



Insurance Guide



Your guide to AvSuper's insurance options

1 April 2022

About this document

The insurance cover is provided under contracts of insurance (Policy) between the Trustee and AIA Australia Limited (ABN 79 004 837 861, AFSL 230043). This Guide sets out terms and conditions that we consider to be significant, fully or in summary form. The provision of insurance cover and the payment of insured benefits is subject to the full terms and conditions in the Policy. The full terms and conditions contained in the Policy take precedence over this Guide. If you would like further information about the full terms and conditions, please contact us.

Issued by AvSuper Pty Ltd (ABN 46 050 431 797, AFSL 239078), the Trustee of the AvSuper Fund (ABN 84 421 446 069).

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IMPORTANT INFORMATION

The information contained in this guide forms part of each of the *Public Offer PDS* and *Corporate PDS*, dated 1 April 2022. You should consider the information in this document and the information in the *Public Offer PDS* and *Corporate PDS* (as applicable to you) before making a decision about investing, or acquiring or keeping insurance, in AvSuper.

Insurance with AvSuper

Nobody plans to get sick or injured but if the unexpected happens, it's good to know that you and your family are protected. AvSuper gives you financial peace of mind if eligible, by providing insurance cover in case you die, become ill or disabled and can no longer work.

AvSuper provides eligible members, including those in nominated higher risk occupations, with access to affordable death, total & permanent disablement (TPD) and income protection insurance.



Insurance as part of your super has a number of benefits including:

- **Cost savings.** AvSuper uses its purchasing power to negotiate a competitive group insurance policy on behalf of members.
- **Cover can be tax effective:** Fees are deducted directly from your super account. Depending on your circumstances, this can be a tax effective way to pay for insurance cover
- **Cover is provided 24 hours a day, 7 days a week - not just when you are at work**
- **We claim a tax deduction on insurance fees which is generally passed back to you through a rebate to your account.**

Who is covered

This Guide is relevant to:

- **Corporate Division Members** - members who are employed by a participating employer (either Airservices or CASA) on the date they are first eligible (as defined in the Policy) to join AvSuper
- **Public Offer Division Members** – all other members of AvSuper who are eligible to receive or apply insurance cover through the Public Offer division (see the Public Offer PDS for more information).

If you are in any doubt about what category you are in, you can contact us by calling **1300 128 751**.

In this guide, the term 'corporate member' refers to a member of the Corporate division. The term 'public offer member' refers to all other members.

Automatic cover: applies to eligible public offer members.

Corporate cover: applies to eligible corporate members.

Voluntary cover: applies to all eligible superannuation members that wish to vary their insurance cover (if they are eligible for Automatic Cover or Corporate Cover) or apply for insurance cover (if ineligible for Automatic Cover or Corporate Cover), to meet their specific needs.

If you are in an **Excluded Occupation** as defined in the Glossary, you are not eligible for insurance cover unless the insurer expressly agrees in writing to provide cover for you.



AvSuper insurance is open to pilots, firefighters and air traffic controllers

AvSuper Voluntary Death & TPD Cover is generally open to commercial pilots, firefighters and air traffic controllers (other eligibility criteria apply).

Income protection cover is not available to commercial pilots.

Types of cover

AvSuper offers four types of insurance cover to our members, depending on their membership category:

Death Cover

Provides a lump-sum benefit to insured members in the event of your death or terminal illness (subject to terms and conditions) up to age 60 for Corporate Cover and up to age 70 in other instances.

If you have previously claimed (or been eligible to claim) a Terminal illness payment from any super fund or life insurance policy, you are not eligible for any cover.

Total and Permanent Disablement (TPD) Cover

Provides a lump-sum benefit to insured members if they become totally and permanently disabled (subject to terms and conditions) up to age 60 for Corporate Cover and up to age 70 in other instances.

If you have previously claimed (or been eligible to claim) a TPD payment from any super fund or life insurance policy, you are only eligible for Death cover.

Income Protection Cover (Voluntary only)

Provides a benefit to insured members, usually monthly, if they are unable to work because of illness or injury (subject to terms and conditions).

Total and Temporary Disablement (TTD) Cover (Corporate members only)

Provides a benefit to insured members, usually monthly, if they are unable to work because of illness or injury (subject to terms and conditions).

For more information about when insured benefits may be payable, see the 'Claims' section on page 20.

Flexibility to vary your insurance cover

There is no one amount of cover that will suit everyone, and the right amount of cover for you is also likely to change over time. Your lifestyle, financial commitments, age and family structure can all affect your insurance needs.

Our minimum level of insurance cover (provided to most eligible members upon joining) is just a starting point and we suggest you review whether it is suitable for your needs. This guide will help you decide what type of cover you need. You should also consider making an appointment with an AvSuper *Member Advice Consultant* for assistance in determining your level of cover.

Automatic Cover – Death and TPD (Public Offer division)

For Public Offer members, two units of Automatic Cover will generally be provided to **eligible** new members on or after joining AvSuper.

Insurance for our Corporate members is different and is described on page 13.

Automatic Cover provides you with a basic level of protection against Death and Total and Permanent Disablement (TPD), if eligible. You can see if (and how much) you are covered for on your member statement or via AvSuper Online (AOL).

You can opt out of this cover at any time. Note that the terms and conditions that apply to Automatic Cover are the same as AvSuper's Voluntary Cover once it is in place except that Voluntary Cover above the applicable automatic acceptance limit (2 units of cover) may be subject to exclusions, premium (insurance fee) loadings, limitations, special terms, conditions or restrictions that do not apply to Automatic Cover. To be eligible for Automatic Cover, you must:

- not have opted out of AvSuper cover previously
- not have made nor currently be eligible to make a TPD or terminal illness claim against any super fund or life insurance policy
- meet eligibility criteria for AvSuper Voluntary Cover, such as age restrictions and being an **Australian Resident**
- be an accumulation member
- be at least 25 years of age* (this means cover may not start until you reach age 25 while a member)
- have an account balance equal to or over \$6,000* (this means cover may not start until you have transferred additional savings into your account).

Income stream members cannot have insurance cover with their income stream account, but may have insurance cover with an accumulation account in the Public Offer division, if under age 70.

To be eligible for Automatic Cover:

- If you are enrolled into the Public Offer division by your employer, AvSuper must receive, within 180 days of you commencing employment (or your employer becoming a participating employer), the first on-time contribution (as defined in the Policy) in respect of you from your employer and receive certain information about you (eg name, date of birth, etc).
- If you apply for membership of the Public Offer division, eligible contributions (as defined in the Policy) sufficient to cover insurance fees must be received into your account within 120 days of you joining. Eligible contributions include employer contributions, personal contributions and rollovers from another fund.

If you are not in **Active Employment** on the date your cover commences (or your employer has not yet chosen AvSuper as their default super fund), your cover is provided on a **Limited Cover** basis for 12 months and will revert to full cover after that time if you are in **Active Employment**. If you are not at work at the end of the 12 month period, you will have **Limited Cover** until you are in **Active Employment**.

If you become eligible for Automatic Cover because you opt-in for cover when you are under the age of 25 or have an account balance of less than \$6,000, or since joining AvSuper, your account balance has reached at least \$6,000 or you have attained the age of 25 years, your cover is provided on a **Limited Cover** basis for 24 months and will revert to full cover after that time if you are in **Active Employment**. If you are not at work at the end of the 24 month period, you will have **Limited Cover** until you are in **Active Employment**.

** Provided you are otherwise eligible for cover, you can use our online form to elect to get cover immediately even if you are under 25 or have a low balance. Otherwise cover will start when you reach those milestones as long as you meet all other eligibility criteria and there is sufficient money in your account to pay for the cover. Insurance fees apply from the date cover commences.*

Cost of Automatic cover

Automatic cover is provided in units with each unit providing a certain amount of cover, depending on your age. Insurance fees are deducted monthly from your account depending on your occupation class.

The table below shows the cost and number of units that you are provided when you join:

Automatic (Default) Death and TPD cover	Cost per week
2 units	\$2.00

The cost of cover depends on your occupation class. The fees shown in the table above are for the Light Blue Collar worker occupation class. If you have Automatic Cover and you are eligible for another occupation class, you can advise us online or via a Change Occupation Class form (available on our website). Not telling us could result in delays and other issues if you need to make a claim. For information about occupation classes, see page 26.



Value of Death and TPD units

Each unit provides a specific amount of cover that changes depending on your age as outlined below. The amount of cover provided by two units of Automatic Cover is also shown.

