



GE CreditLine™
REPEAT PURCHASE & CASH CARD

Account Protection Plus



Combined Financial Services Guide
and Product Disclosure Statement

Prepared on 10 March 2010

Go shopping with confidence

Account Protection Plus at a glance

Shopper's Protection:

Cover for the things you buy

- if something you buy is reduced in price, we'll put the difference back on your account*
- if something you bought is broken, lost or stolen, we'll repair, replace it, or put the money back on your account*
- plus, if your GE CreditLine card is stolen, we'll pay you \$200 for the inconvenience!*

Balance Protection:

Wipes out your outstanding balance if something unexpected happens

- if you can't work due to sickness or injury, we'll wipe out your outstanding balance up to \$5,000*
- if you lose your job unexpectedly, we'll wipe out your outstanding balance up to \$5,000*
- if you were to die, we'll pay off your outstanding balance up to \$20,000.*

*See page 10 for terms, conditions and limits that apply.

The insurers are Hallmark General Insurance Company Ltd. ABN 82 008 477 647 AFSL 243478 (**Hallmark General**) for Price Protection, Merchandise Protection, Stolen Card, Disability and Involuntary Unemployment Insurance Cover and Hallmark Life Insurance Company Ltd. ABN 87 008 446 884 AFSL 243469 (**Hallmark Life**) for Life Cover. They both trade as GE Money and both take full responsibility for this PDS.

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Product Disclosure Statement (PDS)

About this PDS

This PDS contains information about the Account Protection Plus policy. This is **optional insurance** that is available to GE CreditLine accountholders. The PDS is designed to help you understand the Account Protection Plus so that you can:

- compare this product with other consumer credit insurance products you may be considering;
- make an informed choice whether to apply for the Account Protection Plus policy.

You should read and consider the information in this PDS carefully to understand the extent of the cover provided by the policy, and its limitations, before you decide to buy it.

Our contact details

You can contact us and give us instructions by:

- telephoning 1800 800 230 during business hours (8.30am to 5.00pm Sydney time) Monday to Friday;
- writing to GE Money at GPO Box 1571, Sydney NSW 1025; or
- sending a fax to (02) 8249 3885.

Policy summary

Account Protection Plus consists of the following covers:

- **Shopper's Protection**, which includes
 - Price Protection
 - Merchandise Protection
 - Stolen Card Cover; and
- **Balance Protection**, which includes
 - Life Cover
 - Disability Cover
 - Involuntary Unemployment

Subject to the terms of the policy wording which has limits and exclusions (a copy of which is available on request), Account Protection Plus, which is a form of consumer credit insurance:

- pays the amount by which a purchase on your account is later reduced in price (**Price Protection**);
- pays the cost of a purchase on your account which is later lost, stolen or damaged (**Merchandise Protection**);
- pays \$200 if your card is stolen (**Stolen Card Cover**);
- pays out your outstanding balance on your GE CreditLine account if you die (**Life Cover**);
- pays out your closing balance on your GE CreditLine account if you become disabled as a result of sickness or injury (**Disability Cover**) or involuntarily unemployed (**Involuntary Unemployment Cover**).

The Account Protection Plus policy is available if you:

- have a GE CreditLine account;
- are not in default of the credit contract for the account;
- are aged 18 years or over and less than 64 years when the policy starts; and
- are a resident of Australia.

The maximum we will pay for all benefits under Account Protection Plus is \$20,000 aggregate.

All benefits under Account Protection Plus are paid directly to your GE CreditLine account, not to you. This includes your Shopper's Protection benefits even though your account may have a zero balance when the benefit is paid.

The table on the following pages gives more details about the covers under Account Protection Plus. The full details are in the policy wording.

Account Protection Plus

Cover	Here's how it works
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Shopper's Protection - it covers your CreditLine purchases

Price Protection	<p>The key points</p> <p>If you purchase an item in Australia using your account and within 6 months of its purchase, the item is reduced in price by \$10 or more, in the same store or another store of the same name, we will pay the difference between the purchase price and the reduced price.</p>
Merchandise Protection	<p>The key points</p> <p>If you purchase an item in Australia for more than \$10 using your account, and within 6 months of its purchase, the item is lost, stolen or damaged, we will either:</p> <ul style="list-style-type: none">• pay the original purchase price; or• pay the cost of repair or replacement. <p>Something more you should know</p> <p>Price Protection and Merchandise Protection also applies to items purchased on your CreditLine account up to 120 days before the start of your policy. That means those particular items will be covered for 6 months from when the policy starts.</p>
Stolen Card Cover	<p>If your card is reported to the police as stolen we will pay \$200.</p>

Some items are not covered (see page 10).
Full details are found in the Policy document.

