

medibank Starter Life Insurance

Product Disclosure Statement

Issue date: 19 May 2018 | Issue number: 2

medibank
Life Insurance

Who is the insurer of Medibank Starter Life Insurance?

Medibank Starter Life Insurance is issued by Swiss Re Life & Health Australia Limited, (Swiss Re) ABN 74 000 218 306; Australian Financial Services Licence No. 324908, Level 36, Tower Two, International Towers Sydney, 200 Barangaroo Avenue, Sydney, NSW 2000.

What is Medibank's role in relation to Medibank Starter Life Insurance?

Medibank Starter Life Insurance is promoted and distributed by Medibank Private Limited, (Medibank Private) ABN 47 080 890 259 Authorised Representative No. 286089 of 720 Bourke Street, Docklands VIC 3008.

In doing so, Medibank Private is acting as the authorised representative of Greenstone Financial Services Pty Ltd, (GFS) ABN 53 128 692 884; Australian Financial Services Licence No. 343079 of 58 Norwest Boulevard, Bella Vista NSW 2153. GFS is authorised to enter into Medibank Starter Life Insurance policies on Swiss Re's behalf.

Welcome to Medibank Starter Life Insurance

As one of Australia's largest and most accessible health funds, Medibank Private works hard to provide the right range of covers to meet its members' needs. In fact, over three million Australians trust Medibank Private with their health cover.

This help now goes beyond traditional health insurance and Medibank Private is giving you the opportunity to access valuable life insurance that can be obtained with ease and convenience.

Medibank Private has arranged for Swiss Re, part of one of the world's leading insurance groups, to provide life insurance to give you peace of mind and help secure the financial future for your family and loved ones.

Explaining this document

This Product Disclosure Statement (PDS) is designed to help you decide if the cover provided is right for you. This PDS, which is provided by the insurer, Swiss Re, describes the main features and benefits and sets out the terms and conditions of Medibank Starter Life Insurance. Swiss Re is responsible for this PDS.

Information contained in this PDS may be updated or changed. Any changes or updates that are not materially adverse to you will be available on the Medibank Life Insurance website at medibank.com.au/life or you can request a free paper copy by contacting us on **1300 766 085**, Monday to Friday, between 8:00am and 8:00pm (AEST).

What is included in this Product Disclosure Statement (PDS)?

- Explaining this PDS..... 6
- Introducing Medibank Starter Life Insurance..... 6
- Your Insurance Policy..... 6
- Who can apply for Medibank Starter Life Insurance?..... 7
- The Life Benefit Amounts you can apply for..... 7
- When we will pay the Life Benefit Amount..... 7
 - Life cover..... 7
 - Terminal Illness..... 7
- Maximum Benefit Limit..... 8
- Reducing the Life Benefit Amount..... 8
- When your life cover starts and ends..... 8
- What is not covered under your Insurance Policy?..... 9
- Who receives the Life Benefit Amount?..... 9
 - Beneficiary nomination..... 9
- Automatic increases of your Life Benefit Amount..... 10
- Changing your cover..... 11
- The cost of your life cover..... 11
- How you can pay for your Insurance Policy and when your premium is deducted..... 12
 - Financial hardship..... 12

- Your 30 day cooling off period 12
- Information we require from you 12
 - Consequences if you provide incorrect information 12
 - Life Insurance Code of Practice 13
- The risks you should know about 13
- Making a claim 13
- Tax 14
- Your privacy 14
- If you have any questions or complaints 15
- Glossary 16
- Direct Debit Service Agreement 17

Product Disclosure Statement (PDS)

Explaining this PDS

Any advice given in this PDS is general only and does not take into account your individual objectives, financial situation or needs. You should consider whether this product is right for you, having regard to your objectives, financial situation and needs. You should carefully read this PDS and any other documentation we send you before making a decision whether to acquire Medibank Starter Life Insurance.

Medibank Starter Life Insurance is issued by the insurer, Swiss Re Life & Health Australia Limited. Swiss Re has sole responsibility for this PDS and the Policy Schedule and the assessment and payment of claims.

In this PDS, some words or expressions have a special meaning. They normally begin with capital letters and their meaning is explained in the **Glossary** (page 16) section of this PDS.

In this PDS, references to 'we', 'us' and 'our' means Swiss Re.

Medibank Starter Life Insurance is not issued, guaranteed or underwritten by Medibank Private Limited, and Medibank Private is not involved, nor liable, in any manner in respect of the assessment and payment of benefits under Medibank Starter Life Insurance.

