

# Travel Protection Plan Disclosure Document

The Travel Protection Plan (“the Plan”) is an optional benefit, available on the purchase of an Australian Funeral Bond or a Bendigo Funeral Bond, that covers the transportation cost in the event of your death in Australia, 70kms or further from your residential address. The Plan covers the cost of transportation of your remains from the place of death to the chosen funeral home, up to a maximum of \$3,000. The funeral director must operate within 70kms of your residential address.

## The Distributor and Issuer of the Plan

The Plan is distributed by Australian Friendly Society of The Bendigo Centre, Bendigo VIC 3550, 1800 803 173 | [www.australianfriendlysociety.com.au](http://www.australianfriendlysociety.com.au) (“the Society”).

The Plan is issued by AIA Australia Limited (“AIA Australia”) ABN 79 004 837 861 AFSL 230043 of Level 6, 509 St Kilda Road, Melbourne VIC 3004, 1800 333 613, [www.aia.com.au](http://www.aia.com.au). The Plan will be written in the AIA Australia Statutory Fund No. 1. This is a non-participating policy and the Plan does not participate in the distribution of any surplus of the AIA Australia Statutory Fund No. 1.

## Transportation costs

In the event of your death, the transportation costs covered under the Plan (up to the maximum benefit) include the following:

- funeral director’s transfer fee;
- container for transporting (excluding casket or coffin);
- necessary documentation associated with transporting your remains;
- air freight if necessary; and
- mortuary service.

## Benefit payment

If your Funeral Bond is assigned to a funeral director, the benefit of up to \$3,000 under the Travel Protection Plan will be paid directly to your funeral director. However, if your Funeral Bond is not assigned to a funeral director, the benefit will be paid to your estate.

## Application Conditions & when the Plan ends

The Plan is only available with the Funeral Bond. A new purchaser of the Funeral Bond has 3 months following the commencement date of their Funeral Bond to apply for the Plan. The Plan is available to a single life insured (under an individually owned Bond) or joint lives insured (under a jointly owned Bond). The benefit under the Plan, in the instance of joint lives insured, will be paid on the death of either one of the lives insured. Although joint lives insured are covered under this Plan, only one benefit is payable under this Plan. Should the surviving life insured decide to apply the Funeral Bond proceeds to the funeral of the deceased life insured, then a

claim under the Plan can be made, provided that the death occurred 70kms or further from the deceased’s residential address. The surviving life insured must elect in writing, within 14 days from the date of death, whether or not the Funeral Bond is to be redeemed to cover the funeral expenses of the deceased or continue for the benefit of the surviving life insured. The Plan terminates when the Funeral Bond proceeds are paid out, even if no claim has been paid under the Plan.

## Eligibility & How to make a claim

You must be a permanent Australian resident aged 18 to 84 years to be eligible to apply for the Plan. To make a claim or to discuss any queries you have about a claim, you can contact AIA Australia:

1800 333 613 | [au.retail.claims@aia.com](mailto:au.retail.claims@aia.com)  
Claims Administration Team  
AIA Australia Limited  
PO Box 6143  
Melbourne, VIC 3004.

To make a claim, AIA Australia requires notice and supporting medical evidence within 30 days of the life insured’s death or as soon after that as is reasonably possible. AIA Australia may request further information to assess the claim, including but not limited to medical information or information about whether eligible transportation costs were incurred. You, and people involved in executing or administering your estate, should keep copies of any documents that may be required to support a claim. Any costs associated with the completion of the initial claim form must be borne by your estate.

## What are the costs?

The cost of the Plan is \$150 per Plan for both individual and joint cover. Premiums are not generally tax deductible. The Society receives remuneration from AIA Australia of \$30 per Plan. You should seek independent taxation and other advice about this product. If you are contributing to the Funeral Bond under the regular savings plan and wish to apply for the Plan, you will need to send to the Society a separate cheque to cover the cost of the Plan.

## Cooling-off Period

There is a 30-day cooling-off period applying to the Plan. Within this period, you may cancel your Plan and receive a full refund of the premium paid. This 30-day period starts from the earlier of:

- the time you receive confirmation that your application has been accepted; or
- five business days after your premium has been received by the Society.

You will lose the right to return your Plan within the cooling-off period when you first exercise any right or power you have under the terms of your Plan, for example, making a claim. The Plan terminates if you cancel your Funeral Bond within the 30-day cooling-off period applicable to it. If you wish to cancel the plan within the 30-day cooling off period, you will need to write to the Society stating this intention.

