

# ANZ HOME LOAN PROTECTION

PRODUCT DISCLOSURE STATEMENT  
AND POLICY  
1 AUGUST 2022



Thanks for considering ANZ Home Loan Protection.

This document explains ANZ Home Loan Protection and is separated into two parts:



**PART 1: Overview of the Product Disclosure Statement and Policy (PDS).**

The overview explains:

- some of the events we cover
- how much we will pay
- when we will pay
- some of the events we do not cover.



**PART 2: The Product Disclosure Statement and Policy (PDS) (page 8).**

The PDS provides:

- a complete statement of the cover offered
- exclusions
- conditions
- limits that apply under the policy.

You should read both parts of the document carefully before applying for ANZ Home Loan Protection to decide if this product is right for you.



## PART 1

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# OVERVIEW OF ANZ HOME LOAN PROTECTION

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This overview sets out some of the events covered and not covered by this policy and other information you should consider. This overview does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the PDS for more information.

### WHAT IS HOME LOAN PROTECTION?

ANZ Home Loan Protection is optional insurance which can help you pay your ANZ loan if you are unable to work, suffer a terminal illness, or die.

## ELIGIBILITY

Use this diagram to understand which benefits you could be eligible for when applying for ANZ Home Loan Protection.

This diagram is provided for information purposes only as a guide for ANZ Home Loan Protection.



If you have less than \$1 million in total Life Benefit across all ANZ Home Loan Protection policies (including this policy), you're eligible for ANZ Home Loan Protection and can only apply for:

**Life Benefit**

No

Are you employed? Employed to us means you are doing work for a financial reward and you are either:

- employed in a permanent full-time job
- employed in a permanent part-time, casual, contract or temporary job for 20 hours or more per week
- self-employed for 20 hours or more per week.

Yes

Do you already have one or more ANZ Home Loan Protection policies with us?

No

Yes

You're eligible for ANZ Home Loan Protection and can apply for:

**Illness and Injury Benefit**

**Involuntary Unemployment Benefit**

No

Do you have less than \$1 million in total Life Benefit across all ANZ Home Loan Protection policies (including this policy)?

Yes

You're eligible for ANZ Home Loan Protection and can apply for:




**Life Benefit**

**Illness and Injury Benefit**

**Involuntary Unemployment Benefit**

## ANZ HOME LOAN PROTECTION OFFERS THREE TYPES OF COVER

This table explains some of the events we cover and how much we will pay.

 <p><b>LIFE BENEFIT</b></p>	 <p><b>ILLNESS AND INJURY BENEFIT</b></p>	 <p><b>INVOLUNTARY UNEMPLOYMENT BENEFIT</b></p>
See page 17 for full details	See page 18 for full details	See page 21 for full details
<b>When this benefit helps you</b>		
If you die or are diagnosed as terminally ill and have less than 12 months to live.	If you can't work because of illness or injury.	If you lose your job through no fault of your own.
<b>How this benefit helps you cover your ANZ loan</b>		
We pay the total outstanding balance of your ANZ loan up to \$1 million.	We pay the minimum ANZ loan repayment.  The maximum we will pay is \$10,000 a month for up to 18 months.	We pay the minimum ANZ loan repayment.  The maximum we will pay is \$10,000 a month for up to 3 months.
<b>Qualifying and waiting periods could apply when your policy starts and for each claim</b>		
<p><b>Qualifying period</b> None.</p> <p><b>Waiting period</b> None.</p>	<p><b>Qualifying period (applies to illness only)</b> You are not covered for any illness in the first 30 days of your policy.</p> <p><b>Waiting period (applies to illness only)</b> There is a 30-day waiting period for each claim.</p>	<p><b>Qualifying period</b> You are not covered for Involuntary Unemployment for the first 90 days of your policy.</p> <p><b>Waiting period</b> There is a 30-day waiting period for each claim.</p>



## LIFE BENEFIT

See page 17 for full details



## ILLNESS AND INJURY BENEFIT

See page 18 for full details



## INVOLUNTARY UNEMPLOYMENT BENEFIT

See page 21 for full details

### Limitations that apply when making a claim

We pay the Life Benefit only once, even if there is more than one policyholder.

We pay the Illness and Injury Benefit when you:

- are employed within the past three months
- are currently employed, a medical practitioner confirms you are totally unable to perform your usual occupation
- are no longer employed, a medical practitioner confirms you are totally unable to engage in any occupation within your education, training, and experience
- follow a medical practitioner's advice and recommended treatment for the illness or injury you are claiming for.

We pay the Involuntary Unemployment Benefit when you:

- are continuously unemployed throughout the waiting period
- have registered with an Australian government approved job-placement agency or recognised recruitment agency
- are actively seeking employment.

## CERTAIN EXCLUSIONS AND LIMITATIONS APPLY WHEN MAKING A CLAIM



### LIFE BENEFIT

See page 17 for full details



### ILLNESS AND INJURY BENEFIT

See page 18 for full details



### INVOLUNTARY UNEMPLOYMENT BENEFIT

See page 21 for full details

#### Pre-existing condition exclusion

We do not pay any claim arising directly or indirectly from a pre-existing medical condition.

A pre-existing medical condition is an illness, injury or condition that was the subject of a medical consultation in the 12 months immediately before the policy commencement date, and:

- you were aware of, or
- a reasonable person in the circumstances could be expected to be aware of.

The pre-existing condition exclusion does not apply to the Involuntary Unemployment Benefit.

#### How a pre-existing condition exclusion would apply

You had an illness or injury that was the subject of a medical consultation 12 months before the policy started.



We will not pay for any claim arising directly or indirectly from a pre-existing condition.

12 months before your policy started

Your policy start date





## LIFE BENEFIT

See page 17 for full details



## ILLNESS AND INJURY BENEFIT

See page 18 for full details



## INVOLUNTARY UNEMPLOYMENT BENEFIT

See page 21 for full details

### Examples of how a pre-existing condition exclusion would apply



#### How a pre-existing condition exclusion would apply when claiming under the Life Benefit

Susan was diagnosed with breast cancer 8 months before the policy started. She was treated with surgery and chemotherapy. Two years after her policy started, there was a recurrence of the breast cancer and Susan was diagnosed as terminally ill with less than 12 months to live. The pre-existing condition exclusion applies and Susan would not be able to claim.



#### How a pre-existing condition exclusion would apply when claiming under the Illness and Injury Benefit

Danny is a fitness instructor and injured his knee when running in a marathon 8 months before the policy started. Danny was diagnosed with a severe knee injury and required a total knee replacement. Danny did not follow the advice of his medical practitioner and did not proceed with the total knee replacement surgery. Four years after his policy started, Danny's knee injury worsened and he was unable to work. The knee injury was a pre-existing condition before he purchased the policy and the pre-existing condition exclusion was applied.



## PART 2

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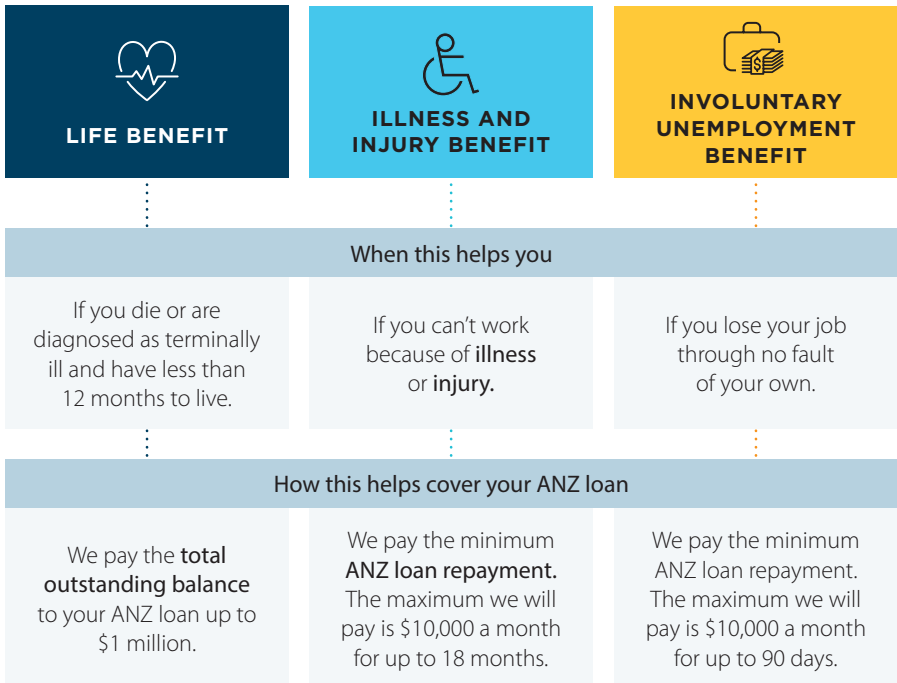


## THIS POLICY HELPS YOU PAY YOUR ANZ LOAN IF CERTAIN THINGS HAPPEN

ANZ Home Loan Protection is optional insurance. It can help you pay your **ANZ loan** if you are unable to work, suffer a **terminal illness**, or die.

