



Rest insurance moves to TAL & other changes – Frequently Asked Questions (FAQs)

October 2019

On 1 December 2019, insurance with Rest will be provided by TAL Life Limited (TAL), with no change to your current insurance through to 31 March 2020. On 1 April 2020, we will make important changes to our insurance offer, and implement the new Putting Members' Interests First (PMIF) legislation.

Below are some answers for Rest Super, Corporate and Acumen members who'll receive a communication from us about it.

1. Will Rest write to me about TAL, the PMIF legislation, or the cancelling of my insurance?

Depending on how you've asked Rest to communicate with you, if you're affected you'll receive either an email or letter explaining the changes – plus any choices you need to make because of the changes.

As we're changing insurer to TAL, and if your insurance is going to be switched off, we're required by law to let you know:

- From 1 December 2019 the new insurer for Rest will be TAL Life Limited (replacing AIA Australia Limited (AIA)). There will be no change to the terms and conditions or cost of your insurance. Any changes to these will happen from 1 April 2020.
- Anyone with a super account balance under \$6,000 on 1 November 2019, who has not already let us know they want to keep their insurance, will also receive a communication. This gives members the chance to decide whether they want to keep, change or cancel their insurance.

If you don't receive a letter/email, you may not have any insurance cover with us. If you believe you should've received a letter/email, contact us and we'll let you know how you make a choice.

2. Who is TAL?

From 1 December 2019, TAL will offer Rest members death, income protection and total and permanent

disability insurance through their super. As an award-winning life insurance company*, TAL insures around 4.5 million Australians and in 2018 paid almost \$1.62 billion in claims to more than 26,000 Australians and their families.

From 1 December you can visit rest.com.au/memberaccess or download the Rest App from rest.com.au/app to view your cover or update your personal details.

* ANZIIF Australian Insurance Industry Awards 2018 – Life Insurance Company of the Year Winner. Awards and ratings are only one factor to consider when deciding how to invest your super. Find out more at tal.com.au/about-us/whowe-are/awards-and-recognition.

3. Why is Rest changing their insurer and can I stay with AIA?

As a valued service provider, AIA provided insurance to Rest members since 2004. They have worked closely with us to simplify our insurance policy wordings and rules to make them more understandable to members, and streamline the claims process to support faster claims decisions.

Rest is committed to providing affordable and flexible insurance to our members as part of their super. So we regularly review our insurance arrangements. We began evaluating our insurance in May 2018 and over 12 months started a comprehensive tender process with possible insurers.

We chose TAL because we believe their insurance offered the best possible value to members. Plus, they supported our strategic goal to be innovative to improve our relationship with you.

Our relationship with AIA ends 30 November when we transition to TAL on 1 December. It isn't possible for individual members to stay with AIA through their Rest accounts. If you are claim, see question 5 for more information.

4. Will the move to TAL affect me?

- **Rest Corporate or Acumen** – From 1 December there is no change to the level of insurance cover, or the cost of the cover a Rest Corporate and Acumen member receives with the move to TAL. So, these members don't need to make a choice and their insurance will automatically move to TAL.
- **Rest Super members** – From 1 December there is no change to the level of insurance cover, or the cost. From 1 April Rest Super members' product and terms will change so they may need to make a choice before then on their insurance. If you hold Income Protection, you need to let us know if you'd like to move to the new level of cover or keep your current cover. If you don't make a choice we will need to make a choice on your behalf.

All members may be affected by the PMIF legislation taking effect 1 April. See below for more information.

5. What happens if I'm going through underwriting or need to make a claim?

- If you're currently on a claim, you shouldn't experience any changes due to the move. If you're currently receiving an insurance benefit, or are in the process of lodging a claim, it's business as usual. If you have any concerns, please contact your AIA claims support specialist.
- To submit a claim, just do it in the usual way through rest.com.au/insurance-claims and we'll let the appropriate insurer know. The terms and conditions we'll use to assess your claim will be those that apply at the time of your incident.

