

# PERSONAL ACCIDENT INSURANCE

Our unique range of flexible insurance products  
pay you cash, so you can recover at your own pace.

RECOVER COVER



Combined Product Disclosure Statement,  
Policy Document and Financial Services Guide  
4 April 2024

# PERSONAL ACCIDENT INSURANCE

Extra cash for those 55 and over, to help you recover from accidents big and small.

We get it, accidents happen. We also understand the path to recovery is dotted with unexpected costs - transport, meals, cleaners, shopping and visits to the doctor.

That's why it's no accident that **Personal Accident Insurance** gives you flexible financial help to support you with your recovery.



## WHAT MAKES PERSONAL ACCIDENT INSURANCE UNCOMMON?



### FLEXIBLE

We pay you cash when your claim is approved, giving you the flexibility to use it to recover your way.



### FAST

We pay most claims in under 5 days (once we get all the info we need) to help with your recovery.



### EASY

No complex medical checks or underwriting when you take out cover, just talk to our friendly member care consultants.



### UNIQUE

Our products are designed to help fill the gaps not covered by traditional health insurance products, to help you recover.



## WHO CAN APPLY?

Apply if you're aged 55-74 and a Permanent Resident of Australia. Cover expires at 85.



## WHAT DOES PERSONAL ACCIDENT INSURANCE PAY FOR?

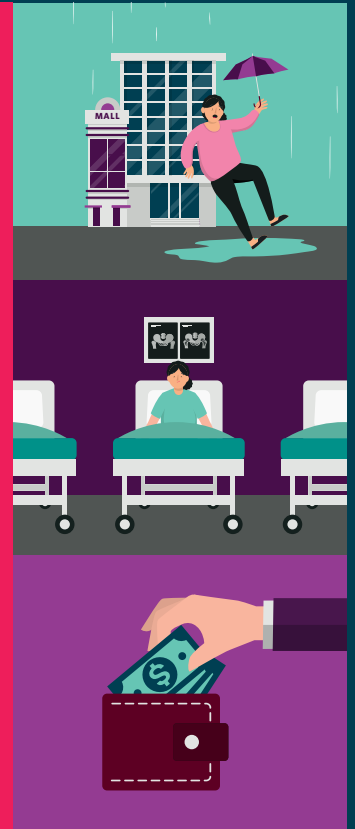
### Available in 2 levels of cover:

- **\$25,000** cover level pays from \$250 to \$7,500 for particular injuries, including certain fractures and burns, if you have an accident in Australia, and \$25,000 for accidental death\*
- **\$50,000** cover level pays from \$500 to \$15,000 for particular injuries, including certain fractures and burns, if you have an accident in Australia, and \$50,000 for accidental death\*.



*"I signed up for **Personal Accident Insurance** a few years ago and I'm so glad I did. I was walking outside a shopping centre, and it had been wet, and I tripped over. I knew I had done something really bad - and it turned out I needed a hip replacement. I was in hospital for 9 days recovering. I rang HCF, who said put a claim in and they would sort it out. I got a lovely surprise as a cash payment went straight into my bank account in a week or so, it was wonderful. It helped with my bills and HCF were just excellent. I feel so blessed that I am with HCF. I feel like HCF really showed me a level of care that you don't get everywhere."*

**Anne**  
HCF Life Member,  
Personal Accident Insurance



# PERSONAL ACCIDENT INSURANCE COMBINED PRODUCT DISCLOSURE STATEMENT AND POLICY DOCUMENT

## ABOUT THIS DOCUMENT

This Combined Product Disclosure Statement (PDS), Policy Document and Financial Services Guide (FSG) contains important information about Personal Accident Insurance and is designed to help You decide whether this product is right for You.

Any advice given in this document is general only and does not take into account Your individual objectives, financial situation or needs. You should read this document carefully before deciding on this product.

If We issue You with a Personal Accident Insurance policy, You will receive a copy of this Combined Product Disclosure Statement and Policy Document, along with Your Policy Schedule. Together, these documents form Your Policy and should be kept in a safe place.

