



ANZ CreditCover Plus

PRODUCT DISCLOSURE STATEMENT AND
POLICY DOCUMENT | 28 FEBRUARY 2011

Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. ANZ's colour blue is a trade mark of ANZ.
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Important information

This Product Disclosure Statement and Policy (PDS) provides you with information about this Consumer Credit Insurance product called ANZ CreditCover Plus. It sets out the covered events, benefits, risks and exclusions of this product and provides information about the costs of the product.

It is important to note that the information in this PDS is of a general nature and does not take into account your personal objectives, financial situation or needs. You should therefore read this PDS carefully before applying for ANZ CreditCover Plus to decide whether this product is right for you.

Find out what is covered and what is not covered and be aware that:

- you are not obliged to buy this product and it is not compulsory
- the approval of your credit card application is not contingent upon you purchasing this product.

Risks of purchasing ANZ CreditCover Plus

- this insurance cover applies only to your nominated credit card account
- you may not have cover under this insurance policy if a benefit limitation or exclusion applies
- we may not pay a claim for the Life, Accidental Death, Total and Permanent Disability, Critical Illness or Disability Benefits in the first six months after the policy commencement date, where the disability, critical illness or death arises directly or indirectly from a pre-existing medical condition for which you have received a medical consultation in the six months immediately before the policy commencement date.

There is no cover for either the Disability or Involuntary Unemployment Benefits if you are:

- employed on a permanent full time or permanent part time capacity involving less than 10 hours per week, or

- self employed or employed on a casual, contract, seasonal or temporary capacity for less than 10 hours per week (calculated as an average over 90 days prior to the claim event date) and where you have not been in the same occupation on a continuous basis for 90 days.

In this PDS 'you' or 'your' means the person insured, that is, the primary cardholder of the nominated credit card account. The meanings of other important words and terms used in this PDS are listed at the end of this document.

Who are the insurers?

Your contract of insurance and this PDS is issued by:

- **OnePath Life Limited** (OnePath Life) ABN 33 009 657 176, AFSL 238341 in respect of the Life, Accidental Death, Total and Permanent Disability and Critical Illness Benefits, and
- **OnePath General Insurance Pty Limited** (OnePath General) ABN 56 072 892 365, AFSL 288160 in respect of the Disability, Involuntary Unemployment, Family Trauma and Stolen Card Benefits.

In this PDS 'we', 'us' and 'our' means OnePath Life and OnePath General. Both OnePath Life and OnePath General take full responsibility for this PDS.

OnePath Life and OnePath General are wholly owned subsidiaries of Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. ANZ is an authorised deposit taking institution (Bank) under the *Banking Act 1959 (Cth)*. OnePath Life and OnePath General are the issuers of the product but are not Banks. Except as set out in the issuers' contract terms (including the PDS), this product is not a deposit or other liability of ANZ or its related group companies. None of them stands behind or guarantees the issuers.

ANZ administers all policy related matters.

The Life, Accidental Death, Total and Permanent Disability and Critical Illness Benefits are paid from the OnePath Life Statutory Fund No 1. You do not have any right to participate in the profits of OnePath Life or in the surplus of any OnePath Life Statutory Fund.

This product does not have any savings, investment, cash or surrender value. If you terminate your cover (except during the 21 day cooling off period and provided you did not make any claims) you will not receive any refunds.

All premiums paid by you will be used to meet the cost of this insurance (including the cost of issue and administration).

What documents make up your policy?

Where we agree to provide cover we enter into a contract with you which is made up of:

1. this PDS and any Supplementary Product Disclosure Statement (SPDS) we may subsequently provide to you
2. the Policy Schedule (specifying the policy commencement date and the nominated credit card account)
3. any endorsements or other notice we give you in writing.

You should keep these documents in a safe place.

Introducing ANZ CreditCover Plus

What is ANZ CreditCover Plus?

ANZ CreditCover Plus is an insurance product designed to:

- pay the total amount outstanding under the nominated credit card account if you are diagnosed with a critical illness, become totally and permanently disabled or die
- help you meet your credit card repayments if you suffer a disability or involuntary unemployment
- pay a lump sum to you if a credit card issued under the nominated credit card account is stolen, or your partner or dependant child is diagnosed with a critical illness and you are required to take leave from paid employment or self employment.

Who can apply?