Insured Benefit amount per unit of Death and TPD cover

Age Next Birthday	A unit of Agreed Benefit	2 units of Automatic Cover
16-27	84,000	168,000
28	82,000	164,000
29	80,000	160,000
30	78,000	156,000
31	76,000	152,000
32	73,500	147,000
33	71,500	143,000
34	69,500	139,000
35	67,500	135,000
36	65,500	131,000
37	61,000	122,000
38	57,000	114,000
39	52,500	105,000
40	48,500	97,000
41	44,000	88,000
42	40,000	80,000
43	36,000	72,000
44	31,500	63,000
45	27,500	55,000
46	23,000	46,000
47	21,000	42,000
48	18,500	37,000
49	16,000	32,000
50	16,000	32,000
51	13,000	26,000
52	13,000	26,000
53	10,500	21,000
54	10,500	21,000
55	8,000	16,000
56	8,000	16,000
57	8,000	16,000
58	8,000	16,000
59	8,000	16,000
60	8,000	16,000
61-70	5,500	11,000

If you would like more cover than is provided via 2 units of Automatic Cover, or want Income Protection insurance, see page 7 Voluntary Cover – Death &TPD or Voluntary Cover – Income Protection on page 9.

If your Automatic Cover commences when you join AvSuper, cancelling the Automatic Cover within 60 days of joining AvSuper means any insurance fees will be refunded.

You can cancel or vary your Automatic Cover at any time.

Please refer to the 'Claims' section for information about when death and TPD benefits may be payable.

Limitations and Restrictions

Please refer to page 21 for details on when Automatic Cover starts and ends.

The payment of any insured benefits under Automatic Cover is subject to terms and conditions, including exclusions, described later in this Guide.

Voluntary cover – Death & TPD (All eligible members)

All eligible members with an accumulation account, including corporate members, can apply for Voluntary Cover for Death and Disablement, which is subject to acceptance by the insurer.

To be eligible, you must meet age restrictions, be an **Australian Resident** and not have made (nor be currently eligible to make) a TPD claim.

You may need to provide health evidence for the insurer to assess your application (this will not impact any Automatic Cover or Corporate Cover you have). You can cancel or change your Voluntary Cover via the forms on our website.

The maximum total amount of cover you can have is:

- Death: Unlimited, noting that **Terminal Illness** is subject to a maximum of \$3 million
- TPD: \$3 million

Your AvSuper voluntary Death and TPD insurance can be either unitised or fixed cover. Cover will be unitised if you do not make a choice.

Cost of Voluntary Death and TPD cover

Insurance fees for any voluntary cover, as described in this guide, are deducted from your account at the end of each month and will depend your age, occupation class (see page 26) and whether you have unitised or fixed cover.

Unitised cover

If you choose unitised cover, you will pay the same insurance fee for each unit per year (unless your occupation changes) and the amount of cover each unit provides will change as you age. You can apply for as many units of cover as you need up to the maximum amounts shown above.

Each unit of cover provides a specific amount of cover depending on your age as shown in the table on page 6. The insurance fee you pay for each unit of cover depends on your occupation class and is shown opposite. For information about occupation classes, see page 26.

Weekly Death and TPD fees (per unit of cover)

Cover type	Occupation class			
	Professional	White Collar	Light Blue Collar	Heavy Blue Collar
Death only	\$0.40	\$0.46	\$0.66	\$1.19
Death and TPD	\$0.60	\$0.70	\$1.00	\$1.80

The cost of cover depends on your occupation class. If you are eligible for another occupation class, you can advise us online or via a Change Occupation Class form (available on our website). Not telling us could result in delays and other issues if you need to make a claim. For information about occupation classes, see page 26.

To calculate your weekly insurance fee, simply multiply the number of units you have by the cost per unit in accordance with your occupation class.

Example:

If a White Collar worker aged 30 next birthday has 2 units of Death and TPD cover, their total cost per week is \$1.40 per week. The sum insured will be \$156,000

2 units of Death and TPD cover: $2 \times \$0.70 = \1.40

Sum insured: $2 \times \$78,000 = \$156,000$

Fixed Cover

If you choose fixed cover, the amount of cover you have stays the same each year (except in the case of fixed TPD cover from age 61) and the insurance fee you pay will change as you age.

If you choose fixed Voluntary Death and TPD Cover, please note that the amount of your TPD cover tapers (ie reduces) by 10% per year from your 61st birthday until cover ceases when you turn 70.

You cannot choose fixed TPD cover without (or higher than) fixed Death cover.

Your fixed level of cover must be in multiples of \$1,000 and you can't hold a combination of unit based and fixed cover at the same time.

With fixed cover, your insurance fee will change each year on your birthday and the level of cover will remain the same.

The table below shows the monthly fee for \$1,000 of fixed cover based on your age next birthday and the Light Blue Collar occupation class. The fee varies depending on your occupation class – see page 26 for information about the occupation classes.

Fixed Voluntary cover (cover other than Automatic Cover and Corporate Cover)		
Age Next Birthday	Death only per month	Death and TPD per month
16	\$0.033	\$0.051
17	\$0.033	\$0.051
18	\$0.033	\$0.051
19	\$0.033	\$0.051
20	\$0.033	\$0.051
21	\$0.033	\$0.051
22	\$0.033	\$0.051
23	\$0.033	\$0.051
24	\$0.033	\$0.051
25	\$0.033	\$0.051
26	\$0.033	\$0.051
27	\$0.033	\$0.051
28	\$0.035	\$0.053
29	\$0.036	\$0.055
30	\$0.036	\$0.056
31	\$0.038	\$0.057
32	\$0.038	\$0.058
33	\$0.039	\$0.061
34	\$0.041	\$0.063
35	\$0.043	\$0.064
36	\$0.043	\$0.067
37	\$0.048	\$0.072
38	\$0.050	\$0.075
39	\$0.055	\$0.082
40	\$0.058	\$0.089
41	\$0.064	\$0.098
42	\$0.071	\$0.108
43	\$0.079	\$0.120
44	\$0.091	\$0.138
45	\$0.104	\$0.158
46	\$0.123	\$0.188
47	\$0.136	\$0.206
48	\$0.154	\$0.233
49	\$0.178	\$0.271
50	\$0.178	\$0.271
51	\$0.218	\$0.333
52	\$0.218	\$0.333
53	\$0.271	\$0.411
54	\$0.271	\$0.411
55	\$0.355	\$0.541
56	\$0.355	\$0.541
57	\$0.355	\$0.541
58	\$0.355	\$0.541
59	\$0.355	\$0.541
60	\$0.355	\$0.541
61	\$0.517	\$0.786
62	\$0.517	\$0.786
63	\$0.517	\$0.786
64	\$0.517	\$0.786
65	\$0.517	\$0.786
66	\$0.517	\$0.786
67	\$0.517	\$0.786
68	\$0.517	\$0.786
69	\$0.517	\$0.786
70	\$0.517	\$0.786

To calculate the monthly fee for fixed cover, divide your required level of cover by \$1,000 and multiply by the fee that corresponds to your age next birthday.

Example:

If a Light Blue Collar worker aged 41 next birthday wishes to have \$100,000 of Death cover, each \$1,000 of cover would cost \$0.064 per month.

The total monthly insurance fee would be: $\$0.064 \times (\$100,000/1,000) = \$6.40$ per month.

The insurance fees for other occupation classes are subject to loadings as follows:

- 60% (Professional),
- 70% (White Collar) or
- 180% (Heavy Blue Collar)

If you are in an occupation class other than Light Blue Collar, to calculate your monthly insurance fee, you also need to apply the relevant loading above.

Example:

If a Heavy Blue Collar worker aged 33 next birthday wishes to have \$150,000 of Death & TPD cover, each \$1,000 of cover would cost \$0.061 per month.

The total monthly insurance fee would be: $\$0.061 \times (\$150,000/1,000) \times 1.8$ (occupation class loading) = \$16.47 per month

How to apply for or vary (increase or decrease) your insurance cover

You can apply for or increase your Voluntary Cover by completing a *Voluntary insurance application* available at avsuper.com.au. You may be asked to provide additional medical information.

Interim accident cover applies while your application is being processed – please see page 18 for details. If you wish to reduce the amount of Voluntary Cover, please complete and return a *Reducing voluntary insurance cover form*.

Limitations and Restrictions

You should note that your application is subject to acceptance by the insurer and that the availability and the amount of your cover may be affected by certain special terms, conditions, restrictions, exclusions or premium loading, arising from insurer's assessment of your application. (Note: this will not impact any Automatic Cover).

Please refer to the 'Claims' section for information about when death and TPD benefits may be payable.

Please refer to page 21 for details on when Voluntary Cover starts and ends.

Voluntary Cover – Income Protection (All eligible members)

All eligible members with an accumulation account, including corporate members, can apply for Voluntary Income Protection Cover. You can apply for Voluntary Income Protection Cover by completing a *Voluntary insurance application* available at avsuper.com.au. You may be asked to provide additional medical information.

You should note that your application is subject to acceptance by the insurer and that the availability and the amount of your cover may be affected by certain special terms, conditions, restrictions, exclusions or premium loading, arising from the insurer's assessment of your application.

To be eligible, you must meet age restrictions, be an **Australian Resident**, and not have made (nor be currently eligible to make) a TPD claim.

The maximum total amount of cover you can apply for is \$30,000 per month.

