

Insurance options guide to protect you and your family

30 September 2023

The information in this document forms part of the HESTA for Mercy Super product disclosure statement issued 30 September 2023

insure | **and** | **ensure**

what's inside?

welcome to HESTA for Mercy Super	3
help at your fingertips	4
insurance through HESTA for Mercy Super	5
available cover through HESTA for Mercy Super	7
standard cover and fees	8
voluntary cover	14
death cover	21
total and permanent disablement (TPD) cover	24
income protection (IP) cover	27
other important information	31
your duty when applying for cover and privacy information	34
help and advice	35

Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL No. 235249, Trustee of HESTA ABN 64 971 749 321.

The information is current at the date of preparation 25 September 2023 and may change from time to time. Where a change is materially adverse we will issue a supplementary or replacement document.

Information that is not materially adverse may change from time to time and can be found anytime on our website hestaformercy.com.au/pds

A paper or electronic copy of the updated information will be made available to you upon request, without charge, by calling 1300 368 891. To access other parts of the relevant PDS visit hestaformercy.com.au/pds, or call 1300 368 891.

Before making a decision about HESTA products you should read the relevant Product Disclosure Statement, and consider any relevant risks (hestaformercy.com.au/understandingrisk).

The target market determination that applies to this product can be found at hestaformercy.com.au/tmd

This Insurance Options Guide provides you with details about the insurance cover and insurance fees (in this case premiums charged by the insurer) provided as part of HESTA for Mercy Super. The information in this document forms part of the Product Disclosure Statement for HESTA for Mercy Super (PDS) issued on 30 September 2023, and the PDS references information you'll find in this guide.

Other important information is contained in How Super Works and Investment Choices which also form part of the PDS. You should consider all of the information contained in these documents before making a decision about investing in a HESTA for Mercy Super Account.

The information in this document is general information only and does not take account of your personal financial situation or needs. You should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this.

At the date of this publication, insurance is available to HESTA for Mercy Super members under insurance policies issued to the Trustee by Zurich Australia Limited ABN 92 000 010 195 AFSL 232510 ('HESTA's insurer', 'the insurer', 'our insurer').

All cover provided is subject to the terms and conditions contained in the insurance policies between the Trustee of HESTA and the insurer. The full terms and conditions, including any exceptions or offsets as well as detailed definitions and requirements contained in the policies, take precedence over this guide. Insurance fees quoted include stamp duty and taxes which may change over time, affecting the amount of fees.

For up-to-date information visit hestaformercy.com.au or call 1300 368 891.

Information about advice services available to HESTA for Mercy Super members is set out in the relevant Financial Services Guide, a copy of which is available by calling 1300 368 891. Where advice services are provided to you under the Australian Financial Services Licence of a party other than

H.E.S.T. Australia Ltd, that party is responsible for the advice given to you. Fees may apply.

contact us

information@hestaformercy.com.au | 1300 368 891 | PO Box 8334, Woolloongabba, QLD 4102 | hestaformercy.com.au

welcome to HESTA for Mercy Super

HESTA is a specialist industry super fund with deep connections to health and community services and those who, like them, make our world better.

As a HESTA for Mercy Super member, you can access competitive, flexible insurance cover through your super.

This guide provides important information about insurance cover through HESTA for Mercy Super, including fees, benefits, limitations and exclusions.

It also provides information on the full suite of insurance options available to you and how you can apply for different levels of cover.



Strength in numbers

HESTA has more than one million members and \$76 billion in assets. We're a specialist industry super fund with deep connections to health and community services and those who, like them, make our world better. Together, we can work for real world impact. Find out more at hestaformercy.com.au



Investing for the future

Super with impact is the positive outcome we create by supporting our members to face the future with confidence, being a gutsy advocate for a fair and healthy community and delivering investment excellence with impact. Find out more at hesta.com.au/impact



24/7 access to your account

You can access and manage your HESTA for Mercy Super account via our website and the HESTA App. Register for online access today at hestaformercy.com.au/register, [App Store](#) or [Google Play](#) to download the HESTA App.

The recognition you deserve - We work with key organisations to present awards to Australia's top nurses and midwives, early childhood educators and people working in aged care and the community sector.

Visit hesta.com.au/awards for more information on the programs we run to support your industry.

| HESTA | AWARDS


help at your fingertips

A quick guide to help you on your insurance path

I want to...	Online	Paper form
Start insurance cover within 120 days of joining HESTA for Mercy Super	✓ Member Online	<i>Insurance cover opt-in</i>
Increase my Standard Death, TPD and/or Income Protection Cover within 120 days of Standard Cover commencing	–	<i>Insurance change - Special Cover option</i>
Apply for Voluntary Cover	✓ Insurance Portal	<i>Insurance change - adjust or apply for cover</i>
Elect to maintain my insurance cover if my account becomes inactive	–	<i>Election to maintain insurance cover</i>
Convert my Death Cover and Lump-sum TPD Cover (if any) from units to fixed cover	–	<i>Insurance change - fixed/ unitised cover application</i>
Convert my Death and TPD Cover from fixed cover to units	–	<i>Insurance change - fixed/ unitised cover application</i>
Apply to change my occupational classification (for Voluntary Cover only)	–	<i>Insurance change - occupational classification</i>
Transfer insurance cover from another fund	–	<i>Insurance change - transfer application</i>
Reduce my cover	–	<i>Insurance change - adjust or apply for cover</i>
Cancel my cover	✓ Member Online	<i>Insurance change - adjust or apply for cover</i>
Change my nominated beneficiaries (non-binding nomination)	✓ Member Online	<i>Beneficiary nomination</i>
Make or change a binding death benefit nomination	–	<i>Beneficiary nomination</i>

 Call us on 1300 368 891

 Log in to your online account - hestaformercy.com.au/login

 Download and complete a paper form available at - hestaformercy.com.au/forms

insurance through HESTA for Mercy Super

This section details the key features and benefits of death and disability insurance through HESTA for Mercy Super - including the insurance fees, benefit limits and available cover.

Is insurance through HESTA for Mercy Super right for me?

▶	Do you want a flexible insurance option you can tailor to suit your needs?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Are you looking for competitive, flexible insurance cover you can pay for using your superannuation savings?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Do you want death, total and permanent disablement cover or temporary disability cover 24/7 for injury and ill health, not just when you're at work?	<input type="checkbox"/> yes	<input type="checkbox"/> no

If you answered 'yes' to any of the above questions, insurance through HESTA for Mercy Super may suit your needs. Read on to find out more about the competitive, convenient options available to you as a HESTA for Mercy Super member.

Check your cover

Find out what existing cover you may have by:

- logging into your online account at hestaformercy.com.au/login
- calling 1300 368 891.

overview

Insurance through HESTA helps protect you and your family

Cover 24 hours a day, seven days a week

Insurance through HESTA for Mercy Super provides cover for injury, illness or death anytime, anywhere (subject to terms and conditions).

It's convenient

Insurance fees (in this case premiums charged by the insurer) are automatically deducted from your HESTA for Mercy Super account every month, so you don't have to remember to renew your insurance every year.

It's competitive

HESTA buys its insurance through a group policy, meaning insurance through us is generally cheaper than insuring individually.

It's flexible

You can tailor your type and level of cover to suit your changing needs.

About insurance through HESTA for Mercy Super

It is important you read all the information in this guide before making decisions about insurance through HESTA for Mercy Super.

This guide provides information about the terms and conditions of our insurance policies in place at the date this publication was issued. Benefits are paid to members based on the cover in place at the time of claim and depend on the policy terms in place when the event arose.

This information is only a guide. Insurance cover is provided solely on the basis of our group policies issued to the Trustee by the insurer and is subject to the conditions of those policies. Insurance premiums and cover provided may be subject to future variation.

available cover through HESTA for Mercy Super

The types of insurance cover available to you as a HESTA for Mercy Super member are:

Death Cover (including Terminal Illness)

Death Cover provides a lump-sum benefit to help with ongoing expenses and one-off costs your family may face if you die or in some cases, have a Terminal Illness. See pages 21-23 for more information on Death Cover.

Total and Permanent Disablement (TPD) Cover

TPD Cover provides a lump-sum benefit to help you and your family meet ongoing and one-off costs, if you are Totally and Permanently Disabled and unlikely to return to work or are incapable of returning to work. See pages 24-26 for more information on TPD Cover.

Income Protection Cover

IP Cover provides a monthly benefit to help you and your family meet ongoing living expenses, in the event you are sick or injured and cannot work.

See pages 27-30 for more information on IP Cover.

Maximum cover

Insurance benefits payable under the policy HESTA holds with our insurer are capped at a maximum amount of cover. This is the maximum cover the insurer will pay under the policy. Even if you apply to increase your cover, the proposed new sum insured cannot exceed the maximum cover. The maximum cover payable under the policy is:

	Death Cover	Terminal Illness Cover (provided as part of Death Cover)	TPD Cover	Income Protection Cover
Maximum cover	Unlimited	\$3,000,000	\$3,000,000	\$30,000 per month ¹

¹ Note: The maximum Income Protection Benefit payable is limited to 75% of your Pre-Disability Salary as an income replacement benefit and up to an additional 10% of Pre-Disability Salary as a super contribution benefit (with the exception of the 'up to 2 year' benefit period option where no additional super contribution benefit is payable)

Comparing your insurance options

Benefit	Death Cover	TPD Cover	Income Protection Cover
Cover for death (including terminal illness)	✓	–	–
Cover for partial disability	–	–	✓
Cover for total and temporary disability	–	–	✓
Cover for total and permanent disability	–	✓	–
Unitised cover	✓	✓	–
Fixed cover option	✓	✓	✓ (Fixed cover only)
Monthly benefit	–	–	✓
Lump-sum benefit	✓	✓	–
Option to change waiting periods and change the benefit period	–	–	✓

standard cover and fees

Eligibility for Standard Cover

You are eligible for Standard Cover when you first join HESTA for Mercy Super as long as you are:

- employed by a Core Participating Employer (see below), and
- aged at least 15 and under 67; and
- admitted as a member within 120 days of first commencing employment with a Core Participating Employer and
- an Australian Resident or a holder of a Visa residing in Australia¹, and
- in relation to Death Cover and TPD Cover – you are not eligible for, in the process of receiving or had a claim admitted for a TPD benefit or Terminal Illness benefit from any super fund or life insurance policy; and
- in relation to Income Protection Cover – you are not eligible for, in the process of receiving or had a claim admitted for a TPD benefit, Terminal Illness benefit, total disablement benefit or partial disablement benefit from any super fund or life insurance policy.