You can apply for ANZ CreditCover Plus if you:

- are the primary cardholder of the nominated credit card account,
- aged between 18–65,
- an Australian or New Zealand citizen or a holder of an Australian Permanent Residency Visa, and
- are currently residing in, and receiving this PDS, in Australia.

How to apply

To apply, please:

- phone 13 22 73
- visit any ANZ branch
- visit the website at anz.com.

Misrepresentations

You are obliged to be truthful in all your communications with us. If you make a misrepresentation to us before we issue your policy, we may be entitled to avoid or vary the policy, or to reduce our liability under or decline to pay a claim. If the misrepresentation is fraudulent, we may be entitled to treat the policy as though it never existed.

When will your policy commence?

Cover commences on the policy commencement date as specified in your Policy Schedule.

Benefits under ANZ CreditCover Plus

What's covered?

The following table sets out the benefits under ANZ CreditCover Plus. Benefits are only payable under the terms and conditions of the policy.

Benefit	What does it cover?	Nature of benefit	Maximum amount paid
Life Benefit	Life means all deaths except for Accidental Death.	<p>Pays the total amount outstanding of the nominated credit card account as at the date of your death.</p> <p>A one-off payment is made directly to your nominated credit card account.</p>	Maximum payment is \$50,000.
Accidental Death Benefit	Accidental death means death caused solely and directly by violent, accidental, external or visible means which occurs independently of any other cause.	<p>Pays the total amount outstanding of the nominated credit card account as at the date of your accidental death.</p> <p>A one-off payment is made directly to your nominated credit card account.</p> <p>An additional and equal payment to the total amount outstanding is paid to your estate.</p>	Combined maximum payment under the Accidental Death Benefit is \$100,000.
Total and Permanent Disability Benefit	<p>Total and permanent disability means you suffer a disability that leads to you being unable to ever work again in any occupation for which you were suited by training, skill or experience.</p> <p>To Claim</p> <p>To claim this benefit, you must be:</p> <ul style="list-style-type: none"> in paid employment or self employment immediately before you become totally and permanently disabled. 	<p>Pays the total amount outstanding of the nominated credit card account as at the date you ceased to work because of a total and permanent disability.</p> <p>A one-off payment is made directly to your nominated credit card account.</p>	<p>Maximum payment is \$50,000.</p> <p>We will reduce your Total and Permanent Disability Benefit by any payments made for a Disability Benefit claim out of which the total and permanent disability has arisen.</p>

Benefit	What does it cover?	Nature of benefit	Maximum amount paid
Total and Permanent Disability Benefit (cont)	<p>Waiting Period</p> <p>There is a 6 consecutive month waiting period prior to claim.</p>		
Critical Illness Benefit	<p>Critical Illness means cancer, chronic kidney failure, coronary artery surgery, heart attack, major organ transplant and stroke</p> <p>There is no cover for the Critical Illness Benefit if, within 30 days of the policy commencement date, you are:</p> <ul style="list-style-type: none"> • diagnosed with a critical illness, or • the symptoms leading to the critical illness being diagnosed become reasonably apparent. 	<p>Pays the total amount outstanding of the nominated credit card account as at the date you were first diagnosed with, or operated on, for a critical illness, whichever is the earlier.</p> <p>A one-off payment is made directly to your nominated credit card account.</p>	<p>Maximum payment is \$50,000.</p>
Disability Benefit	<p>Disability means that due to an illness or an injury, you are:</p> <ul style="list-style-type: none"> • confirmed by a medical practitioner as being totally unable to perform the duties of your usual occupation necessary to produce income • not engaged in your usual occupation nor any other gainful occupation, and • following the advice of a medical practitioner in relation to the illness or injury for which you are claiming. <p>To Claim</p> <p>To claim this benefit, you must be:</p> <ul style="list-style-type: none"> • in paid employment or self employment immediately before you become disabled • under a medical practitioner's continuous care for the illness or injury. <p>Waiting Period</p> <p>There is a 5 consecutive day waiting period prior to claim.</p>	<p>Pays a monthly benefit directly to your nominated credit card account while you are unable to work due to disability.</p> <p>Benefits will be paid until you return to any employment or the total amount outstanding is paid in full.</p> <p>Recurring Claims</p> <p>If you return to any employment after being entitled to the Disability Benefit and, within 6 months of returning to paid employment or self employment you become disabled again from the same or a related cause, the original disability will be treated as continuing and the 5 day waiting period will not apply.</p>	<p>The monthly benefit is calculated at 6% per month of the total amount outstanding of the nominated credit card account as at the date you become disabled.</p> <p>If the 6% is less than \$10, we will pay \$10.</p> <p>The maximum amount payable is the total amount outstanding of the nominated credit card account as at the date you became disabled or \$50,000, whichever is the lesser.</p>