These are the cover limits, and some examples

Limits

We will pay up to a maximum of \$600 for each item. In any 12 month period we will pay up to a maximum of \$2,000 for all items.

For example:

You purchase an item for \$600 and then see it at a reduced price of \$400. We pay \$200.

Limits

We will pay up to a maximum of \$1,000 for each item and \$4,000 for each event or series of events. In any 12 month period we will pay up to a maximum of \$8,000 for all items.

For example:

You purchase an eligible item for \$1,200 and within a few days it is accidentally damaged beyond repair. We pay \$1,000 (because the limit per item is \$1,000).

For example:

In the middle of January you purchase an item for \$600. Then at the beginning of February you insure your GE CreditLine account with Account Protection Plus. In the middle of February you see the same item at a reduced price of \$400. We pay \$200 because we provide cover on the purchased item for up to 120 days before you take out the cover.

We will pay up to a maximum of \$200 in any 12 month period.

Balance Protection

Life Cover

The key points

If you die, we will pay the outstanding balance on your account at the date of your death

Disability Cover

The key points

If

- you had been working at least 30 hours per week at the time of your disablement and had been for at least 1 month, and

- you are disabled for at least 30 days, we will pay 100% of the closing balance of your card account at the statement date immediately prior to the date of the accident, injury or illness giving rise to the disability.

Involuntary Unemployment

The key points

If

- you become unemployed involuntarily, and
- you had been working for at least 30 hours per week for at least 6 consecutive months, and
- you are continuously unemployed for at least 90 days

we will pay 100% of the closing balance on your card account at the statement date immediately prior to the date you were notified of your impending unemployment.

	<p>We will pay up to a maximum of \$20,000.</p> <p>For Example: Your outstanding balance at the date of your death is \$10,000. We pay \$10,000.</p>
	<p>For any one period of disability we will pay the closing balance up to a maximum of \$5,000.</p> <p>Example 1: You are injured in an accident and are disabled for more than 30 days. Your closing balance, in the month just prior to your accident, was \$2,000. We pay \$2,000.</p> <p>Example 2: You are disabled for more than 30 days as a result of an illness diagnosed in the previous month. Your closing balance, in the month just prior to you contracting the illness, was \$3,000. We pay \$3,000.</p> <p>Example 3: You are injured in an accident and are disabled for more than 30 days. Your closing balance, in the month just prior to your accident, was \$7,000. We pay \$5,000 because the maximum benefit applies.</p> <p>Example 4: You are disabled for 10 days. We pay nothing because you are not disabled for more than 30 days.</p>
	<p>For any one period of involuntary unemployment we will pay the closing balance up to a maximum of \$5,000.</p> <p>Example 1: You are unemployed for more than 90 days. Your closing balance, in the month just prior to the date you were made unemployed, was \$2,000. We pay \$2,000.</p> <p>Example 2: You are unemployed for more than 90 days. Your closing balance, in the month just prior to your being made unemployed was \$7,000. We pay \$5,000 because the maximum benefit applies.</p> <p>Example 3: You are unemployed for 10 days. We pay nothing because you are not unemployed for more than 90 days.</p>

Some things that are not covered

There are some items and circumstances that are not covered. They are:

In respect of Shopper's Protection these include:

Items that are not covered	Price Protection	Merchandise Protection
Jewellery, precious metals or precious stones	X	X
Cash or its equivalent (including gift vouchers, traveller's cheques, tickets, postal orders and other negotiable instruments)	X	X
Perishable items including foodstuffs, groceries, beverages (both alcoholic and non-alcoholic) and other household consumables	X	X
Animals and living plants	X	X
Used and second hand items	X	X
Special order items, tailor made items or one-of-a-kind items	X	
Items offered during a 'closing down', 'limited quantity', 'going out of business' or similar sale	X	
Items sold as floor display discounts, imperfect, seconds or damaged items.	X	
Watches		X
Purchased items delivered by courier or freight, while they are in transit		X

In respect to Price Protection only:

- a price reduction of less than \$10;
- is due to price matching or is conditional on cash payment; or
- is offered as part of a special deal involving other items or benefits.

