

# Card Repayment Insurance Information Document

## About this document

In this Card Repayment Insurance (CRI) Information Document a reference to “we”, “our” and “us” means Zurich Australia Limited ABN 92 000 010 195, AFSL 232510 and/or St Andrew’s Insurance (Australia) Pty Ltd ABN 89 075 044 656 AFSL 239 649.

Any reference to “you” or “your” means the applicant for and owner of the Card Repayment Insurance cover.

This document is the CRI Information Document which has been prepared to restate the key terms of cover.

In some circumstances, we will not pay a benefit. These circumstances are shown for each benefit type in the section titled “When we won’t pay”.

Words or expressions shown in italics have the meaning explained in the Glossary at the end of this CRI Information Document.

## Lump sum benefits

### Death Benefit

#### What is the Death benefit amount?

The amount of Death benefit provided, known as the Death sum insured, is the *balance owing* subject to the *plan* maximum. The maximum payment limit is \$50,000 under the Premier *Plan* and \$25,000 under the Standard *Plan*.

The benefit is payable if you die after the *cover start date* shown on the Certificate of Insurance and before the Death benefit ends, explained on page 4.

If we agree that a Death benefit is payable, an amount equal to the *balance owing* at the date of death will be credited to your *credit card* account.

### Death by Accident Benefit

#### What is the Death by Accident benefit amount?

The amount of Death by Accident benefit provided, known as the Death by Accident sum insured, is the *balance owing* subject to the *plan* maximum. The maximum payment limit is \$50,000 under the Premier *Plan* and \$25,000 under the Standard *Plan*.

The Death by Accident benefit is paid in addition to the Death benefit.

The benefit is payable if you die as a result of an *accident* after the *cover start date* shown on the Certificate of Insurance and before the Death by Accident benefit ends, explained on page 4. If we agree that a Death by Accident benefit is payable, an amount equal to the death benefit will be paid to your Estate.

### When we won’t pay

A Death benefit or Death by Accident benefit claim will not be payable if death is directly or indirectly caused, or contributed to, by:

- suicide or an intentional self inflicted act within 13 months of the *cover start date*;
- a *pre-existing condition*;
- your involvement in a criminal activity;
- *alcohol abuse* or *alcohol dependence*; or
- *substance abuse*.

### Total & Permanent Disablement (TPD) benefit

#### Types of cover

The type of TPD cover provided varies depending on your employment status at the time of the *event* giving rise to the claim.

1 If you are *gainfully employed* at the time of the *event* giving rise to the claim, the TPD benefit is provided on the basis of the *any occupation* definition of *total and permanent disablement*.

2 If you are engaged in *domestic duties* at the time of the *event* giving rise to the claim, the TPD benefit is provided on the basis of the *domestic duties* definition of *total and permanent disablement*.

3 If you are not *gainfully employed* or engaged in *domestic duties* at the time of the *event* giving rise to the claim then the TPD benefit is provided on the basis of the *modified TPD* definition of *total and permanent disablement*.

#### What is the Total and Permanent Disablement benefit amount?

The amount of the TPD benefit provided, known as the TPD sum insured, is the *balance owing* subject to the *plan* maximum. The maximum payment limit is \$50,000 under the Premier *Plan* and \$25,000 for *cover* under the Standard *Plan*.

The benefit is payable after the *cover start date* shown on the Certificate of Insurance and before the TPD benefit ends, explained on page 4.

If we agree that a TPD benefit is payable, an amount equal to the *balance owing* at the *date of disability* will be credited to your *credit card* account.

### When we won’t pay

A TPD benefit claim will not be payable if TPD is directly or indirectly caused, or contributed to, by:

- an intentional self inflicted act;
- a *pre-existing condition*;
- your involvement in a criminal activity;
- *alcohol abuse* or *alcohol dependence*;
- *substance abuse*; or
- *mental illness*.

## Monthly Repayment benefits

### Total & Temporary Disability (TTD) Benefit

#### What is the Total & Temporary Disability benefit amount?

The amount of TTD benefit provided, known as the TTD sum insured, is the *balance owing* subject to the *plan* maximum.

The amount is calculated on a daily basis at:

- 1/30th of 10% of the *balance owing* on the date that you become *totally disabled* for the Premier Plan; or
- 1/30th of 7.5% of the *balance owing* on the date that you become *totally disabled* for the Standard Plan; subject to the Maximum benefit set out below.

#### Maximum benefit

##### Premier Plan

The monthly TTD benefit is equal to 10% of the *balance owing* on your *credit card* as at the date of *total disability*. We will calculate this on a daily basis as 1/30th of this amount for each day you are *totally disabled*.

