



Insurance Strategy

Our strategy is to provide you, our customer, with appropriate default and tailored insurance cover options, to be your trusted guide, and to support your future health and financial wellbeing.

What's in this document

- Our insurance principles and how we design our cover
- Our claims philosophy and principles

Insurance principles

Our cover is designed to provide protection for you and your family while your retirement balance grows. Our cover is designed to be:

Appropriate

We provide appropriate cover that is designed to work for you throughout your different life stages. We're able to design our insurance based age, salary, and occupation of our APS and ADF customers.

Affordable

Our insurance premiums are designed to balance the benefits available in the event of a claim with the cost of providing cover, while ensuring premiums are competitive with other products available in the market and don't erode your retirement balance.

Sustainable

Our products are designed with our customers long-term needs in mind. We regularly review our claims environment to ensure we deliver sustainable product solutions.

Flexible

Every experience is unique—that's why our insurance products can be tailored to suit your needs. We want to make it easy for you to choose the benefit and level of cover that suits you. You have options to manage, increase or decrease your cover as life circumstances change.

Claims Philosophy

The best interests and welfare of our customers always come first. We'll ensure this by:

- acting as an advocate for our customers being empathetic, respectful and responsive in our approach to managing your claim
- being sensitive to your needs during a difficult time—as your advocate, we'll do everything we can to make sure the outcome is fair, reasonable and provided as quickly as possible
- striving to be leaders in the industry by taking an innovative approach to claims management.

Claims Principles

Fairness

We understand this is a difficult time for our customers. We work with our insurer to ensure claims are dealt with fairly, and evaluations are consistent with the terms and spirit of the policy.

Simplicity

We're committed to being transparent and easy to deal with. We'll communicate the claims process clearly, and look to continually improve.

Advocacy

We play a visible role in the claims process. If our insurer decides to defer or decline a claim, we'll review their decision and if we don't agree, we'll work with our insurer on your behalf.

Rehabilitation

Our insurer will review your Income Protection claim and provide relevant rehabilitation assistance. We are committed to helping you find meaningful employment if at all possible.