Throughout this document, some words and expressions have a special meaning. These words begin with a capital letter, and their meanings can be found in the Glossary section of this document.

## WHO CAN APPLY

Personal Accident Insurance is available to Permanent Residents of Australia who are aged

between 55 and 74. You can apply for either \$25,000 or \$50,000 Level of Cover.

## WHAT'S COVERED

We will pay a benefit if the Insured Person suffers an Impairment listed in the table below while Your Policy is Active. All Impairments must be as the direct result of an Accident, and in the case of Accidental Death, the death must be solely and directly as a result of an Accident and occur within 90 days of the Accident.

The Benefit Amount that applies for each Impairment is listed in the table below and is based on Your chosen Level of Cover.

The Maximum Benefit payable over the duration of Your Policy will not exceed Your chosen Level of Cover.

For Impairments caused by the same Accident, the benefit amount payable will not exceed \$7,500 on the \$25,000 Level of Cover, or \$15,000 on the \$50,000 Level of Cover.

Any benefit paid is a fixed amount and does not cover the cost of medical treatments (in whole or in part). You can use the benefit amount We pay for any purpose to help with the cost of recovery.

WHAT'S COVERED	BENEFIT AMOUNTS	
	LEVEL OF COVER: \$25,000	LEVEL OF COVER: \$50,000
<b>IMPAIRMENTS</b>		
Accidental Death (Must occur within 90 days of the Accident)	\$25,000	\$50,000
<b>FRACTURES</b>		
Neck, skull, hip, pelvis or thigh	\$7,500	\$15,000
Kneecap, lower leg, ankle, heel, lower jaw, cheekbone, shoulder, upper arm, elbow, lower arm, wrist, sternum or collarbone	\$3,000	\$6,000
Vertebrae (each), hand (excluding fingers, thumbs and wrists), foot (excluding toes and heel) or coccyx	\$1,750	\$3,500
Nose or ribs (each)	\$750	\$1,500
Toes, thumbs or fingers (each)	\$250	\$500
<b>DISLOCATIONS - REQUIRING SURGERY UNDER ANAESTHESIA</b>		
Hip, knee, wrist, elbow, ankle, shoulder blade, collarbone or jaw	\$5,000	\$10,000
Thumb, toes or finger	\$1,000	\$2,000
<b>SEVERE BURNS - PARTIAL OR FULL THICKNESS, OTHERWISE REFERRED TO AS 2ND OR 3RD DEGREE BURNS</b>		
27% or more of the body surface, as measured by the Lund and Browder Body Surface Chart	\$7,500	\$15,000
18% or more of the body surface, as measured by the Lund and Browder Body Surface Chart	\$5,000	\$10,000
9% or more of the body surface, as measured by the Lund and Browder Body Surface Chart	\$2,500	\$5,000
5% or more of the body surface, as measured by the Lund and Browder Body Surface Chart	\$1,500	\$3,000



## WHAT ISN'T COVERED

Benefits are not paid for Impairments that result from:

- the Insured Person's intentional self-injury;
- the Insured Person committing an illegal act;
- war, hostilities, civil commotion, terrorism or insurrection;
- any Accident that occurs on or before the Cover Commencement Date; or
- any Accident that occurs outside Australia.

## PREMIUMS

Personal Accident Insurance premiums are based on Your Level of Cover and do not increase with age.

You must pay premiums on or before the due date to keep Your Policy Active. Premiums are payable in advance and You can choose the frequency. The premium payable for Your Policy, as applicable at the Cover Commencement Date, is shown on Your Policy Schedule. The premium includes stamp duty payable by Us where applicable.

We may change the premium of Your Policy at any time, provided such change applies to all policyholders under this series of Personal Accident Insurance. We will write to You about any changes and they will come into effect on the date specified in the notice of change, which will be at least 30 days after the date of sending the notice of change to You.