If you have previously received a total disablement or partial disablement benefit but are no longer receiving benefit payments, you are still eligible for Standard Income Protection Cover.

¹ Australian Resident means an Australian citizen, New Zealand citizen or an Australian permanent resident within the meaning of the Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth). Visa means a current and valid visa permitting residency (excluding a visa allowing permanent residency in Australia) or employment in Australia and issued in accordance with the Migration Act 1958 (Cth), which enables a member to work in Australia

HESTA for Mercy Super's Core Participating Employers

HESTA for Mercy Super's Core Participating Employers include Mater (including CQ, NQ, Mater Research and Mater Foundation), Mercy Community Services SEQ, Holy Cross, All Hallows School and some other Mercy Partners/Sisters of Mercy employers. Contact us for specific details.

Insurance commencement

When your Standard Cover commences automatically

Unless you have made another choice, Standard Cover will commence automatically from the date you are eligible for cover and meet all of the following criteria:

- your account balance is \$6,000 or more; and
- you are aged 25 or over; and
- you are employed by a Core Participating Employer; and
- your account is not inactive (see page 13).

Starting Standard Cover before automatic commencement

If you are eligible for Standard Cover, you can obtain this cover before it starts automatically without any health evidence, if you elect to take up cover within 120 days of joining HESTA for Mercy Super. You can make this election if your account balance is less than \$6,000 and/or you are under 25 years old. You can let us know by opting in through Member Online or completing the *Insurance Cover opt-in* form available at hestaformercy.com.au/forms. Cover will commence on the day we receive your request.

Otherwise, if you elect to take up cover more than 120 days after joining HESTA for Mercy Super and before it commences automatically, your cover is subject to assessment and approval by the insurer. Any cover that you commence this way is subject to a full health assessment and approval by the insurer and exclusions and premium loadings may apply. This cover will be Voluntary Cover.

Limitations

Generally, your Standard Cover is subject to you being At Work on the date cover commences. If you are not At Work on that date, then your insurance cover will be subject to Limited Cover arrangements until you are At Work for 60 consecutive days.

At Work means you are an employee and:

- a) Are either;
 - not on leave and are actively performing the duties of your occupation free from any limitation due to injury or illness; or
 - on employer approved leave for reasons unrelated to injury or illness, and in the Insurer's opinion, capable of actively performing all the duties of your occupation (being the occupation you performed when you last worked) free from any limitation due to illness or injury; and
- b) Capable of performing all the duties of your occupation on a full-time basis (even if not working full-time).

'Limited Cover' means you are not covered for death, terminal illness, TPD, total disability or partial disability that arises either directly or indirectly, wholly or partially from a Pre-Existing Condition.

'Pre-Existing Condition' means an injury, illness, condition or related symptom (whether diagnosed by a medical practitioner or not), which in the insurer's opinion:

- a) you (or a reasonable person in your position) were aware of or should have been aware of;
 - b) you had, or were intending to have, a medical consultation for; or
 - c) a reasonable person in your circumstances would have had a medical consultation for;
- as at or prior to the date cover commenced, recommenced or increased.

Don't want the Standard Cover provided automatically?

If you don't want Standard Cover to be provided to you automatically when you become eligible, simply complete and return the *Insurance cover opt-out* form available at hestaformercy.com.au/forms. We'll update our records to make sure cover is not automatically provided on your HESTA for Mercy Super account when you become eligible. You can still apply to add insurance to your account later if you wish, however your application will be subject to a full health assessment and approval by the insurer. This cover will be Voluntary Cover.

Other new members

Standard Cover does not commence automatically unless you join through a Core Participating Employer and are still employed by one of these employers when you become eligible for Standard Cover. If you join HESTA for Mercy Super outside one of these employers, for example as a spouse of a HESTA for Mercy Super member, you will need to apply for any Cover you wish to have, which will be Voluntary Cover.

Standard Cover type and amount

Standard Cover is the cover you receive automatically when you become eligible. Death Cover and TPD Cover is provided in 'units'. Each unit provides an amount of cover that changes with your age. The amount of cover that is provided for one unit of Death Cover and TPD Cover at each age is set out on page 10 of the *Insurance options guide* at hestaformercy.com.au/pds.

Standard Cover consists of:

Cover type	Cover amount provided automatically	Special Cover option (see below)
Death Cover (including Terminal Illness)	10 units of cover - based on your age (see table below)	Up to an additional 5 units of cover
TPD Cover	10 units of cover - based on your age (see table below)	Up to an additional 5 units of cover
Income Protection Cover	\$2,500 per month Benefit period - up to 2 years Waiting period - 60 days	Up to an additional \$2,500 per month of cover

Special Cover option for new members:

New members eligible for Standard Cover have a Special Cover option to apply to increase their Standard Cover up to the amounts shown in the table above within 120 days from the date their cover commenced, without any health evidence. To take this option, you will need to complete and return an *Insurance change - Special Cover option* form.

Death Cover (including Terminal Illness) and TPD Cover per unit

Age	Death Cover (including Terminal Illness)	TPD Cover (per unit)
15	\$9,000	\$9,000
16	\$11,000	\$11,000
17	\$21,000	\$21,000
18	\$31,000	\$31,000
19	\$35,000	\$35,000
20	\$35,000	\$35,000
21	\$35,000	\$35,000
22	\$35,000	\$35,000
23	\$35,000	\$35,000
24	\$35,000	\$35,000
25	\$35,000	\$35,000
26	\$35,000	\$35,000
27	\$35,000	\$35,000
28	\$35,000	\$35,000
29	\$36,000	\$36,000
30	\$36,500	\$36,500
31	\$37,500	\$37,500
32	\$38,000	\$38,000
33	\$38,500	\$38,500
34	\$39,000	\$39,000
35	\$39,500	\$39,500
36	\$40,000	\$40,000
37	\$40,500	\$40,500
38	\$40,500	\$40,500
39	\$40,500	\$40,500
40	\$40,000	\$40,000
41	\$39,000	\$39,000
42	\$39,000	\$39,000
43	\$38,500	\$38,500
44	\$38,500	\$38,500
45	\$38,000	\$38,000
46	\$34,000	\$34,000
47	\$34,000	\$34,000
48	\$32,000	\$32,000
49	\$27,500	\$27,500
50	\$26,000	\$26,000
51	\$22,000	\$22,000
52	\$21,500	\$21,500
53	\$19,500	\$19,500
54	\$16,000	\$16,000
55	\$13,000	\$13,000
56	\$12,500	\$12,500
57	\$11,000	\$11,000
58	\$9,500	\$9,500
59	\$8,500	\$8,500
60	\$6,500	\$6,500
61	\$4,500	\$4,500
62	\$3,500	\$3,500
63	\$2,500	\$2,500
64	\$2,500	\$2,500
65	\$2,000	\$2,000
66	\$2,000	\$2,000

Cost of Standard Cover

There is a cost to providing your Standard Cover. Insurance premiums (fees) are deducted directly from your account unless you opt-out, cancel your cover or cover ceases due to your account being inactive (see page 13). The premiums for your Standard Cover are determined by your age and the amount of cover you have. The following table provides the annual insurance premiums that apply for each \$1,000 of Standard Cover. Please note that Income Protection Cover premiums shown are per \$1,000 of annual sum insured.

Age	Death Cover (\$) (including Terminal Illness)	TPD Cover (\$)	Income Protection Cover (\$) (up to 2 year benefit period, 60 day waiting period)
15	0.340	0.124	2.69
16	0.340	0.124	2.69
17	0.340	0.124	2.69
18	0.340	0.124	2.69
19	0.340	0.124	2.69
20	0.340	0.124	2.69
21	0.327	0.124	2.73
22	0.301	0.124	2.76
23	0.289	0.138	2.77
24	0.274	0.124	2.84
25	0.249	0.138	2.89
26	0.249	0.138	2.91
27	0.249	0.165	2.96
28	0.249	0.179	3.02
29	0.249	0.193	3.10
30	0.261	0.206	3.23
31	0.274	0.219	3.36
32	0.289	0.248	3.53
33	0.301	0.274	3.72
34	0.327	0.302	3.92
35	0.340	0.343	4.16
36	0.379	0.398	4.46
37	0.418	0.438	4.76
38	0.458	0.493	5.10
39	0.497	0.562	5.47
40	0.535	0.644	5.86

Age	Death Cover (\$) (including Terminal Illness)	TPD Cover (\$)	Income Protection Cover (\$) (up to 2 year benefit period, 60 day waiting period)
41	0.587	0.753	6.30
42	0.640	0.849	6.82
43	0.679	0.972	7.34
44	0.731	1.095	7.94
45	0.783	1.245	8.60
46	0.863	1.423	9.30
47	0.940	1.657	10.08
48	1.018	1.930	10.91
49	1.109	2.245	11.83
50	1.228	2.559	12.84
51	1.357	2.929	13.97
52	1.475	3.340	15.19
53	1.618	3.777	16.49
54	1.762	4.174	17.96
55	1.919	4.626	19.57
56	2.088	5.119	21.35
57	2.284	5.652	23.27
58	2.493	6.240	25.44
59	2.728	6.870	27.83
60	2.949	7.539	30.46
61	3.224	8.292	33.39
62	3.510	9.237	36.39
63	3.862	10.250	39.51
64	4.227	11.384	42.89
65	4.627	12.537	41.40
66	5.140	13.774	45.85

Example: Jessica (age 30)

Standard Death (including Terminal Illness): 10 units (\$36,500 per unit) = \$365,000

Standard TPD Cover: 10 units (\$36,500 per unit) = \$365,000

Standard Income Protection Cover: \$2,500 per month

- Cost of Standard Death Cover = $\$365,000 \times 0.261$ (rate for age) / 1,000 = \$95.27 p.a.
- Cost of Standard TPD Cover = $\$365,000 \times 0.206$ (rate for age) / 1,000 = \$75.19 p.a.
- Cost of Standard Income Protection Cover = $\$2,500 \times 12$ (annual amount) $\times 3.23$ (rate for age) / 1,000 = \$96.90 p.a.
- Total cost = \$267.36 p.a.

