

Key Fact Sheet

Real Guaranteed Funeral Insurance Flexi

This Key Fact Sheet provides you with a summary of the key benefits, conditions, exclusions and risks associated with the acquisition of Real Guaranteed Funeral Insurance Flexi. This document does not include all information and is not specific to your circumstances, and so should be read in association with your Product Disclosure Statement (PDS) and your Policy Schedule.

This Key Fact Sheet applies to the Funeral Insurance component of your policy only and not to any optional benefits, including Children's Cover.

Benefits of purchasing Real Guaranteed Funeral Insurance Flexi

The cover you are entitled to

You are entitled to the following benefits when you purchase Real Guaranteed Funeral Insurance Flexi:

- ✓ Funeral Insurance Benefit – your beneficiaries will receive your chosen Funeral Insurance Benefit when you die as a result of an accident or as a result of any other condition after holding the policy for 12 months;
- ✓ Accidental Death Insurance Benefit – in addition to the Funeral Insurance Benefit your beneficiaries will receive an amount equal to 2 times your Funeral Benefit when you die as a result of an accident;
- ✓ Accidental Serious Injury Benefit – you will receive an amount equal to 3 times your Funeral Insurance Benefit when you suffer one of the following conditions as defined in your PDS, prior to the policy anniversary following your 75th birthday:
 - Paraplegia;
 - Quadriplegia/Tetraplegia;
 - Hemiplegia/Diplegia;
 - Blindness;
 - Deafness; and
 - Total and Permanent Loss of Use of Two Limbs.

Each of the Accidental Serious Injury conditions is defined within the glossary of the PDS, and is subject to the exclusions outlined in the PDS. A successful Accidental Serious Injury Benefit claim is payable once per Life Insured.

For example, if your chosen Funeral Benefit is \$5,000 and you die as a result of an accident your beneficiaries will receive \$15,000 (a \$5,000 Funeral Insurance Benefit plus a \$10,000 Accidental Death Insurance Benefit). However, if you die as a result of a heart attack or another non-accidental cause, your beneficiaries will receive a \$5,000 Funeral Insurance Benefit if it occurs after holding the policy for 12 months. If you suffered an Accidental Serious Injury condition as the direct result of an accident within 12 months of the accident and before the policy anniversary following your 75th birthday, you will receive a \$15,000 Accidental Serious Injury benefit.

You also have the option to purchase Children's Cover. For more details on Children's Cover please refer to your PDS.

Other benefits

In addition you receive the following benefits when you purchase Real Guaranteed Funeral Insurance Flexi:

- ✓ A 30 day cooling off period
- ✓ Worldwide cover
- ✓ We guarantee to renew your cover so long as you continue to pay your premiums
- ✓ We guarantee that your premium will never increase and will reduce by 5% every continuous 5 years you hold your policy
- ✓ The amount we pay your beneficiaries when you die will be the greater of the benefit amount or 80% of the total premiums paid for the Funeral Benefit
- ✓ Under the Early Cash Payout Option you can elect, when you turn 85, to end your cover and receive a cash payout of 100% of the Funeral Insurance Benefit you are entitled to under the policy

Nature of your policy and the premiums you pay

Your policy is a pure risk funeral insurance policy. This means you pay a premium to the insurer for the risk of them covering you in the event that you suffer an insurable event during the period of cover. There is no investment or savings component to your policy and you do not retain ownership of any premium amounts you pay into your policy.

Premium structure

Your premium is level which means it will never increase unless you apply to change your cover. Your premium will decrease by 5% every continuous 5 years that you hold your policy.

For example, if you commence cover with a premium of \$50.00 per fortnight, after your 5th policy anniversary the premium will reduce to \$47.50 per fortnight, and after your 10th anniversary the premium will reduce to \$45.13 (rounded to the nearest cent).

Can you pay more in premiums than the benefit amount?

You may end up paying more in premiums than your chosen Funeral Insurance Benefit amount, however, if this happens we guarantee that when you die your beneficiaries will always receive back as a total benefit at least 80% of the amount of premiums you have contributed to your Funeral Insurance cover.

For example, if you choose to be covered for \$5,000, you may find that after several years of holding cover you have paid \$6,500 in total premiums. If you were to die as a result of an accident your beneficiaries will receive \$15,000 (the \$5,000 Funeral Insurance Benefit plus the \$10,000 Accidental Death Insurance Benefit). However, if you die from a non-accidental cause, your beneficiaries will receive \$5,200 (as 80% of your total premiums paid is now higher than the \$5,000 Funeral Insurance Benefit).