Income protection cover may provide a monthly payment to you if you are insured for income protection cover and are **Totally Disabled or Partially Disabled** due to illness or injury and unable to work.

The amount of cover is 75% of your salary, to a maximum of \$30,000 per month, and based on units of \$100 cover per month. You must be working at least 15 hours a week when you apply for this cover.

You can also choose to insure another 10% of your salary which will be paid as a superannuation contribution to your AvSuper account.

There are two types of income protection cover available:

- short-term income protection where you may get payments for one disability for a maximum period of 2 or 5 years, or the period to age 65 (whichever is shorter)
- long-term income protection where you may get payments whilst you remain disabled up to age 60.

Any income protection payments made to you do not reduce your TPD entitlement (if applicable). If you are a corporate member and you take out voluntary income protection insurance cover, any Corporate Total and Temporary Disablement (TTD) Cover will cease (see page 25 for the definition of TTD).

Providing you're eligible, income protection payments are made monthly in arrears and waiting periods apply. Income protection payments cease at the end of the term (short-term or long-term as described above), if you die, or when you are no longer totally disabled.

The amount of the **Monthly Income** benefit paid to you differs depending on whether you are suffering **Total Disability** or **Partial Disability**. If you are Partially Disabled, the calculation of the benefit is in accordance with a formula in the Policy that modifies the benefit otherwise payable for **Total Disability** by taking into account the difference between your pre-disability **Monthly Income** and actual **Monthly Income** while Partially Disabled. The insurer may substitute for your **Post-Disability Income** an amount calculated by the insurer as your capacity to earn based on medical evidence. A **Partial Disability** benefit is only payable if you suffered **Total Disability** continuously for a period of at least 14 days directly before suffering **Partial Disability** and is subject to the applicable Waiting Period.

The amount of the **Monthly Income** benefit paid to you will be reduced by any **Other Disability Income** (eg any income received as a result of incapacity under any other insurance policy, any benefits under any worker's compensation, motor accident compensation and similar schemes and Centrelink payments) that accrues to you during that month. See the Glossary for more information.

Please refer to the 'Claims' section for more information about when income protection benefits may be payable. Income protection benefits may also include ancillary benefits including the following, if you are eligible:

- An Approved Rehabilitation benefit – for example, the insurer may pay the cost of Approved Rehabilitation in addition to other benefits. This amount will be paid to the service provider at the insurer's discretion and must be approved by the insurer prior to the expense being incurred.
- Death benefit – while on claim for voluntary income protection benefits, if a claimant dies the insurer will pay a death benefit lump sum of \$10,000 from date of death.

Cost of Income Protection cover

The cost of Income Protection cover will depend on your age, amount of cover, occupation class, waiting period and benefit period. The table below shows the cost of each \$100 of monthly Income Protection cover based on age and the Light Blue Collar occupation class. The fee varies depending on your occupation class – see page 26 for information about the occupation classes.



Annual rates per \$100 Monthly Benefit

Age Next Birthday	2 year Benefit Period			5 year Benefit Period			To Age 60 Benefit Period		
	30 day Waiting Period	90 day Waiting Period	180 day Waiting Period	30 day Waiting Period	90 day Waiting Period	180 day Waiting Period	30 day Waiting Period	90 day Waiting Period	180 day Waiting Period
16	\$4.15	\$1.51	\$1.28	\$5.13	\$2.22	\$1.86	\$8.92	\$3.85	\$3.28
17	\$4.15	\$1.51	\$1.28	\$5.13	\$2.22	\$1.86	\$8.92	\$3.85	\$3.28
18	\$4.15	\$1.51	\$1.28	\$5.13	\$2.22	\$1.86	\$8.92	\$3.85	\$3.28
19	\$4.15	\$1.51	\$1.28	\$5.13	\$2.22	\$1.86	\$8.92	\$3.85	\$3.28
20	\$4.15	\$1.51	\$1.28	\$5.13	\$2.22	\$1.86	\$8.92	\$3.85	\$3.28
21	\$4.15	\$1.51	\$1.28	\$5.19	\$2.26	\$1.89	\$9.22	\$3.97	\$3.38
22	\$4.20	\$1.51	\$1.28	\$5.35	\$2.29	\$1.92	\$9.53	\$4.11	\$3.50
23	\$4.27	\$1.51	\$1.28	\$5.47	\$2.32	\$1.95	\$9.89	\$4.27	\$3.63
24	\$4.29	\$1.51	\$1.28	\$5.61	\$2.35	\$1.97	\$10.25	\$4.41	\$3.75
25	\$4.37	\$1.51	\$1.28	\$5.74	\$2.42	\$2.03	\$10.60	\$4.55	\$3.87
26	\$4.43	\$1.51	\$1.28	\$5.90	\$2.42	\$2.03	\$10.93	\$4.55	\$3.87
27	\$4.49	\$1.51	\$1.28	\$6.06	\$2.42	\$2.03	\$11.30	\$4.61	\$3.92
28	\$4.61	\$1.51	\$1.28	\$6.25	\$2.45	\$2.06	\$11.76	\$4.70	\$3.99
29	\$4.73	\$1.51	\$1.28	\$6.51	\$2.45	\$2.06	\$12.36	\$4.84	\$4.11
30	\$4.87	\$1.53	\$1.31	\$6.80	\$2.51	\$2.11	\$13.05	\$5.02	\$4.27
31	\$5.07	\$1.60	\$1.36	\$7.17	\$2.61	\$2.19	\$13.82	\$5.21	\$4.43
32	\$5.30	\$1.63	\$1.39	\$7.55	\$2.68	\$2.24	\$14.70	\$5.50	\$4.68
33	\$5.56	\$1.67	\$1.43	\$7.97	\$2.81	\$2.35	\$15.69	\$5.82	\$4.95
34	\$5.85	\$1.77	\$1.51	\$8.45	\$2.97	\$2.50	\$16.72	\$6.23	\$5.29
35	\$6.14	\$1.89	\$1.61	\$8.98	\$3.17	\$2.66	\$17.91	\$6.67	\$5.67
36	\$6.49	\$1.99	\$1.69	\$9.57	\$3.40	\$2.85	\$19.18	\$7.22	\$6.14
37	\$6.93	\$2.11	\$1.79	\$10.21	\$3.59	\$3.01	\$20.60	\$7.80	\$6.63
38	\$7.33	\$2.32	\$1.98	\$10.90	\$3.92	\$3.29	\$22.09	\$8.49	\$7.22
39	\$7.80	\$2.52	\$2.13	\$11.65	\$4.28	\$3.59	\$23.74	\$9.31	\$7.91
40	\$8.32	\$2.76	\$2.35	\$12.42	\$4.68	\$3.92	\$25.50	\$10.23	\$8.70
41	\$8.80	\$2.98	\$2.53	\$13.24	\$5.17	\$4.33	\$27.35	\$11.24	\$9.56
42	\$9.38	\$3.28	\$2.78	\$14.09	\$5.69	\$4.76	\$29.36	\$12.43	\$10.57
43	\$10.05	\$3.59	\$3.05	\$15.05	\$6.31	\$5.29	\$31.53	\$13.79	\$11.73
44	\$10.71	\$4.03	\$3.42	\$16.03	\$7.03	\$5.89	\$33.81	\$15.32	\$13.02
45	\$11.47	\$4.43	\$3.77	\$17.07	\$7.81	\$6.55	\$36.25	\$17.04	\$14.49
46	\$12.29	\$4.95	\$4.21	\$18.26	\$8.70	\$7.29	\$38.86	\$18.99	\$16.14
47	\$13.16	\$5.56	\$4.73	\$19.49	\$9.65	\$8.08	\$41.65	\$21.16	\$17.99
48	\$14.14	\$6.20	\$5.28	\$20.81	\$10.69	\$8.96	\$44.56	\$23.58	\$20.04
49	\$15.16	\$6.95	\$5.92	\$22.25	\$11.86	\$9.95	\$47.70	\$26.26	\$22.32
50	\$16.29	\$7.80	\$6.62	\$23.89	\$14.57	\$12.21	\$50.96	\$29.22	\$24.84
51	\$17.53	\$8.76	\$7.45	\$25.73	\$16.35	\$13.71	\$54.43	\$32.42	\$27.56
52	\$18.92	\$9.82	\$8.34	\$27.77	\$18.36	\$15.39	\$58.04	\$35.93	\$30.54
53	\$20.44	\$11.03	\$9.38	\$29.98	\$20.46	\$17.29	\$61.80	\$39.69	\$33.74
54	\$22.06	\$12.41	\$10.55	\$32.36	\$22.57	\$19.43	\$65.73	\$43.69	\$37.14
55	\$23.88	\$13.92	\$11.83	\$35.04	\$24.91	\$21.79	\$69.72	\$47.87	\$40.69
56	\$25.92	\$15.64	\$13.29	\$41.02	\$30.71	\$27.61	\$73.66	\$52.07	\$44.26
57	\$28.14	\$17.50	\$14.87	\$47.00	\$36.51	\$33.43	\$71.10	\$49.35	\$41.94
58	\$30.60	\$19.61	\$16.68	\$52.98	\$42.31	\$39.25	\$68.27	\$46.45	\$39.49
59	\$33.39	\$21.97	\$18.67	\$58.97	\$48.11	\$45.06	\$61.78	\$43.47	\$36.95
60	\$36.42	\$24.57	\$20.90	\$64.95	\$53.91	\$50.88	\$56.24	\$40.98	\$34.83
61	\$39.81	\$27.41	\$23.30	\$64.51	\$48.41	\$42.94			
62	\$43.64	\$30.57	\$25.99	\$54.70	\$41.28	\$35.92			
63	\$44.92	\$32.14	\$27.32	\$39.82	\$29.96	\$26.21			
64	\$37.87	\$25.04	\$21.27	\$27.79	\$21.89	\$19.61			
65	\$13.07	\$7.77	\$6.60	\$9.59	\$7.30	\$6.08			

To calculate the level of cover and cost of cover that you can get, take the following steps.

