Combined Product Disclosure Statement and Financial Services Guide

Credit Insurance

Avea

Introduction

It is important that before You purchase the insurance You take the time to read and understand this Combined Product Disclosure Statement (PDS) and Financial Services Guide (FSG) in its entirety, as it contains important information as required under the financial service provisions of the Corporations Act 2001.

If You do not understand any part of this document, please contact Us and We will be happy to explain any matter for You.

PLEASE TAKE THE TIME TO READ THROUGH THIS DOCUMENT CAREFULLY AND RETAIN FOR YOUR RECORDS.

Please note that if the finance contract is not regulated by the National Consumer Credit Protection Act 2009 (Cth) (NCCP), then nothing contained in this document can or should be read as implying that the finance contract is regulated by the NCCP.

Preparation date 1st December 2014. V011214

This product is issued by the insurer Avea Insurance Limited. AIP acts as a Third Party Introducer and is not authorised under the Corporations Act 2001 to provide any financial product advice.

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Part B Financial Services Guide

The PDS is issued by Avea Insurance Limited ABN 18 009 129 793 AFSL 238279 (Avea) in respect to all covers excluding Death Cover and MetLife Insurance Limited ABN 75 004 274 882 AFSL 238096 (MetLife) in respect to Death Cover only .

The FSG is issued by the authorised representative of Avea Insurance Limited.

Part A:

Product Disclosure Statement

WHAT IS A PRODUCT DISCLOSURE STATEMENT (PDS)?

This PDS is designed to assist You in understanding this insurance You are considering so You can make an informed choice about whether You should purchase it.

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. We will issue You with a new PDS or a Supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, We may issue You with notice of this information in other forms or keep an internal record of such changes (You can get a paper copy free of charge by contacting Us using Our details below).

Other documents may form part of this PDS and the Policy. If they do, We will tell You in the relevant document.

Some words or expressions have special meaning. They begin with capital letters and their meaning is explained in the Definitions and Interpretation section of this PDS.

WHO ARE THE INSURERS?

DISABILITY AND INVOLUNTARY UNEMPLOYMENT COVERS

Avea Insurance Limited (Avea), the issuer and underwriter of the Disability and Involuntary Unemployment components of this insurance product, is an Australian owned insurance company which is authorised by the Australian Prudential Regulation Authority (APRA) to carry on general insurance business in Australia under the Insurance Act 1973 (Cth) and holds an Australian Financial Services Licence issued by Australian Securities and Investments Commission (ASIC).

If You need to contact Avea please do so through any of the options listed in the company details below:

PO Box 116, Berwick VIC 3806
Telephone: 1800 999 977
Facsimile: (03) 9768 9677
Web: www.avea.com.au
Email: aveainsurance@avea.com.au

DEATH COVER

The Death Cover is a life insurance benefit.

MetLife Insurance Limited (MetLife), the issuer and underwriter of the Death Cover, is authorised by the Australian Prudential Regulation Authority (APRA) to carry on life insurance business in Australia under the Life Insurance Act 1995 (Cth) and also holds an Australian Financial Services Licence issued by Australian Securities and Investments Commission (ASIC).

If You need to contact MetLife, please do so through any of the options listed in the company details below:

Level 9, 2 Park Street, Sydney NSW 2000
Telephone: 1300 555 625
Facsimile: (02) 9266 1111
Website: www.metlife.com.au

Avea is responsible for offering and administering the Death Cover.

OUR CONTRACT WITH YOU

If You buy the Death Cover You enter into a Policy with MetLife for this cover.

If You buy the Disability and/or Involuntary Unemployment Cover You enter into a Policy with Avea for these covers.

A reference in this PDS to the Policy is to the relevant Policy entered into by You with the relevant insurers. Each insurer is only responsible for the covers provided by them. A reference to "We", "Our" and "Us" is a reference to each insurer as relevant to the cover provided by them.

Where We agree to enter into a Policy with You, following payment of or Your agreement to pay the Premium, it is a contract of insurance between Us and You (see definition of "You" for details of who is covered by this term).

The Policy sets out the cover which We are able to provide You. You need to decide if the limits, type and level of cover are appropriate for You and will cover Your potential loss. If they are not, You may be underinsured and You may have to bear that part of any loss for which You are not covered.

The Policy consists of:

- This document which sets out the standard terms and conditions of Your relevant cover, including its limitations and exclusions;
- The Policy Schedule issued by Us. The Policy Schedule is a separate document, which shows certain insurance details relevant to You. It may include additional terms, conditions and exclusions relevant to You that amend the standard terms of this document. If the Policy is varied during the Period of Insurance We will send You an updated Policy Schedule taking into account the variations; and
- Any other change to the terms of the Policy otherwise advised by Us in writing (such as an Endorsement or Supplementary PDS) which may vary or modify the above documents.

These are all important documents and should be carefully read together as if they were one document to ensure that You are satisfied with the cover. All Policy documentation should be kept in a safe place for future reference.

We reserve the right to change the terms of the Policy where permitted to do so by law.

YOUR DUTY OF DISCLOSURE

WHAT YOU MUST TELL US:
Before You enter into the Policy with Us, the Insurance Contracts Act 1984 (the Act) requires You to provide us with the information We need to enable Us to decide whether and on what terms Your application for insurance is acceptable and to calculate how much Premium is required for Your insurance.

The Act imposes a different duty the first time You enter into the Policy with Us to that which applies when You vary, extend, reinstate or replace the Policy. We set these two duties out below.

You will be asked various questions when You first apply for the Policy and when You answer You need to:

- Give Us honest and complete answers;
- Tell Us everything that You know; and
- Tell Us everything that a reasonable person in the circumstances could be expected to tell Us.

