

# HSBC Secure Life

Product Disclosure Statement and  
Policy Document

Version 1 issued 11 July 2011

Please read this Product Disclosure Statement and Policy Document carefully. It contains important information about the above product.



HSBC 

The world's local bank

This document is a combined Product Disclosure Statement and Policy Document. It is issued by AIA Australia Limited (ABN 79 004 837 861 AFSL 230043)

Insurance issued by AIA Australia Limited  
ABN 79 004 837 861 AFSL 230043

We can be contacted at:

AIA Australia Limited  
PO Box 6111, St Kilda Rd Central VIC 8008  
Phone: 1800 256 282  
Fax: (03) 9009 4824

In this document:

- ▶ 'You', 'your', 'yourself' means the policy owner or any potential customer who is likely to become the owner of the policy.
- ▶ 'We', 'us', 'our' and 'ourselves' and 'AIA Australia' means AIA Australia Limited (ABN 79 004 837 861 AFSL 230043) as the issuer of HSBC Secure Life insurance.
- ▶ 'This document' refers to this combined Product Disclosure Statement and Policy Document.

HSBC Bank Australia Limited ABN 48 006 434 162 ACL number 232595 is a member of the HSBC Group which supplies banking, wealth management, insurance and other facilities, products and services globally. HSBC is the credit provider and a registered person under the National Consumer Credit Protection Act 2009.

AIA Australia's obligations do not represent deposits or liabilities of HSBC. HSBC does not stand behind AIA Australia. HSBC does not issue this insurance or guarantee any of the benefits under the cover nor is it otherwise responsible for the payment of any claims. HSBC can be contacted at:

HSBC  
Level 32, 580 George Street, Sydney NSW 2000  
Phone: (02) 9006 5888, Fax: (02) 9006 5440

HSBC has given its written consent to all statements by it or said by it in the form and context in which they are included and has not withdrawn this consent as at the date of this disclosure document. The statements appear throughout this document.

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# Secure your family's future. Today.

Have you ever wondered how your family would manage if something happened to you and you could no longer provide for them?

With HSBC Secure Life insurance you have the comfort of knowing that they would receive a lump sum payment of up to \$500,000 upon your death. At such an uncertain and vulnerable time, that can go a long way.

## How we can cover you and your family

Based on the age of the life insured, you can choose cover levels ranging from \$100,000 up to \$500,000 in \$50,000 increments, allowing you to select the cover that will best suit your family's needs and budget.

A Final Expenses benefit advance of \$10,000 of your cover is also available to assist in paying for immediate costs, such as funeral expenses. If death occurs due to an accident while overseas, a Repatriation Benefit advance of \$20,000 of your cover is available to assist with transportation costs.

In the event of diagnosis of a Terminal Illness after the first 12 months of the commencement date, a lump sum payment of your chosen level of cover is available in advance, which can be used to assist with the cost of treatment and care when needed the most.

## Getting cover is easy

Forget all those lengthy medical questions, getting cover is simple.

All we require is that the life insured is a citizen or permanent resident of Australia or New Zealand, or holder of a valid temporary business long stay (457) visa, living in Australia and aged between 18 and 65 years of age. You must also have received this document in Australia.

## Any questions?

If you have any questions relating to this document please feel free to contact us on 1800 256 282.

# The Benefits – what's in it for me?

HSBC Secure Life provides financial assistance during tough times when you and your family may need it the most. The table below explains how we can be there to help:

Benefit	Cover	What we will pay
Life Protection	Up to \$500,000	<p>We will pay the sum insured in a lump sum, on the death of the life insured after the first 12 months from the commencement date if death occurs as a result of accident or sickness.</p> <p>We will pay the sum insured in a lump sum, on the accidental death of the life insured even if it occurs within the first 12 months from the commencement date.</p> <p>A refund of premiums will be paid on the death of the life insured in the first 12 months from the commencement date if death occurs as a result of sickness.</p>
Terminal Illness benefit	Up to \$500,000	We will pay the sum insured in a lump sum, if the life insured is diagnosed with a Terminal Illness after the first 12 months following the commencement date.
Final Expense benefit	\$10,000	<p>If the life insured dies as a result of sickness after 12 months from the commencement date, we will pay an advance payment of \$10,000 of the sum insured to assist with immediate final expenses (funeral etc).</p> <p>Or, if death occurs as a result of an accident taking place at any time after the commencement date, we will advance \$10,000 of the sum insured.</p>