Step 1:

Calculate the figure that corresponds to 85% of your monthly average gross income (assuming you have chosen to include super contributions as part of your income protection cover). If this amount exceeds \$30,000, use the figure \$30,000 instead.

Step 2:

Divide the figure from Step 1 by \$100. This gives you the number of units you need in order to receive the maximum benefit you are eligible for. Round up to the nearest unit.

Step 3:

Choose the Benefit Period you would like to be covered for:

- 2 years
- 5 years
- To age 60

Step 4:

Select your preferred Waiting Period:

- 30 days
- 90 days
- 180 days

Step 5:

Select your age next birthday from the table that applies to you.

Step 6:

Write down the cost per unit of cover per year for your age band that falls within your preferred Benefit Period and Waiting Period.

Step 7:

Divide the value in Step 6 by 12 to obtain the cost per unit of cover per month.

Step 8:

Multiply the figure from Step 7 by the number of units you determined in Step 2. The answer is the monthly fee for the Income Protection Cover you want, if you are in the Light Blue Collar occupation class.

Example:

If a Light Blue Collar worker aged 30 next birthday has an annual salary of \$120,000 (\$10,000 monthly) with a preferred benefit period of 2 years and 90 day waiting period, they will pay \$10.84 per month.

Number of units: $8,500 (10,000 \times 0.85) / 100 = 85$ units
 Monthly fee per \$100 of cover: \$0.1275 (\$1.53/12)
 Monthly cost of Income Protection: $85 \times \$0.1275 = \10.84

The insurance fees for other occupation classes are subject to loadings as follows:

- 60% (Professional),
- 70% (White Collar) or
- 200% (Heavy Blue Collar)

If you are in an occupation class other than Light Blue Collar, to calculate your monthly insurance fee, you also need to apply the relevant loading above.

Example:

If a White Collar worker aged 45 next birthday has an annual salary of \$180,000 (\$15,000 monthly) with a preferred benefit period of 5 years and 90 day waiting period, they will pay \$58.09 per month.

Number of units: $12750 (15,000 \times 0.85) / 100 = 127.5$ units
 Monthly fee per \$100 of cover: $\$0.4556 (\$7.81/12) \times 0.7$ (White Collar occupation class loading)
 Monthly cost of Income Protection: $127.5 \times 0.4556 = \$58.09$

Limitations and Restrictions

There are some limitations and payment reductions that may apply to claims (see page 20 about making claims).

No income protection is payable if the claim is caused directly or indirectly by:

- war, or act of war
- an insured member's self-inflicted harm or attempted suicide (whether the insured member was sane or not)
- events related to a normal and uncomplicated pregnancy or childbirth,
- participation in a criminal act
- service in the armed forces with the exception of the Australian Defence Force Reserves
- any mental illness or stress condition, as defined by the insurer, where the insured member's occupation is **Heavy Blue Collar** and they have been in receipt of a **Total Disability** or **Partial Disability** benefit for 24 continuous months
- a person in an **Excluded Occupation** becoming an insured member without the insurer's prior approval.

Cover may continue for up to three years (or longer if the insurer agreed in writing) of you being out of Australia. Claim payments cease after six months absence from Australia but may recommence when you return.

The insurer may also reduce or refuse to pay out any claims:

- if you do not comply with the insurer's claim requirements
- if you do not advise the insurer at the time a disability starts.

Where a claim arises directly or indirectly from any mental illness or stress condition and the occupation class is **Heavy Blue Collar** and an insured benefit has been paid for **Total Disability** or **Partial Disability** for 24 continuous months, no further benefit will be paid.

Please refer to page 21 for details on when Voluntary Income Protection Cover starts and ends. Interim accident cover applies while your application is being processed – please see page 18 for details. If you wish to reduce the amount of Voluntary Cover, please complete and return a *Reducing voluntary insurance cover* form.

The payment of any insured benefits is subject to other terms and conditions described later in this Guide.

Taxation information

Income protection payments are paid in place of your salary/wage so will be taxable under Pay As You Go (PAYG) tax rules. Before paying your claim to you, our insurer will deduct any relevant tax (or at the maximum rate if we do not have your tax file number (TFN) on file).

If you have chosen cover to include super contributions as part of your income protection cover, those contributions will be taxed by your super fund as if they were employer contributions and will count as concessional contributions (please refer to our Understanding contributions limit fact sheet on our website for information about concessional limits).

Corporate Cover – Death & TPD and TTD (Not applicable to Public Offer division)

Corporate Cover is generally provided automatically to eligible Corporate members upon joining AvSuper.

Corporate Cover provides you with a basic level of protection against death, total and permanent disablement (TPD) and total and temporary disablement (TTD), if eligible. You can see if and how much you are covered for on your member statement or via AvSuper Online .

You cannot decline, cancel or change Corporate Cover other than replacing TTD cover with voluntary income protection cover on application to the insurer.

Who is eligible?

You are provided with Corporate Cover for death, TPD and TTD upon commencement with your employer if you meet all of the following criteria:

- you are a Corporate member (ie you currently work for Airservices or CASA),
- your full superannuation guarantee contributions are paid to AvSuper,
- you join AvSuper within six months of starting with your Corporate employer
- you are not a CSS member
- you are between 25[#] and 60 years of age (if under 25, you can elect to have Corporate Cover, or apply for Voluntary Cover)
- you are an **Australian Resident**
- you have an opening balance \$6,000[#] or more.

Commercial pilots are not eligible for TTD cover.

Provided you are otherwise eligible for cover, you can use our online form to elect to get cover immediately even if you are under 25 or have a low balance. Otherwise cover will start when you reach those milestones as long as you meet all other eligibility criteria and there is sufficient money in your account to pay for the cover. Insurance fees apply from the date cover commences.

There is no need for any health evidence unless your insurance cover is above the automatic acceptance level or you don't meet eligibility requirements. You can apply for

additional voluntary insurance cover for death only or death and TPD, and/or to replace your TTD cover with voluntary income protection cover. You can also apply for Voluntary Cover if you do not meet the eligibility criteria for Corporate Cover.

If you have previously claimed (or been eligible to claim) a TPD from any super fund or life insurance policy, you must tell us and can only access Death cover.

How much cover is available?

Corporate Cover for death and TPD is calculated as:

20% x your future service to age 60 x your salary.

'Future service' is defined as how many years remain to your 60th birthday. For instance, if you are now 33.25 years old, you have a future service of 26.75 years.

Your future service and salary relate to your age and salary (according to our records) at the time of a claim. If you are working less than full-time hours your cover will be calculated on your part-time equivalent salary.

Please note that the maximum Corporate Cover (the automatic acceptance level or AAL) you can have without providing evidence of your health is currently \$1,500,000. We will contact you with details if your cover exceeds the AAL, and you will be insured for the AAL until such time as the insurer assesses your application.

Total and Permanent Disablement (TPD) offset by TTD benefit received

If a TTD benefit is paid (see below), any TPD benefit that becomes payable will be reduced by the amount of the TTD benefit paid.

Total and Temporary Disablement (TTD) Cover

Corporate Cover may provide you with an income benefit known as **Total and Temporary Disablement (TTD) cover**. You may be eligible to receive TTD payments if you are determined to be totally and temporarily disabled. The amount payable is calculated as 65% of your **Monthly Income*** up to a maximum of \$25,000 per month. Payment of the TTD benefit commences at the end of the waiting period which is 180 days from the date a doctor certifies that you suffer TTD.

Commercial pilots are not eligible for TTD payments.

TTD benefits are payable for a maximum period of 12 months.

No benefit is payable in certain circumstances. Please refer to the 'Claims' section for information about when death, TPD benefits and TTD may be payable.

TTD cover ends if:

- you become entitled to a TPD benefit under the Policy
- you cease to be employed by your employer
- you get AvSuper Voluntary Income Protection cover
- in other circumstances set out on page 21.

