

# Individual Insurance Transfer application form

Use this form if you wish to transfer your current insurance cover with another retail Insurer or superannuation fund to the Mercer Super Trust (MST). Refer to your Product Disclosure Statement (PDS) for information on premiums and conditions.

## If you need help

For assistance or to access the Privacy Policy and your personal information call the Helpline on **1800 682 525 Monday - Friday 8am to 7pm (AEST/AEDT)**.



This form can be completed digitally or by hand with a black or blue pen in uppercase with one character per box.

## Important information

AIA Australia Limited ABN 79 004 837 861, AFSL 230043 (AIA Australia) agrees to provide individual transfer terms for Death only or Death and Total and Permanent Disablement cover (TPD) on the following basis:

- The maximum amount of cover that you can transfer is:
  - \$1 million for Death only or Death and TPD cover\*
- The level of transferred cover provided to you will be equal to the level of Death only or Death and TPD cover currently held through your current fund or insurer.
- Any transferred cover will be in addition to any existing cover that you currently hold within MST.
- Cover can only be transferred if the current insurer's acceptance terms are less than or equal to 100% loading or two exclusions for Death only or Death and TPD cover.
- For Death only or Death and TPD cover, if an exclusion is transferred from your current fund/insurer, the exclusion wording of AIA Australia will apply.
- You have not been paid, are eligible to be paid, or have made a claim for a TPD, terminal illness or Income Protection benefit from the MST, another insurance policy or super fund as at the date of transfer.
- You are not terminally ill with a life expectancy of less than 24 months as at the date of transfer.
- You are gainfully employed and physically capable of undertaking gainful employment for at least 30 hours per week as at the date of transfer.
- You are not restricted due to injury or illness from carrying out all the usual duties of your current or normal occupation for at least 30 hours per week at the date of the transfer.
- You have not been absent from work due to injury or illness for more than 10 days in the last 12 months as at the date of transfer.
- You must meet the eligibility criteria for insurance cover as set out in the PDS, which includes that you are under the age of 60 at the date of application.
- You do not continue the transferred cover under another insurance arrangement.
- You have not had an application for Death, TPD or Income Protection cover declined by any insurer including AIA Australia.
- If your transferred cover application is accepted, you will direct your employer superannuation contributions into the MST.
- You must provide a copy of an annual statement from the current fund/insurer that was issued within 6 months of the date of transfer, or a certificate of currency issued within 6 months from the insurance company that is the issuer of the existing insurance cover.
- Your transfer cover will not commence in the MST until the later of the date:
  - AIA Australia accepts your Individual Insurance Transfer application, and
  - the existing insurance cover under the current fund/insurer being cancelled.
- Occupational classifications will be based on the classifications used by the MST.
- Ratings and premiums may change to adapt to MST's ratings and premiums.

\* TPD-only cover cannot be transferred into the MST.

**You should not cancel your existing cover until you have received confirmation that your transfer request has been accepted by the Mercer Super Trust and AIA Australia. Transfer of cover is not available to members with unit-based cover in the Mercer Super Trust.**



### Step 3: Confirmation of requirements

1. Please confirm that all of the following statements are true and correct:
- I will cancel my existing insurance cover under my existing fund/insurance policy upon acceptance of this request.
  - I will not be transferring the cover under my existing fund/insurance policy to any other division or section of the existing fund or to any other fund or insurer, other than the Mercer Super Trust.
  - I will not effect a continuation option, or subsequently reinstate cover within the existing fund or with the existing insurer or any other divisions or associated fund of the existing fund or any other retail insurance arrangement.

I confirm that all statements above are true and correct and agree to abide by these requirements:

YES  NO

2. Are you currently gainfully employed and physically capable of undertaking gainful employment for at least 30 hours per week?

YES  NO

If you answered **'NO'** to question 1 or 2, you will not be eligible to transfer your existing insurance cover from your existing fund/insurance policy to the MST. You are not required to complete the remainder of this section of the form.

3. Are you currently absent from work or unable to carry out all of the duties of your current or usual occupation on a full time basis, due to an injury or illness (even if you are not currently working on a full time basis)?

YES  NO

4. Have you been paid, or are you eligible to be paid, or have you lodged a claim for a terminal illness, TPD or Income Protection benefit with the MST, AIA Australia, another superannuation fund or life insurance policy?

YES  NO

5. Have you been diagnosed with an illness that reduces your life expectancy to less than 24 months from today?

YES  NO

*If you answered 'YES' to question 3, 4 or 5, you will not be eligible to transfer your existing insurance cover from your current fund/insurance policy to the MST. You are not required to complete the remainder of this form.*

6. Have you been absent from work for a total of more than 10 days due to injury or illness in the past 12 months?

YES  NO

7. Have you had an application for Death, TPD or Income Protection cover declined by any insurer, including AIA Australia?