<b>Benefit</b>	<b>Cover</b>	<b>What we will pay</b>
Repatriation benefit	\$20,000	If accidental death occurs while the life insured is overseas, in addition to the Final Expense benefit we will also advance \$20,000 of the sum insured to assist with the costs of repatriation of the body.
Discount for joint applications		If you apply with your partner or spouse, a discount of 10% off the applicable premium is available for both policies. To be eligible, your partner or spouse must reside at the same address as you at the time of application and you both need to apply for the policy at the same time.

Cover is provided 24 hours a day, seven days a week anywhere in the world. All benefits are subject to the exclusions outlined on page 5.

Based on your age, you can choose the amount of cover that suits your needs and budget from the following levels of cover:

<b>Age (last birthday)</b>	<b>Minimum Sum Insured</b>	<b>Maximum Sum Insured</b>
18 to 45	\$100,000	\$500,000
46 to 55	\$100,000	\$350,000
56 to 65	\$100,000	\$250,000

# What's not covered?

There are a few occasions under this policy where the life insured will not be covered. To make this absolutely clear, we have summarised this below.

The life insured will not be covered for any claim arising from:

- ▶ suicide or attempted suicide within the first 13 months from the commencement date;
- ▶ taking part in a criminal activity;
- ▶ any aerial activity except as a fare paying passenger in a fixed wing, motored aircraft owned and operated by a licensed airline or charter company;
- ▶ war whether formally declared or not;
- ▶ taking part in professional sports, motor sports, parachuting, mountaineering, climbing or caving, underwater diving, martial arts of any kind, racing of any kind other than foot or any other hazardous pursuit;
- ▶ undertaking any underground mining, handling explosives, and/or military activities;
- ▶ the direct or indirect effects of alcohol and/or drug abuse; or
- ▶ any event occurring in a country that the Department of Foreign Affairs and Trade has issued a travel advisory of level 4 (reconsider your need to travel) or level 5 (do not travel to). (If you are in a country when the Department first issues that advisory, you'll still be covered so long as you leave the country as soon as practicable, up to a maximum of 30 days.)

The death benefit and terminal illness benefit will not be payable where the death or diagnosis of a terminal illness of the life insured occurs as a direct result of any illness, disease, disability or condition relating to the life insured's health:

- ▶ of which the life insured was aware at any time before the commencement date; or
- ▶ where the life insured was, or a reasonable person in the circumstances would have been, aware of the symptoms for which a reasonable person would have sought medical advice or treatment at any time prior to the commencement date; or

- ▶ in relation to which the life insured consulted a medical practitioner prior to the commencement date and the life insured was not unequivocally cleared of any illness, disease, disability or other health condition.

## **When does your cover start?**

Your cover will commence on the date we accept your application.

This date will be stated as the commencement date in your policy schedule that will be issued to you.

# When does your cover end?

You can cancel your policy at any time by giving notice in writing to us. Your policy will be cancelled and cover will cease from the date your next premium would have been due.

Otherwise, your policy will automatically expire on the earliest of the following dates:

- ▶ the policy anniversary immediately on or after the 76th birthday of the life insured
- ▶ death of the life insured
- ▶ payment of the death benefit
- ▶ payment of the terminal illness benefit
- ▶ the cancellation of the insurance coverage at your written request (Note: after the cooling-off period, this cancellation will be deemed to be effective immediately from the next monthly premium date.)
- ▶ the cancellation of the insurance coverage by us due to non-payment of premiums, the eligibility requirements having not being met or as otherwise permitted by relevant legislation.

Once your policy has been cancelled or expires, we will confirm this in writing to you. Should you have any queries regarding this, please feel free to contact us by:

Phone: 1800 256 282

Writing: Policy Services  
AIA Australia Limited  
PO Box 6111  
St Kilda Road Central, VIC 8008

# Some things you should know...

The life insured can only have one HSBC Secure Life Policy in place at any given time. If the life insured already has an HSBC Secure Life Policy, any subsequent policies entered into (or purported to be entered into) while the initial policy is in place will be automatically void from inception.