Jessica has a mortgage and would like to have at least \$500,000 in Death and TPD cover. She would also like to increase her Income Protection cover to \$4,000 per month to provide cover for 75% of her \$64,000 annual salary. She uses the Special Cover option to increase her cover as follows:

Additional 4 units of Death Cover – total of 14 units providing \$511,000 in death cover

Additional 4 units TPD cover – total of 14 units providing \$511,000 in TPD cover

Additional \$1,500 per month of Income Protection Cover – total of \$4,000 per month (\$48,000 p.a.)

- Cost of Adjusted Death Cover = $\$511,000 \times 0.261$ (rate for age) / 1,000 = \$133.37 p.a.
- Cost of Adjusted TPD Cover = $\$511,000 \times 0.206$ (rate for age) / 1,000 = \$105.27 p.a.
- Cost of Adjusted Income Protection Cover = $\$4,000 \times 12$ (annual amount) $\times 3.23$ (rate for age) / 1,000 = \$155.04 p.a.
- Total cost = \$393.68 p.a.

Changing your Standard Cover

You can apply for any mix of Death Cover, TPD Cover or Income Protection Cover up to the maximum cover shown in the table on page 7 at any time by completing the *Insurance change – adjust or apply for cover* form at hestaformercy.com.au. **This cover is subject to a full assessment of your health and the approval of the insurer. TPD cover must be combined with Death Cover.**

If you increase your Standard Death, TPD or Income Protection Cover beyond the Special Cover option opportunity, the increase will become Voluntary Cover and subject to the applicable premiums (see page 14).

Opting-out of your Standard Cover

You can opt out or cancel cover at anytime and your cover will cease from the date we receive your request.

If you opt out of your Standard Cover within 28 calendar days of us telling you we have commenced this cover on your account, any relevant insurance premiums we have deducted from your account will be waived or refunded back to the date Standard Cover commenced on your account. No cover will then apply for that period.

Before you make changes to cover

Insurance premiums will vary depending on the level and type of insurance you have. It's important to note that changing your cover may result in an increase to your insurance premiums, which will reduce your retirement savings.

You must have enough funds in your HESTA for Mercy Super account to cover the insurance premiums or your cover will stop. In some circumstances you may need to top up your account to ensure you have a sufficient balance to pay for your insurance premiums.

Maintaining insurance cover if your account becomes inactive

If we don't receive any contributions or roll-ins into your account for a continuous period of 16 months, it will be considered inactive. If this happens, we won't be able to continue providing you with insurance cover unless you've told us you want to keep it.

You can tell us you want to maintain your insurance cover even if your account becomes inactive by completing the *Election to maintain insurance cover* form at hestaformercy.com.au/forms

Important timelines for HESTA for Mercy Super members upon joining

For HESTA for Mercy Super members, certain insurance choices need to be completed within a specific timeframe as the processes will vary.

Situation	Timeframe	What happens
Choosing Standard Cover to commence before meeting the automatic commencement criteria	Within 120 days of joining HESTA for Mercy Super	Standard Cover will commence subject to opting in through Member Online or completing the <i>Insurance cover opt-in form</i>
	After 120 days of joining HESTA for Mercy Super	Cover will not commence until your application and any health assessment has been reviewed and accepted by the insurer. Any cover will be Voluntary Cover.
Applying for extra cover under the Special Cover option	Within 120 days of Standard Cover first commencing (up to a total of 15 units of Death and/or TPD Cover and/or up to a total of \$5,000 per month Income Protection Cover)	Additional Standard Cover will commence subject to completing and returning the <i>Insurance change - Special Cover option form</i>
	After 120 days of Standard Cover first commencing	Any increase in cover will be Voluntary Cover and will only be available subject to assessment and approval by the insurer, after completing the <i>Insurance change - adjust or apply for cover form</i>

voluntary cover

Flexible cover options

As well as the options available to adjust your Standard Cover, you have the flexibility to make further alterations to your cover, so it is tailored to your personal needs.

Any increase in your amount of Death Cover, TPD Cover and/or IP Cover are subject to a full health assessment and approval by the insurer. If you hold units of cover and apply for an increase in your units of Death or TPD Cover, your additional units of Death or TPD Cover will become Voluntary Cover. However, any existing units of Death or TPD Cover you held before you applied for an increase will continue on the same terms and conditions. In contrast, if you apply for an increase in your amount of IP Cover or apply to extend the Benefit Period or reduce the Waiting Period, all of your IP Cover will become Voluntary Cover. Voluntary Cover can have different premium rates that apply which are based on your age, gender, occupational category and the amount of cover you have.

You could be paying less for your voluntary cover based on your occupation so it is important that you familiarise yourself with the Occupational category details on page 10.

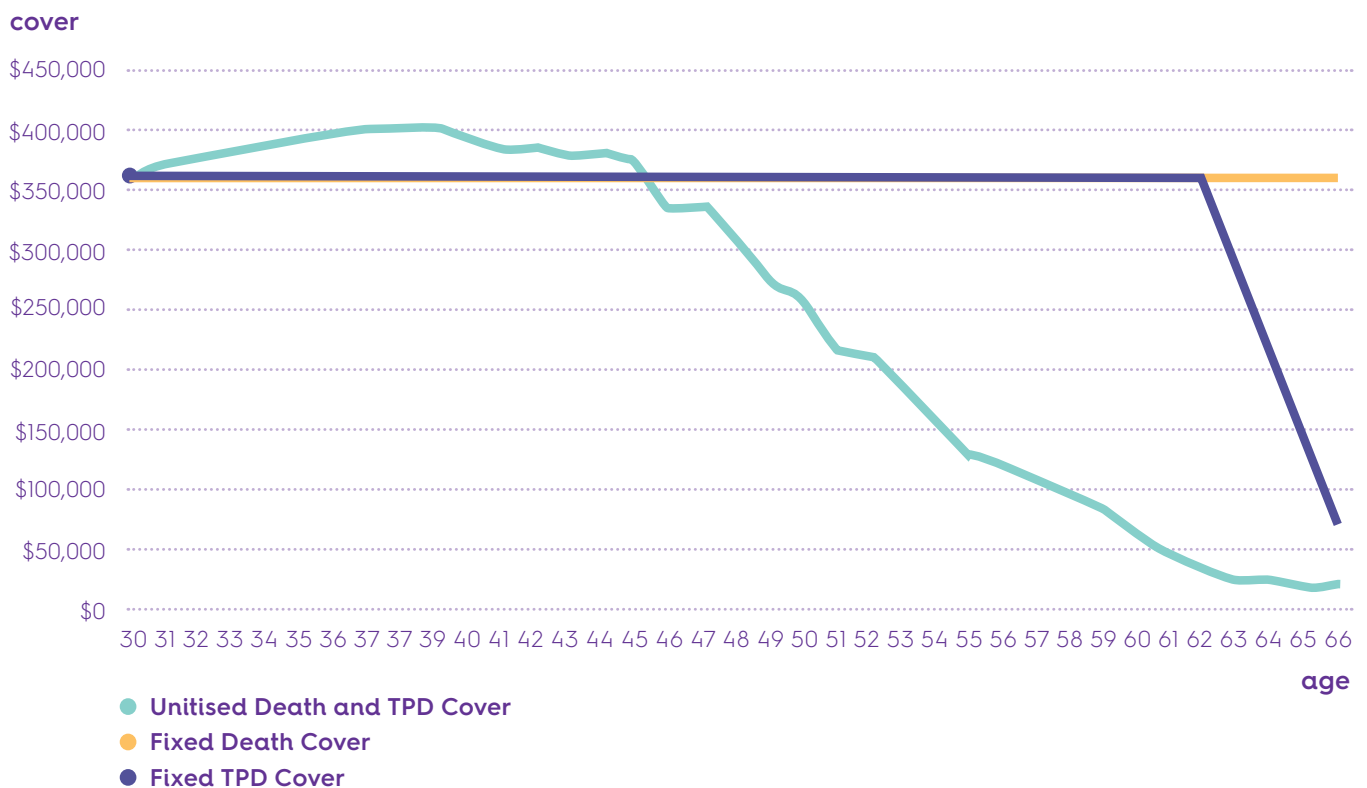
Fixing your Death Cover and TPD Cover

Maintain the benefit amount of your Death Cover (including Terminal Illness) and TPD Cover at a specific dollar value.

Standard Death and TPD Cover is provided in units of cover, with the insured amount changing based on your age (refer to the table on page 10 for details of the benefit per unit at various ages).

If you don't want your cover to vary as you age, you can fix your Death and TPD Cover. Fixing your cover means your benefits stay the same as you age up until age 67 for Death Cover and age 63 for TPD Cover. As your amount of cover stays the same, this means your insurance premiums will tend to increase with your age.

The chart below shows how this would work for a 30 year old with 10 units of Death and 10 units of TPD Cover – comparing their unitised Standard Cover with fixed cover levels at different ages if they fixed their cover at \$365,000.



Limitations

You must fix both your Death and TPD Cover together as a package (you can't have one that is unit-based and one that is fixed). If you fix your cover, your TPD Cover amount will be fixed until you reach age 63 at which point your amount of cover will decrease in equal portions each full year until age 67 when cover stops (see table below).

Age	Decrease factor	Example of fixed cover TPD tapering
Up to 62	0%	\$500,000
63	20%	If the fixed TPD cover is \$500,000 at age 62, it will reduce at each birthday as shown in the next column. \$400,000
64	40%	\$300,000
65	60%	\$200,000
66	80%	\$100,000
67	100%	\$0

If applicable, the insurance premium payable will be based on the reduced TPD Cover amount.

Even if you fix your cover, the law requires we cancel your insurance cover when your account has been inactive for 16 consecutive months (unless you have asked us to maintain your insurance). See page 13 on how to maintain your insurance if your account becomes inactive.

