



**Peace
of mind
made easy.**

**All you need to know
about insurance for
your personal loan.**



Loan Protection Insurance

**Combined Financial Services Guide,
Product Disclosure Statement and Policy**

Prepared on 1 March 2019

A helping hand when you need it most.

So much depends on you being able to work. Take control of the unexpected by protecting your loan with Loan Protection.

The last thing you'd need is the extra worry of a loan repayment if you become involuntarily unemployed, sick or injured. So, if you have Loan Protection insurance on your Loan, we'll take care of your repayments for you. And in some situations we'll also provide an extra cash payment, which could make all the difference to you in difficult times.

Peace of mind made simple

The premium for Loan Protection is a single amount added to your loan. So there are no additional payments to worry about.

Protect yourself from life's 'what ifs...'

Redundancies, accidents and serious illnesses. These things can happen to anyone at any time and could cause financial stress.

With Loan Protection insurance, you can sleep easy knowing you're prepared for what life throws at you.

The information set out in this document has been prepared without taking into account your objectives, financial situation or needs. Because of this, before acting on the information, you should consider the appropriateness of this product having regard to your objectives, financial situation and needs.

How does Loan Protection work?

Loan Protection includes two different types of cover:



Involuntary Unemployment Cover



Disability Plus Cover with Cash Boost benefit

Benefits overview and limits

This benefit...	...covers the risk of...	...up to
Involuntary Unemployment benefit	Unexpected loss of your job	Pays your monthly loan repayments, up to \$1,500 per month, until you find work (up to a maximum of 6 months)
Disability benefit	Illness or injury preventing you from working	Pays your monthly loan repayments, up to \$1,500 per month, until you're back at work
Cash Boost benefit	Cancer, heart attack or stroke	Pays you a one-off cash payment up to 10% of your principal loan amount (up to a maximum of \$5,000)

Am I eligible for Loan Protection insurance?

You are eligible to apply for Loan Protection if you have taken out a Loan, are aged over 18 when the policy begins and will not be over 70 when the policy is due to end.

What if I change my mind?

Loan Protection has a 30 day cooling-off period which gives you time to review the Policy documentation in detail to make sure that it is right for you. If it isn't, you can cancel the policy and receive a full premium refund to your loan. Details about how to cancel the policy and how we refund the premium are set out on pages 14-15.



**It pays to
be prepared.**

**When life takes
an unexpected turn,
we're on hand to help.**

Loan Protection means
you have one less thing
to worry about.

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Product Disclosure Statement and Policy (PDS)



Your questions answered

Why is this PDS important?

This PDS explains Loan Protection, an optional insurance for your Personal Loan. It is important you read the PDS before you decide to buy it, so you understand:

- the purpose of Loan Protection insurance,
- that you are not obliged to purchase this product,
- what Loan Protection covers, and what it doesn't cover,
- whether you are eligible to apply, and how to apply,
- how much it costs,
- how to make a claim,
- the terms and conditions of your policy.

Please read it carefully so you can make an informed decision about this product and then keep it in a safe place in case you need to contact us to make a claim. This PDS includes your Policy and, read together with your Policy Schedule, provides full details of the terms and conditions of Loan Protection.

Cover is only provided under this policy where a premium is shown in your Policy Schedule.

Hallmark General has prepared, and takes responsibility for, this PDS.

Am I eligible for Loan Protection?

You are eligible for this cover if you are:

- taking out a Loan,
- at least 18 years old when the policy begins,
- no more than 70 years old when the policy ends.

Your duty to tell us the truth

It's very important that you are honest in all your dealings with us. You have a duty, right up until the contract is entered into, to tell us everything you know, or could reasonably be

expected to know, that is relevant to our decision to insure you, and on what terms. Otherwise you may not receive the full benefits of your policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat the policy as never having existed.

Which cover options can I choose?

There are two covers – Disability Plus Cover and Involuntary Unemployment Cover. That means you can take out:

- Both Disability Plus Cover and Involuntary Unemployment Cover, or
- Disability Plus Cover on its own.

Involuntary Unemployment Cover is not offered separately, so it's not available on its own.

Loan Protection insurance is a form of consumer credit insurance to help cover your loan repayments if you lose your job, or become ill or injured and unable to work. You may also be able to arrange this insurance through a different insurer.