Note that if you choose to take the Early Cash Payout Option, this guarantee does not apply.

Exclusions and limitations on your policy

Your policy is subject to a number of exclusions and limitations. You should read your PDS to become familiar with them in entirety. The following sections outline two common types of limitations and whether they apply to your policy.

Is there a pre-existing medical condition exclusion?

There is no pre-existing condition exclusion on your funeral insurance cover.

Accident-only waiting period

During the first 12 months of your policy we will only pay a funeral benefit if your death occurs as a result of an accident. Accordingly you will not be covered if your death occurs due to an illness or a naturally occurring condition during this time.

For example, if your policy is accepted on 1 March and you pass away as a result of a car accident 6 months later, your claim would be assessed and the benefit paid. A benefit is not payable if you die of natural causes during the 12 month accident-only waiting period.

A similar accident-only waiting period occurs within 12 months of when you reinstate your policy if it ends due to non-payment. The full definition of an accident is defined in the PDS.

Ending your policy

You may end your policy at any time by providing us with a written instruction to end your cover. If you wish to end your policy, you can phone us on 1300 367 325, or simply write a signed letter notifying us of your full name, policy number and your intention to end your policy. If you end your policy after you turn 85 you will be eligible for the Early Cash Payout Option.

Do you get a refund of premiums when you end your policy?

If you choose to end your policy during the 30 day cooling off period we will provide a full refund of any premiums you have paid. If you end your policy after this date you will not

be entitled to any refund of premiums unless you have paid an annual premium, in which case we will refund, on a pro rata basis, the proportion of unused premium.

What happens if you stop paying your premium?

If you stop paying your premium your policy will end and you will not be entitled to any refund of premiums you have paid. We will notify you in writing in advance of taking steps to end your policy due to non-payment.

If you are suffering financial hardship we may be able to assist you to keep your policy. Please contact us to discuss your options. Note, we may seek evidence to verify any hardship.

What happens if you elect to take up the Early Cash Payout Option?

If you, or your partner under a joint policy, are 85 years old or older you can elect to end your cover and receive an Early Cash Payout option payout of 100% of the Funeral Insurance Benefit. Your cover will end the date you elect to take up this option.

For example if your chosen Funeral Insurance Benefit is \$5,000, when you turn 85, you can elect to end your cover and receive an Early Cash Payout option payout of \$5,000.

How your beneficiaries can make a claim

Your beneficiaries can lodge a claim by contacting us on 1300 307 297 (Monday to Friday between 8am and 8pm AEST). There will be some forms to fill out and documents that we need access to, but our friendly claims team will assist your beneficiaries through this process. For more information on claiming, please refer to our website: realinsurance.com.au

What can you do to ensure any claim is paid quickly and smoothly?

There are a number of things you can do to assist us to ensure a funeral insurance claim is paid quickly.

- ✓ Appoint a beneficiary under your policy – this ensures we have someone who we can immediately discuss your claim with;
- ✓ Inform your beneficiary of your policy – this will ensure your beneficiary knows to contact us when the time comes;
- ✓ Consider appointing a trusted third party authority – particularly as you age, you may need help in managing your affairs and having an additional authority significantly reduces the likelihood that you will miss payments on your policy; and
- ✓ Make a will – as part of the process of making a will you will need to appoint a legal executor who can ensure we can access all the relevant documentation we need to access to approve a claim. We provide you with a standard will kit as part of taking out cover.

How you can contact us

If you wish to contact us regarding your policy or have any questions about the information we have outlined in this Key Fact Sheet, please contact us via the following means.

Phone 1300 367 325 (Monday to Friday between 8am and 8pm AEST)

Email service@reallifecover.com.au

Address PO Box 6728, Baulkham Hills NSW 2153

This is general information only and does not take into account your financial situation. Please consider the Product Disclosure Statement available from realinsurance.com.au to ensure the product suits your needs. This information is provided by Real Insurance, a trading name of Greenstone Financial Services Pty Ltd ABN 53 128 692 884, AFSL 343079. Real Guaranteed Funeral Insurance Flexi is issued by Hannover Life Re of Australasia Ltd ABN 37 062 395 484. Terms and conditions apply.