Benefit	What does it cover?	Nature of benefit	Maximum amount paid
<p>Involuntary Unemployment Benefit</p>	<p>Involuntary Unemployment means the circumstance when you become unemployed, through no choice or fault of your own and due to factors outside your control, after the policy commencement date.</p> <p>To Claim</p> <p>To claim this benefit, you must:</p> <ul style="list-style-type: none"> • have been in paid employment or self employment immediately before you become involuntarily unemployed. • be registered with an Australian government approved job placement agency and be actively seeking paid employment or self employment. <p>Waiting Period</p> <p>There is a 14 consecutive day waiting period prior to claim.</p>	<p>Pays a monthly benefit directly to your nominated credit card account while you are registered with an Australian government approved job placement agency, and are actively seeking paid employment or self employment.</p> <p>Benefits are payable for a maximum of 6 consecutive months in any 12 month period.</p> <p>Recurring Claims</p> <p>Once the full benefit has been paid, you must return to paid employment or self employment for 6 consecutive months before you are eligible to claim the Involuntary Unemployment Benefit again.</p> <p>Multiple Benefits</p> <p>If you become involuntarily unemployed as a result of a disability, we will pay only the Disability Benefit.</p> <p>You cannot claim the Disability Benefit and the Involuntary Unemployment Benefit at the same time. We will only pay the Disability Benefit.</p>	<p>The monthly benefit is calculated at 6% per month of the total amount outstanding of the nominated credit card account as at the date you become involuntarily unemployed.</p> <p>If the 6% is less than \$10, we will pay \$10.</p> <p>The maximum amount payable is the total amount outstanding of the nominated credit card account as at the date you became involuntarily unemployed or \$50,000, whichever is the lesser.</p>

Benefit	What does it cover?	Nature of benefit	Maximum amount paid
Family Trauma Benefit	<p>Family Trauma means you when your partner or dependant child is diagnosed with a critical illness.</p> <p>For an adult, Critical Illness has the meaning set out on page 8 of this PDS.</p> <p>For a child, Critical Illness covers only: bacterial meningitis, cancer, major head trauma, major organ transplant, paralysis and severe burns.</p>	<p>Pays a lump sum benefit in the event that you are required to take leave from your paid employment or self employment as a result of your partner or dependant child being diagnosed with a critical illness.</p> <p>A one-off payment is made directly to you.</p>	Maximum payment of \$500 in any 12 month period.
Stolen Card Benefit	<p>Stolen Card means the theft of a credit card issued for the nominated credit card account. The theft must be reported to the police.</p>	<p>Pays a lump sum benefit when a credit card issued for the nominated credit card account is reported as stolen.</p> <p>A one-off payment is made directly to you.</p>	Maximum payment of \$200 in any 12 month period.

What's not covered

The following table shows with an 'X', the events or circumstances when benefits will not be paid.

Event or circumstance	Life	Accidental Death	Total and Permanent Disability	Critical Illness	Disability	Involuntary Unemployment	Family Trauma	Stolen Card
Any illness, injury or condition that is the subject of a medical consultation during the 6 months immediately before the policy commencement date and leads directly or indirectly to disablement, total and permanent disablement, critical illness or death in the first 6 months immediately following the policy commencement date.	X	X	X	X	X			
You are employed on a permanent full time or permanent part time capacity involving less than 10 hours per week.					X	X		

Premiums

How is the monthly premium calculated?

The monthly premium rate is 79 cents per \$100 of the closing balance on your credit card statement each month (up to a maximum of \$50,000). For example, if the closing balance on your nominated credit card account is \$900, the monthly premium is \$7.11 ($(\$900 \div \$100) \times 79$ cents).

Note: The closing balance is calculated on the amount owing on the date that the statement is produced and sent to you, not the due date for payment.