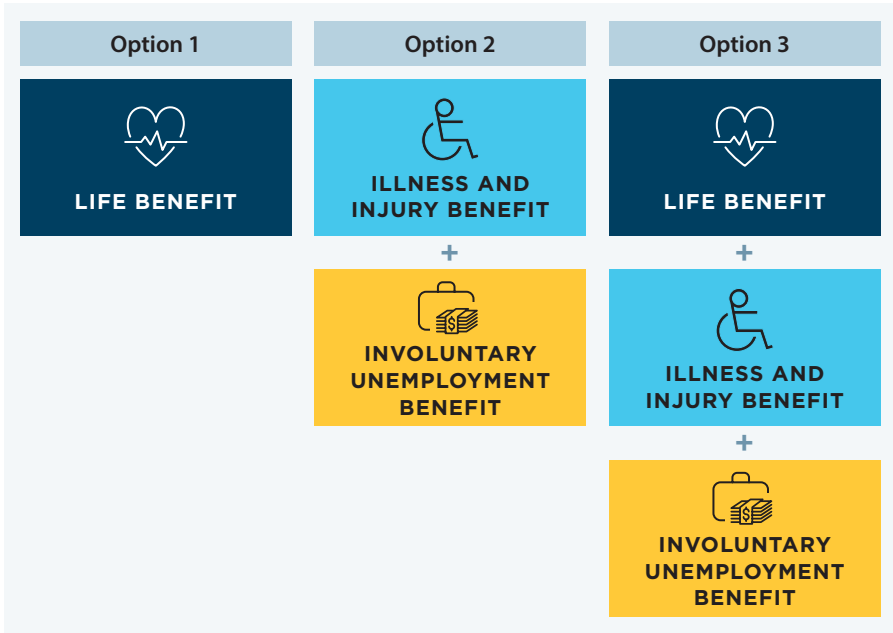
### ANZ HOME LOAN PROTECTION OFFERS THREE TYPES OF COVER

Here is what each type of cover provides for you.



## ANZ HOME LOAN PROTECTION OFFERS THREE COVER OPTIONS

For ANZ Home Loan Protection, you can choose from one of these three options:



## THIS DOCUMENT EXPLAINS ANZ HOME LOAN PROTECTION

This Product Disclosure Statement and Policy (PDS) contains important information about ANZ Home Loan Protection. Read this PDS carefully before applying for ANZ Home Loan Protection to decide whether this product is right for you.

The information in this PDS is general: it doesn't take into account your personal circumstances, financial situation or needs. You should consider whether this information is appropriate for you and your circumstances.

If you buy this **policy**, keep this PDS safe with the other documents that make up your policy. You may need to refer to them if you make a claim. You may also be able to access a copy of this PDS on [anz.com](http://anz.com). Please note, [anz.com](http://anz.com) is updated regularly and the PDS you view online may not be applicable to your policy.

## SEVERAL DOCUMENTS MAKE UP YOUR POLICY

This PDS describes the policy. If you buy an ANZ Home Loan Protection policy, this PDS becomes one of your policy documents.

If we agree to cover you, your policy will be made up of these documents:

- PDS
- the **Policy Schedule** that specifies the ANZ loan that we cover for you
- any other notices we give you in writing, confirming changes to your policy.

## SOME WORDS IN THIS PDS HAVE A SPECIAL MEANING

In this PDS, the words:

- “you” and “your” refer to the policyholder or policyholders, who are the life insureds, as named in the Policy Schedule;
- “Zurich”, “we”, “our” and “us” means Zurich Australia Limited, except where otherwise stated.

Many words throughout this PDS have special meanings. The first instance of the word will appear in **bold**. Find definitions in the section *Definitions of the terms in this PDS* on page 42.

Headings in this PDS aren't part of your policy. They are here to help you find and understand content in each section.

## ZURICH ISSUES ANZ HOME LOAN PROTECTION

Zurich Australia Limited ABN 92 000 010 195, AFSL 232510 issues ANZ Home Loan Protection and this PDS. Zurich Australia Limited is a member of the Zurich Insurance Group, a global insurance specialist formed in Switzerland in 1872.

Our contact details are:

Zurich Australia Limited  
Locked Bag 994  
North Sydney NSW 2059  
Phone: 1800 255 970

We will place **premiums** for this policy in our Statutory Fund No. 2. We pay any claims under this policy from this statutory fund.

As a policyholder, you do not receive any profits of Zurich or any surplus of any Zurich Statutory Fund.

All premiums paid are used to meet the cost of this insurance, including costs of issuing and administering the policy.

## ANZ DISTRIBUTES ANZ HOME LOAN PROTECTION

ANZ Home Loan Protection is distributed by Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522 (AFSL 234527). This product is not a deposit or other liability of ANZ or its related group of companies. None of them stands behind or guarantees Zurich or the product.

## WE PAY A COMMISSION TO ANZ

We pay an amount equal to 20% of the premium (excluding government charges) as a commission to ANZ. We also pay ANZ a policy administration fee to set up and administer your policy.

The commission and policy administration fee are paid out of your premium, and not a separate charge.

## WHAT YOU NEED TO KNOW ABOUT THIS POLICY

### YOU MUST BE ELIGIBLE TO APPLY

To be eligible to apply for this policy, each person to be insured must:

- be a borrower of an ANZ loan contract from a minimum of \$30,000 to a maximum of \$1 million
- be 18 to 59 years old
- be an Australian or New Zealand citizen, or hold an Australian Permanent Residency Visa
- have no more than \$1 million in total Life Benefit across all ANZ Home Loan Protection policies (including this policy) if applying for the Life Benefit
- meet our definition of **employed** if applying for the Illness and Injury Benefit and Involuntary Unemployment Benefit
- receive this PDS in Australia
- have lived in Australia for at least six months continuously during the past 12 months. Being away from Australia for work purposes or holidays does not count for determining if you have lived in Australia continuously.



### Scenarios where you are not in Australia for six months continuously and you are eligible to apply for this policy

- If you are required to travel outside of Australia for work and your primary residence is still in Australia.
- You decide to take an extended holiday of 8 weeks to travel abroad and your primary residence is still in Australia.

## YOU DO NOT HAVE TO BUY THIS POLICY

ANZ Home Loan Protection is optional insurance. Even if you apply for this policy, you do not have to buy it. Approval of your application for an ANZ loan does not depend on you buying this policy.

ANZ Home Loan Protection or similar products, are normally available through the home loan provider. You can buy insurance that covers similar risks through a different insurer. However, other insurance policies may not provide payments towards your ANZ loan. This policy specifically provides payments towards your ANZ loan.

## YOU CAN APPLY BY PHONE

To apply for this policy, you can phone 13 16 14.

## YOU MUST GIVE US ACCURATE AND COMPLETE INFORMATION

You must tell us the truth and provide us with accurate and complete information when you deal with us. This includes when you apply for this policy and make any claims.

If you lie to us, or give us incomplete or incorrect information, we may:

- treat the policy as if it never existed
- vary the policy
- reduce our liability under a claim
- decline to pay a claim.

## YOUR POLICY HAS A START AND END DATE

If you buy the policy for a new ANZ loan, your policy has a **policy commencement date**.

This is the date the money in your ANZ loan becomes available to you.

If you buy the policy on an existing ANZ loan, the policy commencement date is the date we accept your application for ANZ Home Loan Protection.