Any TTD payments you become eligible for will cease once you:

- have received payments for 12 months
- are no longer TTD
- have a TPD claim accepted**
- die, or
- reach 60 years of age.

* Your salary information is provided to AvSuper by your employer when you commence employment and at 30 June each year for accumulation members and on your birthday for defined benefit members.

** If your TPD claim is subsequently accepted, the TPD cover payable is reduced by any TTD payments made.

Cost of Corporate cover

Corporate cover fees are deducted from your accumulation account at the end of each month. Different terms and conditions apply to Defined Benefit Members. Refer to the Defined Benefit guide for details. Fees are calculated according to your age, gender and level of insurance cover (which depends on your salary).



The table below shows the monthly insurance fee for each \$1,000 of Corporate Cover (Death, Total and Permanent Disablement (TPD) and Total Temporary Disablement (TTD)).

Corporate Cover (automatic cover for Corporate members) - Death, TPD and TTD		
Age Next Birthday	Male Death & TPD monthly	Female Death & TPD monthly
16	\$0.056	\$0.025
17	\$0.056	\$0.025
18	\$0.056	\$0.025
19	\$0.056	\$0.025
20	\$0.056	\$0.025
21	\$0.054	\$0.024
22	\$0.053	\$0.025
23	\$0.051	\$0.023
24	\$0.049	\$0.023
25	\$0.049	\$0.023
26	\$0.048	\$0.023
27	\$0.048	\$0.021
28	\$0.048	\$0.022
29	\$0.047	\$0.023
30	\$0.049	\$0.023
31	\$0.049	\$0.023
32	\$0.051	\$0.028
33	\$0.054	\$0.032
34	\$0.057	\$0.034
35	\$0.063	\$0.039
36	\$0.063	\$0.046
37	\$0.068	\$0.052
38	\$0.072	\$0.058
39	\$0.079	\$0.067
40	\$0.085	\$0.075
41	\$0.094	\$0.086
42	\$0.107	\$0.099
43	\$0.121	\$0.110
44	\$0.138	\$0.123
45	\$0.154	\$0.131
46	\$0.173	\$0.142
47	\$0.194	\$0.157
48	\$0.218	\$0.176
49	\$0.246	\$0.199
50	\$0.275	\$0.227
51	\$0.309	\$0.258
52	\$0.345	\$0.289
53	\$0.387	\$0.324
54	\$0.430	\$0.363
55	\$0.474	\$0.395
56	\$0.519	\$0.431
57	\$0.572	\$0.467
58	\$0.634	\$0.503
59	\$0.704	\$0.540
60	\$0.781	\$0.581

The table below shows the monthly insurance fees for each \$1,000 of Corporate Cover (Death and Total and Permanent Disablement but without Total Temporary Disablement).

Corporate Cover (automatic cover for Corporate members)- Death, TPD only (no TTD)		
Age Next Birthday	Male Death & TPD monthly	Female Death & TPD monthly
16	\$0.054	\$0.025
17	\$0.054	\$0.025
18	\$0.054	\$0.025
19	\$0.054	\$0.025
20	\$0.054	\$0.025
21	\$0.053	\$0.024
22	\$0.053	\$0.025
23	\$0.050	\$0.023
24	\$0.048	\$0.023
25	\$0.048	\$0.023
26	\$0.048	\$0.023
27	\$0.048	\$0.021
28	\$0.046	\$0.022
29	\$0.047	\$0.023
30	\$0.049	\$0.023
31	\$0.049	\$0.023
32	\$0.051	\$0.028
33	\$0.054	\$0.032
34	\$0.055	\$0.034
35	\$0.059	\$0.039
36	\$0.060	\$0.046
37	\$0.065	\$0.051
38	\$0.070	\$0.057
39	\$0.076	\$0.066
40	\$0.083	\$0.074
41	\$0.092	\$0.085
42	\$0.105	\$0.096
43	\$0.119	\$0.108
44	\$0.134	\$0.118
45	\$0.152	\$0.128
46	\$0.169	\$0.139
47	\$0.192	\$0.153
48	\$0.214	\$0.173
49	\$0.242	\$0.194
50	\$0.269	\$0.222
51	\$0.303	\$0.251
52	\$0.336	\$0.284
53	\$0.378	\$0.318
54	\$0.421	\$0.354
55	\$0.467	\$0.388
56	\$0.508	\$0.424
57	\$0.561	\$0.458
58	\$0.623	\$0.493
59	\$0.688	\$0.528
60	\$0.765	\$0.569

To calculate your monthly insurance fee, first multiply 20% of your future service (ie number of years until you turn 60) by your salary for the sum insured. The sum insured is divided by 1,000 and then multiplied by the rate corresponding to your age next birthday.

Example:

A 33.25 year old male with a salary of \$150,000, has a future service of 26.75 years (60-33.25=26.75). His future service multiple will be 5.35 (26.75 x 20%) and sum insured is \$802,500 (150,000 x 5.35).

His total cost of insurance is $\$802,500/1,000 * 0.055 = \44.14 monthly.

Taxation information

TTD payments are paid in place of your salary/wage so will be taxable under Pay As You Go (PAYG) tax rules. Before paying your claim to you, our insurer will deduct any relevant tax (or at the maximum rate if we do not have your tax file number (TFN) on file).

Other Limitations and Restrictions

Please refer to page 21 for details on when Corporate Cover starts and ends.

No benefit is payable where a claim arises directly or indirectly as a result of:

- Self-inflicted harm or attempted suicide, regardless of whether this member was sane or insane at the time.
- war or act of war.

The payment of any insured benefits is subject to other terms and conditions described later in this Guide.



Defined benefit members

If you are a defined benefit member, your Corporate cover is paid for by your employer as part of your membership (refer to your *Defined Benefit Member Guide* for details). If you also have an accumulation account, you can apply for Voluntary Cover as well (eligibility criteria apply).

Continuation of Corporate Cover

Your death and TPD (if applicable) cover will continue even if you leave Airservices/CASA employment. However, any Corporate Cover will be converted to an equivalent level (rounded up as required) of Voluntary Cover units. Any individual restrictions, conditions, exclusions or premium loadings will continue to apply.

There is no continuation of TTD cover if you leave Corporate employment.

Fees are payable at the Voluntary Cover rates for a Light Blue Collar classification as default. If you are taking up, or take up in the future, Professional, White Collar or Heavy Blue Collar employment (and relevant lifestyle interests) you need to let us know so your insurance fees can be adjusted.

Your cover will cease if an 'end of cover' event occurs (refer to page 21). If you stay an AvSuper member but wish to reduce or end your cover, please complete a *Reducing voluntary insurance cover* form.

Other important information

Interim Accident Cover

Interim Accident Cover is provided during assessment of an application for:

- death and/or TPD Cover above the AAL for Corporate death and/or TPD cover
- Voluntary Death and/or TPD Cover
- Voluntary income protection (IP) Cover (or an increase in IP cover)

Interim Accident Cover provides cover for:

- death (if requested)
- TPD (if requested)
- **Total Disability** caused solely as a result of an injury (if requested)

if cover for that benefit would have been available in respect of you under the Policy.

No interim Accident Cover is provided for TTD.

Interim Accident Cover for death and/or TPD covers death or TPD caused by a visible, violent and external event to the body. Interim Cover for Income Protection covers total disability resulting from bodily injury caused by violent, external and visible means (it does not cover partial disability).

The amount of Interim Accident Cover for death and TPD is the lesser of:

- the amount of cover applied for; and
- \$1,500,000.

The amount of Interim Accident Cover for Income Protection is the lesser of:

- The amount of cover applied for, and
- \$15,000 per month; and
- the maximum amount of cover which would have been applicable to you as an insured person under the Policy.

Interim Accident Cover commences on the date your application is received by the insurer. It ends in certain circumstances including on the earliest of:

- 90 days after the initial application is received by the insurer
- the date the insurer notifies us of their acceptance terms for the cover
- the date the insurer notifies us whether they will accept or reject the cover
- when cover would otherwise cease or the Policy ends.

Accident Cover (not Interim Accident Cover)

The insurer may decide to offer to accept your application for Income Protection cover subject to special terms, including restrictions and premium loadings. From the date that the insurer makes such an offer to you, you will receive Accident Cover for the lesser of 28 days and the date you accept or refuse the offer.

Your beneficiaries on death

By nominating a beneficiary (or beneficiaries) to receive your superannuation if you die, you assist the Trustee in distributing your death benefit (including any insured amount) in accordance with your wishes.

When you die, the AvSuper Trustee determines how to pay your death benefit (ie who gets how much of your super and any insurance payments) in accordance with the law. If you make a valid binding nomination which is effective at the date of your death, the Trustee must follow your instructions. If you do not make a valid and effective binding nomination (for example, it is not properly witnessed or more than 3 years has passed since the nomination was made), the Trustee has the final say in how your money is distributed but will take any non-binding (preferred) nomination into consideration.

