



MTAA Super - Insurance in Superannuation Voluntary Code of Practice Transition Plan

Key Code requirements	What this means	Status and expected date of full compliance
<p><i>Section 4. Appropriate and Affordable Cover</i></p> <p>Benefit design (4.1- 4.9)</p>	<p>We will design insurance benefits for members who automatically receive it, that are appropriate and affordable and take into account member characteristics and needs which will not inappropriately erode their retirement incomes.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant when we publish the Insurance Strategy on the website by 30 June 2019.</p>
<p>Categories of our membership (4.10 - 4.13)</p>	<p>In designing our insurance benefits, we take into consideration relevant and appropriate factors and characteristics for the different specified categories of members.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by August 2019.</p>
<p>Reviews and changes to benefit design (4.14 -4.17)</p>	<p>We will review and update the benefit design and assess the appropriateness of premiums at each contract renewal, but no longer than every 3 years</p>	<p>We comply with all of the Code requirements.</p>



<p>Cancelling your insurance cover (4.18 – 4.22)</p>	<p>We will provide easy to understand instructions on how to cancel your cover. You will be able to cancel your insurance cover by post, email, telephone or electronic medium</p>	<p>We partially comply with the Code requirements. We will be fully compliant by November 2019.</p>
<p>Communicating to you about lack of contributions (4.23 - 4.27)</p>	<p>We will commence communicating with you if after 6 months we have not received any contributions for you, and where applicable, we will talk to you about the consequences of not receiving contributions.</p>	<p>We will be compliant by August 2019.</p>
<p>Reinstatement of cover (4.28 – 4.30)</p>	<p>We will advise you how cover may be reinstated if it has ceased due to a lack of contributions.</p>	<p>We partially comply with the Code requirements. We will be fully compliant by August 2019.</p>
<p>Duplicate Insurance cover (4.31)</p>	<p>When you join the fund, we will offer you assistance in identifying whether you may be duplicating your insurance cover to avoid you paying for cover that you may not be able to claim for.</p>	<p>We partially comply with the Code requirements. We will be fully compliant by November 2019</p>
<p><i>Section 5. Helping you make informed decisions</i> How we will provide you with information (5.1 – 5.10)</p>	<p>We will help you to make informed decisions about your insurance cover by giving you regular easy-to-understand information.</p>	<p>We review and aim to improve communications on an ongoing basis. We will comply with the Code-specific requirements in August 2019.</p>



<p>Explaining our definitions (5.11 – 5.16)</p>	<p>We will clearly explain our insurance definitions and how they work, on the website and in our disclosure documents.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by August 2019.</p>
<p>Communication during the term of your cover (5.17 – 5.20)</p>	<p>Your Annual Statement will be enhanced to provide additional information about the cover you have, how you can tailor cover to your needs and any terms or circumstances that may affect your cover.</p>	<p>We will be compliant by August 2019.</p>
<p>Lost Members (5.21- 5.23)</p>	<p>All best efforts will be made to keep your contact details up to date.</p>	<p>We comply with all of the Code requirements.</p>
<p><i>Section 6. Supporting Vulnerable consumers</i></p> <p>Providing information (6.4 – 6.6)</p>	<p>We will support vulnerable consumers when communicating with them or accessing services such as applying for insurance, making a claim or a complaint.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by June 2020.</p>
<p>Interpreting services (6.7 - 6.9)</p>	<p>We will provide an interpreter service at your request or when needed to enable us to effectively communicate with you.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by June 2020.</p>
<p>Guardianship (6.10)</p>	<p>We will communicate and deal with any State-appointed guardian, or administrator or the holder of an enduring power of attorney on your behalf.</p>	<p>We comply with all of the Code requirements.</p>



<p>Release of funds (6.11- 6.12)</p>	<p>We will clearly communicate the conditions of an early release of benefits on our website, and the effect of a release on your insurance benefits.</p>	<p>We partially comply with the Code requirements. We will be fully compliant by August 2019.</p>
<p><i>Section 7. Handling Claims</i> Principles of claims handling (7.1 – 7.6)</p>	<p>We will assist you when making a claim and ensure the claim process is as straight-forward as possible. We will oversee the conduct of the insurer to ensure it complies with the claims standards in the Code.</p>	<p>We partially comply with the Code requirements. We will be fully compliant by August 2019.</p>
	<p>We will publish our claims philosophy and work with the insurer to ensure an alignment of their philosophy with ours.</p>	<p>We partially comply with the Code requirements. We will be fully compliant by August 2019.</p>
<p>The claim process (7.7 – 7.11)</p>	<p>We will work with the insurer to ensure the claim process is both consistent and efficient, noting the Insurer’s responsibilities under the Financial Services Council Insurer Code to determine claims within specific timeframes.</p>	<p>We partially comply with the Code requirements. We will be fully compliant by August 2019</p>
	<p>We will ensure that you are assigned a primary contact for your claim and that communication to you is timely and clear.</p>	<p>We comply with all of the Code requirements.</p>