The policy term for ANZ Home Loan Protection will be the same as the term of your ANZ loan.

This policy only covers the ANZ loan shown on the Policy Schedule.

When you buy this policy, your ANZ loan number will be linked to your policy. If you request a change to your ANZ loan, your policy will continue. Your policy continues even if you request a new ANZ loan account number. If your ANZ loan is cancelled or closed because of the change you requested, we will cancel the policy.

Your policy ends as soon as one of the following happens:

- you cancel the policy
- your ANZ loan is cancelled or closed
- you die



- you are diagnosed with a terminal illness and we pay the Life Benefit
- we pay \$1 million under the policy in Illness and Injury Benefit or Involuntary Unemployment Benefit
- we cancel or avoid the policy, according to our legal rights
- we cancel the policy where we do not receive premiums when due
- we have issued you a replacement policy
- we learn that your ANZ loan was fraudulently obtained.

We will tell you before your policy is going to end, except where you die or cancel the policy.

If any of the following changes happen, your cover under the policy will end automatically. Our liability to pay you any benefit under the policy also ends. These changes are:

- you are no longer an Australian or New Zealand citizen or an Australian permanent resident
- you reach the policy anniversary following your 67th birthday.

If you have a joint policy and your cover ends due to citizenship or residency changes or as a result of age, cover can continue for the other policyholder if they are still eligible.

## YOU ARE NOT COVERED UNDER CERTAIN CIRCUMSTANCES

It's important to know when we don't pay claims so you can decide if ANZ Home Loan Protection is right for you.

We will limit the amount we pay for a claim if a benefit limit applies.

We will not pay a claim if an exclusion applies.

For a full list of exclusions, see *What we don't cover* on page 24.

### Pre-existing medical conditions affect claims

We do not pay any claim arising directly or indirectly from a **pre-existing medical condition**. This does not apply to the Involuntary Unemployment benefit.

A pre-existing medical condition is an illness, injury or condition that was the subject of a medical consultation in the 12 months immediately before the policy commencement date, and:

- you were aware of; or
- a reasonable person in the circumstances could be expected to be aware of.

To determine if your claim relates to a pre-existing medical condition, we may ask for information about your medical history.

### Minimum employment requirements

If you're employed less than 20 hours a week, you may not be eligible for Illness and Injury or Involuntary Unemployment Benefits.

This applies whether you're **self-employed**, or your work is permanent part-time, casual, contract or temporary.

### Multiple policies with Life Benefit cover

You may have more than one ANZ Home Loan Protection policy to cover different home loans for your home.

This policy only covers the ANZ loan shown on the Policy Schedule.

The total Life Benefit you can claim across each ANZ Home Loan Protection policy is the smaller of these two amounts:

- the total outstanding balance of your ANZ loan
- \$1 million.

The total Life Benefit limit applies even if there is more than one policyholder. The total Life Benefit payable includes any benefits paid for terminal illness.

## THE BENEFITS WE PAY

The following sections explain the benefits under the policy.



### LIFE BENEFIT



#### What the Life Benefit covers

##### The Life Benefit provides cover in case of terminal illness or death

The benefit pays the total outstanding balance of your ANZ loan if you are diagnosed with a terminal illness or you die after your policy commencement date.

We pay the Life Benefit to your ANZ loan when a policyholder has either:

- been diagnosed with a terminal illness and has less than 12 months to live
- died.

We pay the Life Benefit only once under the policy, even if there is more than one policyholder.

##### The Life Benefit provides access to grief counselling

We offer access to grief counselling on a terminal illness or death claim. We will repay up to \$1,200 for grief counselling. This is for the policyholder and any **immediate family member** to speak with a grief counsellor.

Counselling can start anytime within 13 months of either:

- the date we pay the terminal illness claim
- the date we are notified of your death.

The counselling must be used within 12 months of the counsellor first being contacted.



#### Qualifying and waiting period for coverage

For the Life benefit, there is no qualifying and waiting period for coverage.



## How we pay the Life Benefit and its maximum amount

### We pay your ANZ loan under the Life Benefit based on the total outstanding balance

We pay the Life Benefit to your ANZ loan.

If you die or become terminally ill, we pay the total outstanding balance on the day we accept your claim.

If you have a construction loan, we will pay the **total loan amount** on the day we accept your claim. Our first payment will be towards the total outstanding balance of your ANZ loan.

If the total loan amount is more than the total outstanding balance, we will pay the difference to either:

- the estate, if there is one policyholder
- the surviving policyholder if there is more than one policyholder.

We will refund any premium we collect from the date you die or are diagnosed with a terminal illness.

The total amount we will pay under this policy is the smaller amount of these two amounts:

- the total outstanding balance of your ANZ loan
- \$1 million.



## ILLNESS AND INJURY BENEFIT



### What the Illness and Injury Benefit covers

#### The Illness and Injury Benefit provides cover when you are ill or injured

The benefit pays your ANZ loan repayment if you are assessed as unable to work solely due to illness or injury. We pay the ANZ loan repayment amount while you are unable to work due to illness or injury to your ANZ loan. You must meet all of the following conditions:

- you have been employed within the past three months, according to our definition of employment
- if you are currently employed, a **medical practitioner** confirms you are totally unable to perform your **usual occupation** since you became unable to work.
- if you are no longer employed, a medical practitioner confirms you are totally unable to engage in any occupation within your education, training, and experience
- you follow a medical practitioner's advice and recommended treatment for the illness or injury you are claiming for.

#### You must tell us if your employment changes

You must tell us if your **employment** circumstances change during the policy period. This might affect your eligibility for the Illness and Injury Benefit.



### When your employment changes

You need to tell us if you resign from your current occupation or start working less than 20 hours a week. If this happens to you after the policy commencement date, please contact us. This is so we can stop charging you a premium for this benefit as you may not be able to claim.



### Qualifying and waiting period for coverage

#### Qualifying period (applies to illness only)

You are not covered in the first 30 days after the policy commencement date if:

- you are diagnosed with an illness
- the symptoms leading to the illness that is diagnosed become **reasonably apparent**.

#### Waiting period (applies to illness only)

There is a 30-day waiting period for each claim after the **claim event date**. This waiting period starts the day a medical practitioner certifies you are unable to work due to an illness. You still need to pay your premiums during the waiting period.

If the same illness returns within 180 days of you returning to work after claiming an Illness and Injury Benefit, no waiting period applies. However, we do not restart the benefit period. See *How long we pay the Illness and Injury Benefit and its maximum amount* and *How we handle reoccurring claims* on pages 20–21.

### Example – 30-day waiting period





### **How we calculate the Illness and Injury Benefit**

For each day of illness or injury after the waiting period, we will pay 1/30th of the ANZ loan repayment amount, up to \$10,000 a month. We pay this amount monthly in arrears.



### **How we pay the Illness and Injury Benefit and its maximum amount**

We pay the Illness and Injury Benefit to your ANZ loan.

#### **How long we pay the Illness and Injury Benefit**

We pay the Illness and Injury Benefit for the benefit period, which is the earliest of:

- 18 months
- the date your illness or injury no longer stops you from returning to:
  - your usual occupation
  - any occupation within your education, training, and experience
- the date you die
- the date you are diagnosed with a terminal illness and we pay the Life Benefit
- the date the policy ends
- the date you return to work.

#### **You don't need to pay any premiums when you're receiving a benefit**

If you are receiving an Illness and Injury Benefit, you don't need to pay premiums.

You don't need to pay premiums for the entire period you're entitled to receive a benefit under this policy.

We will waive your premiums from the date the benefit is payable and for the entire benefit period. We'll refund any premium you paid while receiving a benefit.

You start paying premiums again at the end of your benefit period.

#### **The maximum Illness and Injury Benefit we will pay**

The maximum we will pay for each claim for the Illness and Injury Benefit is \$180,000 (18 months × \$10,000). This includes reoccurring claims (see next page).

We pay up to a maximum for all claims for the Illness and Injury and Involuntary Unemployment Benefits under this policy. The maximum is the smaller of:

- the total outstanding balance of your ANZ loan
- \$1 million.

This applies even if there is more than one policyholder.

## How we handle reoccurring claims

You may become ill or injured from the same or a related cause.