In respect to Merchandise Protection only:

- an item purchased for under \$10;
- damage caused by things such as weather, vermin, pets, rust, fungus or normal wear and tear (a full list is in the policy wording); or
- items left unattended or unlocked, or disappear in circumstances not reasonably explained.

In respect to Stolen Card Cover only:

- if you fail to report the theft to the police and are unable to provide an incident number and the contact details of the Police Station where the theft was reported;
- taking part in an illegal or criminal activity; or
- losing the card or not taking sufficient precautions to protect the card against theft.

In respect of Balance Protection these include:**For Disability:**

- if your disability is as a result of a sickness or injury for which you have had symptoms, advice or treatment from a medical practitioner within the 12 months before the policy began and you require treatment for the same condition within the 12 months after the policy began;
- if you fail to seek medical advice or undertake treatment for a disability;
- taking part in an illegal or criminal activity;
- normal pregnancy, unless the symptoms of a normal pregnancy develops into a pathological condition or sickness which is diagnosed by a doctor;
- if your claim is for a recurrence of the same medical condition within any 12 month period.

For Involuntary Unemployment:

- you become aware of your impending unemployment before the policy started;
- you become unemployed due to your deliberate or serious misconduct;

- taking part in a criminal or illegal activity;
- you resign, accept voluntary redundancy, early retirement, or you abandon your employment;
- you are employed under a contract, employed seasonally or for a specified task or period and your employment ceases at the end of that contract, season, task or period;
- if you take part in a strike or lockout;
- if you become unemployed due to sickness or injury;
- if your claim is for a further period of involuntary unemployment in any 12 month period.

When the policy starts and ends

The policy starts on the date shown on the letter we send you confirming that you have Account Protection Plus, unless we have told you that it starts on an earlier date.

The policy ends and we stop paying when the first of the following events occurs:

- the credit contract for your account ends;
- we pay in aggregate a maximum policy benefit of \$20,000;
- the policy is cancelled by you or us;
- you reach the age of 65 years;
- you cease to be an Australian resident.

How much does it cost?

Account Protection Plus costs 1% of the monthly closing balance of your GE CreditLine account.

The following table gives examples:

Your monthly closing balance	What you pay that month
nil	nil
\$500	\$5
\$1,000	\$10
\$1,500	\$15
\$2,000	\$20

How to apply

To apply for cover, simply call 1800 800 230 and ask for Account Protection Plus.

When you apply for Account Protection Plus you are required to be truthful.

Cancelling the Policy

By you, during the cooling-off period

If you change your mind within 30 days after you receive your policy, you can cancel it in that period and obtain a full premium refund by telephoning 1800 800 230 or writing to us.

By you, after the cooling-off period

You can also cancel the policy at any time after the cooling-off period by telephoning 1800 800 230 or writing to us and we will stop debiting your account. The cancellation will take effect from the end of the statement period for your account during which we receive your cancellation request.

If you have a complaint

If you have a complaint, please contact us first. We have an internal dispute resolution procedure which you can access by telephoning 1800 800 230 or by writing to GE Money 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 service:

Financial Ombudsman Service

GPO Box 3
Melbourne VIC 3001
Telephone: 1300 78 08 08
Fax: (03) 9613 6399
Email: info@fos.org.au
www.fos.org.au

We have a brochure 'Do you have a complaint relating to insurance?' which contains further details of these procedures. A copy is available on request.

Hallmark General follows the General Insurance Code of Practice which is on the Insurance Council of Australia's website at www.ica.com.au.

Privacy notice and consent

Hallmark Life, Hallmark General and other GE companies (**we**) collect personal information about you:

- to provide and manage products and services;
- to develop new products and services;
- to perform administrative tasks and manage business operations;
- for planning, product development and research;
- for fraud, crime prevention and investigation;
- to handle insurance claims; and
- to comply with legislative and regulatory requirements.

We may also use your personal information to tell you about products and services of GE companies and other offers from third parties that may be of interest to you.

Without your personal information we cannot issue an insurance policy to you.

We disclose your personal information as necessary to third parties for the uses set out above. Those third parties may include other GE companies (both in Australia and overseas), contractors, agents, medical practitioners, delivery companies, mail houses, call centres, debt collection agencies, claims handlers, data analysts 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. We will not disclose your personal information to a third party located overseas unless there are arrangements in place to protect your personal information.