YES  NO

8. Is your cover under the existing fund/insurance policy subject to any premium loadings and/or exclusions including but not limited to pre-existing conditions, exclusions, or restrictions in regards to medical or other conditions?

YES  NO

*If you answered 'YES', please provide details of the premium loadings, exclusions and/or restrictions, including a copy of the advice you received from the existing insurer or fund advising you of the acceptance of your cover subject to these additional terms.*

If any of your benefits from your existing fund or insurer, have more than two exclusions, or have a loading of more than 100% extra mortality, then cover for that benefit cannot be transferred to the Mercer Super Trust.

#### Death and Total Permanent Disablement (TPD) cover

9. Please confirm your current level of cover under the existing fund/insurance policy:

Death cover \$

TPD cover \$

The maximum amount you can transfer in total is \$1 million for Death only or Death & TPD cover.

You must obtain and attach an up to date statement (such as an acceptance certificate, letter or email) from your existing fund/insurer confirming the type and level of cover, or any loadings or exclusions currently held with the existing fund/insurance policy.

All written evidence must be produced and dated within the last six months.

I understand that the transfer of my current Death only or Death and TPD cover if accepted by AIA Australia, will be subject to the terms and conditions of the MST.

## Duty to Take Reasonable Care

### About this application

When you apply for life insurance, the Insurer conducts a process called underwriting. It's how the Insurer decides whether they can cover you, and if so, on what terms and at what cost.

The Insurer will ask questions they need to know the answers to. These will be about your personal circumstances, such as your health and medical history, occupation, income, lifestyle, pastimes, and current and past insurance. The information you give to the Insurer in response to their questions is vital to their decision.

### The duty to take reasonable care

When applying for insurance, there is a legal duty to take reasonable care not to make a misrepresentation to the Insurer before the contract of insurance is entered into.

A misrepresentation is a false answer, an answer that is only partially true, or an answer which does not fairly reflect the truth.

This duty applies to a new contract of insurance and also applies when extending or making changes to existing insurance, and reinstating insurance.

### If you do not meet your duty

If you do not meet your legal duty, this can have serious impacts on your insurance. There are different remedies that may be available to the Insurer. These are set out in the Insurance Contracts Act 1984 (Cth). These are intended to put the Insurer in the position they would have been in if the duty had been met.

Your cover could be avoided (treated as if it never existed), or its terms may be varied. This may also result in a claim being declined or a benefit being reduced.

Please note that there may be circumstances where the Insurer later investigates whether the information given to them was true. For example, the Insurer may do this when a claim is made.

Before the Insurer exercises any of these remedies, they will explain their reasons and what you can do if you disagree.

### Guidance for answering their questions

You are responsible for the information provided to the Insurer. When answering their questions, please:

- Think carefully about each question before you answer. If you are unsure of the meaning of any question, please ask us or the Insurer before you respond.
- Answer every question.
- Answer truthfully, accurately and completely. If you are unsure about whether you should include information, please include it.
- Review your application carefully before it is submitted. If someone else helped prepare your application (for example, your adviser), please check every answer (and if necessary, make any corrections) before the application is submitted.

### Changes before your cover starts

Before your cover starts, the Insurer may ask about any changes to your circumstances which the Insurer reasonably considers to be relevant in assessing your application that mean you would now answer their questions differently. As any changes might require further assessment or investigation, it could save time if you let us know about any changes when they happen.

### If you need help

It's important that you understand this information and the questions the Insurer may ask. Ask us, the Insurer or a person you trust, such as your adviser for help if you have difficulty understanding the process of buying insurance or answering the Insurer's questions.

If you're having difficulty due to a disability, understanding English or for any other reason, we're here to help. If you want, you can have a support person you trust with you.

### Notifying the Insurer

If, after the cover starts, you think you may not have met your duty, please contact the Insurer immediately and they'll let you know whether it has *any impact on the cover*.

## Your privacy

We collect, use and disclose personal information about you in order to manage your superannuation benefits and give you information about your super. We may also use it to supply you with information about the other products and services offered by us and our related companies. If you do not wish to receive marketing material, please contact us on **1800 682 525**.

Our Privacy Policy is available to view at [mercerc.com.au/privacy](http://mercerc.com.au/privacy) or you can obtain a copy by contacting the Helpline on **1800 682 525**.

If you do not provide the personal information requested, we may not be able to manage your superannuation.

We may sometimes collect information about you from third parties such as your employer, a previous super fund, your financial adviser, our related entities and publicly available sources.

We may disclose your information to various organisations in order to manage your super, including your employer, the fund's administrator, our professional advisors, insurers, our related companies which provide services or products relevant to the provision of your super, any relevant government authority that requires your personal information to be disclosed, and our other service providers used to assist with managing your super.

In managing your super your personal information will be disclosed to service providers in another country, most likely to our administrator's processing centre in India. Our Privacy Policy lists all other relevant offshore locations.

