



INSURANCE IN SUPER

YOUR COVER THROUGH THE CORONAVIRUS PANDEMIC

Frequently Asked Questions

Am I covered for the Coronavirus (COVID-19)?

Yes. Insurance through your Colonial First State super account covers you for the current Coronavirus pandemic. So if you have Death, Total and Permanent Disablement (TPD) or Salary Continuance Insurance/Income Protection cover through your Colonial First State super account, you'll be covered if you pass away, become disabled or are unable to work due to illness or injury during the Coronavirus pandemic.

Under the policy terms, the Insurer can exercise a pandemic exclusion on new cover, additional cover and reinstatement of death cover for events within 30 days of commencing cover. However, the Insurer has confirmed this exclusion will not be exercised during the current Coronavirus pandemic.

Am I still covered for Death, TPD or Salary Continuance Insurance/Income Protection if my employment status or working hours have been reduced due to Coronavirus impacts?

For Death cover:

Yes. Provided you have Death cover in place at the time of claim, you will be covered for death and terminal illness. The death benefit payable will be your sum insured and account balance at the time of your death or when you are diagnosed with a terminal illness.

For TPD cover:

Yes. A change in employment status does not impact your TPD cover. For members who lose their job or have their working hours reduced due to Coronavirus, provided you have TPD cover at the time you become totally and permanently disabled, you were working in your normal capacity on 11 March 2020 and you become totally and permanently disabled as a result of an illness or injury between 11 March 2020 and 1 January 2021 (inclusive):

- your TPD claim will be assessed against the disability definition based on your working hours as at 11 March 2020, and
- the TPD benefit payable will be your sum insured at the time of the claimable event.

After 1 January 2021, standard policy terms will apply.

For Salary Continuance/Income Protection cover:

Yes. For members who have their working hours reduced or employment status changed due to Coronavirus, provided you have Salary Continuance/Income Protection cover at the time you become totally disabled, you were working in your normal capacity on 11 March 2020 and become totally disabled as a result of an illness or injury between 11 March 2020 and 27 September 2020 (inclusive), you will continue to be covered and your insured amount will not change.

For FirstChoice members, your benefit period will be based on your working arrangements (including your working hours and employment status) as at 11 March 2020.

From 28 September 2020, standard policy terms apply. This means, if your income has been reduced as a result of your reduced working hours or change in employment status and you become totally disabled as a result of an illness or injury on or after 28 September 2020, your monthly benefit will be based on your pre-disability income at the time of claim. For FirstChoice members, your benefit period will be based on your work arrangements at the time of claim.

A change in employment status refers to, for example, where you've changed from being a permanent employee (receiving annual leave and sick leave) to a casual employee.

What if I've been stood down from my employment due to Coronavirus impacts?

For Death cover:

Provided you have Death cover in place at the time of claim, you will be covered for death and terminal illness. The death benefit payable will be your sum insured and account balance at the time of your death or when you are diagnosed with a terminal illness.

For TPD cover:

If you've been stood down from your employment due to Coronavirus, but remain employed (that is, your employment contract has not ceased) and you were stood down **between 11 March 2020 and 1 January 2021** (inclusive), you will be considered, for the purposes of insurance cover, as being on employer approved leave. After 1 January 2021, standard policy terms will apply. For more details, please refer to our Fact Sheet.

For Salary Continuance/Income Protection cover:

If you've been stood down from your employment due to Coronavirus, but remain employed (that is, your employment contract has not ceased) and you were stood down **between 11 March 2020 and 27 September 2020** (inclusive), you will be considered, for the purposes of insurance cover, as being on employer approved leave. After 27 September 2020, standard policy terms will apply. For more details, please refer to our Fact Sheet.

Will the amount of cover I have change if my salary or income has reduced due to Coronavirus impacts?

If your salary is used to calculate your insured amount, you can choose to:

- maintain your salary information as at 11 March 2020 and retain your pre-Coronavirus level of cover up until 27 September 2020, or
- update your salary information with us to reduce your cover amount and premiums.

It is important to note that whilst maintaining your higher pre 11 March 2020 cover amount is permitted under these measures, this will result in a higher premium, which can lead to an erosion of your retirement savings.

For FirstChoice Personal Super, FirstChoice Wholesale Personal Super and LifeProtect insurance in FirstWrap, your salary is only used to calculate your insured amount for Salary Continuance/Income Protection. If you reduce your cover you will need to apply to increase it again including providing health and other information that will need to be assessed and accepted by the Insurer.

However, for Salary Continuance/Income Protection insurance it is important to note that if you were working in your normal capacity on 11 March 2020 and become totally disabled as a result of an illness or injury between 11 March 2020 and 27 September 2020 (inclusive), if you claim the calculation of your pre-disability income (PDI) will be the greater of the PDI as at 11 March 2020 and at time of claim. From 28 September 2020, standard policy terms will apply, which means we will use your PDI at the time of claim. So if your income has reduced, you may not receive your full monthly benefit in the event of a claim. You should review your salary details to ensure you are not paying for Salary Continuance/Income Protection cover that you may not be able to claim the full monthly benefit for.

