

AccountGuard

Combined Financial Services Guide
and Product Disclosure Statement
Prepared on 10th January 2012



A simple guide to AccountGuard.

Merchandise Protection	Pays the cost or repair cost, up to \$1000, of a purchase on your card account if it is broken, lost or stolen.
Life Cover	Pays your outstanding balance up to \$20,000 if you were to die.
Critical Illness Cover	Pays your outstanding balance up to \$20,000 if you are diagnosed with, or operated on for a critical illness.
Disability Cover	Pays a monthly benefit to your card account if you can't work because of sickness or injury.
Involuntary Unemployment Cover	Pays a monthly benefit to your card account if you lose your job unexpectedly.

AccountGuard

The insurers are Hallmark General Insurance Company Ltd. ABN 82 008 477 647 AFSL 243478 and Hallmark Life Insurance Company Ltd. ABN 87 008 446 884 AFSL 243469, both trading as GE Money.

GPO Box 1571
Sydney NSW 1025

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Product Disclosure Statement (PDS)

About this PDS

This PDS contains information about the AccountGuard policy.

This is **optional insurance** that is available to Buyer's Edge card accountholders. The PDS is designed to help you to decide whether to buy the 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

The AccountGuard policy is available if you:

- have a Buyer's Edge 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.

Subject to the terms of the policy wording which has limits and exclusions (a copy of which is available on request), AccountGuard:

- pays the cost of a purchase on your account which is later lost, stolen or damaged (**Merchandise Protection Cover**);
- pays out your outstanding balance on your account if you:
 - die (**Life Cover**);
 - are diagnosed with, or are operated on for, a critical illness (**Critical Illness Cover**);
- pays a monthly benefit to your account if you:
 - become disabled as a result of sickness or injury (**Disability Cover**); or
 - become involuntarily unemployed (**Involuntary Unemployment Cover**).

Some circumstances are not covered (see page 10 for details).

Hallmark General Insurance Company Ltd. (**Hallmark General**) is the insurer for Merchandise Protection Cover, Disability Cover and Involuntary Unemployment Cover. Hallmark Life Insurance Company Ltd. (**Hallmark Life**) is the insurer for Life Cover and Critical Illness Cover.

The maximum we will pay for all benefits under AccountGuard is \$20,000 in the aggregate.

We will not pay Disability Cover benefits when we are paying Involuntary Unemployment Cover benefits for the same period, and vice versa.

All benefits under AccountGuard are paid directly to your account, not to you. This includes Merchandise Protection benefits even though your account may have a zero balance when the benefit is paid.

The following table gives more details about the covers.
The full details are in the policy wording.

The Cover	The Benefits
<p>Merchandise Protection Cover</p>	<p>If you purchase an item for \$10 or more in Australia, using your account, and the item is lost, stolen or damaged in Australia within 120 days of its purchase, we will at our option:</p> <ul style="list-style-type: none"> • pay the original purchase price • repair or replace the item, or • pay the cost of repair or replacement. <p>Some items are not covered (see page 10).</p>
<p>Life Cover</p>	<p>If you die, we will pay the outstanding balance on your account at the date of your death.</p> <p>Some circumstances are not covered (see page 10).</p>
<p>Disability Cover</p>	<p>If you have been working for at least 16 hours per week for at least 6 consecutive months and you become disabled as a result of sickness or injury, then 30 days after you become sick or injured we will pay a monthly benefit until you cease to be disabled, return to any gainful occupation or until the policy ends (whichever occurs first).</p> <p>The monthly benefit will be 5% of the closing balance for the statement period immediately prior to the date when you become disabled but not less than \$30 per month and no greater than \$600 per month.</p> <p>The monthly benefit is calculated on a daily basis (1/30th) for each day of disability.</p> <p>Some circumstances are not covered (see page 10).</p>

	Limits to the cover and some examples
	<p>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.</p> <p>Example: You purchase a (covered) item for \$1,200 and within the next few days it is accidentally damaged beyond repair. We pay \$1,000 (because the limit per item is \$1,000).</p>
	<p>We will pay up to a maximum of \$20,000.</p> <p>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 up to the lesser of:</p> <ul style="list-style-type: none"> • the closing balance for the statement period immediately prior to the date when you became disabled; or • 36 monthly benefits. <p>We will pay up to an aggregate limit of 36 monthly benefits for all Disability and Involuntary Unemployment claims.</p> <p>Example 1: You are disabled for 10 days. We pay nothing (because you are not disabled for more than 30 days).</p> <p>Example 2: You are disabled for 10 months and your monthly benefit is calculated as \$200. We pay \$2,000.</p> <p>Example 3: You are disabled for 10 months and your monthly benefit is calculated as \$700. We pay \$6,000 (ie maximum monthly benefit of \$600 applies).</p> <p>Example 4: You are disabled for 40 months and your monthly benefit is calculated as \$100. We pay \$3,600 (ie maximum of 36 monthly benefits applies).</p>

