

Improved fairness practices for insurance policies

Notice for policyholders of a ClearView life insurance policy issued prior to 5 April 2021 (excluding LifeSolutions)

August 2021

New consumer protections have been introduced for life insurance policyholders, with the *Australian Securities and Investments Commission Act 2001* (ASIC Act) extending unfair contract terms law to insurance products from 5 April 2021.

ClearView already applies principles of fairness, for example when assessing claims and when managing your policy. With the introduction of these new laws, we recently reviewed our insurance products to consider any potentially unfair terms. As a result we have reviewed some existing practices and identified further improvements to ensure your interests are protected.

This document sets out how the changes apply for our products that are no longer available for new customers. The changes should be read in conjunction with your existing policy terms and policy certificate.

Keeping trauma definitions up to date

We periodically review our trauma condition definitions with a Chief Medical Officer to help ensure that the definitions are up to date and use relevant and practical diagnostic tests. We provide details of such changes to you via your upgrade notice.

If the method for diagnosing the relevant trauma condition is inconclusive, impractical to apply or has been superseded we will, acting reasonably, consider other appropriate and medically recognised methods that conclusively diagnose the specified trauma condition with at least the same severity.

Reducing barriers to lodging a claim

If you believe you may be eligible for a claim, you should notify us as soon as reasonably possible by calling us on **132 979**. If you do not have your policy certificate, we can source a copy from our own records.

We will only ask for information that is needed to assess your claim. You can find detailed information about evidence requirements for your claim type in our Claims Guide, which can be found at clearview.com.au/life-insurance/claims or you can request a copy by calling us on **132 979**.

Acting reasonably when exercising unilateral rights

Our terms can include scenarios where a third party providing an opinion on your claim or providing a service connected to your claim must be approved by us. We will act reasonably when making this decision.

Where a benefit states that our opinion is required, in order to help satisfy your eligibility for a benefit, we will act reasonably. Our decision will be based on medical evidence, and other evidence available to us, as well as evidence and reports provided by you and your relevant medical professionals.

Providing options to communicate with us

Your policy terms state that for certain actions, such as declining an automatic indexation increase or cancelling your policy, we require the request to be in writing. Written requests can be made by post, or by email to life@clearview.com.au.

With our improved practices, we can also accept requests over the phone. If you require policy information, want to cancel your policy or decline an automatic indexation increase you can also contact our Customer Service Centre on **132 979** between 8am and 7pm (Sydney time), Monday to Friday.