What will happen if I retain a higher level of cover even if my salary or income is reduced?

Retaining a higher level of cover will result in you paying a higher premium. This can lead to an erosion of your retirement savings.

For Death and TPD insurance, the benefit paid in the event of a claim is your sum insured at the time of claim even if your income has been reduced. However, for Salary Continuance/Income Protection insurance, we do consider your income at the time of a claim event.

We will use the greater of your income at 11 March 2020 and at the time of claim for claims between 11 March 2020 and 27 September 2020. From 28 September 2020, we will use your pre-disability income at the time of claim. So if your income has reduced, you may not receive your full monthly benefit in the event of a claim.

Can I update my salary or income details?

Yes. To update your details on your:

- **FirstChoice Employer Super account** – Speak to your Employer to request to have your salary or income reduced.
- **FirstChoice Personal Super or FirstChoice Wholesale Personal Super account** – Speak to your adviser or call us 13 13 36.
- **FirstWrap** – Speak to your adviser or call us on 1300 769 619.

What if I am receiving JobKeeper or JobSeeker support payments, will this impact my Salary Continuance/Income Protection benefit amount?

Because we will use your working arrangement and income as at 11 March 2020 to assess your claim, JobKeeper does not impact your ability to claim your monthly benefit. If you do continue to receive JobKeeper while on claim, the JobKeeper payment will be treated as an 'offset'.

JobSeeker payments are not treated as an income 'offset' for the purpose of calculating your benefit payments.

I withdrew my super balance under the Government's early release of super scheme. Can I keep my insurance cover?

If you've recently withdrawn the full balance of your super account under the Government's early release of super scheme, this will have resulted in the closure of your account and the cancellation of your insurance cover in the process.

If you're a FirstChoice Employer Super member and you receive a Super Guarantee contribution into your account within 6 months of your full account withdrawal as an early release payment, we'll write to you to let you know that your account and membership will continue.

And if you had insurance cover at the time of the withdrawal, we'll also give you the option to continue your insurance cover within 30 days of the contribution being credited to your account (or by the date specified in our letter). If you take up this option, your insurance will continue on the same terms (as if it had never been cancelled) and premiums will be deducted from your account to cover the period from the date of the withdrawal.

For FirstChoice Personal Super, FirstChoice Wholesale Personal Super and Colonial First State Rollover & Superannuation Fund members, you may apply to reinstate your insurance cover or to continue your cover with an individual life insurance policy.

For LifeProtect insurance through FirstWrap, if you had insurance cover at the time of the withdrawal you will need to reapply for insurance cover.

What happens if I have lost my job (my employment has been terminated) or I have been made redundant?

TPD and Salary Continuance/Income Protection insurance covers you if you're unable to work due to illness or injury. The policy does not pay benefits due to losing your job or being made redundant.

If you lose your job or are made redundant, your Death and TPD cover will continue provided you have cover at the time you meet the condition to claim. For TPD, if you were working in your normal capacity on 11 March 2020 and become totally and permanently disabled as a result of an illness or injury between 11 March 2020 and 1 January 2021 (inclusive), your TPD claim will be assessed against the disability definition based on your working hours as at 11 March 2020, and the TPD benefit payable will be your sum insured at the time of the claimable event.

If you lose your job (ie your employment contract has been terminated), your Salary Continuance/Income Protection insurance may be affected because superannuation law restricts trustees from making these payments under these conditions. If you are stood down, you will continue to be covered – please see the FAQ above for information on the impact of being stood down on your insurance.

When do these measures apply?

At this stage, the measures only apply for claimable events between 11 March 2020 and 27 September 2020 (inclusive). For TPD cover, the Financial Services Council (FSC) announced on 27 July 2020 the extension of claimable events to 1 January 2021. This applies to members who lose their job, have been stood down or had their working hours reduced due to Coronavirus. We will continue to monitor the situation and work with the Insurer on Policy terms.

11 March 2020 is the date the World Health Organisation declared Coronavirus to be a global pandemic.

Which Colonial First State super products are included in these measures?

These measures apply to insurance cover in FirstChoice Employer Super, FirstChoice Personal Super, FirstChoice Wholesale Personal Super, Colonial First State Rollover & Superannuation Fund and LifeProtect insurance through FirstWrap.

Can I apply for new cover or increase my existing cover?

Yes, you can apply for new cover or to increase your cover at any time. The Insurer has updated its underwriting principles and will require the completion of the following forms –

- Insurance Application Form – this is the standard application form and is available in the [Product Disclosure Statement and Insurance Booklet](#).
- COVID-19 Questionnaire (Supplementary Personal Statement) – this covers additional medical, travel and occupational questions and is available online under [Forms](#).