Medibank Private does not provide any information it may have about your health, medical and claims history, occupation or pastimes to us. In addition, we will not take into consideration any other disclosures you may have made when applying for other Medibank products. Therefore, you must provide accurate answers when applying for Medibank Starter Life Insurance, or when applying to increase a Life Benefit Amount, or when applying to include additional benefits or reinstate an Insurance Policy.

Introducing Medibank Starter Life Insurance

Medibank Starter Life Insurance offers lump sum cover in the event of death or Terminal Illness.

With Medibank Starter Life Insurance, the Life Insured is protected 24 hours a day, 7 days a week, worldwide.

These benefits and the terms and conditions of Medibank Starter Life Insurance are explained in this PDS.

Your Insurance Policy

If your application for Medibank Starter Life Insurance is accepted by us, we will issue you a Policy Schedule. Your Insurance Policy consists of your Policy Schedule and:

- this PDS;
- the application (and any future application accepted by us); and
- any amendments or endorsements we issue you.

Please keep your Policy Schedule, this PDS and all documents that we send to you in a safe place for future reference. The insurance provided under Medibank Starter Life Insurance is written out of the Swiss Re Statutory Fund.

Your Policy Schedule will state the Life Insured that is covered.

We reserve the right to accept or decline applications for Medibank Starter Life Insurance at our absolute discretion.

Who can apply for Medibank Starter Life Insurance?

- You can apply for a single plan on your own life under a Medibank Starter Life Insurance Policy.
- You must be an Australian Resident aged between 18 and 45.

The Life Benefit Amounts you can apply for

The minimum Life Benefit Amount is \$50,000.

You can apply for a Life Benefit Amount that is more than the minimum, in increments of \$25,000, up to the maximum Life Benefit Amount of \$250,000.

When we will pay the Life Benefit Amount

We will pay the Life Benefit Amount as explained below if the Life Insured dies or is diagnosed with a Terminal Illness while your Insurance Policy is in force, except in the circumstances explained in **What is not covered under your Insurance Policy?** on page 9.

The Life Benefit Amount for the Life Insured is set out in your Policy Schedule. Unless otherwise indicated, payment of a benefit is subject to the provision of claim proofs, which are explained under **Making a claim** on page 13.

Life cover

We will pay the Life Benefit Amount as a lump sum under your Insurance Policy if you die while your Insurance Policy is in force, except in the circumstances explained in **What is not covered under your Insurance Policy?** on page 9.

We will advance \$15,000 of the Life Benefit Amount to assist with the costs associated with funeral or other similar expenses without waiting for all claim proofs, but we must have satisfactory evidence of the deceased Life Insured's age, cause and date of death. This advancement is not payable if the Life Insured's death is a result of suicide within 13 months of the Policy Start Date, is a result of anything excluded under your Insurance Policy, or there is reasonable doubt about whether the Life Benefit Amount is payable.

If we make an advance payment in this way, this is not an admission of our liability to pay the balance of the Life Benefit Amount, which is subject to the provision of all claim proofs.

Terminal Illness

We will pay the Life Benefit Amount as a lump sum if you are diagnosed with a Terminal Illness while your Insurance Policy is in force, except in the circumstances explained in **What is not covered under your Insurance Policy?** on page 9.

Maximum Benefit Limit

The maximum benefit payable for the Life Insured cannot exceed the maximum Life Benefit Amount set out in **The Life Benefit Amounts you can apply for** on page 7 plus any automatic increases as described in **Automatic increases of your Life Benefit Amount** on page 10. If we reduce the Life Benefit Amount insured under an Insurance Policy, any overpayment of premiums resulting from such reduction will be refunded.

Reducing the Life Benefit Amount

Advance payment of any portion of the life cover will reduce the Life Benefit Amount under this Insurance Policy.

Payment of the Life Benefit Amount, as a result of a Terminal Illness claim, will result in the termination of your Insurance Policy.

When your life cover starts and ends

If your application for Medibank Starter Life Insurance is accepted by us, cover starts for you on the Policy Start Date set out in your Policy Schedule. This means you are covered for a claimable event from the Policy Start Date. Your first premium is deducted from the First Premium Due Date, which is also set out in your Policy Schedule.

We guarantee to continue cover for the Life Insured under your Insurance Policy (provided you pay your premiums when due) until the earlier of your death or when you are diagnosed with a Terminal Illness and the Life Benefit Amount is paid.

