

# Essential Super

## Insurance claims fact sheet

Provided by



We understand you may be going through a difficult time.  
Our aim is to make the insurance claims process as smooth as possible.  
This guide will help you understand your benefit entitlements and possible claims outcomes.

### Your insured benefit

A key component of the benefits you're entitled to is your 'insured benefit'. This is the amount that will be paid into your Essential Super account as a result of an approved Total and Permanent Disablement (TPD) or Terminal Illness (TI) claim.

All insurance claims must meet the relevant terms of the Essential Super Insurance Policy and the insured benefit is always subject to the Insurer's determination of the claim. A full list of policy definitions is set out in the Essential Super Reference Guide, which is available in the 'Important documents and forms' section on our website [www.commbank.com.au/super](http://www.commbank.com.au/super).

Your insured benefit (or 'benefit amount') may be subject to waiting periods, exclusions and limitations. Please refer to your original welcome pack or acceptance letter. If you no longer have your original documentation, we can provide this information to you.

To make a claim on your Essential Super insurance cover, refer to the Step-by-step claims guide (enclosed).

#### Things to consider

Before deciding to claim on your super you should speak with an adviser to make sure this is appropriate for your circumstances - there are different ways of accessing super, and differing consequences including tax treatment.

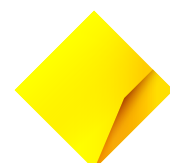
If you decide to withdraw from your Essential Super account before your insurance is finalised, you also need to be aware of the impacts on your insurance cover and your insurance claim.

#### Impact on your Essential Super insurance cover

- If you withdraw all of your Essential Super account balance, your insurance cover will end. While you'll be able to claim for any insured events that happened before the date that your insurance cover was cancelled, you won't be able to make a claim for insured events that happen after your insurance cover was cancelled. For example, if you cancel your cover after lodging a claim and your claim is declined because you do not currently meet the policy terms, you won't be eligible to claim an insured benefit in the future when you may perhaps meet the policy terms.
- You can choose to withdraw some of your super (a partial withdrawal) so you have enough money in your Essential Super account to cover future insurance premiums.
- We're also required by law to cancel your insurance cover if no contribution or rollover is made into your Essential Super account for 16 consecutive months, unless you let us know not to cancel your cover. To stop your insurance cover from being cancelled due to this, you can either ensure a contribution is made to your Essential Super account within 16 consecutive months or elect to keep your insurance by returning an insurance election form for inactive accounts available at [commbank.com.au/essentialsuper-documents](http://commbank.com.au/essentialsuper-documents).

#### Impact on insurance claim

- If we need to cancel your insurance cover due to 16 consecutive months of inactivity on your Essential Super account, it will not affect the assessment of your current claim or your eligibility to claim for events which occur before your cover is cancelled. However, it will mean that you can only claim for events that occurred before your cover was cancelled.



# Understanding the possible outcomes of a claim

The outcome of an insurance claim varies depending on your personal circumstances and the type of claim.

## Accepted claims

You'll be notified by your claims assessor if your claim is accepted.

For TPD and TI claims the insured benefit amount will be credited to your super account. You'll need to meet a condition of release for the funds to be paid to you.

## Deferred and declined claims



Your claim may be declined by the Insurer. This generally means that the Insurer has determined that your claim doesn't meet the policy requirements.

Claims may also be deferred for a period of time for the Insurer to determine the full extent of your disability and whether it's permanent.

As the Trustee, we have a dedicated Claims Committee to review all claims that are deferred or declined by the Insurer. This makes sure all deferred and declined claims have been correctly assessed and that the claims decision is fair and reasonable.

## How long does it take?

Each claim is unique and the length of time the process will take varies.

Type of claims	 Terminal Illness claims	 Total and Permanent Disablement claims
Assessment timeframe - in most cases	Within a few weeks.	A few months - depending on documentation requirements.

It's important to note that the Insurer can't make their final assessment until all of the requested information has been provided.

We'll make sure you're kept up to date through each step of the claims process. You can always reach out to your dedicated claims assessor to get an update.


## If you have a question or complaint


If you have any concerns or questions about how the Insurer is handling your claim while it is being assessed, you can contact the Trustee, Colonial First State, at any time for further assistance via email [essentialsuperclaims@cfs.com.au](mailto:essentialsuperclaims@cfs.com.au) or call **13 4074** (Monday to Friday 8.30am to 6pm, Sydney Time).


If you have a complaint please tell us so we can fix the problem. Please contact us on **13 4074**, write to Reply Paid 27 Sydney NSW 2000 or email us at [membercare@cfs.com.au](mailto:membercare@cfs.com.au).

Visit [www.commbank.com.au/super](http://www.commbank.com.au/super) for more information on your options to make a complaint.

### Contact us if you need assistance with your claim

 **13 4074**, Monday to Friday 8.30am to 6pm, (Sydney Time)

 Email us: [essentialsuperclaims@cfs.com.au](mailto:essentialsuperclaims@cfs.com.au)

 Visit [www.commbank.com.au/super](http://www.commbank.com.au/super)

**Things you should know:** Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL) is the Trustee of Essential Super ABN 56 601 925 435 and the issuer of interests in Essential Super. Essential Super is distributed by the Commonwealth Bank of Australia ABN 48 123 123 124, AFSL 234945 (the Bank). Colonial First State (CFS) is Superannuation and Investments HoldCo Pty Limited ABN 64 644 660 882 (HoldCo) and its subsidiaries which include AIL. The Bank holds an interest in CFS through its significant minority interest in HoldCo.

This information is issued by AIL and may include general financial product advice but does not consider your individual objectives, financial situation, needs or tax circumstances, and so you should consider the appropriateness of the advice having regard to your circumstances before acting on it. The Target Market Determination (TMD) for Essential Super can be found at [cfs.com.au/tmd](http://cfs.com.au/tmd) and includes a description of who the financial product is appropriate for and any conditions on how the product can be distributed to customers. You should read the Product Disclosure Statement (PDS) and the Reference Guides for Essential Super carefully and consider whether the information is appropriate for you before making any decision regarding this product. Download the PDS and Reference Guides at [commbank.com.au/essentialsuper-documents](http://commbank.com.au/essentialsuper-documents) or call us on 13 4074 for a copy. Neither the Bank, AIL, CFS, nor any of their respective subsidiaries guarantee the performance of Essential Super or the repayment of capital by Essential Super. An investment in this product is subject to risk, loss of income and capital invested. An investment in Essential Super is via a superannuation trust and is therefore not an investment in, deposit with or other liability of the Bank or its subsidiaries. Where we mention 'we', 'us' or 'our', we mean ALL.

The insurance provider is AIA Australia Limited ABN 79 004 837 861, AFSL 230043 (AIA Australia). AIA Australia is not part of the Commonwealth Bank Group or CFS. The insurance cover is provided under policies issued to the Trustee.