See the Insurance Guide at rest.com.au/pds for how 'incident dates' are defined for your type of claim. Generally for example, if you stop working due to an injury or illness, in November 2019, but you submit your claim in January 2020, the claim will be assessed by AIA.

- If you're going through insurance underwriting, or have a claim in progress, we may contact you if we need to share your information with both insurers.

6. As a Rest Super member with Income Protection (IP), what do I need to do about the move to TAL?

- **Default IP** - If you've have default IP cover through your Rest Super account, your cover automatically moves to TAL from 1 December 2019. From 1 April 2020, the amount you are insured for (also known as 'sum insured') will reduce. The benefit period also reduces to 5 years. Alternatively, default members can choose to keep their current cover (with the current sum insured and to age 60 benefit period).

If you don't reply to a communication we send you within the time we give you, your insurance will automatically move to the new sum insured and benefit period on 1 April.

- **IP you've chosen** - If you've made some changes to your IP cover through your Rest Super, we've ensured it is automatically kept at the same level and amount of cover. The benefit period stays at to age 60. If you do nothing, your situation will not change. Alternatively, members can opt-in before 1 April to the new TAL cover (ie with a 5 year benefit period).

If you do not reply to our communications in the time we provide, your cover will remain at the existing level and amount, but the insurance costs will change from 1 April.

Note:

- All members should read the new PDS and Insurance Guide at rest.com.au/pds which include all product changes which will start on 1 April.
- If you choose to keep your current cover, you'll stay covered for insurance as shown in the email/letter we sent you. The insurance costs will be deducted from your Rest account each month.
- If you want to keep your insurance, but don't think the level of cover is right for you, you can reduce or apply to increase your cover to a level that suits.
- If you've misplaced the email/letter we sent, you can call us on 1300 300 778 between 8am - 10pm AEST weekdays, and we'll let you know what to do next.
- If you cancel your insurance, you'll immediately lose all your insurance cover. If you'd like to reapply down the track, you may need to go through underwriting and provide medical evidence as part of the insurance application process.
- You can cancel your insurance at any time at rest.com.au/memberaccess or by calling us on 1300 300 778.

7. What is the Putting Members' Interests First (PMIF) legislation - do I need to do anything?

The aim of the PMIF legislation is to prevent super balances (and therefore your retirement savings) from eroding because of insurance arrangements which may not be right for you. This takes effect 1 April 2020.

1. If on 1 November 2019 your super account balance was less than \$6,000 and at any point up to 1 April your balance hasn't gone over \$6,000, all your insurance will automatically be cancelled from 1 April - unless you tell us you'd like to keep it.
2. Any new members joining Rest from 1 April under the age of 25, or anyone aged 25 and over with an account balance less than \$6,000, will need to opt-in to obtain default insurance cover through their super.

- When a member is both over 25 and their super balance becomes greater than \$6,000, they become eligible for default Death and Total and Permanent Disablement and Income Protection. Cover starts when Rest receive your first employer Super Guarantee contribution after they become eligible (known as the Insurance Start Date). They can opt out of this if they choose.

Rest Super's insurance is designed to provide different levels of cover depending on a member's age, as members' needs change (for example they might have kids and a house).

8. What happens if I don't reply to the letter or email you sent me about the cancelling of my insurance?

If you don't reply before 1 April 2020, your cover will be cancelled. But, if at any point between 1 November 2019 and 1 April your balance goes over \$6,000, your insurance will not be automatically cancelled.

9. My super balance is now over \$6,000, am I still at risk of having my insurance switched off?

If you've received a letter/email from us, it is because your super account was under \$6,000 from 1 November 2019. If at any point between 1 November and 1 April 2020 your balance goes over \$6,000, your insurance will not be cancelled, even if the balance reduces again.

It is likely we'll need to keep reviewing your super account to ensure it is eligible to have insurance costs deducted from it, so we recommend you either let us know in writing, or you ensure your balance remains above \$6,000, if you'd like to keep your insurance.

10. What do I do if I chose to keep my insurance on 1 April, but now want to cancel, or change my cover, or keep just part of it?

How much insurance do you need?