## PREMIUMS AND TAX

Premiums received are paid into Our No. 1 Statutory Fund, and all benefits are paid out of this fund. Generally, insurance premiums are not tax deductible and benefits are paid free of personal tax. This is a general statement based on present laws and their interpretation. Individual circumstances may vary and You should consult a professional tax adviser.

## WHEN YOUR COVER ENDS

Insurance under Your Policy will end when any of the following occurs:

- the death of the Insured Person;
- the Insured Person turns 85;
- You don't pay Your premiums, by the date stipulated by Us in Our written notice of cancellation to You following the non-payment of premiums for 2 months after the date to which premiums have been paid;
- the total of all benefits paid reaches the Maximum Benefit amount;
- You make a written request to cancel Your Policy, on the date We receive Your written request.

We will not cancel Your Policy in response to any change in the risk of the Insured Person.

## REINSTATING YOUR POLICY

If We have cancelled Your Policy due to non-payment of premiums, We will send You a written notice of cancellation. You can request to reinstate your Policy by calling us on **13 13 34** within 30 days of the date stated on the written notice of cancellation. Within that 30 days, We must receive all outstanding premiums before Your Policy can be reinstated.

## COOLING OFF PERIOD

From the date You receive Your Policy documents from Us, You have 30 days to check whether the Policy meets Your needs. Within this time You may cancel Your policy by calling Us on **13 13 34** and receive a full refund of any money paid provided You have not made a claim.

## HOW TO MAKE A CLAIM

We will require written proof from You to substantiate Your claim. To submit satisfactory written proof to Us:

- complete and return a Personal Accident Insurance claim form as soon as possible (You can get a copy of this form from [hcf.com.au/forms](http://hcf.com.au/forms), by calling Us on **13 13 34** or emailing Us at [lifecclaims@hcf.com.au](mailto:lifecclaims@hcf.com.au));
- You will need to pay all costs related to completing the Personal Accident Insurance claim form;
- You must provide proof of Your age;
- if required, the Insured Person will need to have a medical examination on Our behalf and at Our expense;
- You must supply any other documents or evidence We may require in order to assess your claim; and
- the Insured Person must seek medical advice from a legally qualified medical practitioner as soon as possible after an Impairment occurs and their advice must be followed.

## RISKS

It is important to understand the associated risks of purchasing a life insurance policy. Things You may wish to consider include:

- determining whether this Policy suits Your needs;
- if You are replacing an existing policy, consider the terms and conditions of this Policy and your existing policy before making a decision;
- this Policy does not have a surrender value, which means no money is payable to You unless We have approved a claim under this Policy.

## GLOSSARY

Where the below terms appear throughout this document, they hold the meanings stated in the table below.

TERM	MEANING
<b>Accident</b>	means an event that is: <ul style="list-style-type: none"><li>• external to the body; and</li><li>• visible; and</li><li>• unexpected; and</li><li>• unintended.</li></ul> For avoidance of doubt, Accident does not mean an event that relates to: <ul style="list-style-type: none"><li>• a medical episode; or</li><li>• a medical condition; or</li><li>• a complication relating to a medical procedure.</li></ul>
<b>Accidental Death</b>	Death as the sole and direct result of an Accident, and within 90 days of that Accident.
<b>Active</b>	means the period of time between the Cover Commencement Date and the date Your Policy ceases in accordance with section 'When Your Cover Ends'.
<b>Cover Commencement Date</b>	means the date shown in Your Policy Schedule.
<b>Dislocations</b>	means a displacement of one or more bones that meet at a joint.
<b>HCF</b>	means The Hospitals Contribution Fund of Australia Ltd (ABN 68 000 026 746, AFSL 241 414).
<b>Insured Person</b>	means the Insured Person named in Your Policy Schedule.
<b>Maximum Benefit</b>	means the maximum amount We will pay for all eligible claims while Your Policy is Active.
<b>Level of Cover</b>	means the amount shown in Your Policy Schedule.
<b>Permanent Resident of Australia</b>	means a permanent resident or Australian citizen as defined under the <i>Australian Citizenship Act 2007</i> (Cth) including any amendment, replacement, re-enactment or successor legislation.
<b>Policy</b>	means this Combined Product Disclosure Statement and Policy Document, together with Your Policy Schedule and any change notices We issue You while Your Policy is Active.
<b>Policy Owner</b>	means the person indicated on Your Policy Schedule as the Policy Owner.
<b>Surgery</b>	means the treatment of an injury by cutting, excising, abrading or suturing tissues and is performed by a general specialist surgeon, and attended by an anaesthetist, in an operating theatre of a hospital.
<b>We/Our/Us/HCF Life</b>	means HCF Life Insurance Company Pty Limited.
<b>You/Your</b>	means the Policy Owner.

