

Client Guide 2

During Your Application



About the FSC Life Insurance Code of Practice

NobleOak is a member of the Financial Services Council (FSC) and we abide by the FSC Life Insurance Code of Practice. The code sets out the standards we will be held to when dealing with our clients about all aspects of your cover and what you can expect from us. This includes providing annual reports to the FSC showing our compliance with this code.

We also uphold the **5 Principles of the Code:**

- 1 Clarity and transparency
- 2 Fairness and respect
- 3 Honesty
- 4 Timeliness
- 5 Communications in plain language

A copy of the FSC Life Insurance Code of Practice can be found on their website www.fsc.org.au.

We have developed **7 Client Guides** that set out the standards we are committed to delivering. Each guide contains relevant information about what you can expect from us during each stage of taking out and managing your cover.

About this guide



This guide tells you more about the process when you apply for cover and how we can help address any concerns you may have.

Confirmation of your application

We will send you by email your insurance quotation together with a copy of the application you completed over the phone with us. You will also receive the Product Disclosure Statement (PDS) outlining the product features, benefits and general terms. It also includes information about the Life insurance product you have applied for and the interim insurance cover available during the application assessment period.

If the proposed owner of this insurance is different to the life to be insured, we will communicate with the relevant person directly on any matters concerning the application for life insurance cover.

Assessing your application

Your application will be assessed by our underwriting team and we will determine whether your application is acceptable based on our standard acceptance terms or whether special acceptance terms need to apply due to the specific risk associated with your health, lifestyle or occupation.

During the assessment our experienced underwriters may need to request additional information and also liaise with your doctor or health specialist. Depending on your application and your cover level you may also be required to have a medical examination, blood tests or an independent medical assessment. We will only arrange these when absolutely

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necessary and will always endeavour to keep these additional medical requirements to a minimum to reduce any inconvenience to you. We will arrange these through our service provider and pay any costs. These medical details are generally made available to us by the provider within **10 business days**.

Our decisions are based on our underwriting guidelines and are subject to the requirements of the anti-discrimination law.

Your cover is fully underwritten which means that our decisions are based on the information provided to us and, once accepted, you will have more certainty and peace of mind in the event you need to make a claim in the future.

Checking your application

Please check your application and let us know if anything is not accurate or incomplete. Call us on **1300 041 494** to advise us if there are any changes. You can also handwrite the changes on the application, sign, scan and email back to us at sales@nobleoak.com.au.




At the start of the discussion about your application our sales staff would have explained your Duty of Disclosure and the consequences of not disclosing all relevant information and answering all questions honestly and completely. This is very important in our assessment process.

Once our underwriting team has completed their assessment we will let you know the terms on which your application has been accepted and finalise your cover.

We will let you know our decision within **5 business days** after we receive all the requirements to assess your application.

If you need assistance

If you have any questions please:

-  **call:** 1300 041 494 between 8.00am-8.00pm Mon-Thu or 8.00am-6.00pm Fri (AEST),
or
-  **email:** enquiry@nobleoak.com.au and we'll get back to you within **1 business day**,
or
-  **mail:** NobleOak Life Limited, GPO Box 4793, Sydney NSW 2001

You can find all of our Client Guides on our website www.nobleoak.com.au

- Guide 1 - Our Commitment to You
- Guide 2 - During Your Application
- Guide 3 - When You Buy Life Insurance
- Guide 4 - Ongoing Communication About Your Cover
- Guide 5 - Managing Your Concerns
- Guide 6 - Access to Your Information
- Guide 7 - Making a Claim