When the Life Insured reaches age 99, the premium will stay the same for the remaining term of your Insurance Policy unless we change the premium rates as explained in **The cost of your life cover** on page 11.

Your Insurance Policy ends when the first of the following occurs:

- the date of payment of the Life Benefit Amount; or
- the date you cancel your Insurance Policy; or
- the date we cancel your Insurance Policy if you do not pay your premiums when due, in accordance with our rights.

If your premiums remain unpaid for more than one month, your Insurance Policy could be cancelled.

If we cancel your Insurance Policy, it may be reinstated within six months of the date that your Insurance Policy was cancelled, but only if we agree and subject to any terms and conditions we might require.

You can cancel your Insurance Policy in writing by providing us with your full name and policy number along with your instruction to cancel to:

Policyowner Services
Medibank Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

by giving us 30 days notice.

If you wish to discuss the matter or make alterations to your Insurance Policy, you can contact us on **1300 766 085**, Monday to Friday, between 8:00am and 8:00pm (AEST).

What is not covered under your Insurance Policy?

We will not pay a Life Benefit Amount in respect of the Life Insured, if the Life Insured dies, or is diagnosed with a Terminal Illness, directly or indirectly as a result of:

- an intentional or deliberate self-inflicted injury, occurring on or after the Policy Start Date and before the date that is 13 months after:
 - the Policy Start Date of your Insurance Policy; or
 - the date that any increase in Life Benefit Amount is requested (but only in respect of the increase); or
 - the date on which we reinstate your Insurance Policy (where we have agreed to reinstate your Insurance Policy after it was cancelled).
- participation in criminal activity;
- the effects of alcohol or the taking of drugs not prescribed by a medical professional; or
- war or act of war.

Who receives the Life Benefit Amount?

We make the Life Benefit Amount payments to the Policyowner. If you die while owning your Insurance Policy, the Life Benefit Amount will be paid to your legal personal representative (or other person that we are permitted to pay under the Life Insurance Act 1995) except where a valid beneficiary nomination exists (see **Beneficiary nomination** below). Where a valid beneficiary nomination exists, the Life Benefit Amount will be paid to the nominated beneficiary or beneficiaries as specified in the nomination form most recently lodged with us.

Beneficiary nomination

The Policyowner may, at any time during the term of the Insurance Policy, nominate one or more (up to a maximum of five) beneficiaries to receive a specified percentage of the Life Benefit Amount on his or her death. To make a valid nomination, the following rules and procedures apply:

- Up to five beneficiaries can be nominated with a specified percentage share for each beneficiary that must total 100%;
- Only natural persons can be nominated (not, for example, companies or organisations);
- Nominations must be made by the Policyowner completing and signing a valid nomination form which must be lodged with us. A nomination takes effect when it is received and processed by us;
- Nominations may be varied by properly completing, signing and lodging a valid new nomination form with us. A new nomination takes effect when it is received and processed by us;

- If the nominated beneficiary is a minor when the benefit is payable, his or her specified percentage share will be paid to a trustee or legal guardian for the benefit of the minor during his/her minority;
- If the nominated beneficiary dies before the Policyowner, the nomination in favour of that beneficiary fails and the percentage share specified for the deceased beneficiary will be paid to the Policyowner's legal personal representative (or other person that we are permitted to pay under the Life Insurance Act 1995). The remaining nominations, if any, will continue to be effective;
- If the Insurance Policy ownership changes e.g. due to assignment, any existing nomination will be invalidated.

The payment of the Life Benefit Amount to or in respect of the Life Insured, including payment made pursuant to a valid beneficiary nomination, is full and final discharge of our liability under your Insurance Policy for that benefit.

All benefits paid in connection with Medibank Starter Life Insurance will be made in Australian dollars.

Automatic increases of your Life Benefit Amount

To help your level of insurance keep up with the cost of living, the Life Benefit Amount for the Life Insured will automatically increase on each Policy Anniversary by 5%. This means your premiums will increase in-line with the increased level of insurance.

Automatic increases will continue even where the maximum Life Benefit Amount is met or exceeded.

We will send you an updated Policy Schedule each year your Insurance Policy remains in force 30 days prior to your Policy Anniversary setting out your updated Life Benefit Amount and premium. You can decline the automatic increase by contacting us on **1300 766 085** Monday to Friday, between 8:00am and 8:00pm (AEST) or by writing to us before your Policy Anniversary at:

Policyowner Services
Medibank Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

If you decline the automatic increase, the updated Policy Schedule we sent you will not be valid and we will send you a replacement Policy Schedule.