## 28 day cooling off period

It's important to us that you're happy with the cover you have selected, so we will give you a 28 day cooling off period.

Your cooling off period starts from the date you receive your policy schedule, or from the end of the 5th business day after we send the policy schedule to you, whichever is the earlier to occur.

If during the cooling off period you change your mind and decide this cover isn't right for you, simply send a written request to:

Policy Services  
AIA Australia Limited  
PO Box 6111  
St Kilda Road Central VIC 8008

Once these items are received within the cooling off period your policy will be cancelled and any premiums you have paid will be refunded in full.

However, the cooling off period automatically ceases if a claim is made before the 28 day period has expired.

## Automatic annual increases

To protect the value of your benefit against erosion by inflation, your benefit level will automatically increase by the higher of consumer price index (CPI) inflation or 5%, each year on the policy renewal date. Your premium will vary accordingly. See 'Premiums – what do they cost?' below.

You can choose to opt-out of this increase in any year by writing to us within one month of policy renewal for that year.

## **Nominating a beneficiary**

After the commencement date of the policy, you are entitled to nominate a beneficiary/beneficiaries (you can nominate up to 4) to receive all benefits under the policy.

If you would like to nominate a beneficiary, please contact us on 1800 256 282.

# **Premiums – what do they cost?**

The premium is calculated based on the level of cover, the life insured's age, gender and whether or not they are a non-smoker, and any applicable discounts (such as a joint policy discount) and government charges.

## **Payment of premiums**

You can choose to pay your premiums by either direct debit or credit card. Premiums will be deducted on a monthly basis on or around the billing date stated on your policy schedule.

AIA Australia will appear on your credit card or account statement at the time the premiums are deducted.

## **Late payment of premiums**

If you don't pay your premiums within 60 days of the premium due date, your policy will lapse and its benefits will cease.

## **Premium changes and guarantees**

After the first year, your premium will increase due to benefit indexation (unless you opt-out of the automatic annual increase), and may also vary with the increasing age of the life insured. Premiums are calculated on a stepped basis.

We may also need to adjust premium rates from time to time for other reasons. Should premium rates need to be adjusted, we will not alter premium rates individually but only for all policies in a group. Your policy cannot be singled out for an increase.

You will be notified in writing of any change in the premium in accordance with law.

# How to make a claim

To make a claim, or to discuss any queries you have about your claim you can contact us by:

Phone: 1800 256 282

Email: [au.claims@aia.com](mailto:au.claims@aia.com)

Writing: Claims Administration Team  
AIA Australia Limited  
PO Box 6111  
St Kilda Road Central VIC 8008

To make a claim, we will require notice and supporting medical evidence within 30 days of the life insured's death or diagnosis or as soon after that as is reasonably possible.

We may request further information to assess the claim, including but not limited to medical information. You should keep a copy of any documents that may be required to support a claim. Any costs associated with the completion of the initial claim forms must be borne by the claimant.

We may also have the life insured medically examined by a medical practitioner approved by us at our expense when and as often as we may reasonably require.

## Payment of Benefits

Benefits will be paid after we have received all relevant information, completed our investigation (if requested), verified the information supplied and satisfied ourselves that the claim falls within the coverage of the policy.

In the event that a death benefit is payable, it will be paid to your nominated beneficiary/beneficiaries or, if no beneficiaries are nominated, to you or to your estate (if you are also the life insured).

In the event a Terminal Illness claim is made and accepted by us, the Terminal Illness Benefit will be paid to you.

# What are the significant risks?

## **Selection of wrong product**

You may choose an insurance product that doesn't meet your needs. To prevent this, you should read this document carefully, to help you determine whether this product is right for you.

This document provides general advice only and does not take into account your personal circumstances and needs.

## **Inadequate amount of insurance**

You may have selected the correct insurance product for your needs, but might not have selected enough cover. This may result in unnecessary financial hardship for you or your beneficiary/beneficiaries. We recommend that you assess your needs carefully to ensure that this does not occur.