You can nominate one or more of your dependants and/or your legal personal representative (see below). If you do not have any dependants, the Trustee may pay your entitlement to your legal personal representative (for your estate) or as otherwise permitted by law.

You should keep your nomination of beneficiaries up to date. It's a matter of logging into **AOL** (non-binding nominations only) or completing a *Nomination of Beneficiaries* form and sending it to AvSuper. Your previous nominations are automatically cancelled when a new form is received.

Who is a dependant?

Your dependants will generally be your spouse (including de facto and same-sex partners), children*, legal personal representative and any other person with whom the Trustee determines that you had an interdependent relationship as at the time of your death.

** There is no distinction between your biological, step or adoptive children.*

Two people are considered to have an interdependent relationship if:

- they have a close personal relationship, and
- they live together, and
- one or each of them provides the other with financial support, and
- one or each of them provides the other with domestic support and personal care.

An interdependent relationship also exists where there is a close personal relationship and one or both people have a physical, intellectual or psychiatric disability. In these circumstances there is no requirement for cohabitation or provision of financial or domestic support.

A close personal relationship is one that involves a demonstrated and ongoing commitment to the emotional support and well-being of the two parties. The definition is not intended to include people who share accommodation for convenience, such as flatmates, or people who provide care as part of an employment arrangement or on behalf of a charity.

Note that financial dependants pay no tax on your death

benefits, but other beneficiaries (including non-dependant children over 18) may be subject to tax.

Life Changes Cover

We all know that things happen and some of those things can increase the amount of insurance you and your family may need. Eligible AvSuper members can increase their existing Voluntary (including Automatic) death and TPD cover when a major life event takes place – two additional units of cover are pre-approved as our way of supporting you as you move into a new stage of your life (subject to eligibility terms).

You can complete a *Life changes insurance increases* form within 60 days of an eligible event to apply to increase your cover.

You can request to increase your current cover by one or two units; additional units require an application for more cover. The same terms and conditions (including fee rates) apply to the additional units as per your existing cover. The additional cover and fees will apply from the date AvSuper receives your completed form and certified evidence, provided you are eligible. The additional units provided under AvSuper's Life Changes Cover are for accidents only in the first six months.

Am I eligible for Life Changes Cover?

Eligible events include becoming a parent, getting married, buying a house you will live in, getting divorced, and starting a child at a private secondary school. Each type of event can only be used for Life Changes Cover once per member.

If you experience an included major life event you must meet the following conditions to qualify for a Life Changes Cover increase:

- no loadings, exclusions or restrictions apply on existing cover
- have not been refused life insurance cover in the past by any insurer
- provide relevant certified evidence to verify the event (as indicated on the form)
- have an AvSuper accumulation account with insurance
- be under 55 years
- have not accepted a Life Changes Cover increase within the previous 12 months
- have accepted Life Changes Cover increases less than 3 times in the past.

Transfer of cover

If you have super and insurance cover in another super fund, you may be able to transfer both to AvSuper to potentially save on fees and paperwork*.

As part of this transfer, you may be able to maintain your current type and level of cover (rounded up to the next whole number of units in AvSuper insurance) in another super fund (old cover) without providing any further health evidence.

Your transfer of any old cover commences once your application has been approved in writing. The cover will be subject to the relevant terms of AvSuper voluntary insurance cover.

Am I eligible?

In summary, to transfer any old cover to AvSuper, you must

- also transfer all super savings from the other fund where you hold old cover to AvSuper
- complete a *Roll into AvSuper* form or an *AvSuper transfer insurance* form
- provide a copy of a recent benefit statement as evidence of your old cover
- already have AvSuper insurance
- be or have been eligible for Automatic Cover or Corporate Cover
- be transferring cover from another fund that was your employer default fund.

AvSuper may accept your transfer even if you have specific restrictions, loadings, conditions or exclusions associated with your old cover. However, these requirements will also apply to your AvSuper cover unless the insurer waives this in writing.

** check if you could lose other benefits before deciding to close an old super account. You should keep your old account open until your AvSuper account is established.*

Claims

AvSuper must be advised in writing of any insurance claim as soon as it is reasonably possible for you (or your beneficiaries) to do so. If we do not receive notice within a reasonable time, the Trustee and insurer may reduce or refuse to pay out the claim to the extent the Trustee's and insurer's assessment of the claim is prejudiced.

Acceptance of any claim is subject to the terms and conditions of AvSuper's insurance policy including eligibility criteria such as our total disability definition. The Trustee can only pay out insurance claims if permitted by the Trust Deed and relevant legislation.

For death benefits, it is important to note that:

- the benefit is only payable if date of death occurs while Death cover is in force
- the value of the benefit paid is determined at the date of death
- a benefit may not be payable because of eligibility criteria, restrictions, limitations or exclusions, the applicability of which is determined at the date of death. These include that no benefit is payable where a claim arises directly or indirectly as a result of war or act of war and, for voluntary death cover, no benefit is payable where death is caused by suicide or attempted suicide where this occurs within 13 months of the date cover commences.

For terminal illness benefits, it is important to note that:

- the benefit is paid if the date of diagnosis occurs while Death cover is in force (terminal illness cover is part of any death cover you hold)
- if a terminal illness benefit is paid all cover will cease unless there is any Death cover remaining
- the value of the benefit is determined as at the date of diagnosis.
- a maximum benefit limit of \$3 million applies
- a benefit may not be payable because of eligibility criteria, restrictions, limitations or exclusions, the applicability of which is determined at the date of diagnosis. These include that no benefit payable where a claim arises directly or indirectly as a result of war or act of war.

For TPD benefits, it is important to note that:

- a TPD benefit is only payable in the event the relevant TPD definition is met
- the value of the TPD benefit is determined as at the **Date of Disablement**
- a TPD benefit will be payable where the **Date of Disablement** occurs while TPD cover is in force
- a maximum benefit limit of \$3 million applies
- a benefit may not be payable because of eligibility criteria, restrictions, limitations or exclusions, the applicability of which is determined at the date of **Date of Disablement**. This includes that no benefit payable where a claim arises directly or indirectly as a result of war or act of war and, for voluntary TPD cover, no benefit is payable where TPD is caused by self inflicted injury or attempted suicide.

For Income Protection and TTD benefits, it is important to note that:

- a benefit is only payable in the event the relevant disability definition is met
- the value of the benefit is determined as at the date you are eligible for the benefit
- a benefit will be payable where the relevant disability occurs while income protection cover or TTD cover (as applicable) is in force, subject to the applicable waiting period (the waiting period must commence will cover is in force)
- a maximum benefit limit of \$30,000 per month for Income Protection cover and \$25,000 per month for TTD cover applies
- a maximum benefit period of 12 months for TTD cover and 2 years, 5 years or to age 60 for Income Protection cover applies
- a benefit may not be payable because of eligibility criteria, restrictions, limitations or exclusions, the applicability of which is determined at the date you are eligible for a payment. This includes that no benefit payable where a claim arises directly or indirectly as a result of war or act of war or self-inflicted harm or attempted suicide.

You may not be eligible for payment of a benefit, or have a reduced level of benefit, if:

- you fail to undergo tests or treatment
- you fail to provide information
- a limitation, restriction or exclusion applies, for example, you have left the country for more than three years, or
- you commence active duty with the armed forces of any country.

Making an insurance claim

To assess your claim quickly, we need all relevant information so please contact us for details or the appropriate form(s). However, it is likely you (or your dependants) will need to give us the following information in your claim:

- your name
- your member number
- your address and contact details
- your date of birth
- type of insurance cover you are claiming against
- the date of the claimable event
- details of the claimable event – the more details, the easier it is to assess

Send your claim to us at: AvSuper Pty Ltd, PO Box 223, Civic Square ACT 2608

Other important things you should know

When does cover start?

Providing you are eligible and required contributions have been received into your account, Corporate or Automatic insurance cover usually commences on the first day of your employment, the day you meet age and balance requirements, or the day you elect to override age and balance requirements (provided that on that day you meet other eligibility requirements). However, if you are not in **Active Employment** on the day you join AvSuper your cover will start the day after you start work.

Voluntary Cover will commence from the date your application is approved.

If you apply for cover above the automatic acceptance level (AAL), health evidence may be required. Cover above this amount will start from the date the insurer agrees in writing to that extra cover.

When does the cover end?

Your cover will generally cease on the earliest of the following events:

- the date you notify us you choose to opt out of Voluntary Cover and Automatic Cover. You cannot opt out of Corporate Cover
- you become entitled to the payment of a Death, terminal illness or TPD entitlement (subject to any remaining Death cover following a terminal illness payment)
- you reach age limits: 60 (Corporate Cover and long term Income Protection Cover), 65 (short term Income Protection Cover), or 70 (Automatic Cover and Voluntary Death only or Voluntary Death & TPD Cover)
- you commence active duty with the armed forces of any country other than the Australian Defence Force Reserves
- you leave AvSuper
- when your employer approved leave is longer than the period of time permitted under the Policy
- the date you cease to reside in Australia or fail to meet the insurer's terms for cover
- your account balance falls below \$1,200 if you do not have regular employer contributions being made into your account
- the Policy is terminated by the Trustee or is cancelled by the insurer, in which case you will be given appropriate notice.