Example

Statement Period: 25 October – 23 November
Closing Balance (as at 23 November): \$1,500
Due Date for Payment: 9 December

The premium is calculated on the closing balance on the last day of the statement cycle (23/11): $\$1,500 \div 100 \times .79 = \11.85

If your credit card balance is paid in full on 9/12, you will still be charged the premium. If, however, you paid the total amount outstanding of \$1,500 on 22/11 you would not be charged a premium.

The monthly premium is inclusive of Goods and Services Tax (GST). GST applies to the Disability, Involuntary Unemployment, Family Trauma and Stolen Card portion of the monthly premium.

Premium rates are not guaranteed. We can change your premium if we change rates for all ANZ CreditCover Plus policies. We will give you at least 30 days notice of any change in rates.

How is the premium paid?

Your premium will be automatically charged to your nominated credit card account and will appear on your monthly statement. For any month in which the closing balance is less than \$10 or is in credit, no premium will be payable.

Commission

Some of your premium (currently 20% excluding government charges), is paid to ANZ as commission.

Taxation

Generally premiums payable for your cover are not tax deductible, nor are benefits assessable for income tax purposes.

Taxation information in this PDS is based upon our interpretation and the continuation of legislation in place as at the date this PDS is prepared. The information is of a general nature and may not apply to your individual circumstances.

Please refer any tax enquiries to your tax adviser who can take into consideration your personal circumstances

Once the policy starts

Questions about your policy

If you have any questions or would like any information about your policy, simply contact ANZ on 13 22 73.

Making a claim

To make a claim:

1. contact us on 1800 354 970 and advise us of the claim details
2. complete the claim application form that we send you (or your estate), and submit it with all necessary supporting information as detailed on the claim form and/or as requested by us
3. send all the information to us.

We will contact you (or your estate) to confirm that we have received the claim and to advise you (or your estate) if any additional information is required. We will advise the outcome of the claim directly to you (or your estate).

All claims will be paid in Australian currency.

If we are required to pay any tax, duty or government charge or levy relating to any amount payable under this policy, we may reduce the amount we pay by the amount of that tax, duty or government charge or levy.

When we accept your (or your estate's) claim for the Life, Accidental Death, Total and Permanent Disability or Critical Illness Benefits, all premiums charged after the claim event date will be rebated to the nominated credit card account.

We will not pay

We will not pay a claim:

- if you do not meet our claim requirements
- if an exclusion or limitation applies, or
- for new charges to your nominated credit card account after the claim event date.

Claim Examples

The following provide some examples of how claim benefits are calculated under this policy.

Example 1 - Life benefit

You pass away due to illness. The total amount outstanding on your nominated credit card is \$5,000 as at the date of your death.

We pay the total amount outstanding of \$5,000 directly to your nominated credit card account.

Example 2 – Accidental Death benefit

You are involved in a fatal car accident. The total amount outstanding on your nominated credit card is \$18,000 as at the date of your death.

We pay the total amount outstanding of \$18,000 directly to your nominated credit card account, plus a further \$18,000 to your estate.

Example 3 – Total and Permanent Disability benefit

You have been disabled and unable to work for 6 months due to an injury and we have received medical evidence that you will be unable to ever work again at any occupation for which you are suited by training, skill or experience. The total amount outstanding on your nominated credit card is \$7,800 as at the date of your injury.

You have already received 6 payments of \$468 (total of \$2,808) under the Disability Benefit (calculated at $6\% \times \$7,800$). We pay the balance of \$4,992 directly to your nominated credit card account.

Example 4 – Critical Illness benefit

You are diagnosed with lung cancer. The total amount outstanding on your nominated credit card is \$22,000 as at the date of your diagnosis.

We pay the total amount outstanding of \$22,000 directly to your nominated credit card account.

Example 5 – Disability benefit

You are disabled due to an injury and are unable to work. The total amount outstanding on your nominated credit card account is \$3,500 as at the date of your injury. You have been unable to work for 5 months.

We make 5 payments of \$210 (calculated at $6\% \times \$3,500$, totalling \$1,050) directly to your nominated credit card account over the 5 month period you are unable to work.

Example 6 – Involuntary Unemployment benefit

You have been retrenched. The total amount outstanding on your nominated credit card account is \$2,000 as at the date you became involuntarily unemployed. You have been unemployed for 3 months.

