

GE Money Insurance



60% of Australians
are under insured.

GE Money Term Life Insurance
Combined Financial Services Guide
and Product Disclosure Statement

Prepared on 1 July 2008



imagination at work

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Product Disclosure Statement (PDS)

About this PDS

This PDS contains information about the Term Life insurance policy. It is designed to help you to decide whether to buy the policy. This is optional insurance. You should read and consider the information in this PDS before you decide to buy the policy.

The insurer is Hallmark Life Insurance Company Ltd. ABN 87 008 446 884 AFSL 243469 (**Hallmark Life**) which trades as GE Money.

Any advice contained in this PDS has been prepared without taking into consideration your objectives, financial situation and needs. You should therefore consider this PDS and the appropriateness of the advice, having regard to your own objectives, financial situation and needs before deciding whether to apply for the policy.

Our contact details

You can contact us and give us instructions by

- telephoning 1800 800 230 during business hours (8.30am to 5pm Sydney time) Monday to Friday;
- writing to GE Money at GPO Box 1571, Sydney NSW 1025; or
- sending a fax to (02) 8249 3885 for administration and cancellations or (02) 8249 3884 for claims.

About the policy

In the event of your death during the term of the policy we will pay a lump sum benefit (ie the sum insured) to your nominated beneficiary or your estate.

Also, if a specialist medical practitioner approved by us diagnoses you as suffering a medical condition that will result in your death in less than 12 months, we will pay you the sum insured. This is called the terminal illness benefit and its payment will result in the policy ending.

The policy does not cover death or terminal illness by suicide within 13 months of when the policy commences. It also does not cover the following dangerous work activities,

- working at heights of more than 5 metres;
- working underground;
- working with explosives;
- working with dangerous chemical/material; and
- working in a role that requires you to be armed

or the following activities:

- engaging in criminal activity;
- flying, or engaging in other aerial activities (other than as a fare passenger); or
- death or terminal illness when you are residing in or travelling in a country where a current travel warning (current at the time of death or terminal illness) has been issued by the Australian Government.

The full policy terms are in the policy wording and schedule which we will send to you if we accept your application. Whether your application is accepted depends on the answers to the questions in the application. A copy of our printed policy wording is also available on request.

Guaranteed continuation option

If we accept your application, you have a guaranteed option to continue the policy, without further medical evidence. You can keep doing this until you reach the age of 70 years.

When we send you the continuation notice we will index your sum insured by 5% per year to help your policy keep pace with inflation.

The amount of premium for each continuation period will depend on our premium rates and your age at the time when we send you the continuation notice.

About the premium

The amount of the premium depends on a number of rating factors. These include the sum insured you select, whether you smoke, your age and gender.

The table below shows how these various rating factors will affect the amount of the premium.

Rating Factor	Effect on Premium amount
The sum insured	Premium increases as the sum insured increases
Smoker or non-smoker	Premium is higher if you are a smoker
Age	Premium increases as your age increases
Gender	Premium is higher if you are male

The first year's premium includes a \$65 policy fee to cover the cost of issuing the policy. No fees apply to this policy after the first year.

Here are some examples of the rates:

Age	Gender	Sum Insured	Monthly Premium for First Year Non-smoker	Monthly Premium for First Year Smoker
35	Male	\$100,000	\$15.67	\$29.08
35	Male	\$200,000	\$25.92	\$52.58
35	Female	\$100,000	\$12.17	\$17.25
35	Female	\$200,000	\$18.92	\$29.08

The amount of premium for any further insurance period will depend on our premium rates and your age at the relevant time. The premium for each further period is likely to be more than the premium for the expiring period, due to your higher age.

The premium is payable in monthly instalments

- by direct debit from your nominated account; or
- by credit card.

The first premium will be billed to your account on the date your policy begins and thereafter on the same date in each month.

Non-payment of premium

You must pay the premium instalments throughout the life of the policy when they are due. If you do not pay an instalment when it is due, we will provide you 30 days written notice before we end it for this reason.

