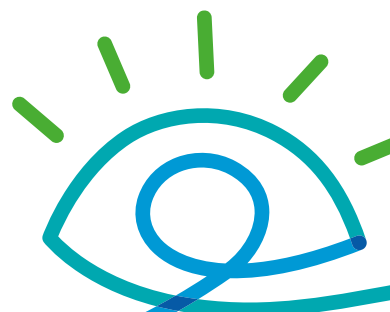


Insurance in Superannuation Voluntary Code of Practice

Transition Plan



As part of our commitment to making insurance easier to understand and simpler to manage, we've adopted the Insurance in Superannuation Voluntary Code of Practice (Code). This transition plan shows what we're doing to implement the Code.

The original plan has been revised due to the impact of COVID-19 on Rest and its service providers prioritising resources to address the immediate member serving needs.

This transition plan applies to these Rest products[^]:

- Rest Super
- Rest Corporate

[^] The Rest Acumen product is not included in this transition plan.

Our insurance products covered by the Code are:

- Income Protection (IP) cover
- Total and Permanent Disability (TPD) cover
- Death cover (including Terminal Illness cover)

The table below gives an overview of the key areas we're working on to comply with the Code requirements, and when we'll complete these by. If our timing changes, we'll update this table so that you can see how we're progressing.

Code section	Key actions and timing
<p>Section 4. Appropriate and affordable cover</p> <p>How we design our insurance benefits for different categories of members and how members can cancel or reinstate cover.</p>	<p>Benefit design</p> <p>Our insurance strategy explaining how we've designed our automatic insurance cover has been published on our website.</p> <p>We've also redesigned our insurance cover, effective 1 April 2020, for Rest Super members. The automatic cover design for these members means that the cost of this insurance won't be more than 1% of our members' estimated lifetime salary. This currently doesn't include Rest Corporate members and we're considering if this 1% salary limit is right for our corporate plans or what a reasonable alternative would be.</p>

Section 4. Appropriate and affordable cover

How we design our insurance benefits for different categories of members and how members can cancel or reinstate cover.

(continued)

Communicating to you about your lack of contributions

Rest already complies with Protecting Your Super (PYS) legislation and communicates with members regarding the amount of time between when you stop receiving contributions to your super and when we cancel your insurance.

If your cover is cancelled due to lack of contributions, which for Rest is 13 continuous months of no money in your account, we currently allow all members (not just automatic insurance members) to reinstate cover within 60 calendar days. We just need to receive a reinstatement form and your account must have enough money to pay the cost of the insurance, including any money owed, within the 60 days.

Cancelling insurance cover

Rest Corporate and Rest Super members can currently cancel or reduce their cover online, in writing or over the phone.

Section 5. Helping members to make informed decisions

How we'll provide you with information about insurance.

We've published Key Facts Sheets (KFS) on our website for our automatic (default) insurance cover for Rest Super and Rest Corporate.

When automatic (default) cover is provided, Rest currently sends members an insurance welcome letter. This letter has been updated to include a copy of the KFS, a link to our product disclosure statement (PDS) and the Code, as well as information on why it's important to consider insurance you may hold elsewhere.

Our website and PDS currently explain our intention in providing TPD and IP cover, but we'll add extra information to make it clearer how the TPD and IP definitions will be applied in practice.

The annual statement we send to members each year will also be updated for the statement period ending 30 June 2021 to include details about your cover in line with section 5.17 of the Code.

Section 6. Supporting vulnerable consumers

Our process to identify and support vulnerable consumers.

We're currently in the process of defining what a vulnerable consumer means for Rest and considering referral support services that we'll suggest to different types of vulnerable consumers.

We'll have internal policies and trained staff to identify and support vulnerable consumers.

Where a member requests an interpreter, or we feel an interpreter is needed, we will have interpretive services available.

We'll be meeting the requirements of this section of the Code by June 2021.

Section 7. Handling claims

How our claim process works, who's involved and how we'll engage with you.

We're currently reviewing our claims processes, oversight and reporting from our insurers and our members' experience, to ensure we meet the timeframe and communication requirements under section 7 of the Code by June 2021.