We make 3 payments of \$120 (calculated at $6\% \times \$2,000$, totalling \$360) directly to your nominated credit card account over the 3 month period you are unemployed.

Example 7 – Family Trauma benefit

You are required to take 6 weeks off work to care for your partner who has suffered a stroke. We pay \$500 directly to you.

Example 8 – Stolen Card benefit

Your wallet, including your credit card under the nominated credit card account, is stolen. We pay \$200 directly to you.

Complaint resolution

If you are dissatisfied with the manner in which a claim is handled, please contact the Customer Service team on 1800 354 970.

If you are dissatisfied with our response, you may contact the Financial Ombudsman Service (FOS) by:

Phone: 1300 780 808
 Email: info@fos.org.au
 Mail: GPO Box 3, Melbourne VIC 3001

The FOS is an independent body whose services are available to you at no cost.

Cooling-off period and cancellation

You have the right to cancel your policy at any time. To cancel your policy, contact ANZ by:

Phone: 13 22 73

Cooling-off period

You have 21 days from the date you receive your Policy Schedule to cancel the policy and obtain a full refund, provided you did not make any claims.

After the cooling-off period, we will not refund any premiums if you cancel your policy.

When does the policy end?

Your policy will end when any of the following events occur:

- your nominated credit card account is withdrawn or cancelled
- you turn 66 years of age
- you advise ANZ to cancel your policy
- the Life, Accidental Death, Total and Permanent Disability or Critical Illness Benefit is paid
- the maximum benefit of \$50,000 is paid on the Disability or Involuntary Unemployment covers
- you cease being a citizen of Australia or New Zealand, or the holder of an Australian Permanent Residency Visa
- the date we cancel the policy in accordance with our legal rights, including in circumstances where we do not receive the premium when due.

Changes to the PDS

The information in this PDS is up to date at the time of its preparation however some information may change from time to time. If there is any omission of information or a materially adverse change to the information as disclosed in this PDS, we will issue a supplementary or replacement PDS. Should you require a copy of the supplementary or replacement

PDS or any other notice published as a result of change, we will provide a copy, without charge, upon request.

For other changes, you can obtain up to date information at any time by contacting ANZ by:

Phone: 13 22 73

Visiting ANZ's website at anz.com

Alternative Form of Remuneration Register

OnePath Life and OnePath General maintain an Alternative Form of Remuneration Register (Register) in accordance with the Financial Services Council (FSC) Industry Code of Practice on Alternative Forms of Remuneration in the Wealth Management Industry. The Register outlines the alternative forms of remuneration which are paid and received from givers and receivers of such remuneration. The Register is publicly available and can be accessed by contacting Customer Services on 1800 354 970. Currently, this insurance product does not pay or receive any alternative remuneration.

General Insurance Code of Practice

We support the General Insurance Code of Practice. The purpose of the Code is to raise the standards of practice and service in the general insurance industry. You can get a copy of the Code from the Insurance Council of Australia website, www.insurancecouncil.com.au

Financial Claims Scheme

This policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of OnePath General Insurance becoming insolvent you may be entitled to access the FCS, provided you meet the eligibility criteria.

More information may be obtained from APRA – www.apra.gov.au or 1300 13 10 60.

Privacy

Privacy Statement

We are committed to ensuring the confidentiality, security and privacy of your personal information.

We collect your personal information to provide you with the products and services you request. Without your personal information, we may not be able to process your application or provide you with the products or services you require.

In order to manage and administer the products and services requested by you, we may need to disclose your personal information to certain third parties, including:

- other members within the ANZ Group, to the extent necessary to service our relationship with you and carry on business as a group
- organisations performing administration or compliance functions in relation to the products and services
- organisations maintaining our information technology systems
- authorised financial institutions
- organisations providing services such as mailing, printing or data verification
- a person who acts on your behalf (such as your financial adviser or your agent).

For life risk products we collect health information with your consent. Your health information will only be disclosed to service providers, reinsurers or organisations providing medical or other services for the purpose of underwriting, assessing the application or assessing any claim.

We may also disclose your personal information in circumstances where we are required to do so by law.

We may send you information about our financial products and services from time to time. You may elect not to receive such information at any time by contacting Customer Services on 1800 354 970.