Changing between fixed and unitised Death and TPD Cover

You can apply to switch between unitised and fixed Death and TPD Cover at any time by completing the *Insurance change - fixed/unitised cover application form* at hestaformercy.com.au/forms

If you change from the unitised to the fixed option, your existing level of Death and TPD Cover will be set to a fixed dollar value (rounded up to the nearest multiple of \$1,000). If you switch from the fixed option to the unitised option, you will be provided the same number of units to equate to your current level of fixed cover (rounded up to the nearest unit value).

Note: If you switch from unitised cover to fixed cover or if you switch from fixed cover back to unitised cover your premiums will be based on the Voluntary Cover premium rates (see below).

Changing your amount of fixed cover

You can also apply to change the dollar value of your fixed Death and/or TPD Cover by completing the *Insurance change - adjust or apply for cover form* at hestaformercy.com.au/forms Any increase in Voluntary Death Cover or TPD Cover is subject to a full assessment of your health and the approval of the insurer. You can also choose to have different levels of Death Cover to TPD Cover, however TPD Cover cannot be held in isolation.

Cost of Voluntary Death and TPD Cover

There is a cost to providing your Voluntary Death and TPD Cover and insurance premiums (fees) are deducted directly from your account unless you cancel the cover or cover ceases due to you being inactive (see page 13). The premiums for your Voluntary Death and TPD Cover are determined by your age, gender, occupational classification and the amount of cover you have.

The following table together with the Occupational Factors table on page 17 provides the annual insurance premiums that apply for each \$1,000 of Voluntary Death and TPD Cover:

Age	Death Cover (\$) (including Terminal Illness)	TPD Cover (\$)	Age	Death Cover (\$) (including Terminal Illness)	TPD Cover (\$)
15	0.303	0.128	41	0.526	0.790
16	0.303	0.128	42	0.566	0.917
17	0.303	0.128	43	0.607	1.031
18	0.303	0.128	44	0.648	1.184
19	0.303	0.128	45	0.698	1.337
20	0.303	0.128	46	0.768	1.527
21	0.284	0.141	47	0.830	1.782
22	0.262	0.141	48	0.910	2.050
23	0.262	0.128	49	0.991	2.394
24	0.243	0.141	50	1.092	2.737
25	0.223	0.141	51	1.202	3.144
26	0.223	0.153	52	1.314	3.577
27	0.223	0.166	53	1.435	4.048
28	0.223	0.191	54	1.566	4.469
29	0.223	0.191	55	1.708	4.951
30	0.233	0.218	56	1.858	5.474
31	0.243	0.243	57	2.031	6.046
32	0.253	0.268	58	2.222	6.670
33	0.273	0.293	59	2.426	7.357
34	0.293	0.319	60	2.626	8.071
35	0.303	0.369	61	2.859	8.884
36	0.344	0.408	62	3.131	9.864
37	0.375	0.459	63	3.435	10.972
38	0.404	0.535	64	3.768	12.182
39	0.444	0.599	65	4.124	13.416
40	0.475	0.700	66	4.582	14.739

Occupational Factors for Voluntary Death and TPD Cover

	Death		TPD	
	Male	Female	Male	Female
Professional	1.37	0.76	0.55	0.55
White Collar	1.53	0.85	0.61	0.61
Light Blue Collar	1.80	1.00	1.00	1.00
Blue Collar	2.04	1.03	1.73	1.73
Heavy Blue Collar	2.35	1.13	2.21	2.21

Occupational category description

Occupational category	Type of Occupation
Professional	Employees who hold a tertiary qualification and are members of a professional institute and earn more than \$100,000 p.a. (as a salary package excluding superannuation guarantee contributions) or full time equivalent if working part-time. These occupations must be working in a sedentary capacity in an office environment, in an office or retail building, with less than 20% of time spent outdoors (e.g., solicitor, accountant. This category also includes CEOs of companies, medical practitioners and dentists etc.).
White Collar	Employees whose duties are primarily sedentary and who work in an office environment. This includes indoor occupations who may hold a university degree or CAE degree and engage in clerical and/or administrative office- based duties working indoors and in a sedentary capacity (i.e. bank clerk, office administrator, management consultant, information technology consultant)
Light Blue Collar	Employees who are mainly engaged in light manual duties or who travel but do not deliver goods (e.g., retail and sales personnel, computer technicians, nurses, supervisors of manual work or professionals with some fieldwork)
Blue Collar	Skilled tradespersons and semi-skilled employees who hold a trade certificate and who perform a moderate amount of manual work (e.g. plumber, carpenter, psychiatric nurse)
Heavy Blue Collar	Unskilled employees mainly performing manual work or skilled employees performing heavy manual work (e.g., construction workers, factory workers, cleaners, labourers, delivery drivers, storemen, production workers and machine operators).

i Refer to this and other pages to see how Occupational Factors affect the premium you pay.

Income Protection Cover options

Standard Income Protection Cover is provided as a fixed level of cover (that you have the option of increasing or decreasing to suit your needs), with an 'up to 2 year' Benefit Period and a 60 day Waiting Period.

There are also other benefit and waiting period options that are available as Voluntary Income Protection Cover. Voluntary Income Protection Cover can have different premium rates that apply which are based on your age, gender, occupational classification and the amount of cover you have.

Changing the benefit period and/or waiting period of your Income Protection Cover

The following table summarises the different Income Protection Cover benefit period and waiting period options that are available:

Features and what it means	Standard Income Protection Cover terms	Voluntary Income Protection Cover options
Benefit Period the maximum time you may be paid benefits	Up to 2 years	Up to 2 years Up to 5 years Up to age 65
Waiting Period how long you must wait before payment commences	60 days	30 days 60 days 90 days

Benefit Expiry Age

The Benefit Expiry Age varies depending on the benefit period applicable to your income protection Cover.

Benefit Period	Benefit Expiry Age
Up to 2 years or Up to 5 years	Age 67
Up to age 65	Age 65

Maximum Income Protection cover payment amounts – payable at time of claim

- **Income replacement benefit:** The maximum income replacement benefit that is provided as part of your Income Protection cover is up to 75% of your Pre-Disability Salary.
- **Super contribution benefit:** An additional super contribution component of your Income Protection Cover is available for all cover options with the exception of the ‘up to 2-year’ benefit period. For these other benefit periods, if there is any residual cover left over (that is you have cover that is greater than 75% of your Pre-Disability Salary at the time of claim), then any remaining amount of cover will be paid as a super contribution benefit (subject to this payment being a maximum of 10% of your Pre-Disability Salary.) Pre-Disability Salary is defined on page 30.

Changing your Income Protection Cover

You can apply to change the Income Protection Cover Benefit Period, Waiting Period and amount of cover you have through the online Insurance Portal (for any increase in your amount of cover, reduction in Waiting Period or increase in Benefit Period) or by completing the *Insurance change – adjust or apply for cover* form at hestaformercy.com.au/forms. Any increase in the amount of your cover, increase in Benefit Period or decrease in Waiting Period is subject to a full assessment of your health and the approval of the insurer.

Cost of Voluntary Income Protection Cover

There is a cost to providing your Voluntary Income Protection Cover and insurance premiums (fees) are deducted directly from your account unless you cancel the cover or cover ceases due to you being inactive (see page 13). The premiums for your Voluntary Income Protection Cover are determined by your age, gender, occupational classification the amount of cover you have, your waiting period and your benefit period.

The following table together with the Occupational Factors table on page 20 provides the annual insurance premiums that apply (inclusive of any applicable stamp duty) for each \$1,000 of annual sum insured for Voluntary Income Protection Cover:

Annual premium per \$1,000 annual sum insured

Age (last birthday)	Up to 2 year benefit period			Up to 5 year benefit period			To age 65 benefit period		
	30 day wait (\$)	60 day wait (\$)	90 day wait (\$)	30 day wait (\$)	60 day wait (\$)	90 day wait (\$)	30 day wait (\$)	60 day wait (\$)	90 day wait (\$)
15	4.56	2.69	1.85	6.79	3.50	2.57	18.50	15.18	10.15
16	4.56	2.69	1.85	6.79	3.53	2.57	18.50	15.18	10.15
17	4.56	2.69	1.85	6.79	3.55	2.57	18.72	15.37	10.26
18	4.56	2.69	1.85	6.79	3.58	2.57	18.87	15.55	10.38
19	4.56	2.69	1.85	6.79	3.61	2.57	19.05	15.69	10.45
20	4.56	2.69	1.85	6.87	3.63	2.60	19.23	15.87	10.56
21	4.63	2.73	1.85	7.08	3.71	2.65	19.68	16.16	10.74
22	4.70	2.76	1.85	7.25	3.80	2.69	20.11	16.46	10.90
23	4.72	2.77	1.85	7.41	3.84	2.71	20.60	16.79	11.06
24	4.81	2.84	1.85	7.61	3.97	2.80	21.09	17.10	11.24
25	4.89	2.89	1.85	7.81	4.07	2.80	21.57	17.44	11.42
26	4.95	2.91	1.85	8.02	4.12	2.80	22.39	18.12	12.22
27	5.07	2.96	1.85	8.28	4.22	2.83	23.38	18.94	12.82
28	5.21	3.02	1.85	8.62	4.35	2.83	24.57	19.82	13.40
29	5.36	3.10	1.88	9.00	4.49	2.91	25.95	20.83	13.92
30	5.59	3.23	1.96	9.50	4.71	3.03	27.54	21.97	14.45
31	5.85	3.36	1.99	9.98	4.94	3.10	29.30	23.19	15.04
32	6.12	3.53	2.06	10.56	5.22	3.25	31.20	24.57	15.66
33	6.45	3.72	2.17	11.19	5.54	3.44	33.31	26.07	16.37
34	6.76	3.92	2.31	11.89	5.87	3.67	35.53	27.67	17.20
35	7.14	4.16	2.45	12.66	6.27	3.92	37.92	29.47	18.21
36	7.63	4.46	2.59	13.51	6.76	4.15	40.44	31.38	19.37
37	8.08	4.76	2.84	14.43	7.26	4.54	43.08	33.42	20.76
38	8.58	5.10	3.09	15.42	7.81	4.95	45.87	35.62	22.37
39	9.15	5.47	3.36	16.44	8.43	5.41	49.70	37.98	24.23
40	9.69	5.86	3.64	17.51	9.08	5.96	53.54	40.47	26.41
41	10.33	6.30	4.00	18.65	9.82	6.58	57.38	43.05	28.80
42	11.06	6.82	4.40	19.90	10.68	7.28	60.69	45.82	31.51
43	11.80	7.34	4.93	21.21	11.55	8.12	64.06	48.69	34.53
44	12.63	7.94	5.42	22.59	12.57	9.02	67.50	51.68	37.77
45	13.52	8.60	6.07	24.16	13.66	10.04	71.00	54.78	41.27
46	14.48	9.30	6.80	25.79	14.84	11.13	74.50	57.92	45.10
47	15.55	10.08	7.59	27.54	16.17	12.33	78.06	61.13	49.03
48	16.68	10.91	8.50	29.45	17.58	13.70	81.61	64.41	53.23
49	17.92	11.83	9.54	31.48	19.15	15.22	85.11	67.64	57.39
50	19.28	12.84	10.69	33.35	20.88	16.83	88.55	70.86	61.62
51	20.82	13.97	12.01	35.32	22.80	18.69	91.85	73.97	65.85
52	22.47	15.19	13.50	37.42	24.89	20.69	95.01	76.91	69.94