Who can be covered under my policy?

If you are the only borrower on your loan contract, Loan Protection will cover you only. This is called single cover. If you select single cover, your name will appear in the Policy Schedule and we'll pay the policy benefit if you claim.

Joint cover can be taken out to cover two people, as long as you are joint borrowers on the loan contract. If you select joint cover, both names will appear in the Policy Schedule and we'll pay the policy benefit if either of you claim. The total benefit paid will not be more than your monthly repayment for Disability Plus and Involuntary Unemployment Cover, regardless of whether either of you claim, or you both claim at the same time.

How is my premium calculated?

The premium amount is calculated using various factors, including:

- the combination of covers you select;
- your loan amount;
- your loan term;
- your loan repayments (which is influenced by the amount you borrow and your interest rate); and
- whether you have single or joint cover.

Your premium also includes Goods and Services Tax (GST), and if applicable, Stamp Duty applicable to consumer credit policies in your state or territory.

The premium for joint cover is calculated by using the single rate for each person and then discounting the total by 20% for Disability Plus Cover and Involuntary Unemployment Cover.

Larger loan amounts, longer loan terms and/or higher interest rates will result in higher premiums. The premium is shown on your Policy Schedule given to you when you take out the policy.

The premium is included in your total loan amount. Interest applies to your total loan amount, which includes your Loan Protection premium. The amount of interest charged on your premium is shown in your Loan Contract Schedule.

How do I contact you?

Call us on **1800 800 230**

Monday – Friday

8.30am to 5.00pm (AEST)

Write to us at

GPO Box 1571

Sydney NSW 1025

It pays to
be prepared.
Life can take
an unexpected
turn, but
expenses still
add up. Loan
Protection
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have one
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Disability Plus Cover

How it works

Disability benefit



If you are working and sickness or injury prevents you from working for at least 14 consecutive days, we'll pay your monthly loan repayments of up to \$1,500 per month until you return to work or your policy ends, whichever happens first.

Your benefit is calculated on a daily basis for any period of disability less than a month.

If you have joint cover and either one of you are disabled, or you are both disabled at the same time, we'll pay the monthly loan repayment, up to \$1,500 per month, until either of you return to work or until the policy ends.

The maximum we'll pay to your loan account under either single or joint cover is either the balance of the loan or \$100,000, whichever is the least.

Disability and other important words are explained on pages 19-22.

Some circumstances are not covered – see pages 10-12.

Cash Boost benefit



In addition to your Disability benefit, if you are diagnosed with cancer, heart attack or stroke and survive for at least 30 days after the date of diagnosis, we'll pay you a one-off benefit of 10% of your principal loan amount, or \$500 (whichever is greater). The maximum we'll pay is \$5,000.

If you have joint cover and either one of you, or both of you are diagnosed with cancer, heart attack or stroke, we'll pay the Cash Boost benefit.

Only one Cash Boost benefit is payable during the period you are insured, for either single or joint cover.

Cancer, heart attack, stroke and other important words are explained on pages 19-22.

Some circumstances are not covered – see pages 10-12.

How we could help

Example:

You become seriously ill and unable to work. Your monthly loan repayment is \$300. If after the first 14 days you are unable to work for another 10 months, we'll pay benefits totalling \$3,000 to your account – so you can focus on getting better without worrying about your loan.

Joint cover example:

You and your partner are both injured in a car accident and unable to work. Your monthly repayment is \$200. If after the first 14 days you are both unable to work for another 6 months, we'll pay benefits totalling \$1,200 to your account – so you don't have the financial obligation while you both recover.

Example:

You borrow \$30,000 on a personal loan and your monthly repayments are \$600. A year later you have a heart attack leaving you unable to work whilst you recover. We'll pay your monthly disability benefit of \$600 while you are unable to work and also pay you an extra one-off Cash Boost payment of \$3,000 (10% of your loan), which could help with additional medical expenses or allow you to take a holiday to recover.

Involuntary Unemployment Cover

How it works

Involuntary Unemployment benefit



If you are involuntarily unemployed for at least 14 consecutive days, we'll pay your monthly loan repayments up to \$1,500 per month, for up to 6 months, or until you find work (whichever happens first).