You may access the personal information OnePath holds about you, subject to permitted exceptions and

subject to OnePath still holding that information, by contacting OnePath at:

Privacy Officer - OnePath

GPO Box 75
 Sydney NSW 2001
 Phone (02) 9234 8111
 Fax (02) 9234 8095
 Email privacy@onepath.com.au

If any of your personal information is incorrect or has changed, please let OnePath know by contacting Customer Services.

More information can be found in OnePath's Privacy Policy which can be obtained from its website at onepath.com.au.

Definitions

This section lists the special meanings for words or terms used within this PDS.

Accidental death has the meaning set out in page 6 of this PDS.

Adult means any person aged 18 years and older.

Angioplasty means the undergoing of angioplasty (with or without an insertion of a stent or laser therapy) that is considered necessary on the basis of angiographic evidence to correct a narrowing or blockage of one or more coronary arteries.

Bacterial meningitis means an inflammation of the meninges, the membranes that cover the brain and spinal cord, caused by bacteria.

Cancer means the presence of one or more malignant tumours including leukaemia, lymphomas and Hodgkin's disease characterised by the uncontrollable growth and spread of malignant cells and the invasion and destruction of normal tissue.

The following cancers are not covered:

- melanomas of less than 1.5mm maximum Breslow thickness and which are also less than Clark Level 3 depth of invasion as determined by histological examination
- all hyperkeratoses or basal cell carcinomas of the skin

- all squamous cell carcinomas of the skin unless there has been a spread to other organs
- low level prostatic cancers:
 - which are histologically described as TNM Classification T1a or T1b or lesser classification
 - which are characterised by a Gleeson score less than 7, and
 - where appropriate and necessary 'major interventionist treatment' has not been performed specifically to arrest the spread of malignancy. 'Major interventionist treatment' includes removal of the entire prostate, radiotherapy, chemotherapy, hormone therapy or any other similar interventionist treatment.
- chronic lymphocytic leukaemia less than Rai Stage 1
- tumours showing the malignant changes of carcinoma in situ* (including cervical dysplasia CIN-1, CIN-2, and CIN-3), or which are histologically described as pre malignant, or which are classified as FIGO Stage 0, or which have a TNM classification of Tis. 'FIGO' refers to the staging method of the International Federation of Gynaecology and Obstetrics.

* Carcinoma in situ is covered in the following circumstances where the procedures are performed specifically to arrest the spread of malignancy and are considered the appropriate and necessary treatment:

- carcinoma in situ of the breast if it results directly in the removal of the entire breast
- carcinoma in situ of the testicle if it results directly in the removal of the testicle
- carcinoma in situ of the prostate if it results directly in the removal of the prostate or where characterised by a Gleeson score of 7 or greater.

Child means any person aged less than 18 years.

Chronic kidney failure means the end stage renal disease which requires permanent dialysis or renal transplantation.

Claim event date means the date of the event or circumstance giving rise to the claim.

Coronary artery surgery means the undergoing of coronary artery bypass surgery that is necessary to correct or treat coronary artery disease causing inadequate myocardial blood supply. Surgery does not include angioplasty, intra-arterial procedure or non-surgical techniques.

Critical Illness has the meaning set out in page 8 of this PDS.

Daily living means the following activities:

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

Dependant child means a child residing in your home who is under 18 years of age and is financially dependant upon you.

Disability/disabled/disablement has the meaning as set out in page 8 of this PDS.

Employed or employment means you are working on a permanent full time or permanent part time capacity for a minimum of 10 hours per week for income; or you are working on a self employed, casual, contract, seasonal or temporary capacity for income, for a minimum of 10 hours per week (on average over the past 90 days prior to the claim event date) and have been in the same occupation on a continuous basis for 90 days. Employment or self-employment includes maternity, paternity, or other paid or unpaid leave.

Family Trauma has the meaning as set out in page 12 of this PDS.

Gainful occupation means any occupation for which you receive an income.

Heart attack means death of a portion of heart muscle arising from inadequate blood supply to the relevant area. The basis for diagnosis shall be supported by the following clinical features being present and consistent with myocardial infarction and not due to medical intervention:

- new electrocardiographic (ECG) changes and
- diagnostic elevation of cardiac enzymes or Troponin I greater than 2.0 µg/L or Troponin T greater than 0.6µg/L.