When You vary, extend, reinstate or replace the Policy, Your duty is to tell Us before doing so, every matter known to You which You know, or a reasonable person in the circumstances could be expected to know, is relevant to Our decision whether to insure You and whether any special conditions need to apply to Your Policy.

You are not required to disclose anything that:

- Diminishes the risk to Us as the insurer;
- We know or should know based on Our business;
- Is common knowledge;
- We tell You We do not need to know.

The duty of disclosure applies until the Policy is entered into, or where relevant, extended, varied, reinstated or replaced (Relevant Time). If anything changes between the time You provide answers or make disclosure and the Relevant Time, You need to tell Us.

The duty of disclosure applies to You and everyone that is an insured under the Policy. If You provide information for another insured, it is as if they provided it to Us.

If You do not notify Us of all relevant information that You are aware of We may:

- Refuse to pay a claim; or
- Reduce the amount of Your claim; and/or
- Avoid the Policy.

If fraud is involved, We may treat the Policy as if it never existed and pay nothing.

ONGOING DISCLOSURE

Cover provided by Your Policy may be affected if Your job or the nature of Your employment changes. You should refer to the Eligibility Criteria section of the PDS for further details. You are required to inform Us if Your circumstances change.

IMPORTANT INFORMATION ABOUT CREDIT INSURANCE

It is important that You read this information and the PDS carefully so You may understand the extent of cover provided and its limitations.

THE PURPOSE OF CREDIT INSURANCE

This Credit Insurance is a Consumer Credit Insurance (CCI) Policy designed to assist You with monies owing to the Financier of Your Finance Contract in the event of Your Death, Disablement and/or Involuntary Unemployment depending on the type and level of cover You choose.

The Policy sets out the terms and conditions for the benefits provided under this Credit Insurance.

We pay all benefit payments directly to the Financier You have Your Finance Contract with.

The extent to which this Credit Insurance responds is based on Your liability under Your Finance Contract (subject to the application of certain Policy benefit limits and exclusions as specified in the Policy).

CHOOSING THE TYPE OF COVER

You need to carefully choose the cover types that suit Your needs. There are three types of cover available:

1. **Disability:** We will pay the Finance Contract Monthly Repayments if You are unable to work due to contracting a Sickness or suffering an Injury which causes a Disability during the Period of Insurance that prevents You from working in Your usual occupation;

2. **Involuntary Unemployment:** We will pay the Finance Contract Monthly Repayments if, during the Period of Insurance, You become Involuntarily Unemployed or retrenched; or

3. **Death:** We will pay Your Financier the Payout Figure of the Finance Contract if You die during the Period of Insurance.

Please note that this is a limited summary only and not a full description of the covers. Each cover noted is subject to terms, conditions, exclusions and limitations that are not listed in the summary. You need to read the full terms, conditions and exclusions of the Policy which specifies the options taken for a full explanation of the cover.

You can choose from the following options:

- Disability Cover only;
- Death Cover only;
- Disability and Involuntary Unemployment Cover;
- Disability and Death Cover; or
- Disability, Involuntary Unemployment and Death Cover.

If You choose to purchase this insurance, the cover applicable to You will be shown on the Policy Schedule.

TABLE OF BENEFITS

Type Of Cover	Benefit Limit
Disability Cover	• Maximum monthly benefit is the lesser of the Monthly Repayment and $1,500 monthly or $50 per day.
Involuntary Unemployment Cover	• Maximum monthly benefit payable is the lesser of the Monthly Repayment or $1,500 up to a total of $3,500 for this benefit. • No more than 6 monthly payments may be claimed.
Death Cover	• Maximum benefit payable is $100,000.

COMMISSION

Avea's authorised representatives receive a commission for arranging this Insurance and do so on Avea's behalf and not Yours. The commission payable to Avea's authorised representatives is calculated as a percentage of the Premium You pay, excluding Stamp Duty and government charges. For more information on the commission Avea's authorised representatives receive refer to the FSG (Part B of this document).

TRUTHFUL STATEMENTS

You are required to be truthful when supplying information in Your application for this Insurance Policy. See Your Duty of Disclosure.

NO OBLIGATION TO PURCHASE

This Policy is not compulsory and it is not a condition of Your Finance Contract that You must have this insurance. If You do choose to take out this insurance Policy, You may do so with another insurer on terms that are the same or different to the terms of the Policy.

ELIGIBILITY CRITERIA

You are only eligible for cover under the Policy if You meet the following eligibility criteria at time of inception and throughout the Period of Insurance:

You must:

- Be at least 18 years of age at the commencement of the Period of Insurance; and
- Have been a permanent resident of Australia for more than 104 continuous weeks prior to the commencement of the Period of Insurance.

In the case of Death Cover:

- Be under 60 years of age at the commencement of the Period of Insurance.

In the case of Disability and Involuntary Unemployment Cover:

- Be under 64 years of age at commencement of the Period of Insurance;
- Be employed in Permanent Gainful Employment for at least twenty (20) hours per week;
- Have been continuously employed for the six (6) month period prior to the commencement of the Period of Insurance;
- Not be employed in a seasonal or Intermittent position; and
- Not be employed in a contracted position of less than the term of the Finance Contract.

NOTE: Involuntary Unemployment Cover is not available to people who are self-employed, nor does it apply if unemployment is due to a contracted position reaching its nominated term.

SIGNIFICANT RISKS

Some of the risks associated with taking out a Policy include that:

- The Policy may not suit Your needs;
- The cover level may be insufficient; and
- A benefit may not be paid because of one of the listed exclusions (please refer to 'Exclusions' section of this document).