If you have joint cover and either one of you, or both of you are involuntarily unemployed at the same time, we'll pay the monthly loan repayment, up to \$1,500 per month, for up to 6 months.

The maximum we would pay for a period of involuntary unemployment would be \$9,000 (\$1,500 for 6 months).

The benefit is calculated on a daily basis for each day you are involuntarily unemployed, including unemployment less than one month.

There is no limit to the number of claims you can make but you will need to have returned to work for at least 3 consecutive months to be eligible for a further claim.

Involuntary unemployment covers a number of situations such as redundancy, or choosing to take a redundancy due to organisational downsizing or restructure, business closure or leaving your job to care for a family member because they are ill or injured. If you are self-employed, it also applies if you cease trading due to circumstances beyond your control.

Involuntary Unemployment and other important words are explained on pages 19-22.

Some circumstances are not covered – see pages 10-12.

How we could help

Example:

You are made redundant. Your monthly loan repayment is \$300. If after the first 14 days you continue to be unemployed for a further 5 months, we'd pay benefits totalling \$1,500 to your account – so you meet your financial commitments.

Or

Your son is severely injured in an accident and you have to leave your job to care for him full time while he recovers. Your monthly loan repayment is \$400. If after the first 14 days you remain unemployed for a further 5 months, we'd pay benefits totalling \$2,000 to your account – so that you can focus on supporting your son's rehabilitation.

Joint cover example

Both you and your partner work for the same business. The business closes and you are both unexpectedly unemployed. You have joint cover on a loan with repayments of \$200 a month. If after the first 14 days you are unemployed for a further 5 months, we'd pay benefits totalling \$1,000 to your account – so there's one less thing to worry about whilst you're looking for work.

There are some things we don't cover

Things not covered are called exclusions. These are set out in the Exclusion Table. Check the table below – where there is a cross, we will not pay your claim for that situation.

Exclusion

You have had symptoms, advice or treatment from a medical practitioner within 12 months before the policy began, and you require treatment for the same condition within 12 months after the policy began.

You take part in a criminal activity.

You come to the expected end of your employment contract, specified task or period of employment.

You are self-employed or in a business partnership and your business temporarily ceases to trade.

You become aware of your impending unemployment before the policy began.

You resign, accept early retirement or you abandon your employment.

Your unemployment is due to your deliberate or serious misconduct.

Your unemployment is due to sickness or injury.

You take part in a strike or are involved in lockout.

Your unemployment is because you need to provide regular and sustained care and assistance to a family member for a condition or disability AND the family member had symptoms, advice or treatment from a medical practitioner within 12 months before the policy began, and requires treatment for the same condition within 12 months after the policy began.

Disability Plus	Involuntary Unemployment
X	
X	X
	X
	X
	X
	X
	X
	X
	X
	X

Apart from the policy exclusions, set out in the Exclusion Table, there are also some situations when we won't pay a benefit.

Disability

- For the first 14 consecutive days that you are disabled,
- If you become sick or show signs of sickness within the first 30 days of your policy,
- If you already receive a monthly benefit under Involuntary Unemployment Cover,
- If you do not seek medical advice or undertake treatment from a medical practitioner while you are disabled,
- If you return to gainful occupation.

Cash Boost

- If you are diagnosed with cancer, heart attack or stroke within the first 90 days of your policy,
- If you die within 30 days of a diagnosis of cancer, heart attack or stroke,
- If you hold joint cover, and the Cash Boost benefit has already been paid under the policy.

Involuntary Unemployment:

- For the first 14 consecutive days that you are continuously unemployed,
- If you were not working continuously for 12 months prior to you becoming unemployed, then we will not pay the benefit for the first 60 consecutive days of continuous unemployment,
- If you become unemployed within 30 days from when the policy began,
- If you are already receiving a monthly benefit under Disability Plus Cover,
- If you are employed by more than one employer and you continue to be employed by one of those employers,
- If you return to gainful occupation.

More information about Loan Protection

1. How do I make a claim?

Your options for submitting a claim to us can be found at www.latitudefinancial.com.au/insurance. You can also call us on **1800 800 230** and we can assist you – depending on the circumstances you may even be able to submit your claim over the phone.

You must submit your claim to us as soon as you can, and we'll tell you what additional information we'll need to support your claim. These could include:

- Reports from a medical practitioner registered in Australia,
- Confirmatory investigations including, but not limited to clinical, radiological, histological and laboratory evidence.