Even if you choose not to accept an automatic increase in any given year, the automatic increase will be applied in the following year unless you again choose to decline it.

The final automatic increase will be made on the Policy Anniversary after your 75th birthday. After this date, no more automatic increases will be offered.

Changing your cover

You can phone us on **1300 766 085** Monday to Friday, between 8:00am and 8:00pm (AEST) to discuss changing your Medibank Starter Life Insurance cover. We may require you to confirm changes in writing if you wish to:

- decrease the Life Benefit Amount for the Life Insured;
- increase the Life Benefit Amount for the Life Insured. Any insurance already in place will be unaffected by future applications for increases, even where we decline the increase;
- change the status of the Life Insured from smoker to non-smoker, and/or change the status of the Life Insured's health statement or weight for the purpose of determining the insurance premium rating.

Any changes that increase our risk will be subject to you meeting our eligibility requirements and may require the submission of additional information to support your application. If you apply to make these changes and we approve the change, we will provide confirmation by issuing a new Policy Schedule.

The cost of your life cover

Premiums are the cost of your insurance.

The premium you are required to pay is shown in your Policy Schedule.

Your premium is calculated at each Policy Anniversary and is based on:

- the age of the Life Insured at that time;
- the Life Benefit Amount provided for the Life Insured;
- various other factors which affect the premium rating for the Life Insured such as gender, smoking status, state of health, and height and weight.

We may change the premium rates applying to your Insurance Policy, but only if we change the premium rate applying to all Medibank Starter Life Insurance policies. We will send written notice of any change to you (at your last address notified to us) at least 90 days before the effective date of the change.

For a premium estimate, please visit **[medibank.com.au/life](https://www.medibank.com.au/life)**

If you are a Medibank Private health member, you are eligible for a 10% premium discount on your Insurance Policy.

How you can pay for your Insurance Policy and when your premium is deducted

Your premium will be debited by us on the date of your choice, either fortnightly, monthly or annually, as you choose. You can pay either by direct debit from your bank, credit union or building society account, or from your credit card.

You can apply at any time in writing or over the phone on **1300 766 085**, Monday to Friday, between 8am and 8pm (AEST) to change the method of payment of premiums.

Premiums must be paid in Australian dollars.

Financial hardship

If you are suffering from financial hardship and are having difficulty meeting your premium payments, we may agree to a short term arrangement to assist. It is important that you make us aware of your circumstances so we can provide you with the available arrangement. We may request that you provide us with reasonable evidence of your financial hardship.

Your 30 day cooling off period

You have 30 days from the First Premium Due Date of your Insurance Policy, to decide whether you want to keep your Insurance Policy.

If you want to cancel your Insurance Policy, within this 30 day period, you can do so provided you have not made a claim under your Insurance Policy.

Please send your written request for cancellation, providing your full name and policy number to:

Policyowner Services
Medibank Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

within the 30 day period. When we receive your request, we will cancel your Insurance Policy and refund any premiums you may have paid.

Information we require from you

When you apply for Medibank Starter Life Insurance, it is important that you respond accurately as your responses will be relevant to our decision on whether to insure you and on what terms. For the same reason, it is also important that you respond accurately when you make an application to increase the Life Benefit Amount or reinstate an Insurance Policy. Should any of your responses change before we agree to insure you, increase the Life Benefit Amount or reinstate your Insurance Policy, you should let us know immediately.

Consequences if you provide incorrect information

If you fail to provide accurate responses to the questions we ask you, we may avoid your Insurance Policy, refuse to pay the Life Benefit Amount or reduce the Life Benefit Amount payable to you.

Please note: Medibank Private does not provide any information it may have about your health, medical and claims history, occupation or pastimes to us. In addition, we will not take into consideration any other disclosures you may have made when applying for other Medibank products. Therefore, you must provide accurate answers when applying for insurance, or when applying to increase a Life Benefit Amount, or when applying to include additional benefits or reinstate an Insurance Policy.

Life Insurance Code of Practice

The Life Insurance Code of Practice has been developed by the life insurance industry through the Financial Services Council and is the life insurance industry's commitment to provide quality products and a high standard of service to customers. A copy of the Code is available at fsc.org.au

The risks you should know about

It is important to select the correct insurance product and apply for the appropriate level of cover for your needs. If you do not have enough cover, it might cause you or your family to suffer financial hardship even after receiving the benefit payment. You should assess your needs carefully to ensure that this does not occur.

