

Applying for cover with CommInsure

CommInsure gives you the choice to have your client's Personal Statement completed over the phone directly with us via our Tele-interview service.

This call is performed by an in-house, Australian based dedicated member of our Underwriting team and can be requested directly in our online application system.

Interviews usually take around 45 minutes to complete (however may take longer) and can save you time while reducing your risk compliance exposure.

Tele-interview 5 Step process

1. You meet the client and after completing a quote and application you indicate in WriteAway that you would like to request a Tele-interviewer to complete the Personal Statement.
2. You and your client select a time that is convenient between 8.00am to 8.00pm (Sydney time), Monday to Friday and give them a copy of the **About Me Guide** to help them prepare for the interview.
3. CommInsure will call your client to confirm the appointment time then send a confirmation email with an explanation video and the **About Me Guide** for them to read and complete. We will also send a reminder SMS 24-hours before the Tele-interview.
4. Your client receives a call from our Tele-interviewer and they complete the interview. If we are unable to complete the interview for any reason, we will let you know and arrange another time.
5. Once the Tele-interview is completed the application will be assessed by CommInsure.

Preparing your client

- ◆ Have your client watch our **Preparing for Your Call Video** which can be accessed via their confirmation email.
- ◆ Remind them to have all their personal information to hand prior to the call.
- ◆ Ensure they read and understand CommInsure's Duty of Disclosure, Privacy Policy and General Declaration, which can be found in the **About Me Guide**. Please ensure your client reads and understands this - we will not be able to continue the call unless they do.

WHAT HAPPENS NEXT?

After the call we will send you a copy of the Personal Statement. Please check this carefully, if there are any mistakes or omissions please call us on **1800 846 188**.

If you believe any of the information is incorrect or incomplete, please provide the correct information in the Additional Information Form and return it to us within 30 days from the date of the email or call us on **1800 846 188** to enable a reassessment based on the updated information.

What if further information is required?

If we need more medical information such as medical reports or blood tests we will arrange them as quickly as possible. We will contact your adviser before starting this process.

Once we have all the information we require, your entire application will be reviewed and we will let you know the outcome. If alternate terms are decided, an underwriter will call your adviser to discuss the decision.

Privacy of personal information

Your privacy is important to us. Protecting your information and being clear about what we do with it is a vital part of our relationship with you. Our full Privacy Policy is available here: commbank.com.au/security-privacy/general-security/privacy

Duty of disclosure

Before a person enters into a life insurance contract (i.e. the applicant in respect of their life or the life of another person (i.e. the life to be insured)) they have a duty to tell the insurer anything that they know, or could reasonably be expected to know, may affect the insurer's decision to provide the insurance and on what terms.

The person entering into the contract has this duty of disclosure until the insurance is provided.

The person who has entered into the contract has the same duty before they extend, vary or restate the contract.

The person entering into the contract does not need to tell the insurer anything that:

- is common knowledge or
- the insurer knows or should know as an insurer; or
- the insurer waives the duty to tell the insurer about.

If the insurance is for the life of another person and that person does not tell the insurer something that they know, or could reasonably be expected to know, may affect the insurer's decision to provide the insurance and on what terms, this may be treated as a failure by the person entering into the contract to comply with their duty of disclosure.

If the person entering into the contract or the life to be insured does not tell us something

I have read and understood

ABOUT ME GUIDE.

YOUR GUIDE. WHAT YOU NEED TO KNOW PRIOR TO YOUR CALL WITH COMMINSURE.

Shortly we will be calling you about your application for insurance cover.

This call is a recorded phone conversation with a specially trained, Australian based member of the CommInsure team. We will ask you a range of questions to find out more about you. We ask these questions so that we can tailor your cover to your personal circumstances and complete a part of the insurance application called the Personal Statement.

4 things that you can do to help you prepare for the call:

1. Have your personal information to hand. This includes your height, weight, current medications, details about your doctor and treatments or check-ups you've had. My weight in kilograms: _____ My doctors details: _____
2. Think about how much alcohol you typically drink. Refer to the below graphic and calculate how many standard drinks you have?

standard drinks I have in a week/month: _____

3. Previous claims - Have you claimed through any life insurance policies or government schemes (e.g. workers compensation or disability pensions) in the past?

| Type of claim | Date of claim | Are you still claiming? |
|---------------|---------------|-------------------------|
| | | |

4. Finally, your family's health. Have your mum, dad, brothers or sisters suffered from or have been previously diagnosed with any serious conditions or illnesses?

| Family member | Condition/illness | Age at diagnosis |
|---------------|-------------------|------------------|
| Mother | | |
| Father | | |
| Siblings | | |

Prior to the call - tick after completing

Find a comfy seat, where you have peace, quiet and some privacy so that you can answer the questions fully.

Read through the Privacy Statement, Duty of Disclosure and General Declaration - located on page 2 and 3 of this document.

This is important as we will not be able to complete the call unless you have read this information. Please contact your financial adviser if you need any further explanation of these declarations.



What happens after the interview?

All the information collected during the interview will be sent back to the client so they can confirm it has been recorded correctly. If any details are incorrect or incomplete they can complete an **Additional Information Form** and return it to CommInsure within 30 days.

You will also receive a copy of the document for your files. The CommInsure underwriting team will assess the application based on the Tele-interview, and where possible will make an offer of insurance as soon as possible.

Should the **Additional Information Form** be returned with information that changes our assessment, we will contact you to discuss the amended offer of insurance.

What happens after 30 days?

If the **Additional Information Form** is not returned within 30 days, CommInsure will expect that all the information received as part of the Tele-interview is correct and complete.

When we assess a claim we will also rely on this information, disclosed to us as part of the application. Where we have not verified information (e.g. a client's income) at the time of application we reserve the right to verify it at the time of claim.

What if the life insured is not the policy owner?

CommInsure will Tele-interview the life or lives insured, and if they are not the policy owner, CommInsure will contact the policy owner to finalise the application.

Once we have all the information we require, the entire application will be assessed and we will contact you with the outcome. If alternate terms are proposed, an Underwriter will also contact you to discuss the decision and give you the relevant information to help you explain this outcome to the client.

If you have any questions about Tele-interviews with CommInsure, **please contact your Business Development Manager or State office.**



Contact us

13 1056

8am to 8pm (Sydney time), Monday to Friday.

www.comminsuredadviser.com.au/contact-us.html

Important information: This information has been prepared by CommInsure, a registered business name of The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (CMLA). It is for adviser use only and is not to be distributed in full or in part to members of the public. CommInsure Protection is an insurance product which is offered by CMLA and Colonial First State Investments Limited ABN 98 002 348 352 AFSL 232468 (CFSIL), the trustee of the Colonial First State FirstChoice Superannuation Trust (FirstChoice Trust) ABN 26 458 298 557. CMLA and CFSIL are both wholly owned but non-guaranteed subsidiaries of the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 (CBA).