We may require you to have a medical examination, but we will pay for this.

If you, or anyone acting on your behalf, make any false or fraudulent statement in relation to any claim, we may choose to decline to pay the claim and you will lose your benefits under the policy.

How is a claim paid?

This depends on the reason for the claim.

- The monthly benefits under Disability Plus Cover or Involuntary Unemployment Cover are paid directly to your loan account to reduce or pay off the balance.
- The Cash Boost benefit is paid by cheque to you.

Cover provided under a previous policy

In some circumstances your claim would not (but for this clause) have been covered under this policy because the event for which you are claiming occurred before this policy began. However, if you had a previous loan for which your loan is a refinance and you held a Loan Protection policy (or a Consumer Credit Insurance policy) with us for the previous loan, we will not deny your claim if we would have paid your claim under the previous policy.

Our commitment to you

We understand you'll want to get your claim sorted out quickly during a difficult time, so we commit to:

- making a decision on your claim within 10 business days of receiving all the necessary information,
- making claim payments to your account within 3 business days of your claim being approved, and
- returning any calls you make to us within 1 business day of receiving your enquiry.

2. How do I cancel my policy?

Loan Protection is a completely optional insurance so you can cancel your policy at any time.

Within the 30 day cooling-off period

For single and joint cover, if you change your mind after you buy Loan Protection and you haven't made a claim, you can cancel the entire policy, or a component of the cover, by telephoning or by writing to us within 30 days of receipt of your policy document. We'll credit the entire premium on the cancelled component of your policy, to your loan account to reduce the balance.

After the cooling-off period

For single or joint cover, you can cancel the entire policy, or a component of the cover at any time. You'll need to let us know by telephoning or by writing to us. Cancellations take effect from the day we receive your request and we'll credit your premium refund for the unused period of insurance to your loan account.

Cancelling an individual component of the policy

Involuntary Unemployment Cover is not offered separately – it can only be taken with Disability Plus Cover. So if you have chosen Involuntary Unemployment Cover, you cannot cancel Disability Plus Cover without also cancelling Involuntary Unemployment Cover. You may, however, cancel Involuntary Unemployment Cover without affecting your other cover.

Cancelling joint cover

Either person covered under Loan Protection can cancel the entire policy, or a component of the cover, by telephoning or by writing to us. The person cancelling the policy will obtain consent from the other joint insured to cancel the policy and notify the other person that the joint cover has been cancelled. We'll credit your premium refund for the unused period of insurance to your loan account.

Cancellation by the credit provider

If you fall behind on your loan repayments, Latitude Personal Finance Pty Ltd (the credit provider), on your behalf, can also cancel the policy. We'll credit your premium refund for the unused period of insurance to your loan account.

Cancellation by us

In some circumstances allowed by law, we can also cancel your policy, but we'll let you know in writing if we intend to do this. We'll credit your premium refund for the unused period of insurance to your loan account.

3. Refunding your premium

In calculating the refund, a greater proportion of premium is allocated to the earlier months of the period of insurance, to reflect the greater outstanding loan amount during those earlier months, and a lesser proportion of the premium is allocated to the later months when the outstanding balance has decreased.

For example, if the period of insurance was 60 months and the premium \$1,800 and you decide to cancel when there are still 30 whole

months remaining, the refund would be calculated as follows:

$\$1,800 \times 30/60 \times 31/61 = \text{Refund of } \457.38

We will credit the entire premium refund on a cancelled component to your loan account to reduce the balance.

4. When does the policy end?

The policy ends and we stop paying benefits, when the following happens:

- the period of insurance expires (this is shown in your Policy Schedule),
- your personal loan contract ends, or is discharged or refinanced,
- your policy is cancelled, by you or us or by Latitude Personal Finance Pty Ltd,
- you are no longer an Australian resident (unless we agree to continue the policy),
- for single cover, you die,
- for joint cover, you both die.

If joint cover is selected and only one borrower dies:

- the policy will not automatically end;
- the cover/s for the deceased borrower will end; and
- any benefits for the deceased borrower will stop.