If the above is inconclusive, then we will consider a claim based on conclusive evidence that you have been diagnosed as having suffered a myocardial infarction, resulting in either one of the following:

- new pathological Q waves or
- a permanent left ventricular ejection fraction of 50% or less, measured three or more months after the event.

Illness means an illness or disease which becomes reasonably apparent

Immediate family member means your partner, son, daughter, father, mother, father-in-law, mother-in-law, brother or sister.

Injury means a bodily injury.

Involuntary Unemployment has the meaning as set out on page 10 of this PDS.

Major head trauma means cerebral injury resulting in permanent neurological deficit, as confirmed by a medical practitioner who is a consultant neurologist and/or an occupational physician, causing:

- 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 approved by us, or
- a total and irreversible inability to perform at least one activity of daily living without the assistance of another adult person.

Major organ transplant means the medically necessary human to human organ transplant from a donor to you or an immediate family member of one or more of the following complete organs:

- kidney
- heart
- lung
- liver
- pancreas
- small bowel, or
- the transplant of bone marrow.

Medical consultation means any activity undertaken for the detection, treatment or management of a medical condition including but not limited to the application of prescribed drugs or therapy whether conventional or alternative.

Medical practitioner means a registered and qualified medical practitioner in Australia or in another country, as approved by us, who is not you or your business partner or another immediate family member of yours.

Nominated credit card account means the credit card account insured under this policy.

Paralysis means the complete and permanent loss of strength in an affected limb or muscle group due to spinal cord injury.

Partner means a spouse, de-facto spouse or person living in a bona fide domestic living arrangement, irrespective of gender, where one or each of them provides the other with financial support, domestic support and personal care.

Policy means the contract between you and the insurers.

Policy commencement date means the date we accept your application and when cover starts as specified in your Policy Schedule.

Policy holder means the primary cardholder.

Policy Schedule means the document issued by us confirming the specific details of your cover.

Primary cardholder means the person to whom the nominated credit card account has been issued.

Reasonably apparent mean that a reasonable person in the circumstances could be expected to have been aware of the symptoms.

Self employment and self employed means a person:

- who derives the majority of his/her income from a trade or a business (including self proprietors or business partners)
- is an owner, sole trader, shareholder, partner or director of the business
- has control or power over the business
- is working within the business for at least 10 hours per week, and
- is not a working employee for someone else.

Severe burns means a tissue injury caused by thermal, electrical or chemical agents causing third degree burns to:

- 20% or more of the body surface area as measured by the 'Rule of Nines' or the Lund and Browder Body Surface Chart
- the whole of both hands, requiring surgical debridement and/or grafting
- the whole of both feet, requiring surgical debridement and/or grafting
- the whole of the skin of the genitalia, requiring surgical debridement and/or grafting, or
- the whole of the face, requiring surgical debridement and/or grafting.

Stolen Card has the meaning as set out in page 12 of this PDS.

Stroke means a cerebrovascular accident or event producing a neurological deficit lasting more than 24 hours. There must be clear evidence:

- of the onset of objective neurological deficit
- on a CT, MRI or similar scan that a stroke has occurred, and
- of infarction of brain tissue, intracranial or subarachnoid haemorrhage or embolisation from an extra cranial source.

Transient ischaemic attacks, cerebral events due to reversible neurological deficits, migraine, hypoxia or trauma, and vascular disease affecting the eye, optic nerve or vestibular functions are excluded.

Total amount outstanding means the outstanding balance of your nominated credit card account including any purchase or cash advance made by you before the claim event date that has not yet appeared on your monthly statement for your nominated credit card account. It also includes any interest.

Total and permanent disability has the meaning as set out in page 6 of this PDS.

Unemployed or unemployment means your employer terminates your employment as a result of redundancy, shortage of work or unsatisfactory work performance.

- If you are self-employed, unemployed or unemployment means the business ceases to trade due to actual or imminent insolvency or business factors beyond your reasonable control. This does not include when you experience a shortage of work leading to cash flow constraints but your business is still trading.
- If you are self-employed in a business partnership, unemployed or unemployment means your status as a business partner is discontinued without your actual or implied consent and you cease to work in the business.

Usual occupation means the occupation in which you are regularly engaged (i.e. you earn your income, salary or wage from) at the time you suffer an illness or injury. If your regular occupation is limited to a recognised speciality within the scope of your degree or licence, your speciality is your regular occupation.

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