You may become ill or injured after you return to:

- your usual occupation
- any occupation within your education, training and experience.

This can happen after you have already received the Illness and Injury Benefit.

If this happens within six months of your return to one of those occupations:

- there is no waiting period
- we treat the benefit period as continuing from the original claim.

If this happens more than six months after your return to one of those occupations, you must serve a new waiting period to claim a benefit.

If you have claimed the Illness or Injury Benefit for the same or related cause for the full benefit period, we will make no further payments.

## We do not pay multiple benefits at once

We pay only one Illness and Injury Benefit or Involuntary Unemployment Benefit under the policy at any one time. This applies even if:

- there is more than one policyholder
- you are suffering from more than one illness or injury.



## INVOLUNTARY UNEMPLOYMENT BENEFIT



### What the Involuntary Unemployment Benefit covers

**The benefit provides cover when you lose your job through no fault of your own**

The benefit pays your ANZ loan repayment if you become involuntarily unemployed. We pay the ANZ loan repayment amount up to 90 days if you become involuntarily unemployed and:

- are continuously unemployed throughout the waiting period
- are still unemployed at the end of the waiting period
- have registered with an Australian government approved job-placement agency or recognised recruitment agency
- are **actively seeking employment**.



### You must tell us if your employment circumstances change

You must tell us if your employment circumstances change during the policy period. This might affect your eligibility for the Involuntary Unemployment Benefit.



## Qualifying and waiting period for coverage

### Qualifying period

You are not covered for the Involuntary Unemployment Benefit for the first 90 days after the policy commencement date.

### Waiting period

There is a 30-day waiting period for each claim after the claim event date beginning on the day you become unemployed.

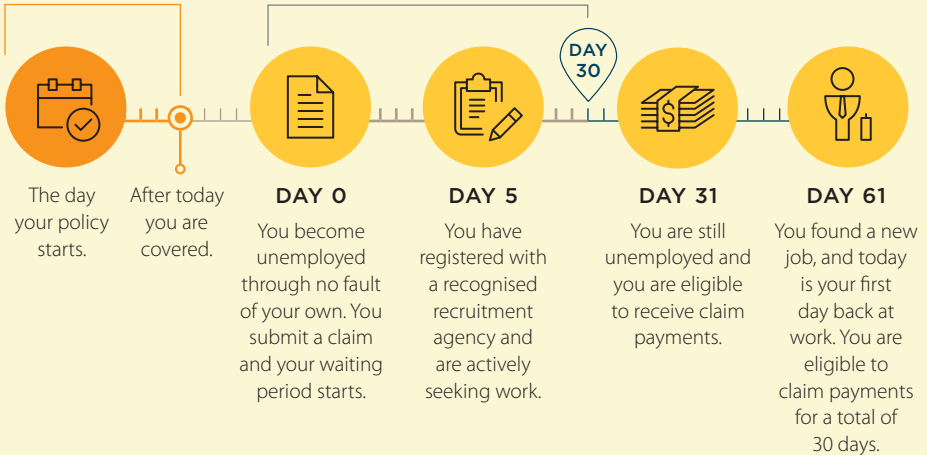
## Example – 90-day qualifying and 30-day waiting period

### Qualifying period

You are not covered for the first 90 days.

### Waiting period

You will not be paid for the first 30 days you've already been off work.



## How we calculate the Involuntary Unemployment Benefit

For each day of involuntary unemployment after the waiting period, we pay 1/30th of the ANZ loan repayment amount up to \$10,000 a month. We pay this amount monthly in arrears.





## How we pay the Involuntary Unemployment Benefit and its maximum amount

### We pay the Involuntary Unemployment Benefit to your ANZ loan

We pay the Involuntary Unemployment Benefit to your ANZ loan for the benefit period. The benefit period is the earliest of:

- 90 days
- the date you return to work for financial reward
- the date you die
- the date you are diagnosed with a terminal illness and we pay the Life Benefit
- the date the policy ends.

### You don't need to pay any premiums when you're receiving a benefit

If you are receiving an Involuntary Unemployment Benefit, you don't need to pay premiums.

You don't need to pay premiums for the entire period you're entitled to receive a benefit under this policy.

We will waive your premiums from the date the benefit is payable and for the entire benefit period. We'll refund any premium you paid while receiving this benefit.

You start paying premiums again at the earliest of these options:

- the end of your benefit period
- the date you are no longer involuntarily unemployed.

### The maximum Involuntary Unemployment Benefit we will pay

The maximum we will pay for each claim for the Involuntary Unemployment Benefit is \$30,000 (3 months × \$10,000). This includes reoccurring claims (see below).

We pay up to a maximum for all claims for the Illness and Injury and Involuntary Unemployment Benefits under this policy. The maximum is the smaller of these two:

- the total outstanding balance of your ANZ loan
- \$1 million.

This applies even if there is more than one policyholder.

### How we handle reoccurring claims

You must return to work before claiming another benefit.

Before making another Involuntary Unemployment claim, you must return to any employment for a minimum of six consecutive months with the one employer.

### We do not pay multiple benefits at once

If you become involuntarily unemployed as the result of an illness or injury, we will only pay the Illness and Injury Benefit.

We pay only one Illness and Injury Benefit or Involuntary Unemployment Benefit under the policy at any one time. This applies even if there is more than one policyholder.

## WHAT WE DON'T COVER

This table describes a series of events or circumstances, and whether they are covered under our different types of cover.

An **X** marks the events or circumstances where we do not pay a benefit.

Event or circumstance	Life	Illness and Injury	Involuntary Unemployment
You have a claim arising directly or indirectly from a pre-existing medical condition. See the definition of pre-existing medical condition on page 44.	X	X	
You are employed or self-employed for less than 20 hours a week.		X	X
Your fixed-term contract or apprenticeship ends.			X
You voluntarily resign or retire, take voluntary redundancy or abandon your employment.			X
You are unemployed due to <b>wilful misconduct</b> or take part in a strike or labour disturbance.			X
You become involuntarily unemployed while living outside Australia. If you're working overseas for an Australian employer, this exclusion doesn't apply.			X
If you are self-employed, you voluntarily stop trading, either temporarily or permanently, or you sell your business.			X
War (whether declared or not), hostilities, civil commotion or insurrection.	X	X	X
Any intentionally self-inflicted injury (including suicide within the first 13 months after the policy commencement date).	X	X	X
Engaging in unlawful acts.	X	X	X
Any condition that results from using alcohol or drugs (except where the drugs are taken as prescribed by a medical practitioner). This includes conditions related to alcoholism and drug addiction.		X	X
Engaging in professional racing, except running.		X	X
Flying or aerial activity apart from flying as a fare-paying passenger with a commercial airline or charter company.		X	

## AN EXAMPLE OF THE EFFECT OF PRE-EXISTING CONDITIONS ON CLAIMS

This example gives an idea of how pre-existing medical conditions may apply. This is an illustration only.



### **Medical consultation within 12 months before buying a policy**

Sue bought an ANZ Home Loan Protection policy.

Ten months before she bought the policy, she was treated for breast cancer.

Sue would not be able to claim benefits for any medical condition directly or indirectly related to her cancer. That is because she was aware of the condition and had a medical consultation within the 12 months before she bought the policy.

## WE MAY NOT PROVIDE COVER FOR LEGAL REASONS

### **Legal sanctions – Zurich**

We will not do anything that would put us at risk of breaking Australian law or laws in any other country. This applies no matter what is included in the policy terms and conditions. This may include suspending or terminating your policy.

All financial transactions are subject to compliance with applicable trade or economic sanctions laws and regulations. These include:

- acceptance of premium payments
- claim payments
- other reimbursements.

We may terminate the policy if we consider you, your directors and officers (if applicable), or beneficial owners as a sanctioned person. We may also terminate the policy if you conduct an activity which is sanctioned, according to trade or economic sanctions laws and regulations. Further, we will not provide any cover, service or benefit to any party if we determine this places us at risk of breaching applicable trade or economic sanctions laws or regulations.

This policy is based on the legal and regulatory requirements applicable at the time the policy is issued. If legal and regulatory requirements change in a material way, Zurich can adapt the terms and conditions to the changed requirements. This is done provided the change is lawful.