5. How do I make a complaint?

Our insurance is designed to protect you and we are committed to handling any claims you make quickly, honestly and fairly. There may be situations, however, where you are not satisfied with the outcome, and you may want to make a complaint. If so, we have an internal dispute resolution process which you can access by telephoning 1800 800 230 toll free, or by writing to us at GPO Box 1571, Sydney NSW 1025.

If your complaint is not resolved in this way you can contact the following independent and impartial body that provides a free external dispute resolution procedure:

Australian Financial Complaints Authority

Mail: GPO Box 3, Melbourne VIC 3001

Online: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678

We also have a brochure '*Do you have a complaint relating to insurance?*' which has everything you need to know about these procedures. Please call us and we'll send you a copy.

6. Code of Conduct

Hallmark General subscribes to the General Insurance Code of Practice, and you'll find it on the Insurance Council of Australia's website at www.codeofpractice.com.au

7. Privacy notice and consent

This Privacy Notice contains important information about the collection, use and disclosure of personal information by us.

By applying for insurance through us, you consent to us collecting, using and disclosing personal information about you in the ways set out below.

We cannot issue an insurance policy to you without your personal information.

Generally, we collect:

- information you provided in the Application Form for your loan account;
- information relating to your loan account, and your ongoing use of that account;
- information you provide in Claim Forms;
- sensitive information (in particular, health information) where it is necessary to assess claims, but only with your express consent;
- information from third parties (such as the credit provider of your loan account, employers, government bodies, medical practitioners, other insurers) where it is unreasonable or impracticable to collect the information from you. Such circumstances may include where we seek to verify the details you provided in your Claim Form.

Collection, use and disclosure of your personal information

We collect, use and disclose personal information about you:

- to process your application for insurance;
- to prepare your Policy Schedule;
- to provide and manage products and services or other relationships and arrangements, including to process receipts, payments and invoices;
- to develop new products and services;
- to administer your insurance policy, perform administrative tasks and manage business operations;
- for planning, product development and research;
- for fraud, crime prevention and investigation of insurance risks or claims;
- to handle insurance claims;
- to deal with complaints;
- to comply with the following laws that may require or authorise us to obtain information about you:
 - Privacy Act 1988
 - Corporations Act 2001
 - Insurance Contracts Act 1984
 - Life Insurance Act 1995
 - Autonomous Sanctions Act 2011
 - National Consumer Credit Protection Act 2009
 - Australian Securities and Investments Commission Act 2001.

We may also collect, use and disclose your personal information to tell you about products and services of our related entities and other offers from third parties that may be of interest to you.

Persons to whom we may disclose your personal information

We disclose your personal information as necessary to third parties for the purposes set out above. Those third parties may include our related entities (both in Australia and overseas), contractors, agents, service providers, medical practitioners, delivery companies, mail houses, call centres, debt collection agencies, researchers, reinsurers, your employer, data analysts, government or regulatory bodies and professional advisers. We limit the use and disclosure of any personal information we give those parties to the specific purpose for which we give it.

Safeguarding personal information

We will take reasonable steps to protect personal information about you that they hold and transmit, from misuse, interference and loss and from unauthorised access, modification and disclosure.

Disclosure of your personal information overseas

In some circumstances, for the purposes set out in this Privacy Notice, your personal information may be transferred by us to organisations located overseas and which do not have an Australian link (for example, a disclosure to an overseas recipient may be necessary for operational reasons. We may also use service providers based overseas). Where such transfers occur, arrangements will be put in place to protect your personal information. Whilst it is not practicable to list every country in which such recipients are located, it is likely that the countries to which your information may be disclosed include the United Kingdom, United States of America, Hungary, Philippines, South Korea, New Zealand, India, Mexico and China.

Access and Correction

You may contact us to request access to your personal information, or if you believe that the information that we hold about you is incorrect in any way, by:

- calling **1800 800 230**, or
- writing to us at GPO Box 1571, Sydney NSW 1025.

Our Privacy Policy is available at www.latitudefinancial.com.au/privacy and contains further information about how you may access and seek the correction of the personal information we hold about you.

Complaints

We aim to review and resolve your enquiries as quickly and fairly as possible. We will keep you informed of our progress. We will do all we can to provide you with the most suitable response specific to your situation and ensure, where possible, that your complaint is resolved to your satisfaction.