For example, if the *balance owing* on your *credit card* account on the date that you become *totally disabled* is \$10,000 and you remain *totally disabled* for a period of 70 days, we will pay \$33.33 per day ( $1/30 \times 10\% \times \$10,000$ ) for a total of 40 days after the 30 day waiting period. The total paid to your *credit card* will therefore be \$1,333.20.

A TTD benefit will be paid up to a maximum of \$50,000.

##### Standard Plan

The monthly TTD benefit is equal to 7.5% of the *balance owing* on your *credit card* as at the date of *total disability*. We will calculate this on a daily basis as 1/30th of this amount for each day you are *totally disabled*.

For example, if the *balance owing* on your *credit card* account at the date that you become *totally disabled* is \$10,000 and you remain *totally disabled* for a period of 70 days, we will pay \$25 per day ( $1/30 \times 7.5\% \times \$10,000$ ) for a total of 40 days after the 30 day waiting period. The total paid to your *credit card* will therefore be \$1,000.

A TTD benefit will be paid up to a maximum of \$25,000.

#### Waiting period

The TTD benefit is subject to a 30 day waiting period before the TTD sum insured becomes payable. The waiting period begins the day you become *totally disabled* due to *illness* or *injury* and have consulted a *medical practitioner*.

#### Benefit Period

A 6 month benefit period is the maximum period for which a TTD benefit is payable. The benefit period starts

at the end of the waiting period and continues until the earlier of:

- the end of the 6 month benefit period;
- when you return to work; or
- the date when *cover* ends, as explained on page 4.

#### When the TTD benefit is payable

The TTD sum insured is payable after a period of 30 days from the *cover start date* shown in the Certificate of Insurance and before the TTD benefit ends (explained on page 4), if you:

- have been continuously *totally disabled* during the waiting period; and
- remain *totally disabled* after the end of the waiting period; and
- were *gainfully employed* at the date of the *event* giving rise to the claim.

The TTD sum insured is payable monthly in arrears for each day of *total disability* after the end of the waiting period (1/30<sup>th</sup> of the TTD sum insured per day if the benefit is only payable for part of a month), but not beyond the end of the 6 month benefit period for that *disability*.

#### Recurrent disability

You must return to *gainful employment* for a minimum of 20 hours per week for a period of 6 consecutive months before a subsequent claim for TTD can be made. Any claim arising from the same or a related cause as a previous claim within 12 months of the previous claim ending will be treated as a continuation of the previous claim and the waiting period will be waived.

#### Only one benefit payable

Only one monthly repayment benefit will be paid at any one time (ie you will only receive TTD or IU, but not both at the same time).

TTD benefits are payable for a maximum of 6 months in any 24 month period of insurance.

#### When we won't pay

A TTD benefit will not be payable for a claim that is directly or indirectly caused, or contributed to, by:

- an intentional self inflicted act;
- a *pre-existing condition*;
- your involvement in a criminal activity;
- *alcohol abuse* or *alcohol dependence*;
- *substance abuse*; or
- *mental illness*.

## Involuntary Unemployment (IU) Benefit

### What is the involuntary unemployment benefit amount?

The amount of IU benefit provided, known as the IU sum insured, is equal to the TTD sum insured.

The amount is calculated on a daily basis at;

- 1/30th of 10% of the *balance owing* on the date that you become *involuntarily unemployed* for the Premier Plan; or
- 1/30th of 7.5% of the *balance owing* on the date that you become *involuntarily unemployed* for the Standard Plan;

subject to the Maximum benefit set out below.

The IU benefit is included as part of every *cover* although a benefit will only be payable if you were *gainfully employed*, but not *self-employed*, immediately prior to the period of *involuntary unemployment*.

### Maximum benefit

#### Premier Plan

The monthly IU benefit is equal to 10% of the *balance owing* on your *credit card* as at the date of *unemployment*. We will calculate this on a daily basis as 1/30th of this amount for each day you are *involuntarily unemployed*.

For example, if the *balance owing* on your *credit card* account at the date of the *involuntary unemployment* is \$10,000 and you remain *involuntarily unemployed* for a period of 70 days, we will pay \$33.33 per day ( $1/30 \times 10\% \times \$10,000$ ) for a total of 40 days after the 30 day waiting period. The total paid will therefore be \$1,333.20.

IU benefits will be paid up to a maximum of \$50,000.

#### Standard Plan

The monthly IU benefit is equal to 7.5% of the *balance owing* on your *credit card* as at the date of *unemployment*. We will calculate this on a daily basis as 1/30th of this amount for each day you are *involuntarily unemployed*.