# MAKING A CLAIM

## HOW TO MAKE A CLAIM

Get in touch with us to make a claim. Follow these steps:

**1** Call the ANZ Insurance Centre on 1800 255 970 and tell us the details of your claim.

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**2** We will send you a Claim Information Pack including what we need to consider your claim. We will tell you the relevant evidence that we need to support your claim and explain why it is required.

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**3** Complete the claim form and collect any supporting information we have asked for. See the section ***Information we need for your claim*** on page 27.

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**4** Send us the form and all the information. Make sure all sections are complete.

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We will tell you if we need more information. We may need to have you medically examined, get other reasonable tests or refer your claim to our medical advisers to confirm the occurrence of the insured event. If so, we would pay for this and for any reasonable travel costs.

The documents you submit should be legible, unaltered and include evidence that supports your claim. If we can't use the information you provide to us for any reason, we will let you know why that is and will discuss with you what alternative documents can be provided.

We will write to you to tell you the outcome of your claim.

## INFORMATION WE NEED FOR YOUR CLAIM

We need this information to support your claim. In addition to this, we may ask for more information and make any reasonable enquiries about a claim.



**LIFE BENEFIT**

A completed claim form.

For a death claim: a full death certificate showing the cause of death and the deceased's age.

For a terminal illness claim: medical evidence from a medical practitioner who is a specialist in that condition. The medical practitioner must state that the condition is likely to lead to death within 12 months from the date the opinion is provided to us.



**ILLNESS AND INJURY BENEFIT**

A completed claim form.

Medical evidence from a medical practitioner that you have an illness or injury.

Evidence that you are following a medical practitioner's advice and recommended treatment for the illness or injury you are claiming for.

Evidence that you were employed within three months before your illness or injury.

Statement that you are not doing any kind of work due to the illness or injury within:

- your usual occupation
- any occupation within your education, training and experience.



**INVOLUNTARY UNEMPLOYMENT BENEFIT**

A completed claim form.

Evidence that you were employed immediately before you became involuntarily unemployed.

A separation certificate or termination letter from your employer, or a letter from your accountant.

Evidence that you are:

- registered with an Australian government-approved job-placement agency or recognised recruitment agency
- actively seeking employment.

## WHEN WE WILL NOT PAY A CLAIM

We may not be able to process a claim if you don't provide us with the information we've reasonably asked for that is relevant to the claim.

We will not pay a claim if a benefit limit or exclusion applies.

## EXAMPLES OF HOW CLAIMS ARE PAID

These examples give an idea of how benefits could work in dollar terms. They are illustrations only.



### How the Life Benefit could work

Jill has Life Benefit cover and is a single policyholder.

At the date of Jill's death the total outstanding balance of her ANZ loan is \$100,000.

On the date we accept the claim for the Life Benefit, the total outstanding balance of Jill's ANZ loan is \$110,000, we will pay \$110,000 to the ANZ loan.



### How the Illness and Injury Benefit could work

Tony has Life Benefit cover, Illness and Injury Benefit and Involuntary Unemployment Benefit cover.

He becomes ill and as a result is unable to work for 180 days.

We will waive Tony's premium while he is unable to work from the next payment date after we accept a claim. And we'll refund any premium Tony paid while receiving a benefit.

Tony's ANZ loan repayment amount is \$1,500.

There is a 30-day waiting period so Tony is eligible for 150 days of benefit payments (180 days – 30-day waiting period).

For each day of benefit, we pay 1/30th of the ANZ loan repayment (\$1,500/30 = \$50).

In total, we pay into Tony's ANZ loan:  $\$50 \times 150 = \$7,500$ .



### **How the Involuntary Unemployment Benefit could work for shorter periods of time**

Sue has Illness and Injury Benefit cover and Involuntary Unemployment Benefit cover.

She is involuntarily retrenched and remains out of work for 50 days.

Her ANZ loan repayment is \$1,500.

There is a 30-day waiting period, so Sue is eligible for 20 days of benefit payments (50 – 30 day waiting period).

For each day of benefit, we pay 1/30th of the ANZ loan repayment amount ( $\$1,500/30 = \$50$ ).

In total, we pay into Sue's ANZ loan:  $\$50 \times 20 = \$1,000$ .



### **How the Involuntary Unemployment Benefit could work for longer periods of time**

Nadia has Illness and Injury Benefit cover and Involuntary Unemployment Benefit cover.

She is involuntarily retrenched and remains out of work for 250 days.

Her ANZ loan repayment is \$1,500.

There is a 30-day waiting period.

The maximum benefit period per claim is 90 days.

For each day of benefit, we pay 1/30th of the ANZ loan repayment amount ( $\$1,500/30 = \$50$ ).

In total, we pay into Nadia's ANZ loan:  $\$50 \times 90 = \$4,500$ .



### **How the Life Benefit could work for a construction loan**

David and Tanya have Life Benefit cover and are joint policyholders.

They received a \$400,000 ANZ construction loan to build their new family home and will move into the home in 8 months.

4 months after they received their loan, David suffers a fatal heart attack and dies.

David and Tanya have paid \$200,000 from their \$400,000 ANZ loan to their new home builder.

On the date we accept the claim for the Life Benefit, the total outstanding balance of their loan is \$200,000. We will pay \$200,000 to the ANZ loan and we will pay \$200,000 to Tanya.

# ABOUT YOUR PREMIUM

Your premium is the payments you must make in order to be covered by ANZ Home Loan Protection. We will calculate your premium monthly, so that it matches your ANZ loan amount and ANZ loan repayment. Your first month's premium is shown on your Policy Schedule.

## HOW WE CALCULATE YOUR PREMIUM

We calculate the premium monthly for each policyholder from the policy commencement date, at a rate specified in the **Premium rates table** found on pages 46–47:

- for each \$1,000 of the ANZ loan amount for the Life Benefit cover
- for each \$100 of the ANZ loan repayment amount for the Illness and Injury Benefit and Involuntary Unemployment Benefit cover.

When we calculate your premium, we consider the following factors.

Factor	How it may affect your premium
Your age	Your current age affects your premium. Generally, as you get older, your premium will increase. We calculate your premium based on your age at the policy application date. We re-calculate your premium at each policy anniversary date after your policy commencement date.
Your ANZ loan amounts	If your ANZ loan or ANZ loan repayments increase, your premium will also increase when your next payment is due. If your ANZ loan or ANZ loan repayments decrease, your premium will also decrease when your next payment is due. See the section after this table for more details: If your loan amount changes, your premium also changes.
Single or joint cover	We calculate the premium based on each policyholder. If you buy a joint policy, we apply a 10% discount to the total premium before stamp duty.
Your cover type	The cover option you select will affect the premium for your policy. The more benefits you select, the higher the premium you'll pay.
Your discounts	You may be eligible for discounts. If you are, we will show these on your Policy Schedule. We do not guarantee discounts and we may remove or change the current discounts under these terms.



Factor	How it may affect your premium
<b>Government charges and stamp duty</b>	<p>Unless we say otherwise, the premium you pay is inclusive of any applicable stamp duty, tax, excise or government charges that apply to this policy.</p> <p>Goods and Services Tax (GST) is not currently payable on insurance premiums for the policies described in this PDS.</p> <p>We reserve the right to alter premium rates or add any new government charges to comply with changes in legislation.</p>

### If your loan amount changes, your premium also changes

We ensure you always pay for the right amount of cover. Your sum insured amounts are updated every month on the monthly anniversary date of your policy. This aligns your sum insured amounts with the latest ANZ loan amount and ANZ loan repayment.

The calculation of your premium will occur as close to the monthly premium payment date as possible. This enables us to calculate your next premium payment that will be charged to your nominated bank account or credit card.

## EXAMPLES OF PREMIUM



### How we calculate your premium each month

Leslie's ANZ loan amount is \$300,000 and the ANZ loan repayments are \$1,200.

Leslie has Life Benefit cover, Illness and Injury Benefit cover, and Involuntary Unemployment Benefit cover.

Leslie is 37 years old.

#### Leslie's base rates

Leslie's base rates are the following:

- \$0.12 per \$1,000 of the ANZ loan amount for the Life Benefit cover
- \$2.48 per \$100 of the ANZ loan repayment amount for the Illness and Injury Benefit
- \$0.76 per \$100 of the ANZ loan repayment amount for the Involuntary Unemployment Benefit.