Our Privacy Policy also contains information as to how you can complain about a breach by us of the Privacy Act 1988 (Cth) and how we will deal with such a complaint.

Third Parties

If you provide us with personal information about any other individual, such as an income nominee or an authorised third party to make enquiries on your behalf in relation to your policy, you must first ensure that the person concerned:

- has seen this Privacy Notice and understood its contents; and

- has separately agreed to their personal information being collected, used and disclosed in accordance with this Privacy Notice.

Direct marketing opt-outs

The consents given by you in relation to the use of your personal information for direct marketing apply to contacting you by all relevant means (for example, by letter, email or phone) and apply for an indefinite period of time, unless you expressly withdraw those consents by notice to us.

If you do not want to receive direct marketing information from us you may call us on **1800 800 230**.

Email Communication

If you provide us with an email address, you consent to electronic communications being sent to you via that email address, including notices and reminders. To protect your privacy, we recommend that any email address you provide to us be your personal email address rather than, for example, an email address accessible by your work colleagues or family members.

8. Information about the Financial Claims Scheme

You may be entitled to payment under the Financial Claims Scheme in respect of Disability Plus Cover and Involuntary Unemployment Cover claims if Hallmark General becomes insolvent.

Information about the Financial Claims Scheme can be obtained from www.fcs.gov.au

9. Governing Law

This policy is governed by the law in force in New South Wales.

Definitions

Not sure about any of the terms we've used in this PDS?

calendar month means the period starting on the loan settlement date and ending on the day before that same date in the following month. If that date does not exist in the following month, then the last date in the following month.

cancer means any malignant tumours characterised by the uncontrolled growth and spread of malignant cells and the invasion and destruction of normal tissue. They include leukaemia, malignant lymphoma, Hodgkins disease, malignant bone marrow disorders and melanomas which have a depth of invasion of Clark Level 3 or 1.5mm or more in Breslow thickness.

Tumours showing the malignant changes of 'carcinoma-in-situ' or which are histologically described as premalignant, squamous cell carcinomas of the skin, chronic lymphocytic leukaemia Rai stages 0-2, prostatic cancers TNM Classifications T2 and lower or AIDS related malignancies are excluded.

continuous unemployment/ continuously unemployed means a period of involuntary unemployment that continues without interruption and for which you are in receipt of unemployment benefits from Centrelink. If you are ineligible to receive such benefits, you are registered as unemployed and looking for employment.

disability, disabled, disablement means you are entirely prevented due to injury or sickness from engaging in all of the duties of an occupation for which you are reasonably suited by education, training or experience. A medical practitioner acceptable to us must certify the disability.

employed means working as an employee.

gainful occupation means any activity or function performed for reward, compensation or profit.

Hallmark General means Hallmark General Insurance Company Ltd. ABN 82 008 477 647

heart attack means death of heart muscle caused by obstruction of blood supply evidenced by typical rise and/or fall of cardiac biomarkers with at least one value above the 99th percentile of the upper reference limit, and at least one of the following:

- acute cardiac symptoms and signs consistent with heart attack
- new, serial ECG changes with the development of any of the following:
 - a. acute injury type ST elevation or ST depression
 - b. coronary pattern T wave inversions
 - c. pathological Q waves
 - d. left bundle branch block
- imaging evidence of new loss of viable myocardium or new regional wall motion abnormality.

If the above indicators prove inconclusive, any other supporting clinical evidence that, in our reasonable opinion, indicates that myocardial infarction has occurred will be considered.

Other acute coronary syndromes including but not limited to angina, are not covered under this definition.

injury means bodily injury caused solely by an accident, which occurs by chance during the period of insurance.

**involuntary unemployment/
involuntary unemployed**

means:

- employees who are made redundant or terminated by their employer unexpectedly,
- employees who accept the terms of a redundancy offered by their employer, due to organisational downsizing or restructuring,
- self-employed or business partnerships that stop trading, start to wind up, are placed in the hands of an insolvency practitioner or dissolve their partnership, due to factors beyond their control,
- contract employment or employment for a specified task or period, where an employee is made redundant or terminated by the employer before the agreed expiry date of the contract, task or period,
- employees who leave their job to provide regular and sustained care for a family member without receiving an income (other than Centrelink Carers Allowance or equivalent), where the accident, condition or disability which caused this need to care, occurred after the policy began.