Age (last birthday)	Up to 2 year benefit period			Up to 5 year benefit period			To age 65 benefit period		
	30 day wait (\$)	60 day wait (\$)	90 day wait (\$)	30 day wait (\$)	60 day wait (\$)	90 day wait (\$)	30 day wait (\$)	60 day wait (\$)	90 day wait (\$)
53	24.27	16.49	15.16	39.67	27.14	22.83	97.92	79.63	73.76
54	26.28	17.96	17.00	41.64	29.67	25.21	100.54	82.00	77.11
55	28.49	19.57	19.13	44.19	32.43	27.70	102.73	83.94	79.91
56	30.96	21.35	20.86	46.79	36.38	30.08	104.40	85.38	83.46
57	33.66	23.27	22.75	49.45	40.92	32.11	105.43	86.15	84.20
58	36.73	25.44	24.88	52.16	45.94	34.13	105.28	85.73	83.80
59	40.07	27.83	27.20	54.73	51.50	36.12	102.91	83.39	81.52
60	43.81	30.46	29.78	56.69	54.50	37.71	87.30	65.89	65.13
61	48.01	33.39	32.64	61.80	59.17	40.77	71.69	48.39	48.73
62	52.34	36.39	35.29	67.36	64.23	44.08	57.72	40.14	39.24
63	57.04	39.51	38.15	73.41	69.72	47.65	44.13	30.69	30.00
64	62.18	42.89	41.25	80.02	75.68	51.52	19.68	13.69	13.38
65	31.13	21.40	20.50	31.13	21.40	20.50	n/a	n/a	n/a
66	25.46	15.85	13.62	25.46	15.85	13.62	n/a	n/a	n/a

Occupational Factors for Voluntary Income Protection cover		
	Male	Female
Professional	0.43	0.64
White Collar	0.48	0.71
Light Blue Collar	0.67	1.00
Blue Collar	1.05	1.57
Heavy Blue Collar	1.43	2.14

Note: For a description of the occupational classifications - refer to page 17.

Example: Jessica (age 30)

Jessica (see example on page 12) applies to fix her level of Death and TPD Cover. As part of this application, it is determined that in her role as payroll officer her Occupational classification is deemed to be White Collar.

Jessica's Death and TPD Cover now becomes Voluntary Cover which changes the premiums for her fixed \$511,000 cover while her \$4,000 per month Income Protection Cover remains as Standard Cover (which retains the 'up to 2 year' benefit period and 60 day waiting period). Her cost of cover is now as follows:

- Cost of Voluntary Death Cover = \$511,000 x 0.85 (Occupational Factor) x 0.233 (rate for age) / 1,000 = \$101.20 p.a.
- Cost of Voluntary TPD Cover = \$511,000 x 0.61 (Occupational Factor) x 0.218 (rate for age) / 1,000 = \$67.95 p.a.
- Cost of Standard Income Protection Cover = \$4,000 x 12 (annual amount) x 3.23 (rate for age) / 1,000 = \$155.04 p.a.
- Total cost = \$324.19 p.a.

death cover

This section details the key features and benefits of Death Cover through HESTA for Mercy Super – including the cover available, benefit limits and exclusions.

Is Death Cover through HESTA for Mercy Super right for me?

▶	Would your family struggle to pay the mortgage if you died suddenly?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Would your partner need to cover the cost of child care and home help if you died?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Do you want to make sure your family isn't left with expenses when you die?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Do you want to leave something for your loved ones?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Do you want cover for death, but dislike having to remember to renew policies and pay insurance premiums from your regular income?	<input type="checkbox"/> yes	<input type="checkbox"/> no

If you answered 'Yes' to any of the above questions, Death Cover through HESTA for Mercy Super may be right for you. Read on to find out how you can help provide for your loved ones if you die.

What if I want my Death Cover to remain the same as I age?

If you want your benefits to remain the same as you age, you can fix your Death Cover.

See page 14 for more information about fixing your Death and TPD Cover.

death cover at a glance

Limitations

Standard Cover is offered in units with an insurance cost which is age based.

Each unit provides a set level of cover depending on your age. The amount of Death Cover you can apply for is unlimited – however the Terminal Illness benefit that is provided as part of your Death Cover is limited to a maximum of \$3 million.

Any payment of a TPD or Terminal Illness benefit will reduce your Death Cover by the same amount (potentially to zero if your TPD or Terminal Illness Cover is equal to or greater than your Death Cover amount).

Death Cover ceases at age 67.

Eligibility

To be eligible for Death Cover you must be a member, aged at least 15 and less than 67, and not have previously received, be eligible to receive or in the process of claiming a TPD or terminal illness benefit from any superannuation fund or life insurance policy (see page 8 for more details). Limited Cover may apply if you are not At Work when cover starts (see page 9 for more details).

Terminal Illness benefit

As long as your Death Cover continues, if you become terminally ill you may be entitled to a terminal illness benefit.

You're regarded as terminally ill when two medical practitioners, one of whom is an appropriate specialist (practising in an area related to the injury or illness suffered) have jointly or separately certified you suffer an illness, or have incurred an injury that, despite reasonable medical treatment, is likely to result in your death within 24 months of the date of certification and for each of the certificates the certification period has not ended.

The terminal illness insurance benefit available is the lesser of:

- your Death Cover insured benefit; and
- \$3 million

Exclusions

No insurance benefit will be paid if your claim is

- caused directly or indirectly, wholly or partially, from war or war service; or
- as a result of you having been in a country listed on the Department of Foreign Affairs & Trade website (www.dfat.gov.au) as subject to a "do not travel" warning which was issued more than three days before you were in the listed country.

In addition, no Voluntary Death Cover benefit will be paid where:

- the death is caused directly or indirectly, wholly or partially, by suicide or attempted suicide which occurs within 13 months from the date the Voluntary Cover commenced, or
- the terminal illness or TPD is caused directly or indirectly, wholly or partially, by a deliberate self-inflicted act within 13 months from the date the Voluntary Cover commenced.

Nominating your beneficiaries

To provide greater certainty about who receives your benefit when you die, you can make a binding death benefit nomination which binds the Trustee to pay your death benefit to the person(s) you choose.

The person(s) nominated must be any one or more of the following dependants:

- a spouse (legal or de facto)
- child (including step-children or adopted)
- financial dependant
- interdependent
- your legal personal representative, which means the executor or administrator of your Estate.

If a nominated beneficiary is no longer valid at the time of your death, your nomination will become a non-binding nomination and the Trustee will ultimately determine to whom the benefit is paid, after taking into consideration your nominated beneficiaries and other relevant information.

To make a binding death nomination you must complete a *Beneficiary nomination* form which can be found at hestaformercy.com.au

We will advise in writing if your binding death benefit nomination has been accepted. A binding death benefit nomination is valid for three years.

Interdependency

An interdependency relationship is defined as a close personal relationship between two people who live together, where one or each provides the other with financial support, and one or each provides the other with domestic support and personal care.

The definition also includes a person with a physical, intellectual or psychiatric disability who may live in an institution, but is still interdependent with the deceased on the other criteria. It also may include people who were temporarily living apart.

Government regulations require that trustees take into account the following criteria when assessing whether a close personal relationship existed between two persons, which could be considered as an interdependent relationship:

- a) All of the circumstances of the relationship between the people, including (where relevant):
 - i) the duration of the relationship; and
 - ii) whether or not a sexual relationship exists; and
 - iii) the ownership, use and acquisition of property; and
 - iv) the degree of mutual commitment to a shared life; and
 - v) the care and support of children; and
 - vi) the reputation and public aspects of the relationship; and
 - vii) the degree of emotional support; and
 - viii) the extent to which the relationship is one of mere convenience; and
 - ix) any evidence suggesting that the parties intend the relationship to be permanent.
- b) The existence of a statutory declaration signed by one of the people to the effect that the person is, or (in the case of a statutory declaration made after the end of the relationship) was, in an interdependency relationship with the other person.

Death Cover if you're receiving Income Protection payments

If you're receiving Income Protection payments, you can retain your Death Cover by maintaining your HESTA for Mercy Super membership, ensuring there is enough money in your account to cover your insurance premiums and ensuring your account doesn't become inactive (see page 13).

total and permanent disablement (TPD) cover

This section details the key features and benefits of TPD Cover through HESTA for Mercy Super - including the cover available, benefit limits and exclusions.

Is TPD Cover through HESTA for Mercy Super right for me?

▶	Would you struggle to pay the bills if you suffered an injury or illness that meant you could never work again?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	If you were injured permanently and unlikely to work again, would you need a lump-sum payment to cover medical and home care?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Would you need to modify your home if you suffered total and permanent disablement?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Are you looking for insurance cover you won't have to pay for from your weekly budget?	<input type="checkbox"/> yes	<input type="checkbox"/> no

If you answered 'Yes' to any of the above questions, TPD Cover through HESTA for Mercy Super may be right for you. Read on to find out how you can cover yourself for total and permanent disablement.