In addition, Colonial First State and the Insurer support the Financial Services Council's (FSC) [COVID-19 Commitment to Frontline Healthcare Workers](#) industry agreement, including for new applications, and increases or changes to existing cover, by relevant healthcare workers, exposure or potential exposure to Coronavirus will not of itself be used to decline an application for cover, charge higher premiums or apply an exclusion.

As this is an evolving situation, we will be working with the Insurer to continually monitor developments and reassess the requirement of the questionnaire when the Coronavirus health risks are no longer an impact to our community.

Am I covered if I need to self-isolate, my business closes or I cannot work because my workplace has closed due to the impacts of Coronavirus?

SCI and TPD insurance covers you if you're unable to work due to illness or injury. The policy does not pay benefits for self-isolation, business closure or if you cannot work due to your workplace closing.

Are there any new underwriting requirements for applying for new cover, increasing my cover or transferring my cover?

From 1 July 2020, if you want to apply for new or additional cover, increase your current cover or transfer existing insurance cover, you will need to complete a separate *COVID-19 Questionnaire (Supplementary Personal Statement)*. This is in addition to the Insurance Application Form and Transfer of Insurance Form.

The *COVID-19 Questionnaire* will request additional medical, travel and occupational information (where applicable).

As the situation evolves, we will be working with the Insurer to monitor developments and reassess the requirement for the new questionnaire when the Coronavirus health risks are no longer an impact to our community.

To access the COVID-19 Questionnaire click [here](#)

How do I make an insurance claim? Have there been any changes due to Coronavirus?

To start your claim application, call us on 13 13 36 (FirstChoice) or 1300 769 619 (FirstWrap) 8am to 7pm, Monday to Friday, Sydney time and one of our team members will talk you through the process. They'll also let you know if there's any other information you need to provide. To begin, you'll need:

- Your account number
- Details of your existing insurance cover
- Details of the reason for your claim.

We, and the Insurer, understand that current circumstances may be particularly difficult for those on claim. If you are having difficulty obtaining the usual information required to progress a claim, we can work with you to help gather the information we need, and consider any alternative arrangements if it is not practical to obtain medical information in a timely fashion.

When do I have to claim by?

It's important to let us know as soon as you need to make a claim, as a waiting period may apply and any delay in notifying us may impact the Insurer's ability to assess the claim.

Will my insurance cover be affected if I get the COVID-19 vaccine?

No. If you get vaccinated, your insurance cover will be unaffected. The Financial Services Council (FSC) released a statement on 4 May 2021 confirming the COVID-19 vaccine will not invalidate life insurance.

More information

If you would like more information, please speak to your financial adviser or call us on 13 13 36 (FirstChoice) or 1300 769 619 (FirstWrap), Monday to Friday, 8am to 7pm, Sydney time.

Colonial First State Investments Limited ABN 98 002 348 352, AFSL 232468 (CFSIL) is the issuer of FirstChoice Personal Super, FirstChoice Wholesale Personal Super, FirstChoice Pension, FirstChoice Wholesale Pension, FirstChoice Employer Super offered from the Colonial First State FirstChoice Superannuation Trust ABN 26 458 298 557. It also issues interests in the Rollover & Superannuation Fund (ROSCO) and Personal Pension Plan (PPP) offered from the Colonial First State Rollover & Superannuation Fund ABN 88 854 638 840. Colonial First State also issues interests in products made available under FirstChoice Investments and FirstChoice Wholesale Investments. Colonial First State Custom Solutions is the registered business name of Avanteos Investments Limited ABN 20 096 259 979, AFS Licence 245531 (AIL). AIL is the trustee of the Avanteos Superannuation Trust ABN 38 876 896 681 which includes FirstWrap Plus Super and Pension, and is the operator of The Avanteos Wrap Account Service which includes FirstWrap Plus Investments.

Colonial First State and AIL are wholly owned subsidiaries of the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 (the Bank). The Bank and its subsidiaries do not guarantee the performance of FirstChoice and AIL products or the repayment of capital for your investment.

This document may include general advice but does not take into account your individual objectives, financial situation, needs or taxation circumstances. You should read the relevant Product Disclosure Statement (PDS) or Investor Directed Portfolio Service Guide (IDPS Guide) before making an investment decision and consider talking to a financial adviser. FirstChoice PDSs can be obtained from colonialfirststate.com.au or by calling 13 13 36 and FirstWrap PDSs and IDPSs can be obtained from firstwrap.com.au or from your adviser.

The insurance provider is AIA Australia Limited ABN 79 004 837 861 AFSL 230043 (AIA Australia). AIA Australia is part of the AIA Group. AIA Australia is not part of the Commonwealth Bank of Australia (CBA) Group of companies. CBA and its subsidiaries (including AIL and CFSIL) do not guarantee the obligations or performance of AIA Australia or the products it offers.

27928/FS7443/0721