Who can apply?

You can apply for the policy if you are at least 16 years of age and not more than 65 years when the policy begins.

How to apply

After you receive our information pack, we will give you a call. Otherwise, you can call us on 1300 669 172 or complete a written application form. We will ask you some questions to complete your personal statement of health and we will assess your application based on the answers you provide. You do not have to undergo a medical or additional assessment. When answering these questions, you must be truthful.

The policy only commences once we have accepted your application and received the first instalment of premium.

Cancelling the policy

During the cooling-off period

If you change your mind within 30 days after you receive your policy, you can cancel it in that period and obtain a full premium refund, by returning the original policy to us.

After the cooling-off period

You can also cancel the policy at any time after the cooling-off period by returning the original policy to us.

The cancellation will be effective from the day we receive your request and we will cease charging your premium.

If you have a complaint

If you have a complaint, please contact us first. We have a free internal dispute resolution procedure which you can access by telephoning 1800 800 230.

If your complaint is not resolved in this way, you can contact the Financial Industry Complaints Service Limited by telephoning 1300 780 808 or by writing to PO Box 579 Collins Street West, Melbourne, Victoria 8007. This is an independent and impartial body that provides a free external dispute resolution procedure.

We have a brochure 'Do you have a complaint relating to insurance?' which contains further details of these procedures. A copy is available on request.

Direct Debit Request Service Agreement

This service agreement sets out the terms of the direct debit agreement between you and Hallmark Life (**we**) if you choose to pay your premium instalments by direct debit.

Our responsibilities

- We will deduct premium instalments from your chosen account in accordance with the instructions you provide us in any direct debit request.
- We assure you that we will not disclose your bank details to anyone else unless you have agreed in writing that we can, or unless the law requires or allows us to do this.
- If the payment date is a weekend or public holiday, we will debit your account on the first working day prior to or after the weekend or public holiday.
- We will give you at least 14 days notice when changes to the initial terms of this arrangement are made.

Your responsibilities

- Before sending us your account details, please check them against a recent statement and if you are unsure, confirm with your bank or financial institution that direct debit deductions are allowed on the account you have chosen.

- Please make sure that you have enough money in your account to cover payment of your premiums when due. Your bank or financial institution may charge a fee if the payment cannot be met.
- The bank or financial institution may charge a small fee for the direct debit arrangement. This will be reflected in your account statement.

Changing your payment details

You may cancel or change direct debit deductions at any time by contacting our Customer Service Centre on 1800 800 230 (between 8:30am and 5:00pm, Sydney time) Monday to Friday.

Can we help?

If you have any queries or dispute about your direct debit agreement please contact our Customer Service Centre on 1800 800 230 (between 8:30am and 5:00pm Sydney time) Monday to Friday. We will respond to queries concerning disputed transactions within 5 working days of notification.

Your duty of disclosure

Before you enter into a contract of life insurance with an insurer you have a duty, under the Insurance Contracts Act 1984, to disclose to the insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept the risk of the insurance and, if so, on what terms.

You have the same duty to disclose those matters to the insurer before you extend, vary or reinstate your insurance.

Your duty, however, does not require disclosure of a matter:

- that diminishes the risk to be undertaken by the insurer;
- that is of common knowledge;
- that your insurer knows or, in the ordinary course of its business, ought to know; or
- as to which compliance with your duty is waived by the insurer.

Non-disclosure

If you fail to comply with your duty of disclosure and the insurer would not have entered into the contract on any terms if the failure had not occurred, the insurer may avoid the contract within 3 years of entering into it. If your non-disclosure is fraudulent, the insurer may avoid the contract at any time.

An insurer who is entitled to avoid a contract of life insurance may, within 3 years of entering into it, elect not to avoid it but to reduce the sum that you have been insured for in accordance with a formula that takes into account the premium that would have been payable if you had disclosed all relevant matters to the insurer.