# Some additional information

## Your Duty of Disclosure

We use the information you give us to decide whether to provide insurance cover and on what terms. So you must be honest at all times when providing us with information.

You also have a duty under law to tell us anything you know which a reasonable person in the circumstances would include when answering a question.

## Non-Disclosure

If you don't answer our questions honestly or completely, we may reduce or refuse to pay a claim, or cancel the policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat the policy as invalid from its commencement date.

## Reduction in Sum Insured

This policy provides you with the ability to reduce your sum insured at anytime during the lifetime of the policy. The change in the policy will be effective from the next billing cycle after we receive the appropriate documentation. To reduce the sum insured you will need to notify us in writing at the following address:

Policy Services  
AIA Australia Limited  
PO Box 6111  
St Kilda Road Central, VIC 8008

## Taxation and imposts

Generally, the premiums you pay for HSBC Secure Life are not tax deductible. Any benefit paid under the policy is not usually assessed as income for tax purposes. This information is based on continuance of present tax laws and our interpretation of those laws. Your individual situation may differ and you should seek qualified professional advice in relation to your particular circumstances.

Premium rates are inclusive of all government charges and duties and no goods and services tax ("GST") is payable

under present tax law. Where we are, or believe we will become, liable for any tax or other imposts levied by any Commonwealth, State or Territory Government, authority or body in connection with the policy, we may reduce, vary or otherwise adjust any amounts (including but not limited to premiums, charges and benefits) under the policy in the manner and to the extent we determine to be appropriate to take account of the tax or impost.

## **Changes to fees and charges**

We retain the right to vary any fees and charges, including premiums, at our discretion. Any change, except changes due to taxes and imposts, will be advised to you in accordance with law. Your policy will not be singled out for an increase in fees or charges.

## **Australian law**

This policy is governed by the Laws of the Australian State or Territory in which it was issued and any dispute or action in connection therewith shall be conducted and determined in Australia.

## **Currency**

All amounts under the policy whether payable by us or by you are payable in Australian currency.

## **Statutory fund**

Your HSBC Secure Life Policy will be written in AIA Australia Statutory Fund No. 1 which alone shall be liable under the policy. This is a non participating policy, and your policy does not participate in the distribution of any surplus.

## **Lost or destroyed documents**

If this document and/or the policy schedule is lost or destroyed, we will replace it but may charge to recover the costs involved. This charge is currently not greater than \$100 and covers the cost of reissuing the lost document, including advertising the loss – a statutory requirement in some circumstances.

You will also be required to sign a Lost Policy Declaration to the effect that the policy document has been lost or destroyed.

## **Transfer of ownership**

You can request for the ownership of the policy to be transferred to another person or company.

You should be aware that an assignment will revoke any previous nomination of beneficiary/beneficiaries, and that by assigning the policy, you relinquish all rights to benefits payable under the policy and it may give rise to tax implications.

Please contact us on 1800 256 282 if you wish to assign the policy.

## **Change of personal information**

You should notify us immediately if you change your contact details or address, or any other change which may require an alteration to your policy.

## **Economic sanctions**

Notwithstanding the terms of your policy, we are subject to certain laws and economic sanctions (both local and international) which may prohibit us from completing some financial transactions and/or dealings with you and your beneficiary/beneficiaries.

# About this document

This is a combined Product Disclosure Statement and Policy Document. It has been prepared with the intention of providing you with important information about HSBC Secure Life, and you should read it carefully before making a decision about whether to acquire HSBC Secure Life. Please keep this document in a safe place – it will be required in the event of a claim.

Anyone making this document available to another person must provide them with the entire electronic file or printout. We will also provide a paper copy of this document on request without charge

This document may be updated or replaced at any time, and you can obtain a copy of the current version on request, free of charge, by calling us on 1800 256 282. Changes that are not materially adverse will be updated and made available to you at [www.aia.com.au](http://www.aia.com.au). You will be advised of material changes or significant events as required by law.

AIA Australia and HSBC are not bound to accept an application. HSBC Secure Life is only available to persons receiving the offer and making an application in Australia. This document is not an offer, invitation or recommendation by AIA Australia to purchase or apply for the product in any other jurisdiction. Applications from outside Australia will not be accepted.

