you, give you the products and services you request and also tell you about the products and services offered by the Group, affiliated providers and external providers for whom we act as agent. If we have your email or mobile phone details we may contact you electronically. You may also receive information on the Group's products and services electronically.

How we collect it

We can collect and verify customer information in different ways and we will advise you of the most acceptable ways to do this. We may disclose your customer information in carrying out verification – e.g. we may refer to public records to verify information and documentation, or we may verify with an employer that the information you have given us is accurate.

What we collect

Depending on whether you are an individual or an organisation, the information we collect will vary. For instance, if you are an individual, the type of information we may collect and verify includes your full name, date of birth and residential address. If you are commonly known by two or more different names, you must give us full details of your other name or names.

Accuracy

You must provide us with accurate and complete information. If you do not, you may be in breach of the law and also we may not be able to provide you with products and services that best suit your needs.

Protecting customer information

We comply with the National Privacy Principles as incorporated into the Privacy Act 1988 (Cth). We disclose customer information to other members of the Commonwealth Bank Group (including overseas members), so that the Group may have an integrated view of its customers and to facilitate the integrated treatment of its customers. It also enables other members of the Group to give you information about their products and services.

Viewing your information

You can (subject to permitted exceptions) request access to your personal information by contacting:

Customer Relations
Commonwealth Bank Group
Reply Paid 41
Sydney NSW 2000

Telephone: **1800 805 605**

Facsimile: **1800 028 542**

We may charge you for providing access.

For more information about our privacy and information-handling practices, please refer to the Commonwealth Bank Group Privacy Policy Statement, which is available through **commbank.com.au** or on request from any Commonwealth Bank branch.

Contacting us

If you have any questions, please visit any Commonwealth Bank branch or call us on **13 10 56** between 8 am and 8 pm (Sydney time), Monday to Friday.

Alternatively you can send an email to **creditcardplus@cba.com.au**

We will post any correspondence to your last known address. You will be deemed to have received correspondence after allowing for ordinary postal delivery times.

Please send all correspondence to:

CommInsure Life Insurance Services
PO Box 328
Silverwater NSW 2128

What to do if you have a complaint

We accept that sometimes we can get things wrong, and when this happens we're determined to make them right again. Most problems can be resolved quickly and simply by talking with us.

To get help resolving your problem, call Credit Card Plus (Customer Services) on **13 10 56** or send an email to **creditcardplus@cba.com.au**

If you need further assistance, contact Customer Relations on **1800 805 605** or by email to **CustomerRelations@cba.com.au**, or by writing to CBA Group Customer Relations, GPO Box 41, Sydney NSW 2001.

You can also contact us through a third party, providing you give us written authority to deal with them about the complaint.

National Relay Service

TTY/Voice: 133 677

SSR: 1300 555 727

www.relayservice.com.au

If you make a complaint to us we will:

- acknowledge your complaint and make sure we understand the issues
- do everything we can to fix the problem
- keep you informed of our progress
- keep a record of your complaint
- give you our name, a reference number and contact details so that you can follow up if you want to, and
- provide a final response within 45 days.

If we are unable to provide a final response to your complaint within 45 days, we will:

- inform you of the reasons for the delay
- advise of your right to complain to the Financial Ombudsman Service (FOS), and
- give you the FOS contact details.

External dispute resolution

If you are not happy with the response we provide, you may refer your complaint to the Financial Ombudsman Service (FOS). FOS offers a free, independent dispute resolution service for the Australian banking, insurance and investment industries.

You can contact FOS on **1300 780 808**, or by writing to Financial Ombudsman Service, GPO Box 3, Melbourne, VIC 3001, or online at **www.fos.org.au**

13 10 56

8 am–8 pm

(Sydney time), Monday to Friday

comminsure.com.au