Note that your Corporate Cover ends when you cease Airservices/CASA employment (please see the continuation of cover information on page 17). TTD cover ends when you cease Airservices/CASA employment.

By law, we must end your insurance cover if your super account receives no contributions or transfers for 16 months unless you specifically elect for it to continue. We will send reminders, and you can use our online form to make the election.

Other cessation of cover events may apply, as set out in the Policy.

Reinstatement of cover

You can opt out of your Voluntary Cover (including Automatic Cover) at any time and reapply for it later. However, you would need to satisfy health and Policy conditions at the time of reapplying – acceptance, fees and cover level may not be the same as your previous cover.

If your cover ceased at any point because you were ineligible for cover, you will need to make a new application for cover which may or may not be accepted. This includes cover ceasing because you join the armed forces, couldn't pay fees or your account became inactive.

What happens when I change jobs?

If you change employers, including if you become self-employed, you can stay in AvSuper.

Any voluntary and Automatic cover will continue at the same rates and terms as long as you maintain a minimum \$1,200 super balance, have not changed occupation class nor started an **Excluded Occupation** (see page 26), have not cancelled your cover and cover has not ended for some other reason.

However, any Corporate death and TPD cover will be converted to units of Voluntary Cover and voluntary fee rates will apply. The cover provided by those units will decrease over the life of the Policy but the fee will remain fixed (assuming your occupation class does not change).

Employer Approved Leave

Your insurance cover continues for up to 24 months of employer approved leave (as defined in the Policy) including paid and unpaid leave, provided you continue to be employed by your employer, insurance fees are paid to the insurer and cover does not cease for some other reason. No time extension is allowed unless the insurer's approval is obtained in advance. In the case of Voluntary income protection cover, the insurer will not be liable to pay a benefit in respect of a period during which the Insured Person was not otherwise due to receive income from their employer.

You can, of course, make extra contributions to your AvSuper account to cover any insurance fees during any period of leave, if required.

Outside of Australia

Your insurance cover may continue for up to three years if you are out of Australia whether you are travelling for work or pleasure, subject to the terms and conditions of the Policy and provided cover does not cease for some other reason. Please contact us if leaving Australia for an extended period or to see if we can arrange cover beyond 3 years. Insurance fees must be paid throughout your absence from Australia.

Income Protection payments cease after six months but may recommence when you return to Australia. Any TPD claims may require assessment within Australia before payment will be made.

Note no insurance applies if you visit a country graded as 'do not travel' when you leave Australia. Please contact us if you are considering such travel.

Insurance fee rates

Insurance fees include stamp duty, where applicable. The Trustee does not guarantee the fee rates and any changes will be advised to you in writing and on our website. Tax deductions received by AvSuper are generally refunded so that insured members enjoy the benefit of the deduction.

Duty to take reasonable care

When applying for insurance, there is 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.

If you do not meet your duty

If you do not meet your legal duty, this can have serious impacts on your insurance. There are different remedies that may be available to the insurer. These are set out in the Insurance Contracts Act 1984 (Cth). These are intended to put the insurer in the position the insurer would have been in if the duty had been met.

Your cover could be avoided (treated as if it never existed), or its terms may be varied. This may also result in a claim being declined or a benefit being reduced.

Please note that there may be circumstances where the insurer later investigate whether the information given to it was true. For example, the insurer may do this when a claim is made.

Before the insurer exercises any of these remedies, the insurer will explain its 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 the insurer's questions, please:

- Think carefully about each question before you answer. If you are unsure of the meaning of any question, please ask us or the insurer before you respond.
- Answer every question.
- Answer truthfully, accurately and completely. If you are 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 that mean you would now answer the insurer's questions differently. As any changes might require further assessment or investigation, it could save time if you let the insurer know about any changes when they happen.

If you need help

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

Your privacy

AvSuper Pty Ltd collects information from you for the purpose of administering and disbursing your super entitlement, including any insurance payment. If it is not collected we cannot look after your interests as an AvSuper member.

Your information will be passed onto our insurer to assess and manage your insurance cover. The insurer may also need to collect further and potentially sensitive information.

We, or our insurer, may need to pass some of your information to medical practitioners to clarify or verify details, or to insurance reference agencies, claims assessors, reinsurers and anyone acting for you (e.g. a solicitor, financial adviser, guardian or executor).

AvSuper and our insurer undertake all necessary precautions to maintain the security and privacy of your information. You can access the personal information we collect and the organisations to which we disclose your personal information by contacting AvSuper. AvSuper's Privacy Notice is available at avsuper.com.au or by calling **1300 128 751**.

The insurer's privacy policy can be found at aia.com.au/privacy-policy.

Glossary

This section sets out key defined terms. There are other defined terms in the Policy, which may apply to your Claim. If you would like further information about this, contact us on **1300 128 751**.

Active Employment means that you:

- a. are actively performing all of the duties and hours of your usual occupation without restriction due to illness or injury and are working normal hours and duties on the applicable date; or
- b. if on Employer approved leave (except leave caused by any illness or injury) you would be able to attend work and perform your normal duties and hours without restriction due to illness or injury; or
- c. if a Spouse, performing **Home Duties**, you are actively performing all the functions of **Home Duties** (Note: Home Duties means performing on a full-time basis duties related to running the family home including 'cleaning', 'cooking', 'washing', 'shopping' and where applicable 'carer', as defined in the Policy);

and

- a. are not in receipt of and/or entitled to claim income support benefits from any source due to illness or injury including but not limited to workers' compensation benefits, statutory transport accident benefits and disability income benefits.

Activities of Daily Living means bathing, the ability to wash or shower without assistance; dressing, the ability to put on and take off clothing without assistance; feeding, the ability to get food from a plate into the mouth without assistance; mobility, the ability to get in and out of bed and a chair without assistance; toileting, the ability to use the toilet including getting on and off without assistance.

Activities means:

Mobility: To

- Bend, kneel or squat to pick something up from the floor and straighten up again, and get into and out of a standard sedan; or
- walk more than two hundred (200) metres at a normal pace on a level surface without stopping due to breathlessness as a result of a medical condition.

Seeing: To read ordinary newsprint and pass the standard eye test for a car licence (even with glasses or contact lenses) and the Insured Person's vision is better than legal blindness. Legal blindness is as certified by an ophthalmologist.

Lifting: To lift with the Insured Person's hands (from bench height) and carry a five (5) kg weight a distance of ten (10) metres and place the item back down at bench height.

Communicating: To speak in the Insured Person's first language with sufficient clarity such that the Insured Person can hold a conversation in a quiet room by understanding a simple message and relaying that message to another person.

Australian Resident means an Australian citizen or a person who is the holder of an Australian permanent visa within the meaning of Section 30 of the Migration Act 1958 or resides in Australia on a 457 working visa.

Date of Disablement (for TPD Cover) means for the **Total and Permanent Disablement** benefit, the earlier of:

- a. if Part 1 of the TPD definition applies, the beginning of the 3 consecutive months the Insured Person is unable to perform any work referred to in Part 1 of the definition of TPD;
- b. if Part 2 applies:
 - i. the date on which the 3 consecutive months inability to perform at least 2 of the everyday **Activities** that results in **Total and Permanent Disablement** began, or
 - ii. the date on which a Mental Disorder as defined under Part 2 of the TPD definition is met.

Limited Cover means cover for an illness that first became apparent or an injury that occurred on or after the date cover commenced or increased for the Insured Person and is not related to a illness or injury that occurred before the applicable date.

Monthly Income (for Corporate TTD cover and Voluntary Income Protection Cover) means:

- a. where the person does not directly or indirectly own part of their Employer their Monthly Income is 1/12th of their current annual pre-tax salary from the Employer but not including any director's fees, commissions, overtime payments, bonuses, penalty or shift allowances, investment income, income received from deferred compensation plans, disability income policies or retirement plans or income not derived from vocational activities, unless the insurer has expressly agreed otherwise; or
- b. where the person directly or indirectly owns part or all of a business or practice which is their Employer, their Monthly Income is 1/12th of the annual share of the income of that business or practice generated by their personal exertion in the previous 12 months after the deduction of their share of expenses in generating that income, or any other income the insurer has expressly approved.

Other Disability Income (for Voluntary Income Protection Cover) means any income (other than income under the Policy) which a person may derive during a month for which the amount of benefit applies to them under the Policy is being assessed, whether that income was actually received or not; and

Includes:

- a. Any other income derived as a result of incapacity under any other insurance policy; and
- b. Any benefit under any worker's compensation, motor accident compensation or other similar State, Federal or Territory legislation,

But does not include:

- a. Income earned from investments; and
- b. Any lump sum TPD benefit, lump sum super benefit, lump sum trauma or terminal illness style benefit; and
- c. Annual leave, sick leave or longer service leave entitlements.