Rest's current insurer, TAL, allows members to track their claim progress online and members are given a dedicated contact they can speak to about their claim.

Section 8. Premium adjustments

How we'll use any premium adjustment payments we could receive from insurers.

Our current Reserving Policy requires any premium rebates from an insurer to be allocated to our Group Life Insurance Reserve. These rebates have historically been used to negotiate better insurance premiums for our members.

This reserve is used exclusively for the benefit of insured members for things like a reduction in future insurance premiums charged to members and for insurance operating costs. A new Premium Adjustment Model was introduced on 1 December 2019 when TAL became Rest's insurer. We've published more details on our website and comply with this section of the Code.

Section 9. Promoting our insurance cover

What we'll do when promoting our insurance cover.

Rest broadly complies with these requirements today to provide clear and upfront communications and we'll ensure that we fully comply with section 9 of the Code by December 2020.

Section 10. Changes to cover

What we need to tell you before and after we change your cover or transfer you to a different Rest product or division.

We're currently reviewing all the ways you can ask for a change to your cover to ensure that the information we provide and the timeframes in which we provide this information meet the Code requirements by June 2021.

There are situations where a member, or groups of members, are transferred between Rest products or divisions which affects their insurance. We'll review these situations, and the communications we send, to ensure that section 10.17 is met by June 2021.

Section 11. Refunds

When we'll give you the option, or automatically refund, your insurance premiums.

If you make an insurance claim that is approved, and your insurance ends on the date you became eligible to claim, Rest currently refunds the cost of insurance for that cover back to the date you became eligible to claim.

Other refunds usually require the member to ask for a refund. However, if we identify that a member can't claim on their automatic cover, for any reason from the start of the cover, we currently refund their premiums for the period they were ineligible.

The situations in which insurance premium refunds will occur will meet the Code requirements by June 2021.

Section 12. Staff and service providers

How we'll ensure Rest and service provider staff are appropriately trained and qualified.

Rest has a training program in place for staff and service providers. We'll train our staff and monitor our relevant service providers to provide training to their staff on their responsibilities under the Code by June 2021.

Code section

Key actions and timing

Section 13. Making enquiries and complaints

How members can make enquiries and complaints and the timeframes we have to respond.

We're reviewing our complaints and enquiries management processes to align with Code requirements.

Members can ask about their cover, insurance costs, and other related questions, without first making an insurance claim. We also provide access to the information listed in section 13.2, such as details of cover and our insurance policy document.

We'll acknowledge a member enquiry by the next business day and will comply with all the requirements of section 13 by June 2021.

Section 14. Promoting, monitoring and reporting on the Code

How we'll let you know about the Code, and monitor and report our compliance.


Rest fully supports the objectives of the Code. Our website features information and a link to the Code, and we'll continue to promote the Code in relevant insurance communications.

We'll develop a framework to ensure we are compliant with the Code and publish an annual Code compliance report on our website.

Our first annual Code compliance report will be published on our website by October 2021.

If there's anything we can do

 rest.com.au

 **Live Chat at rest.com.au**
Monday to Friday 8am - 10pm, Saturday 9am - 6pm
and Sunday 10am - 6 pm AEST

 **1300 300 778**
Monday to Friday 8am - 10pm AEST

 **Download the Rest App**



This information has been prepared without taking account of your objectives, financial situation or needs. Before acting on the information or deciding whether to acquire or hold a product, consider its appropriateness and the relevant PDS which is available at rest.com.au.

The cost of providing financial services is included in the fees as disclosed in the relevant PDS. Rest and the Fund do not charge additional fees or obtain commissions for the advice provided. Rest employees are paid a salary and do not receive commissions. They may receive a performance related bonus that takes into account the financial services provided. Super Investment Management Pty Limited, a wholly owned subsidiary of Rest, manages some of the Fund's investments. Rest has no other relationships or associations with any related body corporate or product issuer that might reasonably be expected to influence Rest in providing financial services. This information is provided by Retail Employees Superannuation Pty Limited ABN 39 001 987 739 (Rest), trustee of Retail Employees Superannuation Trust ABN 62 653 671 394 (Fund).