

CLIENT CARE GUIDE 3

WHEN YOU BUY LIFE INSURANCE



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 explains on what terms we will offer you insurance and the reason for our decision.

Offering cover with special acceptance terms

Once your application is assessed by our underwriters we will advise you of our decision within **5 business days**. Your application may be accepted on standard terms which mean that our standard premium rates will apply.

Sometimes we will only accept your application subject to Special Acceptance Terms. These terms reflect the additional risk in insuring you based on your health, lifestyle activities or occupation. This may include:

- applying a loading on your premium to cover the additional risk in providing your insurance cover, and/or
- excluding certain medical conditions, lifestyle activities or travel destinations deemed to be high risk or too hazardous and which we are unable to cover under the insurance, and/or
- limiting some of the benefits under your cover.

If your application is subject to **Special Acceptance Terms** we will contact you to advise you of the terms. However, if we are unable to reach you we will let you know in writing and explain what this means for you. We'll also send you an Acceptance Form which you will need to sign if you agree to proceed with your application on the basis of the Special Acceptance Terms. If your Special Acceptance Terms are related to a medical or health condition then you can ask us to provide your doctor with the relevant details.

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Sometimes we cannot provide cover on any terms and in these cases we will write to you (or your doctor) and advise that your application has been declined, and provide the reasons for the decision, and how you may request we provide this to you (or your doctor) **within 10 business days** .

If you have any concerns about your application, Special Acceptance Terms or why it has been declined please call us on **1300 041 494** to discuss.

Reviewing Special Acceptance Terms

If you disagree with our decision or if you have additional information and would like the Special Acceptance Terms reviewed please let us know. If the Special Acceptance Terms relate to medical or health matters then our underwriting team will write to your doctor outlining the reasons for our decision.

If you still have questions you can write to our Client Care Manager outlining the concerns with your application and the way in which we have handled it. You can send your email to clientcare@nobleoak.com.au or mail NobleOak Life Limited, GPO Box 4793 Sydney NSW 2001.

If you need assistance

If you have any questions please:

- call: 1300 551 044 between 8.00am-6.00pm Mon-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