Any financial product advice contained in this document is of a general nature only and has been prepared without taking into account your objectives, financial situation or needs.

## **Any questions or concerns**

If you have any questions or concerns about your policy you can contact AIA Australia on 1800 256 282. We will promptly investigate your enquiry, referring it if necessary to our Internal Dispute Resolution Committee.

Internal complaints are normally resolved within 45 days.

However, in special circumstances, it may take longer. If this is the case we will advise you.

Should you not be satisfied with our response to your enquiry then you may take the matter up with the independent Financial Ombudsman Service (FOS) by writing to:

Financial Ombudsman Service (FOS)

GPO Box 3

Melbourne VIC 3001

Telephone: 1300 78 08 08

Fax: (03) 9613 6399

Email: [info@fos.org.au](mailto:info@fos.org.au)

# Your Privacy

Your privacy is important to us. We are committed to ensuring the confidentiality, security and privacy of your personal information and that your information is maintained in accordance with Australia's privacy laws.

Personal information that you provide may be used by us, and shared with HSBC and its service providers, as outlined below. Your personal information may be disclosed, locally and overseas, to other parties, including subsidiary and affiliated companies of AIA Australia and/or HSBC, your adviser, your employer and or the trustee of your superannuation fund (for employee superannuation products), any person who refers your business to us or who is acting on your behalf (such as your broker, financial planner, financial adviser, accountant, solicitor, trustee, guardian, executor or attorney), financial institutions you nominate, mail houses and archive companies, and to any agent, contractor or third party who provides administrative or other services to AIA Australia, HSBC or their respective subsidiary and affiliated companies.

Your personal information may be used for purposes relating to your business with AIA Australia and HSBC and their respective subsidiary and affiliated companies. For AIA Australia, this includes, but is not limited to, for the purposes of processing your application, the assessment and processing of claims and any other administration relevant to any policy issued by AIA Australia, and to meet requirements imposed by law and for marketing and promotional purposes (if you have elected to receive marketing material from AIA Australia). For HSBC, this includes, but is not limited to, HSBC's dealings with and provision of banking and financial services to you and/or any authorised signatory, participation in payment systems, to meet requirements imposed by law and for marketing and promotional purposes.

If you do not provide all or part of the requested personal information, AIA Australia may not be able to provide you with insurance cover or assess and manage your claim.

In some circumstances, AIA Australia is entitled to disclose your personal information to third parties without your authorisation, such as law enforcement agencies or government authorities where disclosure is required by legislation, or to report illegal activities.

You can request access to your personal information held by us at any time. You can also request the correction of your personal information if it is inaccurate, incomplete or out of date, or lodge a complaint about the handling of your personal information that we hold. All requests or complaints should be made in writing to:

Compliance Manager  
AIA Australia Limited  
PO Box 6111  
St Kilda Road Central VIC 8008

AIA Australia has established an internal dispute resolution process for handling complaints relating to personal information held by us free of charge. If your complaint is not resolved to your satisfaction, you may take your complaint to the Privacy Commissioner at Office of the Privacy Commissioner, GPO Box 5218, Sydney NSW 2001, or call the Privacy Hotline on 1300 363 992.

If your request of complaint relates to information held by or on behalf of HSBC, we may forward it to HSBC or its service providers for handling.

In some circumstances, you may not be able to access your personal information. This may be because providing the information is unlawful or denying access is authorised by law. In these cases, you will be provided with written reasons.

For further information or to view AIA Australia's privacy policy and procedures, please go to [www.aia.com.au](http://www.aia.com.au).  
For further information about HSBC's privacy policy and procedures, please go to [www.hsbc.com.au](http://www.hsbc.com.au)

# Important Definitions

**Accidental death** means death that is a result of a physical injury which is caused solely and directly by violent, external and unexpected means that is not traceable, even indirectly, to the life insured's state of mental or physical health before the event. Accidental death must occur within 6 months of the accident taking place. (This is also referred to throughout this document as 'death as a result of an accident' and similar terms.)

**Commencement date** means the date we accept your application.

**Consumer price index (CPI) inflation** means the percentage increase in the average consumer price index for the 6 state capital cities published by the Australian Bureau of Statistics and covering the most recent period of 12 months for which the figures are available at the date of the HSBC Secure Life sum insured is to be increased.