It is important that You ensure that the Policy meets Your needs both now and in the future. You may wish to seek assistance from a financial adviser if You are not sure about whether this product suits Your personal circumstances.

COVER PROVIDED

Please refer to Your Policy Schedule for the cover types selected.

A type of cover only applies if the Policy Schedule shows that it applies and You have paid or agreed to pay the Premium for it.

Subject to the type of cover selected, the terms, conditions and exclusions detailed in the Policy, the following benefits are provided under each type of cover:

DISABILITY COVER

- If You suffer a Disability as certified by a Medical Practitioner during the Period of Insurance, We will pay 1/30th of Your Monthly Repayment for every day You are Disabled up to the benefit limit. For example, if Your Monthly Repayment is $600, the benefit You receive is $20 per day.
- Subject to the Policy terms and conditions, an unlimited number of claims may be made.
- Maximum monthly benefit is the lesser of the Monthly Repayment and $1,500 monthly or $50 per day.

A 30 day Excess Period applies to this cover.

INVOLUNTARY UNEMPLOYMENT COVER

- If You become Involuntarily Unemployed during the Period of Insurance, We will pay 1/30th of Your Monthly Repayment for every day You are Unemployed up to the benefit limit. For example, if Your Monthly Repayment is $750, the benefit You receive is $25 per day.
- The benefits paid will be limited to a maximum period of 90 days in respect of any one claim during any one continuous period of Involuntary Unemployment.
- Subject to Policy conditions, an unlimited number of claims may be made up to the benefit limits.
- Maximum monthly benefit payable is the lesser of the Monthly Repayment or $1,500 up to a total of $3,500 for this benefit.
- No more than 6 monthly payments may be claimed for the term of the cover.

A 30 day Excess Period applies to this cover.

DEATH COVER

- In the event of Your Death during the Period of Insurance, We will pay to Your Financier the Payout Figure of Your Finance Contract at the date of Your Death up to the maximum benefit payable. For example, if the Payout Figure on the date of Your Death is $20,000, We will pay that amount.
- Maximum benefit payable is $100,000.

No Excess Period applies to this cover.

THE MAXIMUM LIMIT OF LIABILITY FOR ALL COVERS DURING THE PERIOD OF INSURANCE IS $100,000.

All benefits provided under the Policy:

- Are not affected by payments You may receive under Worker's Compensation or Social Security; and
- Will be paid directly to the Financier named in the Policy Schedule.

ADDITIONAL BENEFIT

IDENTITY THEFT

WHAT IS IDENTITY THEFT?

Identity theft is a type of fraud which involves stealing money or gaining other benefits by pretending to be someone else. Having Your identity stolen can be both financially and emotionally devastating. Identity theft can occur in many ways, from someone using Your credit card details illegally to make purchases, to having Your entire identity assumed by another person to open bank accounts, take out loans, and conducting illegal business under Your name.

WHEN ARE YOU AN IDENTITY THEFT VICTIM?

- When there are entries in Your personal credit file held by any credit bureau that You have not instigated or authorised.
- When Your credit card details or other personal details have been used by a third party to obtain goods or services, or cash without Your knowledge or Your authority.
- When Your personal details and personal credit information held by a credit bureau have been accessed without Your knowledge or Your authority.

WHAT COVER IS PROVIDED UNDER THIS IDENTITY THEFT ADDITIONAL BENEFIT?

Avea provides the following additional benefit under the Policy:

1. If You are the victim of an identity theft which affects Your credit status, Avea will notify all major credit bureaux on Your behalf that there are inaccurate entries on Your personal credit file.
2. Avea will indemnify You for any amount that You remain personally liable for to Your bank or credit card provider for any credit card fraud where Your personal details have been stolen and used to obtain credit.
3. Avea will (if requested by You) notify any third parties such as utility providers, merchants, and financial institutions that You may have been the victim of an identity theft and that there may be errors or disputed entries on Your account with those entities.
4. This additional benefit applies for 12 months after the commencement of the Policy, unless the Policy is cancelled or terminated earlier. Any claim under this identity theft additional benefit must be received by Avea within 15 months from the commencement of the Policy.

HOW DO I CLAIM UNDER THIS IDENTITY THEFT ADDITIONAL BENEFIT

1. You must have made a complaint to the police about the identity theft.
2. You must complete an identity theft claim form (available from Avea's website www.avea.com.au) which includes a limited power of attorney authorising Avea to act on Your behalf in relation to such a claim.
3. The claim form and a copy of the police incident report should be sent by mail, fax or email to Avea.

The maximum amount payable under this identity theft additional benefit is $1,000 (irrespective of the number of policies You have with Avea).

COVER LIMITATIONS

The cover provided under the Policy is limited to Your liability under the Finance Contract, or the listed benefit limits, whichever is the lesser.

Some exclusions may also apply to exclude the cover provided under the Policy. Please see the Exclusions section of this document for more information.

DISABILITY COVER

The Disability Cover is limited as follows:

- We will not pay for any claim should You fail to meet the relevant eligibility criteria at the time of the event leading to Your claim;
- We will not pay for any claim arising directly or indirectly from, or in any way connected with a Pre-existing Condition;
- No cover is provided for any Sickness which first manifested itself within 30 days after the commencement of the Period of Insurance (see definition of Sickness for when a Sickness is regarded to have first manifested itself);
- The maximum monthly benefit limit for this cover is the Monthly Repayment stated on the Finance Contract or $1,500 (whichever is the lesser);
- No benefit is payable under this cover for the first 30 days of any one continuous period that You are Disabled during the Period of Insurance;
- No benefit is payable under this cover if You can not provide Us with evidence from a Medical Practitioner for the Sickness or Injury You have sustained and that You are following the advice of the Medical Practitioner for Your rehabilitation;
- No benefit is payable under this cover after You reach 67 years of age;
- Any benefit payment will not include any Residual amounts;
- In the event You are able to return to light duties We will pay a benefit equal to the pro-rata amount based on Your light duties income as a fraction of Your pre-disability income; and
- In the event that Your Medical Practitioner advises that You are able to return to work on light or part-time duties, We will reduce Your daily claim amount in proportion to the amount You earn compared to the amount You earned prior to the event (regardless of whether or not You decide to return to work in this reduced capacity).