Why would I get TPD Cover if I already have IP Cover?

TPD Cover provides a lump-sum benefit if you are permanently sick or injured and unlikely to ever work again. This can be useful if you need to cover large one-off medical expenses, modify your home or obtain care.

TPD cover at a glance

Limitations

You cannot take TPD Cover as a standalone cover - it must be combined with your Death Cover.

Cover is offered in units with an insurance cost which is age based.

Each unit provides a set level of cover depending on your age. The amount of TPD Cover you can apply for is limited to a maximum of \$3 million.

Any payment of a Terminal Illness benefit will reduce your TPD Cover by the same amount.

TPD Cover reduces to zero at age 67 and any fixed TPD Cover will be reduced each year from age 63 to age 67 (see page 15).

Eligibility

To be eligible for TPD Cover you must be a member, aged at least 15 and less than 67, and not have previously received, be eligible to receive or in the process of claiming a TPD or terminal illness benefit from any superannuation fund or life insurance policy (see page 8 for more details).

Limited Cover may apply if you are not At Work when cover starts (see page 9 for more details).

Exclusions

No insurance benefit will be paid if your claim is:

- caused directly or indirectly, wholly or partially, from war or war service; or
- a result of you having been in a country listed on the Department of Foreign Affairs and Trade website (www.dfat.gov.au) as subject to a "do not travel" warning which was issued more than three days before you were in the listed country; or
- in relation to an existing disability that you are in receipt of a disability support pension from Centrelink for.

In addition, no Voluntary TPD Cover benefit will be paid where the disability is caused directly or indirectly, wholly or partially, by a deliberate self-inflicted act within 13 months from the date this Voluntary Cover commenced.

Qualifying for a TPD benefit

To qualify for the payment of a TPD benefit, the insurer must determine that you have satisfied the definition of Total and Permanent Disablement in the insurance policy. The Trustee must also make a determination and be satisfied that the payment is consistent with the requirements of HESTA Trust Deed and relevant law.

Where eligible, you may be entitled to claim your Income Protection Cover as well as any TPD benefits.

TPD definition

The following is a summary only of the definition of Total and Permanent Disablement within the insurance policy.

You must satisfy all parts of one of the definitions to be eligible to receive a TPD benefit.

The insurer has assigned a meaning to various terms used throughout this section. To find out more or to see if you're eligible to make a claim call us on 1300 368 891.

TPD Day 1 – waived waiting period for assessment of claim

The three-month TPD waiting period for the assessment of a claim by the insurer may be waived and immediate assessment is available where you are suffering one or more of the following specific medical conditions and all claim requirements have been received by the insurer.

- Cardiomyopathy (permanent and irreversible)
- Cognitive loss (permanent)
- Dementia including Alzheimer's disease (diagnosed)
- Head trauma (permanent and irreversible)
- Loss or paralysis of limb (permanent)
- Motor neurone disease (diagnosed)
- Multiple sclerosis (with impairment level)
- Muscular dystrophy (with impairment level)
- Parkinson's disease (diagnosed)
- Primary pulmonary hypertension (Idiopathic pulmonary arterial hypertension with permanent impairment)
- Specific Loss – Loss of either sight, hearing or speech

TPD Definition 1 - unlikely to return to work

A member satisfies all of the following a, b, c, d and e:

- a) was aged less than 67 years on the event date; and
- b) on the day immediately prior to the event date:
 - i) is employed or self-employed; or
 - ii) has been employed at any time during the last 16 months; or
 - iii) has been on employer approved leave for less than 24 months; and
- c) has worked for an average of at least 10 hours per week within the 6 months (or the actual period of time the member worked if less than 6 months) prior to:
 - i) the event date; or
 - ii) the date the period of employer approved leave begins, if the event date occurs during the period of employer approved leave; or
 - iii) if a member is self-employed, and if the event date occurs while they are on leave, the date that leave begins; or
 - iv) the date the period of unemployment begins, if the event date occurs during the period of unemployment; and
- d) is following the advice of a medical practitioner in relation to their illness or injury for which they are claiming. The member must be at a stage where, despite any further treatment, their injury or illness is not expected to improve or recover sufficiently to enable a return to gainful employment; and
- e) based on medical or other evidence satisfactory to the insurer, solely because of injury or illness, the member:
 - i) has not worked during the entire three-month TPD Waiting Period (if applicable);
 - ii) as at the date of disablement is unlikely to ever work in any gainful employment for which they:
 - A) are reasonably suited by previous education, training or experience; or
 - B) may become reasonably suited due to reasonable retraining or rehabilitation.

OR, TPD Definition 2 - Incapable of ever returning to work

If a member does not satisfy TPD Definition 1, then they will be assessed under TPD Definition 2 where a member satisfies all of the following a, b and c:

- a) was aged less than 67 years on the event date; and
- b) is following the advice of a medical practitioner in relation to their illness or injury for which they are claiming. The member must be at a stage where, despite any further treatment, their injury or illness is not expected to improve or recover sufficiently to enable a return to gainful employment; and
- c) based on medical or other evidence satisfactory to the Insurer and after taking into consideration other factors, solely because of injury or illness, the member:
 - i) has not worked during the entire three-month TPD Waiting Period (if applicable);
 - ii) as at the date of disablement is incapable of ever working in any gainful employment for which they:
 - A) are reasonably suited by previous education, training or experience; or
 - B) may become reasonably suited due to reasonable retraining or rehabilitation.

Other factors includes:

- information relevant to your future capability to return to work;
- your previous work, past education, training or experience; and
- any rehabilitation, training, retraining or re-skilling that has been undertaken or could reasonably be expected to be undertaken

income protection (IP) cover

This section details the key features and benefits of Income Protection (IP) Cover through HESTA for Mercy Super - including the cover available, benefit limits and exclusions.

Is IP Cover through HESTA for Mercy Super right for me?

▶	Would you struggle to pay the bills if you had to take time off work due to injury or illness?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Is your job your only source of income?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Do you want to be able to maintain your current lifestyle if you're sick or injured and unable or unlikely to work?	<input type="checkbox"/> yes	<input type="checkbox"/> no
▶	Are you looking for IP Cover you won't have to pay for from your weekly budget?	<input type="checkbox"/> yes	<input type="checkbox"/> no

If you answered 'yes' to any of the above questions, IP Cover through HESTA for Mercy Super may be right for you. Read on to find out how you can protect your income if you are injured or ill.

What does a benefit period of up to two years mean for me?

This means if you're totally or partially disabled, you may be eligible to receive a benefit every month for up to two years if you continue to meet the definition of disability for that period.

IP cover at a glance

Limitations

Standard Income Protection Cover is a fixed dollar amount and comes with a benefit period of 'up to 2 years' and a 60-day waiting period with an insurance cost which is age based (see page 11 for details).

You can apply to increase your amount of cover or decrease your cover as well as choose from alternative benefit and waiting periods through the Voluntary Cover options (see page 14 for details).

Benefits are limited to the lesser of your sum insured and 75% of your Pre-Disability Salary for benefit periods of 'up to 2 years', or 85% of your Pre-Disability Salary for other benefit periods (the income replacement benefit payable is limited to 75% of Pre-Disability Salary with any residual payable as a super contribution benefit – see page 18 for details). It cannot exceed the maximum monthly benefit of \$30,000.

If the date of disablement occurs on or after your 65th birthday the benefit period is limited to one year and a maximum monthly benefit of \$5,000.

If you have a benefit payment period of 'up to 5 years' or 'up to 2 years' and payments start before your 65th birthday, payments will cease at the end of the five-year or two-year benefit payment period, unless you reach the Benefit Expiry Age of 67 or no longer meet the definition of disability, which will cause benefits to cease earlier. If you have a benefit payment period of 'up to age 65' years, payments will cease at the Benefit Expiry Age of 65, unless you no longer meet the definition of disability, which will cause benefits to cease earlier.

If you are receiving an Income Protection benefit under the Total Disability definition for more than 24 continuous months, the qualification requirement to continue to receive monthly benefits changes from being incapable of performing your Usual Occupation¹ to being incapable of performing any occupation for which you are reasonably suited by education, training or experience (see below).

If you pass away while receiving disability benefits, or after the relevant waiting period but before payments commence, if you were otherwise eligible for a benefit, no further disability benefits are payable however your HESTA for Mercy Super account will be credited with a lump-sum amount equivalent to three months of payment (on top of any Death Cover that may be payable).

¹ 'Usual Occupation' means the occupation(s) in which you were regularly engaged at the time you suffer an injury or illness which leads to your total or partial disablement (relevant date). If you were on employer approved leave or were self-employed and on leave at the time you suffer an injury or illness which leads to your total or partial disablement (relevant date), this means the occupation performed immediately before the leave commenced.

Eligibility

To be eligible for Income Protection Cover you must be a member, aged at least 15 and less than 67, and not eligible to receive or in the process of claiming a TPD, terminal illness, total disablement or partial disablement benefit from another superannuation fund or life insurance policy. If you have previously received a total disablement or partial disablement benefit but are no longer receiving benefit payments from any superannuation fund or life insurance policy you will still be eligible for Standard Income Protection Cover (see page 8 for details). Limited Cover may apply if you are not At Work when cover starts (see page 9 for details).

Exclusions

No Income Protection Cover benefit will be paid if your claim:

- is caused directly or indirectly, wholly or partially, from war or war service;
- arises directly or indirectly as a result of you having been in a country listed on the Department of Foreign Affairs & Trade website (www.dfat.gov.au) as subject to a "do not travel" warning which was issued more than three days before you were in the listed country;
- is caused directly or indirectly by being or becoming pregnant, giving birth or miscarrying;
- is in relation to an existing disability in respect of which you receive a disability support pension from Centrelink when your cover commenced;
- arises directly or indirectly as a result of participation in a criminal act or during any period where you are the subject of a custodial sentence as a result of being convicted for a criminal offence; and
- arises directly or indirectly, wholly or partially, as a result of a deliberate self-inflicted act.