Medibank Starter Life Insurance is designed purely for protection, unlike some other types of life insurance that have savings and investment components, which means that if you cancel your Medibank Starter Life Insurance Policy (after the cooling off period), you will not receive any of the premiums you have paid back.

If you are replacing a contract or contracts, or policy or policies with a Medibank Starter Life Insurance Policy, you should consider all the terms and conditions of each policy before making a decision to change.

Making a claim

If you (or your legal personal representative on your death) wish to claim under your Insurance Policy, please phone **1300 360 129** Monday to Friday, between 8:00am and 8:00pm (AEST) or write to:

Claims Services
Medibank Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

We will send you, your nominated beneficiary or your legal personal representative a form to be completed, signed and returned. We may also require your treating doctor or specialist to complete a form at your (or your estate's) expense.

Claims should be made as soon as possible after the claimable event. If you do not notify us within 120 days after the event giving rise to the claim, and we are disadvantaged by the delay, we may be able to reduce the amount we would otherwise pay, or we may be able to refuse to pay the claim.

Before a claim is payable, we must receive proof, provided at your (or your estate's) expense and to our satisfaction, that the insured event has occurred. This includes all relevant information, including any test, examination, or laboratory results and certification from one or more appropriate specialist medical practitioners whom we approve. Only medical practitioners registered in Australia or New Zealand (or in another country approved by us) will be considered for approval.

We reserve the right to require the Life Insured to undergo, at our expense, examinations or other reasonable tests (including, where necessary, a post-mortem examination) to confirm the occurrence of death or Terminal Illness. In addition, we may conduct investigations to assess the validity of the claim. This could involve the use of investigation agents and surveillance, legal advisers and the collection of personal data.

Your Insurance Policy and the insurance for the benefit of the Life Insured must be in force when the death or Terminal Illness occurs.

Tax

Premiums are generally not tax deductible and tax will not generally be payable on any benefit paid to individuals under your Insurance Policy.

Please note, you do not have to pay GST on your premiums or any benefits you receive.

The information in this section is based on continuation of present tax laws and their interpretation and is a general statement only. As individual circumstances will vary, you should consult your professional tax adviser for advice regarding your personal circumstances.

Your privacy

We collect personal information (including sensitive information) for the purpose of processing insurance applications, administering your Insurance Policy and assessing and paying claims under the Insurance Policy. Where possible, we will collect personal information directly from you or, where that is not reasonably practical, from other sources.

We may also use your personal information to consider any other application you may make to us, designing or underwriting new insurance products, for research and analytical purposes, to perform administrative functions (including for example accounting, risk management, staff training, etc.), and to comply with our legal obligations. If you do not provide this information in whole or in part, we may not be able to provide the services you require, or it may affect the outcome of any claim you submit.

We may disclose personal information:

- to agents, third party service providers and related companies who assist us in processing any application or claim for insurance, such as GFS, reinsurers, our advisers, persons involved in claims, medical service providers, external claims data collectors, investigators and verifiers and your employer;
- to agents and third party service providers who perform functions or services on our behalf, such as IT services and mailing functions;
- to Medibank Private to assist them in developing, identifying and promoting to you Medibank Private products and services which may be of interest to you. Please contact Medibank Private if you wish to withdraw your consent to receiving information about their products and services; and
- where otherwise required by law.

Some of the related companies we may disclose personal information to may be located in overseas countries including the United Kingdom, India, the United States of America and Switzerland.

If you wish to access, update or seek correction of any personal information, to make a complaint about a breach of privacy, or if you have any other query relating to privacy, further information can be obtained within our Privacy Policy or by contacting us using the details found under **If you have any questions or complaints** on page 15.

If you have any questions or complaints

For more information about Medibank Starter Life Insurance, to confirm policy transactions, or if you have any questions about the information contained in this PDS, please phone us on **1300 766 085**.

Our lines are open:

Monday to Friday
8:00am to 8:00pm (AEST)

Alternatively, you can write to:

Policyowner Services
Medibank Life Insurance
PO Box 6728
Baulkham Hills NSW 2153

We hope that you never have reason to complain, but if you do, we will do our best to work with you to resolve it. Please phone or write to us (our contact details are shown above) to access our internal complaints resolution process. If your complaint is not resolved to your satisfaction, please contact the Financial Ombudsman Service (FOS) at:

Financial Ombudsman Service

Telephone: 1800 367 287
Monday to Friday, 9am to 5pm (AEST)
Facsimile: (03) 9613 6399
Website: fos.org.au
Email: info@fos.org.au
Mail: GPO Box 3, Melbourne, Victoria, 3001

FOS is an independent complaint review service.