Our Privacy Policy sets out in more detail how we deal with your personal information and who you can talk to if you wish to access and seek correction of the information we hold about you. It also provides detail about how you may lodge a complaint about the way we have dealt with your information and how that complaint will be handled.

If you have any other queries in relation to privacy issues, you may contact us on **1800 682 525** or write to our Privacy Officer, **GPO Box 4303, Melbourne, VIC, 3001**.

The Privacy Policy of AIA Australia can be obtained by visiting [www.aia.com.au](http://www.aia.com.au). By completion of this form, you consent to any personal information, including information that may be of a sensitive nature we may in the manner set out in these Privacy Statements collect about you in the normal course of our business, being used as outlined in the AIA Australia Privacy Policy.

## Step 4: Sign the form

Before submitting this application, you should read and understand the Product Disclosure Statement (and its incorporated documents) which sets out information in relation to your insurance cover (including the premium rates that will apply). You can obtain a copy of the Product Disclosure Statement at [mercercsuper.com.au/pds](http://mercercsuper.com.au/pds) or by calling the Helpline on **1800 682 525**. You should consider obtaining professional advice if you are unsure about your insurance cover.

By signing this form, I understand that:

- if I do not fully complete, sign and date this Individual Insurance Transfer application form, I will not be eligible to transfer my current cover to the MST.
- if AIA Australia and the Mercer Super Trust accepts my application, I will cancel my current amount of cover as at the transfer date under my existing fund/insurer which will be replaced with an equal amount of cover under the MST but subject to a total maximum of \$1 million for Death only or Death and TPD cover.
- following the transfer, my total insurance cover (ie transferred amount plus my insurance currently held with the MST) cannot exceed the maximum cover amounts provided by AIA Australia for each benefit, otherwise my transferred cover may be restricted to the maximum cover amount.
- my transferred cover will not commence in the Mercer Super Trust, until the later of the date AIA Australia accepts my application, and my existing insurance cover under the other fund or policy being cancelled upon acceptance of transferred cover into the MST.
- if my insurance transfer application is accepted, I will need to direct my employer superannuation contributions into the MST
- AIA Australia and the MST may undertake reasonable and appropriate enquiries and investigations to verify the answers I have provided and I may be required to provide additional information before my application is accepted.
- AIA Australia or MST may investigate whether any premium loadings, restrictions and exclusions may have applied in the existing fund/insurance policy and whether cover had previously been declined.
- I agree to provide AIA Australia and the MST with access to the health and/or financial evidence I have provided to any existing fund and their insurer or retail insurer in an application for the cover being transferred, that is reasonably relevant to this application or my cover. Any non-disclosure to the previous fund or insurer may be acted upon by AIA Australia.
- should it become apparent to AIA Australia or the MST that I have not responded truthfully or satisfied the requirements that I confirmed above, then any insured benefit that may be payable to me, my beneficiaries or my estate under the MST may be reduced by the insured amount paid or payable by my existing fund; an associated section or division of the existing fund, or any other fund, or retail insurance arrangement, or any policy issued under any option that I exercised, as a consequence of my failure to abide by these conditions.
- the information contained in this Individual Insurance Transfer application form is true and correct and that no information material to this application for transfer has been withheld.
- if AIA Australia accepts my application, the terms and conditions as outlined in the MST policy documents held by the MST will apply. Those terms and conditions may change from time to time and MST will notify me of those changes where required by law. The terms and conditions of my other fund and/or insurer will cease to apply.
- I have read the 'Duty to take reasonable care' section included in this form and understand its contents and what is meant by my duty to take reasonable care. I also understand that my duty to take reasonable care continues after I have completed this form until AIA Australia accepts my application and cover commences in the MST.

Signature

X

Date

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### 3 easy ways to return your form

To make submitting your completed form as simple as possible, we've provided three easy options for you to choose from. Please read through the choices below and select the one that's most convenient for you.



#### Use Member Online

The fastest and more secure way to send back your forms is through the contact us page within Member Online. Simply save and attach the PDF of your completed form and you're done.

[www.mercersuper.com.au](http://www.mercersuper.com.au)



#### Email Us\*

Another way to send back your form is via email. It's quicker if you use your email address you use to log in and send to

[MST@Mercer.com](mailto:MST@Mercer.com)

Please see below note for submitting forms via email.



#### Post it back

Otherwise, you can always send it back to us using the below postal address

**Mercer Super Trust,  
GPO Box 4303,  
Melbourne, VIC 3001**

#### \*Email note:

This is a 'no-reply' mailbox and should only be used to submit a form.

- Only one form per email can be accepted to ensure each form and its supporting documentation is processed correctly.
- A total of 6 attachments per form/email with a maximum size limit of 14MB.
- The file formats accepted are PDF, JPEG, PNG and JPG.

If you have an inquiry, please submit this via the contact us page or call the helpline on **1800 682 525**.