Qualifying for an Income Protection benefit

Income Protection benefits are only payable once the waiting period has elapsed, and the insurer has determined that you have satisfied the definition of Total or Partial Disability in the Income Protection insurance policy. The Trustee must then make a determination on each claim and part of that determination means it needs to be satisfied that the payment is consistent with the requirements of the HESTA Trust Deed and relevant law.

Total Disability definition

Total Disability means solely as a result of injury or illness you are:

- a) medically certified as being incapable of performing one or more duties of your Usual Occupation¹ necessary to produce income from that occupation in the first 24 consecutive months whilst on claim and thereafter medically certified as being incapable of performing any occupation for which you are reasonably suited by education, training or experience necessary to produce income from personal exertion;
- b) not engaged in any occupation; and
- c) following the advice of a medical practitioner in relation to your illness or injury for which you have made a claim.

You won't be considered unable to perform a duty of your Usual Occupation¹ or any occupation for which you are reasonably suited by education, training or experience as the context requires, if you refuse to accept:

- a) any reasonable omission, modification or substitution of that duty; or
- b) the use of any appropriate assistive aids that would enable you to perform that duty.

Partial Disability definition and amount

Partial Disability means solely as a result of injury or illness you are:

- a) either:
 - i) capable of performing your Usual Occupation¹ in a reduced capacity, and only have capacity to earn a monthly income that is less than your monthly salary; or
 - ii) incapable of performing one or more duties of your Usual Occupation¹ necessary to produce salary, gainfully working and receiving monthly income that is less than your monthly salary; and
- b) following the advice of a medical practitioner in relation to your illness or injury for which you are claiming.

You will be considered capable of performing your Usual Occupation¹ in a reduced capacity even if such work is not made available to you.

The benefit payable on Partial Disability is determined by the formula:

$$\frac{A - B}{A} \times C \text{ where:}$$

- A is your Pre-Disability Salary
- B is the actual Monthly Income you earned, were capable of earning or could expect to earn during the month you became Partially Disabled
- C is your Monthly Income Protection benefit assuming you had suffered Total Disability

Payment of Income Protection benefits

Any Income Protection benefits you are entitled to will be paid monthly in arrears and calculated on a daily basis. If, for example, you were claiming for 16 days of a month, then your monthly benefit would be calculated on a 16/30 basis.

Any tax, or duty or other payment that is required to be deducted by law, will be deducted from your benefit and forwarded to the relevant authority. The insurer will issue a Payment Summary for tax purposes if any tax is deducted.

Income Protection benefit payments will stop at the earliest of the following:

- the date you are no longer Totally or Partially Disabled;
- when you are no longer under the regular care and following the advice of a Doctor;
- the end of your benefit period or you reach the Benefit Expiry Age (see page 18);
- the date of your death;
- when you are subject to a custodial sentence as a result of a criminal conviction; or
- if you do not provide the insurer with all the relevant information required to assess your claim.

While you are overseas, benefits will be payable for no more than six months until your return to Australia when any ongoing payment you are eligible for may recommence (subject to assessment by the Insurer).
Recommencement of a benefit payment after it has stopped while overseas can only occur once during the life of the policy.

Indexation of Income Protection benefits

Any Income Protection benefit that has been continuously paid over a 12-month period will be indexed by the lesser of the increase in annual Consumer Price Index (CPI) or 5% p.a.

Premium waived when on claim

Premiums for Income Protection Cover will be waived for members during the period they are receiving an Income Protection benefit.

Income Protection benefit offsets

If an Income Protection benefit is payable, it may be reduced or totally offset if you are eligible for certain other payments. This includes income such as:

- payments from an employer whilst on claim including sick leave entitlements (offset limited to sick leave actually received); or
- payments from any compulsory insurance schemes such as Workers' Compensation or Accident Compensation or similar legislation or common law for loss of income; or
- payments from any other disability income, illness or injury policies or an income protection or salary continuance benefit paid from a superannuation fund; or

¹ Usual Occupation' means the occupation(s) in which you were regularly engaged at the time you suffer an injury or illness which lead to your total or partial disablement (relevant date)

- any non-attendance medical fee incurred where the Insurer had arranged for you to be medically examined and the Insurer was not at fault, or
- any benefit paid or payable under your previous cover that should have been cancelled where we have accepted a transfer of cover.

These payments are offset against the Income Protection benefit provided. Lump-sum payments, where all or a part of that lump sum cannot be allocated to specific months, are converted to income on the basis of 1% for each month that the insurer pays the monthly benefit for a maximum of eight years. The balance of the lump-sum, if any, will not be offset.

Your Income Protection benefit will not be affected by:

- annual or long service leave entitlements
- paid parental leave
- termination payments
- total and permanent disability, trauma or terminal illness benefits
- payments from Centrelink
- payments for sums awarded by a court for pain and suffering.

Recurrent claims

If, after receiving your Income Protection benefit (or where you would have been entitled to receive an Income Protection payment if it was not offset by other payments) you make a full return to work and suffer a recurrence of the disability (due to the same or related cause) within six months of returning to work, there may be no waiting period on a resulting claim. As long as your cover remains current and the recurrence results in you being totally or partially disabled again you will satisfy this requirement. The insurer will treat this as a continuation of the original claim and add both periods of disability (and any subsequent periods) together to determine when the benefit payment period ends.

Concurrent claims

Our insurer will only pay one disability benefit at a time, even if you suffer more than one injury or illness.

Ongoing assessment

All members in receipt of IP benefits are required to be under the continuous care and following the treatment recommended by a Medical Practitioner.

Our insurer will require periodic medical assessment and the completion of regular medical reports in order to maintain ongoing benefits for Total Disability benefits as applicable.

Pre-Disability Salary

Pre-Disability Salary for the purposes of payment of Income Protection benefits means:

- a) For members who are casuals at the relevant date, the average monthly cash income earned from your personal exertion in your Usual Occupation¹ over the 12 consecutive months immediately prior to the relevant date;

- b) For members who are self-employed at the relevant date, the average monthly gross income generated by the business over the 12 consecutive months (or if they have been self-employed for less than 12 months, over the period that their business has been operating) immediately prior to the relevant date as a direct result of their personal exertion or activities through their Usual Occupation¹ after allowing for costs and expenses incurred in deriving that income;
- c) For other members, the average monthly cash income earned from their personal exertion in their Usual Occupation over the 12 consecutive months (or if they have been employed in their Usual Occupation¹ for less than 12 months, over their period of employment in their Usual Occupation¹) immediately prior to the relevant date including bonuses, commissions, overtime and any shift penalties or allowances, and the monetary value of non-cash benefits or fringe benefits provided by their Employer in direct substitution of salary, earned by them over that period. If the Member is on unpaid leave on the date they suffer an injury or illness which leads to their disability, Pre-Disability Salary is determined as at the last working day immediately before the leave commenced.

Waiting period

There is a waiting period before your claim for an Income Protection benefit will become payable by the insurer. The waiting period commences the day a Medical Practitioner has certified you are unable to work due to sickness, injury or illness (i.e., the day you consult with a Medical Practitioner and receive certification - not backdated to a previous date). The waiting period is the number of consecutive days you must be totally disabled or partially disabled, before your Income Protection benefit begins to accrue. For a partial disability benefit, you must be totally disabled for 7 out of the first 12 consecutive days of the waiting period and total or partially disabled for the remainder of the waiting period. Benefits are payable after the waiting period which applies to your cover has expired and are paid monthly in arrears. When you lodge your claim, you are required to provide evidence showing your entitlement to benefits.

Returning to work during the waiting period

If you return to work in your full capacity during the waiting period, the waiting period may start again.

However, if you return to work once during the waiting period for up to five consecutive days, the waiting period will not have to start again and the number of days that you have worked will be added to the waiting period. You are able to return to work in a partial capacity without restarting the waiting period (subject to the requirement of being totally disabled for a minimum of 7 out of the first 12 consecutive days of the waiting period).

¹ 'Usual Occupation' means the occupation(s) in which you were regularly engaged at the time you suffer an injury or illness which lead to your total or partial disablement (relevant date).

other important information

Transferring insurance cover

If you have insurance cover with another super fund (other than a self-managed super fund), you can apply to transfer the existing cover to your HESTA for Mercy Super account. You will need to complete an *Insurance change - transfer application form*.

The application will be reviewed by our insurer.

Any transferred death cover or death and TPD cover will be determined as follows;

- if you hold no cover or hold unitised death cover or death and TPD cover then the equivalent number of units to the insured amount will be transferred to your HESTA for Mercy Super account
- if you hold fixed cover for death or death and TPD then the fixed cover equivalent of the insured amount will be transferred to your HESTA for Mercy Super account
- any special conditions or exclusions that applied to the cover being transferred will continue to apply in HESTA for Mercy Super.

The maximum cover for death or death and TPD that you can hold after a transfer is \$1.5 million including any existing death cover or death and TPD cover you might currently hold.

Any transferred Income Protection cover will be treated in the following manner;

- the amount of cover transferred will be the equivalent dollar amount of cover that you apply to transfer and the insurer accepts
- the benefit period will be rounded down to the nearest corresponding benefit period in HESTA for Mercy Super
- the waiting period will be rounded up to the nearest corresponding waiting period in HESTA for Mercy Super
- any special acceptance terms or exclusions that applied to your cover being transferred will continue to apply.

The maximum Income Protection cover that you can hold after a transfer is the lesser of \$5,000 per month and the amount of cover being transferred.

Once your application to transfer death, death and TPD or Income Protection cover is approved, you will need to cancel your insurance with the other super fund. You will also need to make sure you have enough funds in your HESTA for Mercy account to pay your insurance. Your transferred insurance cover will be Voluntary Cover.

You cannot transfer cover from another fund if:

- you are employed in an occupation that is excluded under our insurer's policies
- you have made, or are entitled to make, a claim and are eligible to be paid a benefit under your previous cover arrangements
- your previous cover is provided through a self-managed superannuation fund or a non-superannuation policy;
- your previous death or death and TPD cover is subject to a premium loading; or
- your previous Income Protection cover has a waiting period greater than 91 days or a benefit period less than 2 years.