A decision of FOS is binding on us (up to specified limits) but not on you. It is a service provided without cost to you.

Glossary

In this PDS and Policy Schedule, some words have a special meaning, as explained below:

Australian Resident means a person who resides in Australia and:

- holds Australian or New Zealand citizenship; or holds an Australian permanent residency visa.

First Premium Due Date means the date your first premium is deducted, as set out in your Policy Schedule.

GFS means Greenstone Financial Services.

Insurance Policy means the legal contract between the Policy owner and us. This PDS, your application, any future application accepted by us and your Policy Schedule, and any amendments or endorsements we issue you, make up your Insurance Policy.

Medibank Private means Medibank Private Limited.

Life Benefit Amount means the amount payable as set out in your Policy Schedule. It includes increases which you have requested and that we have accepted and automatic increases.

Life Insured means the person whose circumstances we assess and accept as a Life Insured and who is named as such in your Policy Schedule.

Policy Anniversary means the anniversary of the First Premium Due Date of your Insurance Policy.

Policy Schedule means the document we send you which sets out the details of your Insurance Policy, including any special conditions, amendments or endorsements. A new Policy Schedule will be issued at any time there is a change in your Insurance Policy such as a change to the Life Insured, variation of level of cover or change of nominated beneficiaries. Your new Policy Schedule will apply from the date shown on your new Policy Schedule.

Policy Start Date means the date your application for an Insurance Policy is accepted by us and cover starts, as set out in your insurance Policy Schedule.

Policyowner, you, your means the Life Insured who is the person who applies and is accepted as the owner of the Insurance Policy and is so named in the Policy Schedule. The Policyowner is the sole owner of the Insurance Policy and the only person who may extend, vary, cancel, transfer or otherwise exercise any rights under the Insurance Policy.

Swiss Re, we, us and our means Swiss Re Life & Health Australia Limited.

Terminal Illness means a confirmed diagnosis by a Medical Practitioner approved by us of a Terminal Illness where life expectancy, after taking into account all reasonably available treatment, is 12 months or less.

Direct Debit Service Agreement

1. Swiss Re ABN 74 000 218 306 ('Debit User') will initiate premium direct debit payments in the manner referred to in the Policy Schedule (contained in the Direct Debit Request).
2. Debit payments will be made when due. The Debit User will not issue individual confirmation of payments made.
3. The Debit User will give the customer at least 14 days written notice if the Debit User proposes to vary details of this arrangement, including the amount and frequency of debit payments.
4. If the Policyowner wishes to defer any payment or alter any of the details referred to in the Policy Schedule, they must either contact the Debit User on **1300 766 085**, Monday to Friday, between 8:00am and 8:00pm (AEST) or write to the Debit User at the following address:

Swiss Re Life & Health
c/o PO Box 6728
Baulkham Hills NSW 2153
5. Customer queries concerning disputed debit payments must be directed to the Debit User in the first instance. Details of the dispute resolution process that applies to the Debit User are described in this PDS. Queries about claims in regards to disputed debit payments should also be directed to the Debit User and may also be directed to the customer's financial institution nominated in the Policy Schedule.
6. Direct payment debiting is not available on the full range of accounts at all financial institutions. If in doubt, the customer should check with their financial institution before completing the Direct Debit Request.
7. The customer should ensure that their account details given in the Policy Schedule are correct by checking against a recent statement from their financial institution at which their account is held.
8. It is the customer's responsibility to have sufficient cleared funds available, by the date the premium is due for payment, in the account to be debited to enable debit payments to be made in accordance with the Direct Debit Request.
9. By authorising the Direct Debit Request, the customer warrants and represents that he/she/they is/are duly authorised to request and instruct the debiting of premium payments from the account described in the Policy Schedule.
10. If a debit payment falls due on any day which is not a business day, the payment will be made on the next business day. If you are uncertain as to when a debit payment will be processed to your account, you should make enquiries directly with the financial institution nominated in the Policy Schedule.

11. If a debit payment is returned unpaid, the customer may be charged a fee by the financial institution nominated in the Policy Schedule for each returned item.
12. Customers wishing to cancel the Direct Debit Request or to stop individual payments must give at least seven days written notice to the Debit User at the address referred above.
13. Except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required by law, the Debit User and its service providers will keep details of the customer's account and debit payments confidential.

For more information about Medibank
Starter Life Insurance or to apply:

 medibank.com.au/life