INVOLUNTARY UNEMPLOYMENT COVER

The Involuntary Unemployment Cover is limited as follows:

- We will not pay for any claim should You fail to meet the relevant eligibility criteria at the time of the event leading to Your claim;
- We will not pay for any claim arising directly or indirectly from, or in any way connected with a Pre-existing Condition;
- Involuntary Unemployment Cover is not available to people who are self-employed, nor does it apply if unemployment is due to a contracted position reaching its nominated term;
- The maximum monthly benefit limit is the Monthly Repayment stated on the Finance Contract or $1,500 (whichever is the lesser);
- No benefit is payable for the first 30 days of any one continuous period that You are Involuntarily Unemployed during the Period of Insurance;
- The benefits paid will be limited to a maximum period of 90 days in respect of any one claim during any one continuous period of Involuntary Unemployment;
- Subsequent claims for periods of Involuntary Unemployment will only be met if You have been employed in Permanent Gainful Employment for a minimum of 20 hours a week and for more than 13 consecutive weeks following the previous Involuntary Unemployment claim;
- No benefit is payable under this cover after You reach 67 years of age; and
- Any benefit payment will not include any Residual amounts.

DEATH COVER

This Death Cover is limited as follows:

- We will not pay for any claim arising directly or indirectly from, or in any way connected with a Pre-existing Condition;
- The maximum benefit limits of all payments We will make under this cover is $100,000;
- We will not pay any amount for arrears on the Finance Contract that are older than 2 months as at the date of Your Death;
- No benefit is payable under this cover after You reach 67 years of age; and
- Any benefit payment will not include any Residual amounts where cover for this option has not been selected by You and noted on the Policy Schedule, or the Finance Contract is a guaranteed buy back agreement.

STATUTORY FUND

The Death component of the Policy will be written in MetLife's Statutory Fund No.1.

The Death Cover does not have a savings, investment, cash or surrender value, nor does it entitle You to participate in MetLife's profits.

EXCLUSIONS

Our liability to pay a claim under the Policy is excluded in the following circumstances:

- We will not pay a benefit for more than one type of cover at any one time; or
- We will not pay a claim for any condition arising directly or indirectly from or in any way connected with a World Health Organisation declared Pandemic.

We will not pay a benefit under Disability, Involuntary Unemployment or Death for any event caused by or arising directly or indirectly or in any way connected with:

- You taking part in any criminal activities;
- You taking part in motor racing or horse racing;
- You engaging in a professional sporting activity;
- Use or contact with nuclear materials of any kind, weapons or waste, iodising radiation or asbestos;
- Aerial activity, except as a passenger in a fixed wing aircraft owned and operated by a licensed airline;
- Your suicide, attempted suicide or any deliberate or self-inflicted injury or illness;
- Any Pre-existing Condition;
- Pregnancy, IVF, abortion or child birth or complications thereof;
- Acquired Immune Deficiency Syndrome (AIDS);
- Human Immune Deficiency Virus (HIV);
- Being addicted to or under the influence of alcohol or a drug other than a drug taken under the advice of a Medical Practitioner; or
- War, riot, civil commotion, strike, lockout or an act of terrorism.

We will not pay for Disability or Involuntary Unemployment caused by or arising directly or indirectly or in any way connected with:

- Any emotional, stress related, psychiatric or neurological condition or disorder, post-viral debilities, chronic fatigue syndrome and myalgic encephalomyelitis;
- Backache, unless a Medical Practitioner provides medical evidence showing definite symptoms of restriction of movement;
- A Sickness or Injury which occurred within 30 days of the commencement of the Period of Insurance;
- You not following the advice of a Medical Practitioner for Your rehabilitation;

EXCLUSIONS Continued

- You becoming voluntarily unemployed or Involuntarily Unemployed due to Your actions including but not limited to deliberate misbehaviour, dishonesty, You being deemed unsuitable for the role, poor work performance or failure to meet any work related targets (e.g. sales targets);
- Termination of Your employment during or at completion of Your initial probation period;
- You accepting voluntary redundancy;
- You become unemployed due to the Intermittent nature of Your work or the completion of a project or specified work for which You were employed or the completion of a contract for a specified time;
- If You have been offered employment but elect not to take it; or
- You are not eligible to register with the relevant government agency (e.g. Centrelink) for any reason.

This Policy does not cover non-financial loss or consequential financial loss.

Consequential financial loss is indirect loss which accompanies insured loss including but not limited to legal costs or investigation costs.

Non-financial loss is loss, including but not limited to distress, inconvenience, pain and suffering and/or damage to reputation.

Some additional limits to cover may also apply to limit the cover provided under the Policy. Please see the Cover Limitations section of this document for more information. Other documents forming the Policy may contain exclusions and limitations in addition to the above.

HOW TO MAKE A CLAIM

If You need to make a claim, please contact Us on 1800 999 977 as soon as possible.

Written notice in the form of a signed claim form containing full particulars (including certificates and other evidence) of any event in respect of which a claim is to be made must be given to Us as soon as possible following the event.