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

You can always opt out of us using personal information we hold about you to tell you about products and services by telephoning 1300 134 508 or writing to GE Money at 572 Swan Street, Richmond VIC 3121. You can have access to personal information we hold about you (subject to the Privacy Act 1988) by using these same contact details.

Financial Services Guide (FSG)

About this FSG

This FSG has been designed to help you to decide whether to use any of the financial services offered in it. This FSG contains information about:

- how we and other relevant persons are remunerated in relation to those services; and
- how complaints are dealt with.

About us

This FSG is given on behalf of:

- Hallmark General;
- GE Finance Australasia Pty Ltd ABN 88 000 015 485 AR 260526 (**GEFA**) which is the credit provider for your GE CreditLine card and an authorised representative of Hallmark General;
- Telnet Services Limited ABN 69 388 623 393, AR 334243 (**Telnet**), an authorised representative of Hallmark General; and
- each Telnet telephone operator who has been appointed as an authorised representative of Hallmark General (**Telnet Representatives**).

Hallmark General, Hallmark Life and GEFA are all members of the GE group of companies and all trade as GE Money.

Our contact details are set out on page 4.

Hallmark General and GEFA are authorised to do the following in relation to the covers included in the Account Protection Plus policy:

- issue, vary or dispose of a financial product and arrange for each of these; and
- provide general financial product advice.

Hallmark General enters into contracts for Life Cover on behalf of Hallmark Life, under a binder. A binder authorises a person to issue an insurance policy as though they were the insurer. Hallmark General and GEFA provide general financial product advice on behalf of Hallmark General.

They provide the other financial services set out above on behalf of Hallmark General and Hallmark Life as the insurers of the relevant covers and Hallmark General as licensee.

Telnet

Telnet and each of the Telnet Representatives are authorised to:

- deal in; and
- provide general financial product advice only in relation to general insurance products and life risk insurance products (**GE Money insurance products**) that Hallmark General makes available to persons who have credit cards issued in Australia by GE companies (**GE Money customers**).

They arrange for the issue of GE Money insurance products on behalf of Hallmark General and Hallmark Life, as the insurers of the relevant products, and Hallmark General as licensee. They also provide general financial product advice on behalf of Hallmark General as licensee in relation to GE Money insurance products. Telnet provides call centre services to Hallmark General. The Telnet Representative's role is to:

- telephone GE Money customers;
- explain the significant benefits of GE Money insurance products to GE Money customers; and
- take applications for GE Money insurance products from GE Money customers who wish to buy them.

Our compensation arrangements

The Australian Prudential Regulation Authority (APRA) supervises the financial obligations Hallmark General and Hallmark Life have to their customers including arrangements for compensating retail clients for losses that they may suffer as a result of Hallmark General, Hallmark Life or their representatives breaching Chapter 7 of the Corporations Act. On this basis, Hallmark General and Hallmark Life are exempt from the requirements for compensation arrangements under s912B of that Act.

Remuneration and other benefits

Hallmark General

Hallmark General is paid monthly, on an 'at cost' basis, for providing support services to Hallmark Life, each month Hallmark Life pays Hallmark General a share of the office rent as it falls due.

GEFA

Hallmark general pays GEFA a commission of 20% of the premium, before Government charges.

Telnet

Hallmark General pays Telnet the following fees:

- a set-up fee to operate the call centre program;
- a fixed hourly fee for calls made by Telnet employees; and
- remuneration fees may be payable to Telnet from time to time for administrative, training, new campaign and ancillary costs.

Employees

Employees of GE companies are paid a salary. Some employees are also eligible for a commission payment on the sale of an insurance policy. Some GE employees are eligible for monthly or annual performance bonuses that are based on the amount of insurance sold.

If you have a complaint

Details of our dispute resolution procedures are set out on page 13.

Hallmark General has authorised the distribution of this FSG.

Please call 1800 800 230 if you:

- Do not want to receive further marketing materials like this; or
- Would like to register on our No Contact /No Call register – which means that we will not telephone you to offer insurance products except at your request; or
- Want to tell us how often and at what times we can telephone you to offer insurance products.

Call us on

1800 800 230

or visit us at

www.gemoney.com.au/insurance

GPO Box 1571

Sydney NSW 1025

Fax (02) 8249 3885



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