For example, if the *balance owing* on your *credit card* account at the date of the *involuntary unemployment* is \$10,000 and you remain *involuntarily unemployed* for a period of 70 days, we will pay \$25 per day ( $1/30 \times 7.5\% \times \$10,000$ ) for a total of 40 days after the 30 day waiting period. The total paid to your *credit card* account will therefore be \$1,000.

IU benefits will be paid up to a maximum of \$25,000.

### Waiting period

The IU benefit is subject to a 30 day waiting period before the IU sum insured becomes payable. The waiting period begins the day that you become *involuntarily unemployed*.

### Benefit Period

A 6 month benefit period is the maximum period for which an IU benefit is payable. The benefit period starts at the end of the waiting period and continues until the earlier of:

- the end of the 6 month benefit period;
- you return to work; or
- the date when *cover* ends, as explained in the section titled "Common questions and answers" on page 4.

### When the involuntary unemployment benefit is payable

The IU sum insured is payable if, after a period of 90 days from the *cover start date* shown in the Certificate of Insurance and before the IU benefit ends (explained on page 4), you become *involuntarily unemployed*.

The IU sum insured is payable monthly in arrears for each day of *involuntary unemployment* after the end of the waiting period (1/30th of the IU sum insured per day if the benefit is only payable for part of a month), but not beyond the end of the 6 month benefit period of *involuntary unemployment*.

### Recurrent involuntary unemployment

You must return to *gainful employment* for a period of 6 consecutive months, excluding any applicable probationary period, before a subsequent claim for IU benefit can be made.

A subsequent claim for IU must relate to a period of employment with an employer unrelated to your previous employer. Only one claim for the IU benefit can be made per employer. The IU benefit is payable for a maximum of 6 months during the policy term.

### Only one benefit payable

Only one monthly repayment benefit will be paid at any one time (ie you will only receive TTD or IU, but not both at the same time).

### When we won't pay

An IU benefit will not be payable for an *event* giving rise to a claim that is directly or indirectly caused or contributed to, by your:

- deliberate or serious misconduct;
- neglect of the duties required of your employment;
- failure to adhere to performance counselling;
- ceasing *gainful employment* of a casual, seasonal or temporary nature;
- voluntary redundancy, resignation or retirement (including early retirement);
- fixed term employment contract coming to an end;
- abandoning of your employment for any reason;
- *illness* or *injury*;
- pregnancy, abortion or childbirth;
- involvement in a criminal act;
- *alcohol abuse* or *alcohol dependence*; or
- *substance abuse*.

An Involuntary Unemployment benefit will also not be payable if:

- you were *self-employed* immediately prior to the period of *involuntary unemployment*;
- the date you become *involuntary unemployed* is within the first 90 days of the *cover start date*;
- you have already received IU benefits for a combined period of 6 months;
- you have previously received IU benefits with this or a related employer; or
- you were aware of your impending redundancy at the time you applied for *cover*.

#### **When cover starts and ends**

*Cover* will start on the *cover start date* shown in the Certificate of Insurance and will continue until one of the following things happen:

- the date we receive your written request to cancel the *cover*;
- 30 days after your *credit card* account is cancelled, closed or withdrawn;
- a Lump Sum benefit under the *cover* becomes payable; or
- the *cover* anniversary when you are aged 65.

#### **World wide cover**

You are covered by CRI 24 hours a day, anywhere in the world.

### Making a claim

#### **Notifying us of a claim**

Please contact Zurich Customer Care on 131 551 or send an email to [client.service@zurich.com.au](mailto:client.service@zurich.com.au). A claim form will be sent to you and together with an explanation of the claim requirements and what the next steps are.

#### **Assessing a claim**

We will pay a benefit only after all our claim requirements have been met and we admit liability.

We may require medical assessments and other information where relevant to assess or finalise payment of the claim. Where we request an examination, we will meet these costs. Otherwise you must meet the cost of satisfying our claim requirements. For TTD and IU claims we will pay the claim progressively. For death and TPD claims we will pay the benefit in one payment.

#### **Payment of a claim**

We will pay the claim as soon as possible once it has been approved. If you qualify for a benefit payment, the benefit amount will be paid directly to your *credit card* account, not to you. The only exception is for the Accidental Death benefit amount, which will be paid directly to your estate. All claim payments will be paid in Australian Dollars.

### General Information

#### **Information about privacy**

Please refer to relevant website to view the Privacy Policy for:

Zurich: [www.zurich.com.au](http://www.zurich.com.au)

St Andrew's: [www.standrews.com.au](http://www.standrews.com.au)

Macquarie Bank: [www.macquarie.com](http://www.macquarie.com)

#### **Taxation**

There may be tax consequences for you in taking out Card Repayment Insurance. We suggest you speak to your tax adviser who will be able to give you advice that is specific to your circumstances and answer any questions you may have in relation to the tax treatment of both the premiums and any benefits paid under the policy.