All certificates and evidence required by Us will be provided by You or any claimant hereunder at his or her expense in the form and of the nature prescribed by Us.

No benefits under the Policy are payable until evidence satisfactory to Us is received and We have agreed to settlement of the claim.

Where We do not agree with the opinion or diagnosis of a Medical Practitioner engaged by You, We may require You to submit to a further medical examination by a Medical Practitioner engaged by Us at Our expense.

Payments or refunds under the Policy will be paid to the Financier who has funded the Premium. Our obligation to You will be satisfied to the extent of any such payment.

All claims in relation to the Death Cover provided under the Policy are handled and settled by MetLife and not Avea.

Please refer to the Cover Provided section of this document for claims examples.

CLAIM RECOVERY

We reserve the right to take action to recover costs incurred by Us where We believe the incident is the responsibility of another party. When We do this, We may take action in Your name and You will be required to co-operate with Us and provide any information We may require.

TAXATION

Generally, lump sum payments to individuals, under Death Cover are not assessable for income tax purposes. Payments made due to Involuntary Unemployment or Disability may be taxable. Premiums are generally not tax deductible.

GST only applies to the Involuntary Unemployment benefit component of the insurance Premium. This charge is included in the Premium rate quoted. If tax laws are altered, We reserve the right to increase Premiums or charges to reflect any new or increased taxes.

This information is based on Our interpretation of the present taxation rules. You should seek advice from a suitably qualified professional in relation to Your particular circumstances.

UNEQUAL PAYMENTS

If Your payments under the Finance Contract shown in the Policy Schedule are not equal monthly amounts, We will calculate the amount payable for each day of a claim (if applicable) by dividing the total amount of payments (less the amount of the Residual) by the number of days in the term of the Finance Contract.

CANCELLATION

CANCELLATION BY YOU

If You wish to cancel the Policy, You may do so at any time by providing Us with notice in writing.

We will refund to You the portion of the Premium that You have paid to Us that is attributable to the unexpired Period of Insurance remaining under the Policy. We will calculate the amount of Your refund using the formula as set out under the National Consumer Credit Protection Act 2009 (NCCP).

The refund calculation takes into account the total Premium paid, term of the Policy and unexpired portion of the Period of Insurance.

Cancellation by You will be effective by 4pm AEST on the day We receive Your cancellation notice or the date specified in Your cancellation notice (whichever occurs last).

CANCELLATION BY US

We may cancel or avoid the Policy for any reason permitted under law. For example We may cancel or avoid the Policy if You:

- Made a misrepresentation to Us before entering into the Policy;
- Fail to comply with the duty of disclosure or the duty of utmost good faith;
- Fail to comply with a provision of the Policy (including the obligation to pay the Premium on time); or
- Make a fraudulent claim under the Policy or any other insurance Policy.

Unless otherwise provided for in the Policy, if We cancel or avoid the Policy, We will give written notice to You personally, to Your agent or by post to Your last known address. Such notice will be effective from 4pm AEST on the seventh day after the day it is given to You, unless it specifies a later date. You may be entitled to a pro rata refund of the Premium for the remaining Period of Insurance, which is calculated as stated in "Cancellation by You" section.

Where the Premium has been financed, You authorise Us to pay any refund direct to the Financier unless the Financier otherwise authorises the refund to be paid direct to You.

TERMINATION

The Policy will end and benefit payments will cease on the day that any of the following occur:

- The Policy is cancelled;
- The Period of Insurance expires;
- The Finance Contract shown in the Policy Schedule ends (even if money is still owing), is discharged or refinanced;
- You no longer permanently reside in Australia;
- You reach 67 years of age;
- The maximum aggregate benefit limit under the Policy of $100,000 limit is reached; or
- You commit any act of bankruptcy, including petitioning for bankruptcy and/or voluntary liquidation.

No refund of Premium is available if We have paid out the maximum benefit of any cover selected prior to the expiry of the Period of Insurance as shown in the Policy Schedule.

COST OF THE POLICY

A number of factors are taken into account in setting Our Premiums and these include the term of the Finance Contract, the types of covers selected and the amount borrowed. All of these factors impact on the amount of Premium charged for the Policy. If You purchase this Credit Insurance from Us, the Premium includes an amount to take into account Our obligation to pay any compulsory Government charges including Stamp Duty and GST where applicable.

Before We can give You any insurance cover, the Premium for the Policy must be paid either by You or by including the Premium in the Finance Contract under which the Financier agrees to make the payment to Us.

PRIVACY

AVEA'S PRIVACY STATEMENT

Personal information is essentially information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not. See the Privacy Act for full details.

We, and Our agents, need to collect, use and disclose Your personal information in order to consider Your application for the Policy, to provide the cover You have chosen, calculate or offer discounts to You, administer the Policy, assess, investigate, handle and settle any claim, communicate with You both by mail and electronically about Your Policy, and conduct product and service research and data analysis and business strategy development.

You can choose not to provide Us with some of the details or all of Your personal information, but this may affect Our ability to provide You with Our services or products or properly manage and administer services and products provided to You or others.

For these purposes, We can collect Your personal information from and/or disclose it on a confidential basis to, the following: Our related entities, Our distributors and other agents or contractors, other insurers (including reinsurers), insurance reference bureaux, law enforcement agencies; and investigators; lawyers; accounting and other professional advisers and the agents of these, Your agents, premium funders, other insurance intermediaries, actuaries, translators, loss assessors and adjusters, Financiers, credit agencies, and other parties We may be able to claim or recover against, anyone either of Us appoint to review and handle complaints or disputes, and any other parties where permitted or required by law. We prohibit the above entities from using Your personal information for purposes other than those We supplied it for. We will not disclose Your personal information to persons located overseas.