Any **Other Disability Income** that is in the form of a lump sum or is commuted for lump sum, will be converted by the insurer to a monthly amount at the rate of 1/60th per month over a period of 60 months for each month a disability benefit is paid.

If it can be shown that a portion of the lump sum represents compensation for pain and suffering, or the loss of use of a part of the body the insurer will not take that portion into account as **Other Disability Income**.

Where a common law, or workers compensation or statute payment is received as a lump sum and pain and suffering cannot be isolated from loss of earnings, the insurer will convert this to a monthly amount at the rate of 1/60th per month over a period of 60 months for each month of a Disability benefit is paid.

Partial Disability (for a Partial Disability Benefit under Voluntary Income Protection cover) means a benefit payable where an Insured Person has ceased to suffer **Total Disability** and;

- a. has resumed employment; or
- b. in the insurer's opinion, is deemed capable of returning to partial employment duties; and
- c. as a result of the injury or illness that caused their **Total Disability** the Insured Person receives, or would in the insurer's opinion receive, a **Post-Disability Income** that is less than their **Monthly Income**; and
- d. is under the continuous and regular care of a Doctor undergoing the appropriate treatment.

Post Disability Income means any income (other than income under the Policy) that a person may derive after the commencement of the Waiting Period during a month for which the amount of the benefit that applies to them under the Policy is being assessed.

However, if the Insured Person is in the insurer's opinion suffering **Partial Disability** but has not received such income the insurer will estimate their capacity to earn by substituting an amount for partial earnings with regard to the extent of their **Partial Disability** to enable the insurer to calculate the benefit.

Terminal illness means a terminal medical condition (a disease or condition) that has been diagnosed by two registered medical practitioners (including one relevant specialist) approved by the insurer as likely to result in your death within 24 months.

Members with a terminal illness, even if still working, may be eligible to access their super and relevant insurance, tax free.

Total and Permanent Disablement/Disability (TPD) means the Insured Person in the Insurer's opinion:

- a. is under the regular care and following the advice of a Medical Practitioner and has undergone all reasonable and usual treatment including rehabilitation for the illness or injury;
- b. meets Part 1 or 2 (as applicable) as set out below; and
- c. is so disabled they are unlikely to resume their previous occupation at any time in the future and will be unlikely at any time in the future to perform any **Other Occupation**.

Part 1 – unlikely to return to work

- a. The Insured Person solely because of Injury or Illness is unable to do any work for 3 consecutive months; and
- b. at the end of the 3 month period they continue to be so disabled that they are unlikely to resume their previous occupation at any time in the future and will be unlikely at any time in the future to perform any **Other Occupation**.

Part 1 applies where at the **Date of Disablement**, the Insured Person is aged less than 67 and:

- is working on a permanent, casual or contract basis; or
- Unemployed for less than 24 months; or
- Self-employed and has completed paid work in the previous 24 months; or
- On approved leave for less than 24 months.

Part 2 - 'unable to do basic everyday Activities' or has a 'Mental Disorder'

The Insured Person will be considered totally and permanently disabled if:

- a. solely because of illness or injury, the Insured Person is continuously unable for a period of 3 consecutive months after the **Date of Disablement** to perform at least 2 out of the 5 **Activities** listed below as certified by a Medical Practitioner, and in the insurer's opinion on the basis of the medical evidence, is permanently unable to perform the same **Activities** without assistance from another adult person (even if using aids and adaptations*); or
- b. the Insured Person has a **Mental Disorder**.

Part 2 applies where at the **Date of Disablement**, the Insured Person is:

- aged 67 and over;
- Unemployed for 24 months or more;
- Self-employed and has not completed paid work in the previous 24 months; or
- On approved leave for 24 months or more;
- Whose occupation is a Pilot.

Manual dexterity: To use

- at least one hand to pick up or manipulate small objects precisely with the Insured Person's hand or fingers (such as picking up a coin from desk height, using cutlery, tying shoelaces or fastening buttons); or
- a pen, pencil or keyboard to write a short note that can be understood by another person in Insured Person's first language.

Where the Insured Person is unable to perform one or more of the above **Activities** when cover commenced, that activity will not be taken into consideration by the Insurer as part of the TPD assessment.

*Aids and adaptations refers to equipment or fixtures which assists the Insured Person to carry out the **Activities**.

A **Mental disorder** is one that:

- a. has been diagnosed by a psychiatrist under the latest edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM) issued by the American Psychiatric Association (or a similar diagnostic tool determined by the Royal Australian and New Zealand College of Psychiatrists Board); and
- b. the Insured Person's treating health professional believes won't improve, and
- c. the Insured Person has been assessed by a psychiatrist appointed by the insurer as having an impairment of 19% or more on the Psychiatric Impairment Rating Scale and in their opinion the condition is permanent.

Other Occupation (for Part 1 & 2 of TPD definition) means any occupation the person is qualified to perform by their education, training or experience at the time we assess the claim and includes;

- a. part-time occupations; and
- b. an occupation which may be perceived by the person to be of lower status than the person's previous occupation or an occupation in which the person does not earn as much income as they did in their previous occupation.

Total and Temporary Disablement/Disabled (For Corporate TTD Cover) means an Insured Person is totally disabled because of injury or illness, if they:

- a. are unable to perform their occupation; and
- b. are under the regular care of, and following the advice of a Doctor; and
- c. are not working in any occupation, whether for reward or not for reward.

Total Disability (for a **Total Disability Benefit under Voluntary Income Protection cover**) means:

- a. an Insured Person is totally disabled if, because of illness or injury, he or she is:
 - i. for the first 2 years, unable to perform their occupation. For the remainder of the Benefit Period, unable to perform their occupation or any other occupation for which they are reasonably capable of performing by reason of education, training or experience; and
 - ii. is under the regular care of, and following the advice of a Doctor; and
 - iii. not working in any occupation, whether for reward or not for reward.
- b. where in the insurer's opinion, immediately prior to the date of disability, an Insured Person's occupation is **Heavy Blue Collar** they are totally disabled due to illness or injury, if he or she is;
 - i. for the first 2 years, unable to perform their occupation; and
 - ii. for the next 3 years of the Benefit Period, unable to perform their occupation or any other occupation for which they are reasonably capable of performing by reason of education, training or experience; and
 - iii. For the remainder of the Benefit Period is unable to perform 2 of the **Activities of Daily Living** without the assistance of someone else; and
 - iv. is under the regular care of, and following the advice of a Doctor, and
 - v. not working in any occupation, whether for reward or not for reward.

Occupation Classes

The occupational classifications used to determine your insurance fees, and which may be relevant to your eligibility for cover, are:

Professional

Employees who hold a tertiary qualification and are registered by a government body or are members of a professional institute and earn more than \$100,000 p.a.. 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.

White Collar

Employees mainly engaged in clerical and administrative office based duties working indoors and in a sedentary capacity.

Light Blue Collar

Employees mainly engaged in light manual duties or who travel but do not deliver goods (Please note for the purposes of insurance, Air Traffic Controllers would be classed as Light Blue Collar, other occupations are retail and sales personnel, computer technicians, supervisors of manual work or professionals with some fieldwork).

Heavy Blue Collar

Unskilled employees mainly performing manual work or skilled employees performing heavy manual work (e.g. fire fighters, construction workers, factory workers, cleaners, labourers, delivery drivers, storemen, production workers and machine operators).

Your classification includes your interests and hobbies, not just paid work, and will be verified if a claim is made.

Excluded

Certain high risk occupations, as determined by the insurer are not eligible for Voluntary Cover - remember to cancel cover if this applies to you when changing jobs. For a list of **Excluded Occupations**, refer to the section headed 'Who is Covered' at the start of this guide.

The following occupations or any occupations which include any of the following duties are an **Excluded Occupation**:

- a. Earth drilling, mineral exploration, miner or person working with explosives,
 - b. Police,
 - c. Fisherman,
 - d. Forestry worker,
 - e. Offshore oil rig worker,
 - f. Professional entertainer such as actor, dancer, musician or stage performer,
 - g. Professional or semi-professional sports people,
 - h. Seasonal workers or employees in industries with a high level of seasonal or casual workforce,
 - i. Doormen, bouncer or person employed in crowd control,
 - j. Sex worker,
 - k. Sheltered workshop employees,
 - l. Underground or underwater worker,
 - m. Workers in the horse racing industry such as trainer, jockey or strapper,
 - n. Workers whose work requires them to work at heights such as rigger, scaffolder, roof worker or antenna erector,
- And, in addition, for Voluntary income protection cover
- o. working as a support person, domestic helper or carer (whether in a paid capacity or not) for an organisation which provides such services to persons suffering from Acquired Immune Deficiency Syndrome (AIDS)
 - p. commercial pilot.





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