Speak to your financial advisor to see if your level of insurance is right for you. Find more information on your insurance from:

- Your annual statement, MemberAccess or through the Rest App.
- Our website at rest.com.au/insurance
- Read the relevant Product Disclosure Statement and Insurance Guide at rest.com.au/pds.

If you don't have a financial adviser you can contact Rest's advice team on rest.com.au/advice or call 1300 300 778.

Updating or cancelling cover

Insurance with Rest is not compulsory and you can cancel your insurance **at anytime**.

To update your insurance after you've told us you'd like to keep it, you can **do this after 1 April 2020**.

Rest Super:

- Log in to rest.com.au/memberaccess click on the insurance tab.
- Start a Live Chat
- Call us on 1300 300 778 between 8am and 10pm weekdays.

Rest Corporate or Acumen:

- Start a Live Chat
- Rest Corporate - Call 1300 300 778 between 8am and 10pm weekdays, or
- Acumen - Call 1300 305 779 between 8am and 6pm weekdays.

Keep just part of my insurance

To keep just part of your insurance contact us as above **before 1 April**.

Note:

- If you cancel your cover and decide you need it in the future, you'll need to provide medical evidence and be assessed by the insurer (this is known as underwriting).
- If you reduce your cover, you may also need to go through underwriting if you decide to increase it again later.

11. What happens if I cancel my insurance cover?

If you cancel through a link to an online form, the 'Cancel my insurance' button ensures your **cover ends immediately**. It may take up to 5 business days for this change to show in MemberAccess.

If you cancel through a paper form, we'll cancel the insurance **as soon as we receive it**. It may take up to 5 business days for this change to show in MemberAccess after we receive it.

Insurance costs will be deducted at the end of the month, proportional to the number of days you were actually covered.

12. By what date do I need to tell Rest about my insurance choice?

If we sent you an email/letter asking you to make a choice, you need to reply before 1 April 2020. If we receive your decision to keep insurance on or after 1 April, we won't be able to process this in time and you may need to reapply for your insurance, providing medical evidence if necessary.

13. Why can't I just make my insurance choice over the phone or live chat?

For legal reasons, to record your insurance choice (also called an 'election') it must be in writing either with a paper form, by email or an online form if we sent you a link.

14. What are my options if I receive a letter or email about my insurance?

Everyone with insurance will be affected in different ways - but everyone has the option to keep, update or cancel their insurance.

- If you keep your insurance, you may be asked to confirm the type of insurance you want to keep after 1 April 2020.
- If you cancel your insurance with a form or online through a link we send, this will be done as soon as we process the request. Note this will cancel all of your insurance cover with Rest. To keep just part of your insurance please contact us.
- If you don't respond, we will cancel your insurance cover on 1 April.

15. Why am I paying for insurance? I didn't know I was being charged and I never signed up for insurance through my super.

Most Rest members were provided with automatic insurance cover when they joined Rest. When you joined Rest we'll have sent you a welcome pack followed by an insurance confirmation letter to let you know you're protected.

We care about looking after our members. Your insurance with Rest helps you protect the things that matter the most. Unexpected events, including sickness or injury, could significantly impact your ability to earn an income, your lifestyle and the people closest to you. We also give you the flexibility to change this insurance, or remove it, if you decide it doesn't meet your needs. Visit rest.com.au/insurance for more information on what we offer.

16. Will my insurance premiums change again in the future?

Insurance costs will vary based on a member's age and level of cover. We continually review insurance costs to ensure members are being charged appropriately and that you are being delivered the best value for money.

Disclaimer

This information has been prepared without taking account of your objectives, financial situation or needs. Before acting on the information, consider its appropriateness having regard to your objectives, financial situation or needs and the current product disclosure statement for your product available at rest.com.au/pds. Retail Employees Superannuation Pty Ltd ABN 39 001 987 739, AFSL 240003 as trustee of Rest (Retail Employees Superannuation Trust ABN 62 653 671 394). This material is current as at 25 October 2019 and is subject to change.

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 our App at rest.com.au/app**