We collect personal information directly from You unless You have consented to collection from someone other than You, it is unreasonable or impracticable for Us to do so or the law permits Us to. Where You provide personal information to Us about another person, You must be authorised to provide that information to Us and inform that person of this Privacy Notice including who We are, how We use and disclose their information, and how they can gain access to that information.

You may gain access to and seek correction of the personal information held on record about You as outlined in Our Privacy Policy. The complete Privacy Policy is also available on Our website www.avea.com.au or by contacting Us on 1800 999 977.

If You believe that We have not dealt with Your personal information in accordance with the law, or Our Privacy Policy, or You believe that You have been wrongly denied access to Your personal information, You may lodge a complaint with us as outlined in Our Privacy Policy. Complaints can be made by telephoning or writing to Us and should be directed to the Compliance Manager, who will provide You with further information about Avea's Privacy Complaints Procedure.

By providing Us with personal information You and any other person You provide personal information for, consent to this use and these disclosures unless You tell Us otherwise. If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with, please contact Us.

METLIFE'S PRIVACY STATEMENT

We collect, use and retain personal information in accordance with the Australian Privacy Principles and the Privacy Act 1988 (Cth).

We collect, use, process and store personal information and, in some cases, sensitive information about You, in order to comply with Our legal obligations, to assess Your application for insurance cover, to administer the insurance cover provided, to enhance customer service or products and to manage claims.

If You do not agree to provide Us with the information, We may not be able to process Your application, administer Your cover or assess Your claims.

In dealing with Us, You agree to Us using and disclosing Your personal information as set out in this section and in Our Privacy Policy.

For further information about how We handle Your personal information, details of how You can access or correct the information We hold about You or make a complaint, You can access Our Privacy Policy at www.metlife.com.au/privacy or contact Us on 1300 555 625.

COOLING OFF PERIOD

You have the right to return the Policy to Us within 14 days of the date that it was issued or sold to You ("cooling off period") unless You make a claim or exercise any of Your rights under the Policy within the cooling off period.

If You return the Policy during the cooling off period, We will refund the Premium. The Policy will be terminated from 4pm AEST on the date You notify Us of Your request.

To return the Policy, You must notify Us in writing within the cooling off period. You can do this by contacting Us by the methods detailed in the "Who are the Insurers?" section.

After the cooling off period has ended, You still have cancellation rights (refer to "Cancellation" section for full details).

DISPUTE RESOLUTION

DISABILITY & INVOLUNTARY UNEMPLOYMENT COVER

We have an internal procedure for Dispute Resolution so that if at any time Our products or services have not satisfied Your expectations You can contact Us. If You have a complaint, please give Us every opportunity to try to resolve Your complaint.

Step 1 Contact the Operations Manager
If You are not satisfied with Our initial response Your complaint will be referred for review by the Operations Manager who would respond to You within 15 business days.

Step 2 Contact our Compliance Manager
If the complaint is still not resolved to Your satisfaction, You can ask the Compliance Manager to refer Your dispute to Our Internal Dispute Resolution (IDR) Committee for review. The IDR Committee members are independent and have the authority to review the decision. The IDR Committee will inform You of the final decision within 15 business days.

DEATH COVER

If You have any questions or concerns about the Death Cover in Your Policy please contact Avea in the first instance on 1800 999 977 or MetLife direct on 1300 555 625.

MetLife has established a complaints resolution process and are committed to working with You to resolve Your concerns.

For any Death Cover questions or complaints please contact MetLife by:

Phone: 1300 555 625
Mail: Dispute Resolution Officer
MetLife Insurance Limited
Reply Paid 3319
Sydney NSW 2001

EXTERNAL DISPUTE RESOLUTION

A dispute can be referred to the Financial Ombudsman Service (FOS) subject to its terms of reference. It provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms and its contact details are:

The Financial Ombudsman Service
Local call: 1300 780 808
Post: GPO Box 3, Melbourne, Victoria 3001
Website: www.fos.org.au

CODE OF PRACTICE

The Insurance Council of Australia (ICA) has developed a voluntary General Insurance Code of Practice (the Code) to which We are a signatory. This Code aims to raise the standards of practice and service within the general insurance industry.

- We will only ask for, and take into account, relevant information when selling insurance;
- Our representatives will act in an honest, fair, efficient and transparent manner;
- We will respond to routine requests for information within 10 business days; and
- We will keep You informed of the progress of Your claim.

To obtain a copy of the Code visit www.codeofpractice.com.au or call (02) 9253 5100.

COMPENSATION ARRANGEMENTS AND FINANCIAL CLAIMS SCHEME

Avea is an insurance company authorised under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act. The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

MetLife is an insurance company authorised under the Life Insurance Act 1995 (Cth) (Life Insurance Act) to carry on life insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and is subject to the prudential requirements of the Life Insurance Act. The Life Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by MetLife are met within a stable, efficient and competitive financial system.

Because of this We are exempt from the requirements to meet the compensation arrangements Australian Financial Services Licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act. We have compensation arrangements in place that are in accordance with the Insurance Act. (for Avea) and the Life Insurance Act (for MetLife).

In the unlikely event that We were to become insolvent and could not meet our obligations under the Policy, a person entitled to claim under the Policy may be entitled to payment under the Financial Claims Scheme. Access to the scheme is subject to eligibility criteria. Please refer to www.apra.gov.au or call the APRA Hotline on 1300 558 849 for more information.