Leslie's premium is calculated as follows:

Life Benefit cover  $(300,000 \div 1000) \times 0.12 = \$36.00$

Illness and Injury Benefit cover  $(1,200 \div 100) \times 2.48 = \$29.76$

Involuntary Unemployment Benefit cover  $(1,200 \div 100) \times 0.76 = \$9.12$

#### Leslie's premium

Leslie's premium is: \$74.88  $(\$36.00 + \$29.76 + \$9.12)$  for that month. This is his premium without any discount or government charges.



### How your premium decreases in line with your ANZ loan

Leslie's ANZ loan amount is \$300,000.

Leslie received an inheritance and decided to make a lump sum payment to his ANZ loan of \$120,000. Leslie's new ANZ loan amount is now \$180,000 and his new ANZ loan repayments are \$800. Leslie is still 37 years old.

#### Leslie's base rates

Leslie's base rates remain the same. However, his premium will reflect the loan's reduced loan amount and monthly repayments. His new premium is calculated as follows:

Life Benefit cover  $(180,000 \div 1000) \times 0.12 = \$21.60$

Illness and Injury Benefit cover  $(800 \div 100) \times 2.48 = \$19.84$

Involuntary Unemployment Benefit cover  $(800 \div 100) \times 0.76 = \$6.08$

#### Leslie's premium

Leslie's new premium is: \$47.52  $(\$21.60 + \$19.84 + \$6.08)$  for that month. This is his premium without any discount or government charges.



### How your premium increases in line with your ANZ loan

Following receiving his inheritance, Leslie decided to renovate his home. His ANZ loan is approved to increase by \$50,000 to pay for his renovations. Leslie's new ANZ loan amount is now \$230,000 and his new ANZ loan repayments are \$980. Leslie remains 37 years old.

#### Leslie's base rates

Leslie's base rates remain the same. However, his premium will reflect the increased loan amount of \$230,000 and monthly repayments. His new premium is calculated as follows:

Life Benefit cover  $(230,000 \div 1000) \times 0.12 = \$27.60$

Illness and Injury Benefit cover  $(980 \div 100) \times 2.48 = \$24.30$

Involuntary Unemployment Benefit cover  $(980 \div 100) \times 0.76 = \$7.45$

#### Leslie's premium

Leslie's new premium is: \$59.35  $(\$27.60 + \$24.30 + \$7.45)$  for that month. This is his premium without any discount or government charges.



### **How we calculate your premium each month when you have an ANZ construction loan**

Leslie's ANZ construction loan amount is \$500,000.

Leslie's house is currently being built, he has used \$150,000 of the \$500,000 to pay the new home builder.

Leslie has Life Benefit cover on his ANZ Home Loan Protection policy.

Leslie is 37 years old.

#### **Leslie's base rates**

Leslie's base rate is \$0.12 per \$1,000 of the ANZ loan amount for the Life Benefit cover.

Leslie's premium is calculated as follows:

Life Benefit cover  $(500,000 \div 1000) \times 0.12 = \$60.00$

#### **Leslie's premium**

Leslie's premium is: \$60.00 for that month.

This is his premium without any discount or government charges.

## **HOW YOU PAY YOUR PREMIUM**

You pay us your premium monthly by direct debit from a bank account or by credit card. If your direct debit details change you must tell us at least seven days before your next payment is due.

If you miss a payment, we may attempt to debit your nominated bank account or credit card a second time. If this is unsuccessful, we will contact you and arrange to collect it from you when the next payment is due. If you do not pay the missed payment your policy may be cancelled. If we decide to cancel your policy, we will write to you to let you know when this will happen.

If you do not pay the missed payment and a claim arises after your policy is cancelled, then we may refuse to pay your claim.

## **CHANGES TO YOUR PREMIUM RATES**

Your monthly premium is calculated based on your current ANZ loan balance, your ANZ loan repayment, your cover type, and your age. If either changes, your premium will change.

Your premium can also change if we change the premium rates. If we do this, we will give you at least 30 days' notice of any increase in the premium.

Factors resulting in changes to premium rates can include changes in:

- costs we must pay to provide ANZ Home Loan Protection cover, such as the cost of claims; the amount we pay in claims will be higher than expected if:
  - we pay more claims than expected

- we pay higher benefit amounts than expected
- we pay benefits for longer periods than expected
- emerging industry experience and trends showing an increase in the long term cost of claims
- commission costs
- capital and regulatory requirements
- expected policyholder behaviour across the portfolio, including how long cover is held
- economic factors such as interest rates, inflation rates, employment level and market returns
- operating expenses
- tax, government, or other mandatory charges
- other factors we consider important to continue providing ANZ Home Loan Protection.

## YOUR PREMIUM IS NOT TAX DEDUCTIBLE

If you hold your policy for personal purposes, the premium is generally not tax deductible. Benefits paid are generally not assessable as income or capital gains.

We base this on our views of the way current tax laws are interpreted. Tax law interpretations change over time. If this is important to you, seek independent tax advice about your personal circumstances.

## WHEN YOUR POLICY LAPSES AND IS REINSTATED

### Your policy lapses when you do not pay premiums

If you do not pay your premiums when due, your policy will lapse. You will not be covered if the following events happen after your policy lapses:

- lose your job through no fault of your own
- cannot work due to illness or injury
- die or are diagnosed as terminally ill.

### Avoid a policy lapse by contacting us

If you have questions about your cover and benefits or you are having difficulty paying your premium, there are options available under your policy to help. For example, we can remove benefits from your policy to reduce your premium. Please contact the ANZ Insurance Centre for more help.

### Reinstatement of your policy

You can apply to reinstate your policy. We have the right to choose to reinstate your policy if your policy ends because:

- you cancel your policy
- we cancel your policy because we do not receive your premiums when due.

Before reinstating your policy:

- we may ask you for more information about you
- you must pay all outstanding premiums.

If we reinstate your policy, we will confirm it in writing. We treat the reinstatement policy as a continuation of the original policy that lapsed, to the extent allowed by the law. We will use the policy commencement date of the original policy that lapsed to assess a pre-existing medical condition or suicide.

Your policy will not be reinstated more than 45 days after it has ended.

## **THIS POLICY DOES NOT HAVE A SURRENDER VALUE**

You cannot redeem this policy for a lump-sum payment, and you don't receive a payment when the policy ends. The only payments made under this policy are claims payments made under:

- Life Benefit
- Illness and Injury Benefit
- Involuntary Unemployment Benefit.

Your payments are based on the cover options you accepted.

## **CANCELLING YOUR POLICY**

You can cancel your policy at any time. Contact the ANZ Insurance Centre.

Phone: 1800 255 970

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

Mail: ANZ Insurance Centre  
Locked Bag 994  
North Sydney NSW 2059

If you write to us to cancel your policy, please include this information:

- name and address of every policyholder
- policy number
- ANZ loan number
- the date you want your policy to end
- signatures of every policyholder.

### **Cancelling your policy during the cooling-off period**

When your policy starts, you have a 30-day cooling-off period. This means you can cancel your policy within the cooling-off period within 30 days after the policy commencement date. If you do, and you haven't made a claim within those 30 days, we will refund any premium you have paid.

We will pay any refundable premium into your bank account or into the ANZ loan if you paid with a credit card.

### **Cancelling your policy after the cooling-off period**

If you cancel your policy after the cooling-off period, we will not refund any premium you have paid.

## IF YOU RECEIVE A NEW POLICY BECAUSE YOUR ORIGINAL POLICY ENDED OR YOUR EXISTING ANZ LOAN HAS CHANGED

We will send you new policy documents if you receive a new policy.

It is important you read those documents to understand the cover provided under any new policy.

### If you receive a new policy to replace a policy that ended

We treat a new policy as a replacement policy if it is bought within 10 business days of your original policy ending.

The table below explains how, under a replacement policy, we will treat the pre-existing medical condition exclusion and qualifying periods.