#### **Contact details**

If you have any questions about your *cover* please contact Zurich Customer Care in the most convenient way for you:

Phone: 131 551

Email: [client.service@zurich.com.au](mailto:client.service@zurich.com.au)

Mail: Locked Bag 994, North Sydney NSW 2059

You should be aware that all telephone conversations with you relating to your policy will be recorded.

#### **What to do if you have a complaint**

If you have a complaint about CRI, you should contact Zurich Customer Care on 131 551. We will aim to acknowledge any complaint within 5 days and to resolve your complaint within 45 days. If you are not satisfied with the response you receive from us, or we fail to resolve the complaint within 45 days, you can raise the matter with the Australian Financial Complaints Authority (AFCA), which provides a free dispute resolution scheme to consumers and small businesses for all financial products and services.

Contact details for AFCA are as follows:

The Australian Financial Complaints Authority

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority,  
GPO Box 3 Melbourne VIC 3001

## CRI Policy Glossary

**accident** means a fortuitous and unforeseen event, resulting in an injury, which is not caused, or contributed to, by an intentional act of the insured person.

### **activities of daily living**

- 1 bathing and showering;
- 2 dressing and undressing;
- 3 eating and drinking;
- 4 using the toilet to maintain personal hygiene;
- 5 moving from place to place by walking, wheelchair or with assistance of a walking aid or getting in and out of bed, a chair or wheelchair.

**alcohol abuse** means an established pattern of problem drinking that results in health consequences and/or social problems.

**alcohol dependence** means a physiological and/or psychological reliance on or addiction to alcohol, which results from recurrent use; characterised by mental and/or physical changes in the user that make it difficult to stop usage despite repeated alcohol related problems.

**any occupation** any occupation, business or employment for which you are suited by education, training or experience that would generate earnings greater than 25% of your income in the most recent period of 12 months in which you were *gainfully employed*.

**balance owing** means at any time, the difference between all amounts credited and all amounts debited to your *credit card* at that time. When this amount is to be calculated for the end of a day, it includes all debits and credits assigned to that day.

**closing balance** means the amount shown on a statement of account as the Closing Balance for that statement of account, and is the amount you owe on the closing date for the *statement period*.

**cognitive loss** means a total and permanent deterioration or loss of intellectual capacity (supported by a score of 15 or less out of 30 in a Mini Mental State Examination) that has required you to be under continuous care and supervision by another person for at least three consecutive months and at the end of that three month period you are likely to require ongoing continuous care and supervision by another person.

**cover** means the benefits provided under the Card Repayment Insurance policy.

**cover start date** means the cover start date shown in the Certificate of Insurance.

**credit card** means a credit card account issued by Macquarie Bank Limited.

**date of disability** means the date on or after the *cover start date*, on which a *medical practitioner* certifies that you are *totally disabled*.

**domestic duties** means the tasks performed by you where your sole occupation is to maintain the family home. These tasks include, unassisted by another

person, cleaning of the home, cooking of meals for their family, doing the family laundry, shopping for the family's groceries and taking care of dependent children (where applicable).

*Domestic duties* do not include duties performed outside your home for remuneration or reward.

**event** means *accident, illness or injury*.

**gainful employment / gainfully employed** means that you are engaged in an occupation, business or employment for remuneration or reward, for a minimum of 20 hours per week.

**illness** means you have a pathological condition evidenced by medically recognised signs and symptoms.

**injury** means damage or harm caused to the structure or function of the body caused by an outside agent or force, which may be physical or chemical.

**involuntary unemployment / involuntarily unemployed** means a period during which you are:

- not working; and
- actively seeking employment; and
- registered with Centrelink or other government approved job placement agencies as a job seeker;

and where becoming unemployed was a result of:

- the termination of your *gainful employment* by your employer without your consent; or
- you being made redundant from gainful employment by your employer.

**loss of independent existence** means the total and irreversible inability to perform at least two of the numbered *activities of daily living* without the assistance of another person.

**loss of limbs** means the total and irreversible loss of the use of:

- two limbs; or
- sight in both eyes; or
- one limb and the sight in one eye, where 'limb' means whole hand or whole foot.

**medical practitioner** means a doctor who is legally qualified and registered to practise in Australia (or if outside Australia, has equivalent qualifications and registration) not being you, or a business partner or immediate family member of you.