Multiple accounts

You are only entitled to insurance cover on one account - generally your first account in HESTA for Mercy Super. If you have multiple accounts where insurance premiums are being deducted and you become entitled to an insured benefit, only one benefit will be payable subject to the following:

- the benefit paid will be the account that provides for a higher benefit under the policies; and
- all premiums paid on the account/s for which an insured benefit is not payable will be refunded.

Recommencing employment with a Core Participating Employer

If you are already a HESTA for Mercy Super member who is no longer employed by a Core Participating Employer and you subsequently commence or recommence employment with a Core Participating Employer, your existing insurance cover (or no cover if that's the case) will be retained unless you elect to receive the automatic Standard Cover within 60 days from the date of the confirmation letter from us notifying you that you may opt-in to receive Standard Cover. The cover will be subject to the normal terms and conditions, including not having received a TPD or terminal illness benefit or being eligible to claim or in the process of claiming a TPD, terminal illness or Income Protection benefit.

Any cover commenced in this way may be Limited Cover until you are At Work for 60 consecutive days (see page 9 for more details).

Low-income workers

The maximum income replacement benefit that is provided as part of your Income Protection cover is up to 85% of your Pre-Disability Salary. Under this limit, if you earn less than \$35,294 p.a. you may not be eligible to receive the full \$2,500 per month Standard IP benefit (fixed level of cover) in the event of a successful claim. You can choose to reduce your IP Cover to suit your needs by logging into your online account at hestaformercy.com.au/login or completing an *Insurance change - adjust or apply for cover* form which can be found at hestaformercy.com.au/forms

Cancelling insurance cover

You can ask us to cancel part or all of your insurance cover at any time by logging into your online account or completing an *Insurance change - adjust or apply for cover* form which can be found at hestaformercy.com.au

If you cancel your Death Cover, any TPD Cover you hold will also be cancelled. You cannot hold TPD cover without Death Cover.

Insurance premiums for your Death, TPD and Income Protection Cover will be deducted from your account until you notify (using an approved form) us that you wish to cancel your cover.

If you reduce or cancel any cover, and subsequently request an increase in cover, you will need to complete a health statement which will be assessed by the insurer.

Interim Accident cover

If your application for cover or increased cover requires you to be underwritten and you are not employed in an excluded occupation, you will be covered by interim accident cover for the same type of cover that you have applied for (Death, TPD, and/or Income Protection) while your application is being considered by the insurer.

The amount of interim accident cover you are provided is the lower of:

- the amount of cover you have applied for, the difference between the amount of cover you have applied for and any existing cover which is to be replaced and \$1.5 million for Death and TPD Cover; and
- the monthly benefit amount you have applied for and a benefit of \$15,000 per month for Income Protection Cover for a maximum benefit period of two years.

An interim accident cover benefit is only payable if you suffer an injury as a result of an accident that results in:

- your death (if your application was for Death Cover);
- you becoming Totally and Permanently Disabled (if your application was for TPD Cover);
- you becoming Totally or Partially Disabled (if your application was for Income Protection Cover).

This interim accident cover applies from the date we receive your properly completed application and ceases on the earlier of:

- the date the insurer makes a decision on your application;
- the date the offer period for any special acceptance term expires or the date you accept or decline any special acceptance terms (if earlier);
- the date you withdraw or cancel your application;

- 90 days after your interim cover starts; or
- when you meet any other conditions outlined in *When does cover cease* (refer to page 32).

TPD and Income Protection Cover whilst on employer approved leave

Any TPD claims arising from events during a period of employer approved leave pay will be based on your employment status and cover arrangements immediately prior to the commencement of your leave as long as:

- you continue to be employed by your employer and premiums for your cover are paid from your account as they fall due
- the period you are on approved leave without pay is less than two years, and
- you have worked for an average of at least 10 hours per week in the six months prior to commencing your leave (or period of time you have worked if less than six months),

then, any TPD claims you make will be based on the *TPD Definition 1- Unlikely to return to work*.

Otherwise TPD claims will be based on *TPD Definition 2 - Incapable of ever returning to work* (see page 26).

For Income Protection claims, if you become Totally Disabled while you are on leave without pay, the Total Disability benefit will accrue from the later of:

- the day after the expiry of the relevant waiting period, and
- the return to work date that has been agreed with your employer.

Your monthly Income Protection benefit will be based on your cover arrangements immediately prior to the commencement of your leave.

Cooling off period

We will provide a cooling off period for any new cover arrangements or increases to your cover. During this cooling off period, you can cancel the new cover arrangements and obtain a refund of any premiums that have been deducted from your account.

The cooling off period is 28 days from the date of the letter we provide to you confirming your new cover arrangements.

When does cover cease?

Your HESTA for Mercy Super insurance cover ceases on the earliest of the following:

- 90 days from the date premiums are unable to be deducted from your HESTA for Mercy Super account
- the date your account is inactive (see page 13) and you have not made an election to opt-in to retain your cover
- the date you are no longer a member of the Fund
- the later of the date we receive your request to cancel insurance cover and the date specified in your request to cancel cover
- the date you reach age 67
- the date of your death
- the date you commence active service with armed services of any country (excluding Defence Force Reserves not subject to a callout order)
- the date you are subject of a call out order if you are a member of the Defence Force Reserve
- the date the policy that governs your insurance arrangements is terminated or cancelled
- the date you are no longer eligible to work in Australia if you are not an Australian Resident (refer to page 8)
- the date you no longer meet the definition of Australian Resident if you are not an Australian Citizen
- the date you have resided overseas for five years if you are an Australian citizen
- the date the insurer cancels or avoids cover (as permitted under law)
- for Death and TPD Cover, the date you:
 - are paid a TPD benefit which is equal or greater than the amount of your Death benefit, or
 - are paid a Terminal Illness benefit which is equal to or greater than the amount of your Death benefit (for Death Cover).
- for Income Protection Cover, the date:
 - you reach the relevant Benefit Expiry Age.

HESTA for Mercy Super group insurance policies

This guide summarises the terms and conditions contained in the policy documents issued by the insurer to the Trustee. You can contact us for a copy of the relevant policy terms and conditions.

your duty when applying for cover and privacy information

Your duty to take reasonable care

HESTA has taken out contracts of insurance with an insurer to provide the insurance benefits in the fund.

Before you enter into a life insurance contract, you have a legal duty to take reasonable care not to make a misrepresentation to the insurer before the contract of insurance is entered into.

A misrepresentation is a false answer, an answer that is only partially true, or an answer which does not fairly reflect the truth.

This duty applies to a new contract of insurance and also applies when extending or making changes to existing insurance, and reinstating insurance.

When you apply for life insurance, we conduct a process called underwriting. It's how we decide whether we can cover you, and if so, on what terms and at what cost.

We will ask questions we need to know the answers to. These will be about your personal circumstances, such as your health and medical history, occupation, income, lifestyle, pastimes, and current and past insurance. The information you give us in response to our questions is vital to our decision.

If you do not meet your duty

Not meeting your legal duty can have serious impacts on your insurance. There are different actions the insurer can take as set out in the Insurance Contracts Act 1984 (Cth). These are intended to put them in the position they would have been in if the duty had been met.

These actions include your cover being avoided (treated as if it never existed) or changing its terms. Not meeting your legal duty may also result in a claim being declined or a benefit being reduced.

Please note there may be circumstances where they later investigate whether the information you gave them was true, for example, when a claim is made.

Before the insurer takes any of these actions, they will explain their reasons and what you can do if you disagree.

Guidance for answering the insurer's questions

You are responsible for the information provided to the insurer. When answering their questions, please:

- Think carefully about each question before you answer. If you're unsure of the meaning of any question, please ask us before you respond.
- Answer every question.
- Answer truthfully, accurately and completely. If you're unsure about whether you should include information, please include it.
- Review your application carefully before it is submitted. If someone else helped prepare your application (for example, your adviser), please check every answer (and if necessary, make any corrections) before the application is submitted.

Changes before your cover starts

Before your cover starts, the insurer may ask about any changes to your situation that mean you would now answer their questions differently. As any changes might require further assessment or investigation, it could save time if you let us know about any changes when they happen.

If you need help

It's important you understand this information and the questions we ask you. Ask us or a person you trust, such as your adviser, for help if you have difficulty understanding the process of applying for insurance or answering our questions.

If you're having difficulty due to a disability, understanding English or for any other reason, we're here to help. If you want, you can have a support person you trust with you.

Notifying the insurer

If, after the cover starts, you think you may not have met your duty, please contact us immediately and we'll let you know whether it has any impact on your cover.

Respecting your privacy

HESTA and the Insurer abides by the Australian Privacy Principles under the Privacy Act (as amended). HESTA has a Privacy Policy that sets out in detail how we handle our members' personal information. Go to hestaformercy.com.au or contact us for a copy.



**need
a little
help?**

Believe it or not, if you can manage the household budget, you can manage your super. With the right guidance, your super really can be just as straightforward.

Our help and advice service is here to give you that guidance. Our Superannuation Specialists can help make super relevant and show you some hassle-free ways to boost your super and protect your future.

Getting the right advice, starts with you

Of course, getting the right advice starts with understanding what you want and which option fits in best with your life. In addition to advice, we also provide a variety of help options - from the convenience of online help, right through to workplace help sessions. All you need to do is choose the options that work best for you.

This page is intentionally left blank

This page is intentionally left blank

This page is intentionally left blank

Help and advice



Retirement planning information sessions – demystify retirement

- boosting your super before retirement
- transition to retirement
- stretching your super further
- creating a comfortable retirement
- super and the Age Pension.



One-on-one advice

- review your investment options
- lump-sum contribution advice
- determine the most tax-effective way to make additional contributions to your super
- determine the adequacy of your income in retirement
- consider your insurance needs.



Personal retirement advice – get the most out of your retirement

- setting your retirement goals
- super and the Age Pension
- maintaining your super and insurance when you start accessing your super
- help with creating a personalised transition to retirement strategy through superannuation
- fees may apply.

contact us

information@hestaformercy.com.au | 1300 368 891 | PO Box 8334, Woolloongabba, QLD 4102 | hestaformercy.com.au