Replacement policy area	How we manage this area
When a replacement policy starts	<p>For a replacement policy, your cover starts on the date we accept your application for the replacement policy.</p> <p>This is the policy commencement date for the replacement policy.</p>
The policy period for a replacement policy	<p>A replacement policy will cover you for the remaining term of your ANZ loan.</p> <p>You or we can end the policy in the ways described on pages 14–15.</p>
How we treat your replacement policy	<p><b>If the replacement policy has the same benefit and policyholder that was on the original policy</b></p> <p>We use the policy commencement date of the original policy to assess:</p> <ul style="list-style-type: none"><li>• a qualifying period</li><li>• a pre-existing medical condition</li><li>• any intentionally self-inflicted injury (including suicide).</li></ul> <p><b>If the replacement policy has an additional benefit or new policyholder that was not on the original policy</b></p> <p>For the additional benefit or new policyholder, we use the policy commencement date of the replacement policy to assess:</p> <ul style="list-style-type: none"><li>• a qualifying period</li><li>• a pre-existing medical condition</li><li>• any intentionally self-inflicted injury (including suicide).</li></ul>

## **If you receive a new policy because you split your existing ANZ loan for the same property**

We treat a new policy differently when it is linked to a property that has more than one ANZ loan.

Your original policy linked with your original ANZ loan must be in force when you receive your new policy.

The new policy needs to be bought within 10 business days of your existing ANZ Loan being split and approved.

The table below explains how, under a new policy, we will treat the pre-existing medical condition exclusion, any intentionally self-inflicted injury (including suicide), and qualifying periods.

<b>New policy area</b>	<b>How we manage this area</b>
<b>Property address listed on your new policy</b>	<p>Your new policy must have the same property address that is listed on:</p> <ul style="list-style-type: none"><li>• your new ANZ loan</li><li>• your existing ANZ loan</li><li>• your original policy.</li></ul>
<b>How we treat your new policy</b>	<p><b>If the new policy has the same benefit and policyholder that was on the original policy</b></p> <p>We use the policy commencement date of the original policy to assess:</p> <ul style="list-style-type: none"><li>• a qualifying period</li><li>• a pre-existing medical condition</li><li>• any intentionally self-inflicted injury (including suicide).</li></ul> <p><b>If the new policy has an additional benefit or new policyholder that was not on the original policy</b></p> <p>For the additional benefit or new policyholder, we use the policy commencement date of the replacement policy to assess:</p> <ul style="list-style-type: none"><li>• a qualifying period</li><li>• a pre-existing medical condition</li><li>• any intentionally self-inflicted injury (including suicide).</li></ul>

# WE FOLLOW THE LIFE INSURANCE CODE OF PRACTICE

## LIFE INSURANCE CODE OF PRACTICE

Zurich has adopted the Life Insurance Code of Practice.

This Code sets out the life insurance industry's key commitments and obligations to customers. These include:

- standards of practice
- standards of disclosure
- principles of conduct for our life insurance services, such as being open, fair and honest.

It also sets out timeframes for insurers to respond to customers about claims, complaints and requests for information.

You can get a copy of the Life Insurance Code of Practice from the Financial Services Council website at [fsc.org.au](http://fsc.org.au).

## HOW YOU CAN CONTACT US FOR MORE INFORMATION

### HOW TO FIND OUT ABOUT CHANGES TO THIS PDS

The information in this PDS may change over time. Information in this PDS that is not materially adverse information may be updated via the ANZ website identified below. You can get the updated information free of charge by:

- visiting [anz.com/insurance](http://anz.com/insurance) for an online copy, or
- calling us on 1800 255 970 and we'll send you a paper copy.

### HOW YOU CAN CONTACT US

If you have questions about this policy, contact the ANZ Insurance Centre.

Phone: 1800 255 970 weekdays 8:30am to 7:00pm AEST (Friday 8:30am – 5:30pm)

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

Mail: ANZ Insurance Centre  
Locked Bag 994  
North Sydney NSW 2059

If you need additional support or you are having difficulty paying your premium, there are options available under your policy to help. For example, we can remove benefits from your policy to reduce your premium. Please contact the ANZ Insurance Centre for more information.



## HOW YOU CAN MAKE A COMPLAINT

### Enquiries and complaints

We value your feedback about how we help and support you. We're committed to working with you and resolving any concerns you may have.

Contact our customer service team with your questions, concerns, or feedback. Our contact details are below. We will do our best to resolve your concerns genuinely, promptly, fairly and consistently. We will keep you informed of the progress as we work with you.

If you are not satisfied with our response to you, your concerns will be escalated to our Complaints Resolution Centre.

Phone: 1800 255 970

Email: [disputes.resolution@zurich.com.au](mailto:disputes.resolution@zurich.com.au)

Mail: ANZ Insurance Centre  
Locked Bag 994  
North Sydney NSW 2059

### Further help – the Australian Financial Complaints Authority (AFCA)

If you're not satisfied with our response to your complaint, you can have your complaint reviewed free of charge by the Australian Financial Complaints Authority (AFCA) an external dispute resolution scheme.

Before AFCA can investigate your complaint, they generally require you to have first given us the opportunity to resolve it. AFCA provides fair and independent complaint resolution service. Contact details for AFCA are as follows:

Website: [afca.org.au](http://afca.org.au)

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

Phone: 1800 931 678 (free call)

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

Time limits may apply to complain to AFCA. Make sure you act promptly. Check the AFCA website to see if there is a time limit for your situation, and when the time limit expires.

# PRIVACY

Your personal information will be handled by:

- Zurich as the issuer of ANZ Home Loan Protection
- ANZ, as distributor of the product.

Please read the information in this section carefully: it describes how each of these parties will handle your personal information. In this section, any reference to your personal information includes any health or other sensitive information that Zurich and ANZ may hold about you. Either or both Zurich and ANZ may send you information on their products and services from time to time. If you do not wish to receive this information, please ensure you follow the separate opt out processes specified below.

## ZURICH PRIVACY STATEMENT

Zurich collects your personal information (including sensitive information) to assess your application, administer your policy and enhance customer service or products ('purposes'). If you do not provide all information requested, we may not be able to issue or administer your policy.

We may disclose your personal information, where relevant for the purposes, to affiliates of the Zurich Insurance Group Ltd, other insurers and reinsurers, our service providers, our distributors (such as ANZ), our business alliance partners or as required by law within Australia or overseas. These laws include the *Australian Securities and Investment Commissions Act 2001*, *Corporations Act 2001*, *Insurance Contracts Act 1984*, *Life Insurance Act 1995*, *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, *Taxation Administration Act 1953*, *Income Tax Assessment Act 1936* and *Income Tax Assessment Act 1997*, as those acts are amended and any associated regulations. From time to time other acts may require or authorise us to collect your personal information.

We may collect personal information about you from third parties to assess a claim. We may use personal information (but not sensitive information) collected about you to notify you of other products and services we offer. We may also disclose your personal information to ANZ to enable ANZ to send you information about its products and services.

You can opt out of Zurich using and disclosing your personal information for this purpose at any time by calling 1800 025 015.

For further information on the service providers and business partners that we may disclose your information to, a list of countries in which recipients of your personal information are likely to be located, details of how you can access or correct the information we hold about you or make a complaint, please refer to the Zurich Privacy Policy, available at [zurich.com.au](http://zurich.com.au) or contact us on 1800 025 015.

## ANZ PRIVACY STATEMENT

ANZ is committed to ensuring the confidentiality and security of your personal information. As the distributor of this product, ANZ collects your personal information in order to distribute, manage and administer this product. Without your personal information, ANZ may not be able to process your application or provide you with the product you require.

ANZ may disclose your personal information to certain third parties, including Zurich, ANZ's related companies and organisations. This also includes service providers and those in an alliance with us. This enables these parties to do the following, as set out in the ANZ Privacy Policy:

- distribute, manage and administer this product
- carry out business functions
- undertake analytics activities.

ANZ may send you information about its products and services from time to time. ANZ may also disclose your personal information to its related companies or alliance partners. This is to enable them or ANZ to tell you about a product or service.

You can opt out of ANZ using and disclosing your information for this purpose at any time by contacting ANZ Customer Services on 13 13 14.

In disclosing or using your personal information as described above, sometimes ANZ discloses your personal information overseas. The location varies, but includes:

- China
- Fiji
- India
- New Zealand
- The Philippines.

ANZ's Privacy Policy is available at [anz.com/privacy](http://anz.com/privacy).