Privacy notice and consent

Hallmark Life and its related entities provide insurance, credit products and services. We collect personal information about you:

- to provide and manage products and services;
- to develop new products and services;
- to perform administrative tasks and manage business operations;
- for planning and product development and research;
- for fraud and crime prevention;
- to handle insurance claims; and
- to comply with legislative and regulatory requirements.

By applying for insurance through us you consent to us collecting, using and disclosing personal information about you in the ways set out above. You can always opt out of us using your personal information to tell you about our products and services by telling our representative when completing your application or by writing to GE Money at 572 Swan Street, Richmond VIC 3121. You can have access to the personal information we hold about you (subject to the Privacy Act 1988) by using these same contact details.

Without this information we cannot issue an insurance policy to you and provide you these services.

We may also use your personal information to tell you about products and services of GE companies and other offers from third parties that may be of interest to you.

We disclose personal information to third parties to assist us, and them, in providing and managing our products and services. Those third parties may include other GE companies (both in Australia and overseas), contractors, agents, medical practitioners, reinsurers, delivery companies, mail houses, debt collection agencies and claims handlers. We limit the use and disclosure of any personal information we give those parties to the specific purpose for which we give it. We will not disclose your personal information to a third party located overseas unless there are arrangements in place to protect your personal information.

Financial Services Guide (FSG)

About this FSG

This FSG has been designed to help you to decide whether to use any of the financial services offered in it. This FSG contains information about:

- how we and other relevant persons are remunerated in relation to those services; and
- how complaints are dealt with.

About us

This FSG is given on behalf of Hallmark General Insurance Company Ltd. ABN 82 008 477 647 AFSL 243478 (**Hallmark General**).

Hallmark Life and Hallmark General are members of the GE group of companies and trade as GE Money. Our contact details are set out on page 2.

Hallmark General is authorised to do the following in relation to the Term Life insurance policy:

- issue, vary or dispose of a financial product,
- arrange for the issue, variation or disposal of a financial product, and
- provide financial product advice.

Hallmark General enters into contracts of Term Life insurance on behalf of Hallmark Life, under a binder. A binder authorises a person to issue an insurance policy as though they were the insurer.

Hallmark General provides financial product advice on its own behalf and provides the other financial services set out above on behalf of Hallmark Life as insurer and Hallmark General as licensee.

Our compensation arrangements

The Australian Prudential Regulation Authority (APRA) supervises the financial obligations Hallmark General and Hallmark Life have to their customers including arrangements for compensating retail clients for losses that they may suffer as a result of Hallmark General or Hallmark Life breaching Chapter 7 of the Corporations Act. On this basis, Hallmark General and Hallmark Life are exempt from the requirements for compensation arrangements under s912B of that Act.

Remuneration and other benefits

No commission on Term Life insurance

Hallmark Life does not pay commission on Term Life insurance.

Hallmark General

Hallmark General provides support services to Hallmark Life and is paid for those services monthly, on an 'at cost' basis, eg each month Hallmark Life pays Hallmark General a share of the office rent as it falls due.

Employees

Employees of GE companies:

- are paid a salary; and
- participate in a recognition scheme called 'Spirit' where points are earned according to criteria which vary from time to time and which for employees of some GE companies include the amount of insurance premium written. These points are redeemable for products available from an in-house catalogue.

Some employees of GE companies are also eligible for annual and other discretionary performance bonuses that are based on the achievement of pre-determined business objectives that include the amount of insurance premium written.

If you have a complaint

Details of our dispute resolution procedures are set out on page 5.

Hallmark General has authorised the distribution of this FSG.

Please call 1800 800 230 if you:

- Do not want to receive further marketing materials like this; or,
- Would like to register on our No Contact/No Call register - which means that we will not telephone you to offer insurance products except at your request; or
- Want to tell us how often and at what times we can telephone you to offer insurance products.



Call us on 1800 800 230
or visit us at gemoney.com.au/insurance

GPO Box 1571, Sydney NSW 1025



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