**mental illness** means a condition (other than dementia and Alzheimer's disease):

- for which one might ordinarily expect to receive treatment, advice or counselling from a psychiatrist, psychologist, therapist or mental health professional, or for which one might commonly be prescribed psychotropic medications, including, but not limited to, depression, bi-polar disorder, schizophrenia, post traumatic stress syndrome, anxiety, nervousness, sleeplessness, and phobias (including the fear, whether rational or irrational, of harming others by practicing in one's occupation); or

- that is classified in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM), published by the American Psychiatric Association (or the diagnostic manual then in use by the American Psychiatric Association as of the date of disability); or
- caused by stress, or related to *substance abuse* or dependency.

*mental illness* for the purpose of this contract also means conditions classified as chronic fatigue syndrome, myalgic encephalomyelitis, post viral fatigue syndrome, behavioural disorders, fibromyalgia (chronic widespread pain) or physical disorders attributable to stress and/or any mental health disorder.

**modified TPD** means you have suffered:

- *loss of limbs*;
- *loss of independent existence*; or
- *cognitive loss*.

**plan** refers to the cover package you have selected, being either the 'Premier Plan' or 'Standard Plan'

**pre-existing condition** means any condition, injury, illness, disease, sickness or related condition and/or associated symptoms, whether specifically diagnosed or not:

- which you knew about (or ought reasonably to have known about); or
- for which you sought or received advice, treatment or counselling from any *medical practitioner*, in the 24 months immediately prior to the *cover start date* or the *cover start date* for any requested upgrade of your *plan* (but only in respect of that upgrade).

**self-employed** means that you are earning a living by working independently of an employer, either freelance or by running a business.

**statement period** means the period specified on a statement of account as the statement period, and is the period to which the statement of account relates.

**substance abuse** means improper use of prescription drugs, over-the-counter drugs, poisons and controlled substances that results in health consequences and/or social problems.

**total disability/totally disabled** means that you are, solely as a result of injury or illness:

- unable to perform one or more of the duties of your *usual occupation* necessary to produce income as confirmed by a *medical practitioner*; and
- not *gainfully employed* in any capacity; and
- under the regular care and following the advice of a *medical practitioner*.

**total and permanent disablement** means that due to injury or illness:

a) if the *any occupation* definition applies:

- you have been absent from work for a continuous period of at least six months, and in our opinion, are incapacitated to the extent that you are unlikely ever again to be able to engage in *any occupation*; OR
- you have suffered a permanent impairment of at least 25% of whole person function (as defined in the American Medical Association publication 'Guides to the Evaluation of Permanent Impairment', 4th edition, or an equivalent guide to impairment which we approve), and in our opinion, are incapacitated to the extent that you are unlikely ever again to be able to engage in *any occupation*; OR
- you meet the *modified TPD* definition.

b) if the domestic *duties definition* applies:

- you have not performed *domestic duties* for a continuous period of at least six months, and in our opinion, are incapacitated to the extent that you are unlikely ever again to be able to perform *domestic duties*, or engage in *any occupation*; OR
- have suffered a permanent impairment of at least 25% of whole person function (as defined in the American Medical Association publication 'Guides to the Evaluation of Permanent Impairment', 4th edition, or an equivalent guide to impairment which we approve), and in our opinion, are incapacitated to the extent that you are unlikely ever again to be able to perform *domestic duties*, or engage in *any occupation*; OR
- you meet the *modified TPD* definition.

c) if the *modified TPD* definition applies:

- you have suffered *loss of limbs*;
- you have suffered *loss of independent existence*; or
- you have suffered *cognitive loss*.

**unemployed/unemployment** means *involuntary unemployment*.

**usual occupation** means the occupation in which you are regularly engaged, except if you have been unemployed or on maternity, paternity or sabbatical leave for greater than 12 months at the time of disability, then usual occupation means any occupation which you are reasonably capable of performing having regard to your education, training or experience.

#### Important Information

Card Repayment Insurance (CRI) is issued by Zurich Australia Limited ABN 92 000 010 195, AFSL 232510 except for the Involuntary Unemployment benefit, which is issued by St Andrew's Insurance (Australia) Pty Ltd ABN 89 075 044 656 AFSL 239 649.

Neither Zurich nor St Andrew's is an authorised deposit-taking institution for the purposes of the Banking Act (Cth) 1959 and their obligations do not represent deposits or other liabilities of Macquarie Bank Limited ABN 46 008 583 542. Macquarie Bank Limited does not guarantee or otherwise provide assurance in respect of the obligations of Zurich or St Andrew's. Card Repayment Insurance policies are referable to Zurich's No. 2 Statutory Fund.