

Travel Insurance

Supplementary Product Disclosure Statement

This is a Supplementary Product Disclosure Statement (**SPDS**), issued by AAI Limited ABN 48 005 297 807 AFSL No. 230859.

This SPDS supplements the Apia Travel Insurance Product Disclosure Statement and Policy Wording dated 18 July 2006 (the **PDS**) and must be read together with the PDS and any other SPDS we may give you.

The purpose of this SPDS is to:

- provide information regarding your 'cooling off period';
- update information about when we give you personal advice;
- update the meaning of the term '**specified person**';
- include information about how claims and emergency assistance services are managed;
- update information about complaints handling;
- include information about the Financial Claims Scheme.

Prepared on 27 November 2014

SPDS active 01/02/15

Changes to the PDS

1. Insert the following underneath the paragraph titled 'How to use this Product Disclosure Statement and Policy Wording' on the inside of the front cover of the PDS:

"Cooling off period

After you take out this insurance or renew your policy for another period of insurance, you have 21 days to consider the information in your Product Disclosure Statement and Policy Wording. This is called the 'cooling off period'. If you decide to cancel your policy during the cooling off period we will refund the unexpired portion of the premium less any non refundable government charges, provided that you have not commenced your journey or made a claim."

2. Delete the paragraph at the top of page 5 of the PDS in its entirety that starts with the following sentence:

"You are also entitled to receive a statement of advice whenever we give you any personal advice about the authorised insurance policies."

13 50 50

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Rewarding experience



3. Replace the definition of '**specified person**' on page 13 of the PDS with the following (noting that the defined meaning of 'children' in the PDS does not apply in this instance):

*“**specified person**’ means any of the following who reside permanently in Australia:*

- *your spouse, partner or de facto;*
 - *your parents, parents-in-law, grandparents;*
 - *your children, grandchildren, brothers and sisters, including their respective spouse, partner or de facto;*
 - *the children, parents, parents-in-law, grandparents, grandchildren, brothers and sisters of your spouse, partner or de facto;*
 - *a friend with whom you have arranged to travel.”*
4. Insert the following wording immediately below the major page heading 'What to do when you have a claim' on page 37 of the PDS:

“Claims services are managed by an external provider on our behalf.”

5. Delete the wording on pages 38 and 39 of the PDS under the heading 'How we resolve your complaints' in its entirety and replace with the following:

“How we will deal with a complaint

If you have a complaint about our products or services (even if through one of our service providers) or our complaints handling process, please let us know so that we can help.

You can contact us:

By phone 13 50 50

In writing GPO Box 756
Melbourne
VIC 8060

By email customerservice@apia.com.au

Please include the full details of your complaint and explain what you would like us to do.

In person

Come in and talk to us face to face at your local Apia branch.

When we receive your complaint, we will consider all the facts and attempt to resolve your complaint by the end of the next business day.

If we are not able to resolve the matter to your satisfaction, it will be referred to the relevant team leader or manager, who will review your complaint and contact you with their decision within 5 business days of us receiving your complaint.

If you remain dissatisfied the matter will be referred to our Internal Disputes Resolution team (IDR). Our IDR team will review your complaint, and provide you with their final decision within 15 business days of your complaint being referred to them. The contact details for our IDR team are:

By phone 1300 240 531 (for the cost of a local call)

By fax 1300 316 047

In writing Internal Dispute Resolution
Apia
GPO Box 14180
Melbourne City Mail Centre
Victoria 8001

By email idr@apia.com.au

If we require additional information for our assessment or investigation of your complaint, we will agree with you a reasonable alternative timeframe to resolve your complaint.

If we are unable to resolve your complaint within 45 days, you may take your complaint to the Financial Ombudsman Service (the FOS), even if we are still considering it. The contact details for the FOS are set out below.

What if you are not satisfied with our final IDR decision?

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the FOS. The FOS is an independent external dispute scheme and their service is free to you. Any decision the FOS makes is binding on us, provided you also accept the decision. You do not have to accept their decision and you have the option of seeking remedies elsewhere.

The FOS is available to customers who fall within their terms of reference. The FOS will advise if they can help you.

You can contact FOS:

By phone: 1300 780 808 (for the cost of a local call)

By Fax: (03) 9613 6399

By email: info@fos.org.au

In writing: Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001

By visiting: www.fos.org.au

6. Delete the 'Your travel notes' section on page 40 of the PDS and replace it with the following:

“Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

Information about the FCS can be obtained from APRA at www.apra.gov.au or by calling 1300 55 88 49.”

7. Insert the following wording immediately below the heading 'Emergency assistance' on the back cover of the PDS:

“Emergency assistance services are managed by an external provider on our behalf.”

Further information

If you need more information, or if you have any questions about these changes, please phone us anytime on **13 50 50**. Or alternatively visit our web site apia.com.au

Who we are

Insurance is issued by AAI Limited ABN 48 005 297 807 AFSL No. 230859. Australian Pensioners Insurance Agency Pty Limited ABN 14 099 650 996, authorised representative number 239591, acts as agent and authorised representative of AAI.