You will then be sent a refund of the Plan premium.

Exclusion: The Plan does not cover death of a life insured from suicide in the first 13 months from the commencement of the Plan.

## Privacy

Your privacy is important to AIA Australia. The AIA Australia Privacy Policy sets out how your personal and sensitive information is collected, used, handled and disclosed by us, and the purposes that your information is used for (including the administering, assessing or processing your insurance or any application or claim, to send communications that may be of interest to you, the provision of products and services and other purposes set out in AIA Australia's Privacy Policy). The AIA Australia Privacy Policy is available at [www.aia.com.au](http://www.aia.com.au) or by calling 1800 333 613.

By becoming covered under the Funeral Bond Product, or otherwise interacting or continuing your relationship with AIA Australia, directly or via a representative or intermediary, you confirm that you agree and consent to the collection, use (including holding and storage), disclosure and handling of personal and sensitive information in the manner described in AIA Australia's Privacy Policy on AIA Australia's website as updated from time to time, and to the disclosure of your personal and sensitive information to third parties (including the Society) who may be located in Australia, South Africa, the US, the United Kingdom, Europe, Asia and other countries. The Australian Privacy Principle 8.1 (which relates to cross-border disclosures) will apply to the disclosure. We are also subject to a range of other legal and regulatory obligations which may require us to impose contractual privacy controls over overseas parties handling Personal Information on our behalf.

The most recent version of the AIA Australia Privacy Policy at [aia.com.au](http://aia.com.au) applies to and supersedes all previous Privacy Policies and/or Privacy Statements and privacy summaries that you may receive or access. AIA Australia may collect some of your personal information through, or disclose some of your personal information to, the Society, who is the issuer of the Funeral Bond, from the information you provided at, or subsequent to, the time you applied for your Plan. The Society's Privacy Policy is available at [www.australianfriendlyociety.com.au](http://www.australianfriendlyociety.com.au) or by calling (03) 5485 7981 or 1800 803 173.

## Disclosure

If you are the Policy Owner, you have a duty to tell us anything that you know, or could reasonably be expected to know, which may affect our decision to insure you and any other Life Insured and on what terms. You have this duty until we agree to insure you, and also before you extend, vary or reinstate the Policy. You do not need to tell us anything that:

- reduces our risk; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive your duty to tell us about.

If you are a Life Insured (other than the Policy Owner), any failure by you to tell us this information may be treated as a failure by the Policy Owner to comply with this duty of disclosure.

## If you do not tell us something

If you are the Policy Owner, and you do not tell us anything you are required to, and we would not have insured you if you had told us, we may avoid the contract within 3 years of entering into it. If we choose not to avoid the contract, we may reduce the amount you have been insured for, based on a statutory formula. (We may only exercise this right within 3 years of entering into the Policy if it provides death cover.)

If we choose not to avoid the Policy or reduce the amount you have been insured for, if your Policy does not provide death cover, we may vary the contract in a way that places us in the same position we would have been in if you had told us everything you should have. If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed. We may apply these rights separately to each type of cover that we consider could form a separate policy.

## Contact AIA Australia

If you have any questions or concerns about your personal information, please contact AIA Australia's Compliance Manager as set out below:

The Compliance Manager  
AIA Australia Limited  
PO Box 6111  
Melbourne VIC 3004 | 1800 333 613

AIA Australia has established an internal dispute resolution process for handling customer complaints (including matters involving compliance with privacy laws). This dispute resolution mechanism is designed to be fair and timely to all parties and is free of charge. If you have a complaint about AIA Australia's handling of your personal information, you should submit it in writing to the Compliance Manager at the address specified above. You will typically receive a letter from AIA Australia within five days which sets out an overview of the processes for responding to your complaint.

AIA Australia's Disputes Resolution Committee will handle any escalated complaints that cannot be addressed at an operational level. AIA Australia aims to resolve your complaint within 45 days of receipt.

## Further Information

Should your complaint not be resolved to your satisfaction by AIA Australia's internal dispute resolution process, you may take your complaint to the Australian Information Commissioner whose contact details are:

Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001  
1300 363 992 | [www.oaic.gov.au](http://www.oaic.gov.au)

Prepared: 6th June 2019

[australianfriendlyociety.com.au](http://australianfriendlyociety.com.au)