ANZ's Privacy Policy sets out how:

- you can access and/or correct your personal information
- you can make a privacy complaint
- ANZ deals with any privacy complaints.

## ACCESSING YOUR PERSONAL INFORMATION

To access or correct your personal information, please contact:

### Zurich

Phone: 132 687

Email: [privacy.officer@zurich.com.au](mailto:privacy.officer@zurich.com.au)

Mail: The Privacy Officer: Zurich Financial Services Limited  
PO Box 677  
North Sydney NSW 2059

### ANZ

Phone: 13 13 14

Email: [yourfeedback@anz.com](mailto:yourfeedback@anz.com)

## DEFINITIONS OF THE TERMS IN THIS PDS

This section lists the special meanings for terms used in this PDS.

### Actively seeking employment

When you are involuntarily unemployed, actively seeking employment means one of the following terms:

- you are submitting one job application per week, this includes applications through an online job search engine
- you are attending at least one interview per week for the period of involuntary unemployment.

### ANZ loan

A loan of funds provided by ANZ. An ANZ loan includes:

- a residential land loan
- a residential investment loan
- a residential investment land loan.

This term excludes an ANZ Home Equity Loan.

This term includes a loan used for the purpose of constructing. We refer to this type of loan as a construction loan in the PDS.

### ANZ loan repayment

The minimum monthly repayment amount for the ANZ loan.

### Arrears

ANZ loan repayments that have not been paid to ANZ when required, and now the repayments are overdue.

### Claim event date

The date of an event that you make a claim for, or the date of death of a policyholder.

**Cooling-off period**

The first 30 days after the policy commencement date.

**Employed or employment**

Being employed or employment means doing work for which you get a financial reward. This means one of the following:

- employed in a permanent full-time job
- employed in a permanent part-time, casual, contract or temporary job for 20 hours or more per week
- self-employed for 20 hours or more per week.

**Illness**

An illness or disease that becomes reasonably apparent to you.

**Immediate family member**

Your partner, child, parent, parent-in-law or sibling is a member of your immediate family.

**Injury**

An injury is bodily harm or damage that you experience.

**Involuntary unemployment or involuntarily unemployed**

You are involuntarily unemployed when you:

- become unemployed through no choice or fault of your own, because of factors you cannot control
- have registered with an Australian government approved job-placement agency or recognised recruitment agency
- are actively seeking employment.

**Medical consultation**

Any activity to detect, treat, or manage a medical condition. This includes (but is not limited to) using prescribed drugs, and conventional or alternative therapy. A medical consultation does not include routine medical check-ups unless it leads to the detection of an illness, injury, medical condition, or related symptoms.

**Medical practitioner**

A registered and qualified medical practitioner in Australia or another country. They cannot be you or your business partner or an immediate family member of yours. For certain conditions, we will require that the medical practitioner is an appropriate specialist physician. An appropriate specialist physician is a registered and qualified medical practitioner in Australia who is an appropriate specialist for your medical condition, taking into account standard medical practice and their qualifications in the relevant area of medicine. We may reasonably require that a second specialist physician make the diagnosis and certification and we will pay for the cost of that physician and reasonable travel costs.

**Partner**

A spouse or de facto spouse where one or both partners provide each other with financial support, domestic support and personal care.

**PDS**

This Product Disclosure Statement and Policy including any Supplementary Product Disclosure Statements we issue before your policy commencement date.

**Policy**

The contract for ANZ Home Loan Protection between you and us.

**Policy application date**

The date when the policyholder makes an application for ANZ Home Loan Protection.

**Policy commencement date**

If you buy the policy on a new ANZ loan, this is the date ANZ makes funds available to your ANZ loan.

If you buy the policy on an existing ANZ loan, this is the date we accept your application for ANZ Home Loan Protection.

**Policyholder or policyholders**

The person or people named as the insured person or persons on the Policy Schedule.

**Policy Schedule**

The document we issue that confirms the details of your insurance cover under the policy.

**Premium**

The amount we charge you and need you to pay to have an ANZ Home Loan Protection policy.

**Pre-existing medical condition**

Any illness, injury or condition that was the subject of a medical consultation in the 12 months before the policy commencement date, and:

- you were aware of; or
- a reasonable person in the circumstances could be expected to be aware of.

To determine if your claim relates to a pre-existing medical condition, we may ask for and review information about your medical history.

**Reasonably apparent**

A reasonable person in the circumstances could be expected to be aware of the symptoms.

**Self-employed**

You are self-employed when you:

- earn most of your income from a trade or a business (whether you are a sole trader or a business partner)
- are an owner, sole trader, shareholder, partner or director of the business
- have control or power over the business
- work within the business for 20 hours or more a week
- are not a working employee for someone else.

**Terminal illness/Terminally ill**

An illness that, in the opinion of a medical practitioner, who is a specialist in that condition, is likely to lead to your death within 12 months of the date we receive the medical practitioner's opinion.

**Total loan amount**

The total available loan amount on your ANZ construction loan contract.

**Total outstanding balance**

The balance and interest remaining on your ANZ loan on the day we accept your claim. It includes any interest that ANZ is entitled to charge to your loan or nominated account. It excludes any arrears amount that have not been paid. It also excludes any early repayment costs for paying out your ANZ Loan.

**Usual occupation**

The employment in which you usually work, from which you receive a financial reward at the time you suffer an illness, injury, or become involuntarily unemployed. If you are no longer employed, this means your most recent occupation.

**Wilful misconduct**

Wilful misconduct is deliberately:

- or consciously disregarding the rights or the safety of others
- doing something that you should not do
- failing to do something you should.

## PREMIUM RATES TABLE

This table shows the current rates to calculate the monthly policy premium for each policyholder named as insured on the Policy Schedule.

For joint policies, we apply a 10% discount to the premium before applicable stamp duty.

The rates in the table include stamp duty on premiums for Life Benefit cover. They exclude stamp duty on premiums for Illness and Injury Benefit cover and Involuntary Unemployment Benefit cover.

Premium rates are the rates before applying any applicable premium discounts.

Monthly Premium Rates			
Age	Life (per \$1000 outstanding loan balance)	Illness and Injury (per \$100 of monthly loan repayment)	Involuntary Unemployment (per \$100 of monthly loan repayment)
18	0.16	1.81	0.28
19	0.16	1.82	0.31
20	0.16	1.83	0.34
21	0.14	1.84	0.37
22	0.13	1.85	0.40
23	0.13	1.87	0.42
24	0.12	1.89	0.45
25	0.11	1.91	0.47
26	0.11	1.94	0.49
27	0.11	1.97	0.52
28	0.11	2.01	0.56
29	0.10	2.05	0.59
30	0.10	2.09	0.62
31	0.10	2.13	0.64
32	0.10	2.18	0.67
33	0.10	2.23	0.69
34	0.10	2.28	0.71
35	0.10	2.35	0.73
36	0.11	2.41	0.74
37	0.12	2.48	0.76
38	0.12	2.55	0.77



Monthly Premium Rates			
Age	Life (per \$1000 outstanding loan balance)	Illness and Injury (per \$100 of monthly loan repayment)	Involuntary Unemployment (per \$100 of monthly loan repayment)
39	0.13	2.62	0.78
40	0.14	2.70	0.79
41	0.15	2.77	0.80
42	0.16	2.85	0.80
43	0.18	2.93	0.81
44	0.20	3.01	0.81
45	0.23	3.10	0.82
46	0.25	3.18	0.82
47	0.28	3.27	0.82
48	0.31	3.36	0.82
49	0.35	3.46	0.82
50	0.42	3.56	0.82
51	0.45	3.72	0.84
52	0.49	3.89	0.85
53	0.54	4.08	0.87
54	0.59	4.27	0.88
55	0.63	4.47	0.90
56	0.71	4.63	0.90
57	0.79	4.78	0.91
58	0.89	4.94	0.91
59	1.01	5.11	0.92
60	1.14	5.28	0.93
61	1.30	5.45	0.93
62	1.47	5.62	0.94
63	1.68	5.79	0.95
64	1.90	6.10	0.95
65	2.13	5.21	0.96
66	2.39	4.87	0.97

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## WHAT ARE THE NEXT STEPS?

Once you're ready to talk about insurance, we're ready to help.

**If you'd like more information, please feel free to:**



Call 13 16 14



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