DEFINITIONS AND INTERPRETATION

Certain words used in this PDS have special meanings. This Definitions section contains such terms. In some cases, certain words may be given a special meaning in a particular section of the Policy when used or in the other documents making up the Policy.

Headings are provided for reference only and do not form part of the Policy for interpretation purposes.

Accident: A sudden, unexpected, unusual, specific event, which occurs fortuitously at an identifiable time and place and is unforeseen or unintended by You. **Accidental** and **Accidentally** shall have a corresponding meaning.

Death: the end of the life of a person as certified by a Medical Practitioner.

DEFINITIONS AND INTERPRETATION Continued

Disability, Disablement and Disabled: An Injury or Sickness that renders You incapable of continuous performance of the duties of any occupation for which You are reasonably qualified by education, training or experience as certified by a Medical Practitioner.

Endorsement: An additional term or condition applied by Us or an alteration requested by You. An Endorsement may be sent as a separate document or may be stated on the Policy Schedule or Renewal Certificate.

Excess Period: the period of time during which a benefit will not be paid.

Finance Contract: The legal agreement with the Financier which describes the terms and conditions under which the funds were provided to You, as stated on the Policy Schedule.

Financier: The finance company or credit institution that provided the funds for the purchase of the Vehicle pursuant to the Finance Contract, as stated on the Policy Schedule.

Injury: a bodily injury caused solely by an Accident that first occurs during the Period of Insurance and does not include any Sickness. For the purposes of this definition, an Injury will first occur on the date the Accident causing the Injury occurred.

Intermittent: occurring at irregular intervals; not continuous or steady. Including but not limited to casual , temporary or seasonal employment.

Involuntary Unemployment and **Involuntarily Unemployed:** Where You became unemployed as a result of Your employer terminating Your contract of employment and where You are able to, and wish to, continue to work. Your unemployment status is required to be certified by the appropriate Government agency.

Medical Practitioner: A doctor or specialist who is registered or licensed to practice medicine under the laws of the country in which they practice, other than You, a member of Your immediate family or Your employee.

MetLife: MetLife Insurance Limited, ABN 75 004 274 882 AFSL 238096.

Monthly Repayment: Your monthly repayment due to the Financier under the Finance Contract as specified in the Policy Schedule.

Payout Figure: The amount owing after the deduction of rebatable amounts owing to the Financier under the Finance Contract as at the date of Your Death.

Permanent Gainful Employment: You are working on a permanent or continuous basis for income or wages for a minimum of 20 hours every week and You are not in employment of a seasonal, casual, temporary or non renewable contract nature and in the case of Involuntary Unemployment cover, You are not self-employed.

Period of Insurance: The period during which cover is provided under the Policy as shown on the Policy Schedule. The Period of Insurance commences on the inception date and ends on the expiry date, as stated on the Policy Schedule, unless the Policy ends earlier in accordance with its terms.

Policy: The insurance contract between Us and You. It consists of this document, the Policy Schedule and any other change to the terms of the Policy otherwise advised by Us in writing (such as Endorsements or Supplementary PDS's We may give You from time to time).

Policy Schedule: The relevant schedule We issue including on renewal or variation of the Policy which includes Your details, the Vehicle details, the Policy number together with the details of cover, establishment fee, Premium and other Policy details.

Pre-existing Condition: any bodily injury, disease, sickness, illness or other medical condition, including symptoms, treatment or advice or side effect of that treatment or advice, or other condition relating to Your health:

- Of which You were aware or a reasonable person in the circumstances would have been aware or could have been expected to be aware, and which was present, continuing, being suffered from or experienced; or
- For which You sought or received or for which a reasonable person in the circumstances would have sought or received, medical advice or treatment from a Medical Practitioner or other health professional;

prior to the commencement of the Period of Insurance.

Premium: The amount You pay for the Policy including amounts payable by Us in relation to any compulsory Government charges such as Stamp Duty, GST and Fire Service levy, if applicable, but excluding any establishment fee.

Residual: The balloon/lump sum payment on the Finance Contract.

Sickness: Any illness, sickness or disease that first manifests itself during the Period of Insurance and does not include any Injury.
For the purposes of this definition a sickness will first manifest itself on the earlier of:

- The date a Medical Practitioner, diagnoses the sickness or symptoms of the sickness, whichever is earlier;
- The date a Medical Practitioner reasonably considers the symptoms of the sickness first occurred or manifested;
- The date You first became aware of the sickness or symptoms of the sickness, whichever is the earlier;
- The date a reasonable person in the circumstances would have been aware of the sickness or symptoms of the sickness, whichever is the earlier; and
- The date You first received medical treatment for the sickness or symptoms of the sickness, whichever is the earlier.

We, Us and Our: Avea Insurance Limited ABN 18 009 129 793 AFSL 238279 (Avea) as insurer for the Disability and Involuntary Unemployment Covers only and/or MetLife Insurance Limited ABN 75 004 274 882 AFSL 238096 (MetLife) as insurer for the Death Cover only.

You and Your: The insured person(s) named in the Policy Schedule. It also includes the Financier only to the extent of their interest in the loan amount.

JURISDICTION AND CHOICE OF LAW

The Policy is governed by and construed in accordance with the law of Victoria Australia and the insured agrees to submit to the exclusive jurisdiction of the courts of Victoria and agrees that it is its intention that this Jurisdiction and Choice of Law clause applies.