joint cover

means Loan Protection is provided to both borrowers under the loan contract whose names appear in the Policy Schedule.

loan, loan account, loan contract

means the loan referable to the Loan Application Number in the Policy Schedule.

medical practitioner

means a person legally qualified and registered to practice medicine in Australia (other than you or your immediate family).

monthly benefit

means the monthly repayment amount shown in the Policy Schedule.

period of insurance

means the period starting on the date of acceptance of the loan by Latitude Personal Finance Pty Ltd and finishing at the time stated in the Policy Schedule.

refinance, refinanced

means paying off an existing loan with Latitude Personal Finance Pty Ltd with the proceeds from the loan.

sickness, sick means illness or disease which first becomes evident during the period of insurance.

stroke means the first occurrence of a cerebrovascular accident or incident producing permanent neurological deficit resulting in permanent impairment to 25% of whole person function.

A cerebrovascular accident includes infarction of brain tissue, intracranial and/or subarachnoid haemorrhage, or embolisation from an extracranial source. There must be clear evidence on a Computerised Tomography (CT) or Magnetic Resonance Imaging (MRI) cerebral scan that a stroke has occurred.

Transient ischaemic attack, hypoxia or trauma, vestibular functions are excluded.

we, us, our means Hallmark General for Disability Plus Cover and Involuntary Unemployment Cover.

work, working means continuous and regular employment for salary or wages including self-employment, a partner in a partnership, full-time, part-time, or contract employment or employment for a specified task or period (e.g. seasonal).

you, your means the person or people who have entered into the loan contract for the personal loan with Latitude Personal Finance Pty Ltd and whose name or names appear as the First Insured or the Second Insured in the Policy Schedule.

About this Guide

There are some important things to consider before making a decision about financial services. This guide will assist you in deciding whether to use any of the services listed and help you by explaining how:

- we and the other parties involved receive remuneration for those services, and
- complaints are dealt with.

Before we issue Loan Protection we are required to provide you with a Product Disclosure Statement. Details on the purpose and content of the Product Disclosure Statement are set out on page 2.

About us

This FSG is given on behalf of:

- Hallmark General Insurance Company Ltd. ABN 82 008 477 647 AFSL 243478 (**Hallmark General**), and
- Latitude Personal Finance Pty Ltd ABN 54 008 443 810 Australian Credit Licence number 392163 AR 260528, an authorised representative of Hallmark General.

Both Hallmark General and Latitude Personal Finance have authorised the distribution of the FSG.

Hallmark General and Latitude Personal Finance are members of the same group of companies.

Our contact details are set out on page 4.

The contact details of Latitude Personal Finance, is set out below:
800 Collins St, Docklands
Victoria, Australia, 3008

Hallmark General and Latitude Personal Finance are authorised to do the following in relation to your Loan Protection policy:

- issue a financial product,
- vary or dispose of a financial product (Hallmark General only), and
- provide general financial product advice.

Latitude Personal Finance enters into contracts for Disability Plus Cover and Involuntary Unemployment Cover on behalf of Hallmark General under a binder. A binder authorises a person to issue an insurance policy as though they were the insurer. In relation to Loan Protection, Latitude Personal Finance provide general financial product advice and issue a financial product on behalf of Hallmark General as the insurer of the covers and as licensee.

Our compensation arrangements

The Australian Prudential Regulation Authority (APRA) supervises the financial obligations Hallmark General has to its customers including arrangements for compensating retail clients for losses that they may suffer as a result of Hallmark General or its representatives breaching Chapter 7 of the Corporations Act.

On this basis, Hallmark General is exempt from the requirements for compensation arrangements under s912B of that Act.

Remuneration and other benefits

Latitude Personal Finance

Hallmark General pays Latitude Personal Finance a commission of 20% of the premium, before Government charges, in the month after the premium is received.

Employees

Hallmark General and Latitude Personal Finance employees are paid a salary and are also eligible for annual and other discretionary performance bonuses and rewards of between 0% and 25% of their salary over the year, based on the achievement of pre-determined business objectives as to the number of insurance policies sold.

If you have a complaint

Details of our dispute resolution procedures are set out on page 15.



Talk to us today:

Call
1800 800 230

latitudefinancial.com.au/insurance