**Life insured** means the person named as the life insured in the policy schedule.

**Non-smoker** means not having smoked tobacco or any other substance for a continuous period of at least 12 months immediately prior to policy application.

**Policy** means the legal contract of insurance between you, the policy owner, and us, the insurer, which contains the terms of this product disclosure statement and policy document, the policy schedule, all information provided by you when applying for HSBC Secure Life, and any special conditions and endorsements we issue to you.

**Policy anniversary** means an anniversary of the due date of the first premium shown on the policy schedule.

**Policy owner** means the person or persons named on the policy schedule as the 'policy owner' and any successor in title of that policy owner.

**Policy schedule** means the document entitled "policy schedule" that sets out the benefits purchased under your policy.

**Sickness** means an illness or disease which manifests itself after the policy is in force and which results in death.

**Sum insured** means the sum insured specified in the policy schedule at the commencement date as varied by agreement from time to time.

**Terminal illness** means the diagnosis (after the commencement date) of the life insured with an illness which in the opinion of an appropriate medical practitioner approved by us is likely to result in the death of the life insured within 12 months from the date of the diagnosis, regardless of any treatment that may be undertaken.

**We, us, our, insurer**, means AIA Australia Limited (ABN 79 004 837 861 AFSL 230043) as insurer of HSBC Secure Life insurance.

**You, your, yourself** means the policy owner or any potential customer who is likely to become the owner of the policy.

# Direct Debit Request Service Agreement

The following is your Direct Debit Service Agreement with us. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider.

We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR).

## Definitions

- ▶ **Account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- ▶ **Agreement** means this Direct Debit Request Service Agreement between you and us.
- ▶ **Business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- ▶ **Debit day** means the day that payment by you to us is due.
- ▶ **Debit payment** means a particular transaction where a debit is made.
- ▶ **Direct debit request** means the Direct Debit Request between us and you.
- ▶ **Us** or **we** means AIA Australia Limited (ABN 79 004 837 861 AFSL 230043) (Direct Debit User ID 142), (the Debit User) who you have authorised by submitting a Direct Debit Request.
- ▶ **You** means the customer who submitted the Direct Debit Request.
- ▶ **Your** financial institution means the financial institution nominated by you via the DDR at which the account is maintained.

## 1. Debiting your account

By submitting a Direct Debit Request, you have authorised us to arrange for funds to be debited from your account. The Direct Debit Request and this agreement contain the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request, except where:

- (a) we have agreed to a temporary variation in accordance with your instructions at section 3 of this agreement; or
- (b) if a credit tribunal or other legal tribunal has instructed us to vary the arrangement; or
- (c) If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.

If you are unsure about which day your account has or will be debited you should ask your financial institution.

## **2. Amendments by us**

We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days' written notice.

We reserve the right to cancel this agreement if the first debit from your account is returned unpaid or two or more debit attempts are returned unpaid by your financial institution.

## **3. Amendments by you**

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14) days' notification in writing or by telephoning us on 1800 256 282 during business hours or arranging it through your own financial institution.

## **4. Your obligations**

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you will need to arrange for the payment to be made by another method, or for funds to be made available

in your account by an agreed time so that we can debit your account.

You should check your account statement to verify that the amounts debited from your account are correct

If we are liable to pay **GST** on a supply made in connection with this agreement, then you agree to pay us on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

## 5. Dispute

If you believe that there has been an error in debiting your account, you should notify us directly on 1800 256 282 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct.

If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

Any queries you may have about an error made in debiting your account should be directed to us in the first instance and, if we are unable to resolve the matter, you can refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

## 6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and

- (c) with your financial institution before submitting the Direct Debit Request if you have any queries about how to submit the Direct Debit Request.

## **7. Confidentiality**

We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any queries or claims).

## **8. Notice**

If you wish to notify us in writing about anything relating to this agreement, you should write to:

Policy Services  
PO Box 6111  
St Kilda Rd Central, VIC 8008

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

Any notice will be deemed to have been received on the second business day after posting.



- ▶ call 1800 501 568
- ▶ visit [www.hsbc.com.au](http://www.hsbc.com.au)

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