## OTHER THINGS YOU NEED TO KNOW

### YOUR COVER IS PROVIDED BY HCF LIFE

Personal Accident Insurance is issued by HCF Life Insurance Company Pty Ltd (HCF Life), a subsidiary of The Hospitals Contribution Fund of Australia Ltd (HCF) and will not have a surrender value at any time. HCF is a not-for-profit health fund that has been looking after Australians since 1932. HCF and HCF Life are each responsible for the entire contents of this Combined Product Disclosure Statement, Policy Document and Financial Services Guide. In addition to these documents, you should also read the Target Market Determination (TMD) for this product, which is available at [hcf.com.au/lifeinfo](http://hcf.com.au/lifeinfo)

### CHANGES TO YOUR POLICY

The information in this Combined Product Disclosure Statement, Policy Document and Financial Services Guide is current as at the date of issue. From time to time, We may change the terms of Your Policy or update information in this document. If there is a significant or materially adverse change or update, We will write to You about any changes or updates before they come into effect. Changes or updates that are not materially adverse are available at [hcf.com.au/lifeinfo](http://hcf.com.au/lifeinfo) or by contacting Us on **13 13 34**. Free paper copies are available on request.

The benefits payable to You are those specified in Your Policy or such more favourable benefits as may be determined by Us and notified to You from time to time. Any such determination does not result in a change to Your Policy.

### PROTECTING YOUR RIGHTS

If You have a complaint about Your Policy, please contact Our Policy Service Team on **13 13 34** and We will attempt to resolve it promptly. If an issue has not been resolved to Your satisfaction, You can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution process that is free to consumers.

Call: **1800 931 678 (free call)**

Visit: [afca.org.au](http://afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Write: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

The Hospitals Contribution Fund of Australia Ltd.  
ABN 68 000 026 746 AFSL 241 414

HCF Life Insurance Company Pty Ltd.  
ABN 37 001 831 250 AFSL 236 806

#### LIFE INSURANCE CODE OF PRACTICE

HCF Life is bound by the Life Insurance Code of Practice which sets out the Australian life insurance industry's key commitments and obligations to customers. Further information is available at [cali.org.au/life-code](http://cali.org.au/life-code)

## FINANCIAL SERVICES GUIDE HCF & HCF LIFE

**HCF is licensed to provide general advice about and arrange for the issue of life and general insurance products. The life insurance products are issued by HCF Life Insurance Company Pty Ltd (HCF Life).**

**This Financial Services Guide provides information about the financial services provided by HCF and HCF Life in relation to Personal Accident Cover and is designed to assist You in deciding whether to use any of these services.**

**It contains information about remuneration paid to HCF, HCF Life and their staff for the services offered, and how complaints against HCF and HCF Life in relation to these services are dealt with.**

**If HCF or HCF Life offers or arranges to issue You Personal Accident Cover We will provide you with a Product Disclosure Statement relating to that product where required. The Product Disclosure Statement will set out the significant features of the product and will assist You to make informed decisions about the product.**

### SERVICES

HCF's Australian Financial Services Licence (AFSL number 241 414) authorises HCF to provide general advice about, and arrange the issue, variation, and disposal of, both life and general insurance products.