<p>Making a claim (7.12 – 7.16)</p> <p>While a claim is being assessed (7.17 – 7.21)</p>	<p>We will assist you when making a claim. We will establish service standards for the claim process, including providing any information or forms required, acknowledging receipt of your claim, responding to queries about your claim, providing updates on your claim and providing a summary to you of the claim process.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by August 2019</p>
<p>Review of the insurer’s decision (7.22 – 7.29)</p>	<p>We will review all decisions of the insurer within our service standards to:</p> <ul style="list-style-type: none"> • Confirm that an accepted claim may be released to you and that the amount is correct; and • Determine that a decision to decline a claim has considered all the relevant information and that it is fair and reasonable and you are provided sufficient information to understand the reason for the claim being declined. 	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by August 2019.</p>



	<p>We will query any claim with the insurer if we think it may not be a fair decision and if the claim has a reasonable chance of success, we will advocate on your behalf.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by August 2019.</p>
<p>Claim decision (7.30 – 7.31)</p>	<p>When a decision has been made in relation to your claim, we will review your claim and inform you of the decision of the insurer within Code approved timeframes.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by August 2019.</p>
<p>Income protection claims (7.32 – 7.35)</p>	<p>When you lodge an income, protection claim we will work with the insurer to support your recovery. We will oversee the claim process to ensure you are informed of your claim entitlements, and that the relevant healthcare providers are providing information to assist with the assessment of your claim.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by August 2019.</p>
<p><i>Section 8 Premium Adjustments</i> Premium adjustments (8.1 – 8.5)</p>	<p>We will publish the premium adjustment mechanism we have in place with the insurer and ensure any payments from the insurer are distributed to members by way of adjustments to future premiums or insurance administration costs.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by August 2019.</p>



<p><i>Section 9 Promoting our insurance cover</i> Promoting our insurance cover (9.1 – 9.4)</p>	<p>We will promote our insurance to ensure it is not misleading, is clear and consistent and directed to segments of the membership we have identified as it being likely to be appropriate, affordable and of value.</p>	<p>We partially comply with the Code requirements. We will be fully compliant by August 2019.</p>
<p><i>Section 10 Changes to cover</i> Changes to cover (10.1 – 10.17)</p>	<p>We will:</p> <ul style="list-style-type: none"> • Provide clear instructions on how to change cover in the welcome pack, website, Annual Statement and any relevant communication material; • Advise the consequence of any change in cover • Have oversight in the insurer’s process where applications for increase in cover are managed • Advise of the consequence of any transfer of cover, if cover is offered subject to any terms and conditions, or it is declined; the reason for it being declined. 	<p>We partially comply with the Code requirements. We will be fully compliant by August 2019.</p>



<p><i>Section 11 Refunds</i> (11.1 – 11.3)</p>	<p>If we determine you cannot claim because your cover is offset by cover you hold elsewhere, we will refund any premiums up to a maximum of 6 years, and cancel your cover. If your claim is accepted, we will refund your premiums to the date you became eligible to claim.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by 30 June 2019.</p>
<p><i>Section 12 Staff and Service Providers</i> (12.1 – 12.11)</p>	<p>We will ensure all staff who service you for claims and insurance related matters are adequately trained and are technically competent. We will monitor the performance of all of our Service Providers to ensure compliance with all of the Code requirements.</p>	<p>We comply with all of the Code requirements.</p>
<p><i>Section 13 Making enquiries and complaints</i></p> <p>How to make an enquiry (13.1 -13.7)</p>	<p>We will make available on request, details of your cover, our contract with the insurer, the product disclosure document and the Fund Trust Deed.</p> <p>We will respond to the enquiry within the Code Service Standards.</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by 30 June 2019.</p>
<p>How to make a complaint (13.8 – 13.18)</p>	<p>We will publish details on our website on how you may make a complaint and will tell you who will be your contact if you make a complaint. We will provide updates every 20 business days and except in exceptional circumstances, will provide</p>	<p>We partially comply with the Code requirements.</p> <p>We will be fully compliant by 30 June 2019.</p>



	a written response, which includes the reason for our response, within 45 calendar days.	
External determination of complaints (13.19 – 13.20)	If your complaint is not resolved to your satisfaction, you may refer your complaint to an external dispute resolution.	We comply with all of the Code requirements.
<i>Section 14 Promoting monitoring and reporting on the Code</i> Our role (14.1 – 14.4)	We will promote the Code, make it accessible and have appropriate systems and processes in place to monitor compliance with the Code. We will publish an annual report of instances where we have failed to comply with the Code, where we may have determined that complying with the Code was not in the best interest of members or what steps we are making to improve our Code compliance.	We will comply by June 2020.
Role of the Insurance in Super Code Owners (14.5 – 14.9)	We will participate in the oversight, management and promotion of the Code.	We will comply by June 2020.