FURTHER INFORMATION AND CONFIRMATION OF TRANSACTIONS

If You require further information about this insurance or wish to confirm a transaction, please contact Us.

avea.com.au
1800 999 977

P.O. Box 116
Berwick VIC 3806
ABN: 18 009 129 793. AFS Licence No: 238279

metlife.com.au
1300 555 625

Level 9, 2 Park Street,
Sydney NSW 2000
ABN: 75 004 274 882 AFS Licence 238096

Part B FINANCIAL SERVICES GUIDE

About this Financial Services Guide

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the financial services we provide. It explains the kinds of financial services we offer. It also contains general information about who we are, how we and other persons or organisations are paid in relation to the services and how to make a complaint.

The Product Disclosure Statement (**PDS**) (Part A of this document) contains information on the benefits and significant characteristics of this Avea insurance product and of the rights, terms and conditions attaching to the policy. It is aimed at assisting you to compare insurance products so that you can make an informed choice about whether to acquire the product.

This FSG was prepared on 1st December 2014

Distribution of this FSG has been authorised by Avea.

Your questions	Our Answers
Who is Avea?	Full details about Avea, including its contact details, ABN and AFSL number, are given in the PDS (Part A of this document). Avea is an Australian Financial Services Licensee which is authorised to deal in and provide general advice in relation to general and life insurance (limited to life consumer credit insurance) products. Avea specialises in the offering of motor trade related insurances for wholesale and retail clients. Depending on the scope of their authorisation, Avea's authorised representatives can assist you with: Consumer Credit Insurance (CCI) CCI (business purpose) Gap Cover Insurance Motor Vehicle Insurance Extended Warranties Insurance Such other general insurance products as authorised by Avea from time to time
Who are we?	Our contact details including ABN and AR number is set out on the last page of this document. Referred to in this FSG as "we", "us" or "our".
Who is the Administrator?	This Avea insurance product is administered on behalf of Avea by the Third Party Introducer (TPI) whose name and contact details are set out on the last page of this document. Avea has an arrangement with the TPI to provide certain non-financial services on its behalf in relation to this Avea insurance product. The TPI is not responsible for this Combined Product Disclosure Statement and Financial Services Guide and does not provide any financial product advice on this Avea insurance. The name and contact details of the TPI are set out on the last page of this document.
What remuneration is payable in relation to the financial services we provide?	The product issuer charges a premium for the product which includes amounts in relation to stamp duty, GST, fire services levy or other government charges, taxes, fees or levies (where relevant). We receive commission from Avea for the insurance products that we arrange for it. Avea receives commission from the issuer of the life CCI product (where applicable). Where we have been introduced to Avea through the TPI with whom Avea has an arrangement the TPI may receive commission from Avea. All of the above commission is calculated as a percentage of the premium paid by you, less any taxes or government charges. Commission may also be paid when you renew or vary your insurance. To the extent permitted by law, we or the TPI may also receive additional remuneration and or other benefits from Avea or contractors associated with the marketing of the Avea products. This additional remuneration may be based on volume or on profit that is earned on each product that we generate, our achievement of agreed sales targets and or market forces within the industry. This additional remuneration if earned is paid periodically and will not exceed 25% of the total amount that you pay.

	We may also be provided with other benefits such as materials and services to assist in the sale, marketing and promotion of Avea insurance products. Such benefits may be in the form of discounted or free entertainment, sales and product training for our staff to provide them with the necessary expertise to sell Avea insurance products, point of sale marketing materials and financial contributions to cover the cost of marketing and advertising campaigns. These other benefits may be provided to us by or contractors associated with the marketing of the Avea Insurance products in their absolute discretion. Our staff (including directors and subcontractors) are paid a salary for their services and may also receive bonuses based on the volume of sales of all financial products over a period and may participate in profit sharing arrangements, business related conferences, study trips or other functions. We may share or pass on a proportion of the additional remuneration or other benefits we receive to our authorised staff. We may engage sub-contractors to carry out some of the services other than financial services which we are authorised to provide, either from time to time or on a permanent basis. The sub-contractor(s) may be remunerated by us either on a fixed salary, at a rate related to their sales targets or a combination of salary plus sales related bonus. Where a third party has referred you to us, we may share with them a part of the commission we earn. All of the above remuneration is taken from the premium paid by you and is paid at no extra cost to you. If you would like more information about the remuneration that we or other entities receive in relation to the above services, please ask us. The request should be made within a reasonable time after this FSG is provided to you and before we provide you with a financial service to which this FSG relates.
What happens if you have a complaint or dispute?	We will do our best to work with you to resolve any complaints you may have in relation to the financial services provided by us. For information on how your complaint can be resolved please see the 'Dispute Resolution' section of the PDS (Part A of this document).
What compensation arrangements apply?	Please see the Compensation Arrangements and Financial Claims Scheme section of the PDS (Part A of this document) for information on Avea's compensation arrangements.
How is my personal information dealt with?	We are committed to ensuring the privacy and security of your personal information. We adhere to the Privacy terms set out in the "Privacy" section of the PDS (Part A of this document).
Where can you find further information?	If you require further information or would like to give us instructions you can contact us on the number provided on the last page of this document.

Avea Authorised Representative details	Third Party Introducer details
Stratton Finance - Port Melbourne ABN: 63070636903 Authorised Representative No: 243663 Address: 1/435 Williamstown Road , PORT MELBOURNE, Victoria 3207 Phone: 1300 787 288 Fax: Email: rob.jones@stratton.com.au Our Office Hours Are: 9.00am to 5.00pm Monday to Friday Trading as: Stratton Finance - Port Melbourne	Automotive Insurance Protection Pty Ltd ABN: 83 149 350 363 Address: PO Box 190 , Woori Yallock, Victoria 3139 Phone: Fax: Email: Our Office Hours Are: 9.00am to 5.00pm Monday to Friday Trading as: Automotive Insurance Protection Pty Ltd