The life insurance products are issued by HCF Life (AFSL number 236 806), who deals in life insurance products. HCF Life also provides general advice on life insurance products and claims handling and settling services.

### WHAT IS GENERAL ADVICE?

General advice is a recommendation or opinion about a financial product that is not tailored to Your personal circumstances. This means that general advice won't consider Your personal circumstances such as your income, expenses, assets, liabilities, goals, or risk tolerance.

You should, before acting on any general advice, consider the appropriateness of the advice, having regard to Your objectives, financial situation or needs. Please read the relevant Product Disclosure Statement before deciding to purchase any product.

### HCF & HCF LIFE

HCF Life is a wholly owned subsidiary of HCF and acts on its own behalf.

Premiums for the life insurance products issued by HCF Life are paid to HCF Life. HCF receives commission from HCF Life for the sale of life insurance products of up to 40% of the first year's premium plus an additional commission of 80% of HCF Life's underwriting profit each year calculated as premium less claims and expenses. HCF's staff may also receive an incentive depending on the annual premium of these products which they sell. This will not exceed 15% of the first year's premium.

HCF is a not-for-profit organisation and all of the income it receives is applied for the benefit of its members.

HCF and HCF Life hold professional indemnity insurance that complies with the compensation requirements of section 912B of the Corporations Act. This includes cover for claims in relation to the conduct of representatives and employees who no longer work for HCF and HCF Life but who did at the time of the relevant conduct.

### COMPLAINTS PROCESS

Should You have a complaint about any of the services We offer in this Financial Services Guide please call us on **13 13 34**. If We have not resolved Your complaint within 30 days or You are not satisfied with Our response, You can contact The Australian Financial Complaints Authority (AFCA). AFCA is an independent body available free of charge to consumers and can be contacted at:

Call: **1800 931 678 (free call)**

Visit: [afca.org.au](http://afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Write: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

The Hospitals Contribution Fund of Australia Ltd.  
ABN 68 000 026 746 AFSL 241 414  
Address: HCF House, 403 George St, Sydney, NSW, 2000  
Phone number: 13 13 34

HCF Life Insurance Company Pty Ltd.  
ABN 37 001 831 250 AFSL 236 806  
Address: HCF House, 403 George St, Sydney, NSW, 2000  
Phone number: 13 13 34

# FINANCIAL SERVICES GUIDE TELCO SERVICES AUSTRALIA PTY LTD

You may have purchased a product via our corporate representative, Telco Services Australia Pty Ltd (TSA). If this is the case, the following Financial Service Guide applies.

Telco Services Australia Pty Ltd (TSA) is a Corporate Authorised Representative of The Hospitals Contribution Fund of Australia Ltd (HCF), which is authorised to provide general advice about, and arrange the issue, vary, and dispose of, life insurance products. The life insurance products are issued by HCF Life Insurance Company Pty Ltd (HCF Life).

This Financial Services Guide is about the financial services provided by TSA in relation to HCF Life products and is designed to assist you in deciding whether to use any of these services.

It contains information about remuneration paid to TSA and its staff and other relevant persons for the services offered and how complaints against TSA in relation to these services are dealt with.

If TSA offers or arranges to issue you an HCF Life product, we will provide you with a Product Disclosure Statement relating to that product where required. The Product Disclosure Statement will set out the significant features of the product and will assist you to make informed decisions about the product.

## SERVICES

TSA provides general advice about, and arranges the issue, variation, and disposal of, life insurance products by HCF Life to HCF members. General advice does not take account of individual objectives, financial situation or needs. You should, before acting on any general advice, consider the appropriateness of the advice, having regard to Your objectives, financial situation or needs. Please read the relevant Product Disclosure Statement before deciding to purchase any product.

## TELCO SERVICES AUSTRALIA PTY LTD (TSA)

TSA is a Corporate Authorised Representative (AFS Representative Number 001239613) of HCF (AFSL number 241 414). When we provide you with general advice about, or arrange to issue, vary or dispose of, a policy, we do so as a Corporate Authorised Representative of HCF.

Premiums for the life insurance products issued by HCF Life are paid to HCF Life. HCF receives commission from HCF Life for the sale of life insurance products plus an additional commission

of HCF Life's underwriting profit each year calculated as premium less claims and expenses. TSA receives a fixed hourly rate for provision of staff to provide general advice about, and arrange the issue, variation, and disposal of, life insurance products issued by HCF Life. For more information on this, contact HCF on **13 13 34**.

HCF is a not-for-profit organisation and all of the income it receives is applied for the benefit of its members.

HCF holds professional indemnity insurance, for the benefit of TSA, that complies with the compensation requirements of section 912B of the Corporations Act. This includes cover for claims in relation to the conduct of representatives and employees who no longer work for HCF but who did at the time of the relevant conduct.

## COMPLAINTS PROCESS

Should you have a complaint about any of the services we offer in this Financial Services Guide please contact us on **13 13 34**. If we have not resolved your request, complaint within 30 days or you are not satisfied with our response, you can contact The Australian Financial Complaints Authority (AFCA). AFCA is an independent body available free of charge to consumers and can be contacted at:

Call: **1800 931 678 (free call)**

Visit: **afca.org.au**

Email: **info@afca.org.au**

Write: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001**

Telco Services Australia Pty Ltd  
ABN 31106 527 422  
AFS Representative Number 001239613  
31 Troode St, West Perth, WA 6005  
Phone number: 13 13 34

The Hospitals Contribution Fund of Australia Ltd.  
ABN 68 000 026 746 AFSL 241 414  
HCF Life Insurance Company Pty Ltd.  
ABN 37 001 831 250 AFSL 236 806  
HCF House, 403 George St, Sydney, NSW, 2000  
Phone number: 1800 560 855

# OUR PRIVACY STATEMENT

HCF Life is committed to best practice privacy protection.

We collect your personal information including sensitive information such as health information from you and/or the policy owner who is responsible for your policy and/or from other third parties detailed in the HCF Privacy Policy (which covers HCF Life), so we can:

- comply with applicable laws
- manage our relationship with you
- provide life insurance related products and services to you (including through third parties)
- manage and pay claims and benefits
- assess your life insurance and related needs
- investigate fraudulent or improper claims and assess risks
- research and develop products, services and benefits that may better serve your needs
- assess your possible interest in and tell you about other HCF products and services
- administer our business and deal with complaints.

The types of organisations and individuals we disclose personal information to include:

- third party organisations who deliver services on our behalf or to us, some of whom may be located overseas
- research companies contracted to us to ask your opinion on improving our service, benefits or product offerings
- other insurers or reinsurers
- government, including law enforcement agencies
- related HCF companies
- the named policy owner who has your authority
- any other authorised individual.

If you do not provide the personal information we request, we may not be able to provide you with our products or services.

You can ask us at any time to stop direct marketing to you by emailing **service@myhcf.com.au** or calling **13 13 34**.

For more information about the personal information we collect and how we handle it, how to access and correct your personal information or how to make a complaint and how we will respond to complaints, please read the HCF Privacy Policy.

To view the HCF Privacy Policy:

- Visit **hcf.com.au/privacy**
- Visit your local branch.

All new policy owners should ensure that all members on the policy are made aware of the HCF Privacy Policy.

# RECOVER COVER THAT'S UNCOMMON CARE APPLY TODAY

## APPLYING FOR PERSONAL ACCIDENT INSURANCE IS EASY

To apply, all you need to do is:

1. Call, visit a branch or go online to complete your application
2. Leave the rest to us.



**1800 560 855**

MON-FRI 8AM-8PM,  
SAT 9AM-5PM AEST/AEDT



**[hcf.com.au/recover-cover](https://hcf.com.au/recover-cover)**



**Visit a branch**