The Cover	The Benefits
<p>Involuntary Unemployment Cover</p>	<p>If you have been working for at least 16 hours per week for at least 6 consecutive months and you involuntarily become unemployed, then 30 days after you become involuntarily unemployed we will pay a monthly benefit until you return to work or any gainful occupation, or until the policy ends (whichever occurs first).</p> <p>The monthly benefit will be 5% of the closing balance for the statement period immediately prior to the date when you became involuntarily unemployed but not less than \$30 per month and no greater than \$600 per month.</p> <p>The monthly benefit is calculated on a daily basis (1/30th) for each day of involuntary unemployment.</p> <p>After each claim you must return to work for at least 6 consecutive months to be eligible for any further claim.</p> <p>Some circumstances are not covered (see page 10).</p>
<p>Critical Illness Cover</p>	<p>If you are first diagnosed with, or are operated on for, a critical illness, we will pay the outstanding balance on your account at the date of diagnosis or operation.</p> <p>The following are critical illnesses for the purposes of this cover:</p> <ul style="list-style-type: none"> • heart attack • stroke • major organ transplant • kidney failure • coronary artery disease requiring surgery, and • cancer <p>Some circumstances are not covered (see page 10).</p>

	Limits to the cover and some examples
	<p>For any one period of involuntary unemployment we will pay up to the lesser of:</p> <ul style="list-style-type: none"> • the closing balance for the statement period immediately prior to the date when you became unemployed; or • 12 monthly benefits. <p>We will pay up to an aggregate limit of 36 monthly benefits for all Involuntary Unemployment and Disability claims.</p> <p>Example 1: You are unemployed for 10 days. We pay nothing because you are not unemployed for more than 30 days.</p> <p>Example 2: You are unemployed for 10 months and your monthly benefit is calculated as \$200. We pay \$2,000.</p> <p>Example 3: You are unemployed for 10 months and your monthly benefit is calculated as \$700. We pay \$6,000 (ie maximum monthly benefit of \$600 applies).</p> <p>Example 4: You are unemployed for 15 months and your monthly benefit is calculated as \$100. We pay \$1,200 (ie maximum of 12 monthly benefits applies).</p>
	<p>We will pay up to a maximum of \$20,000.</p> <p>Example: Your outstanding balance at the date of diagnosis of the critical illness is \$10,000. We pay \$10,000.</p>

Some things that are not covered

There are some things that are not covered. These include:

- under Merchandise Protection – the following items:
 - jewellery and watches;
 - precious metals and precious stones;
 - cash or its equivalent (including gift vouchers, travellers cheques, tickets, cheques, postal orders and other negotiable instruments);
 - perishable goods, groceries, foodstuffs, beverages (both alcoholic and non-alcoholic) and other household consumables;
 - used or second hand goods;
 - mail order items or items delivered by courier or freight, while they are in transit;
 - animals or living plants;
- under Merchandise Protection – any item where the purchase price is less than \$10;
- under Life Cover, Critical Illness Cover and Disability Cover – any claim that is in any way connected with a disability that is 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;
- under Critical Illness Cover – any critical illness that you are diagnosed with, or operated on, within 90 days after the policy starts;
- under Disability Cover and Involuntary Unemployment Cover – any disability or involuntary unemployment that:
 - occurs in the first 30 days after the policy starts; or
 - is less than 30 consecutive days in duration;
- under Involuntary Unemployment Cover – any unemployment where:
 - if 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;
 - you became aware of your impending unemployment before the policy started;
 - you resign, accept early retirement or you abandon your employment;
 - you become unemployed due to sickness or injury; or
 - you are self-employed and your business temporarily stops trading.

When does the policy start and end?

The policy starts on the date shown on the letter we send you confirming that you have AccountGuard, unless we tell 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 the maximum policy benefit of \$20,000;
- we pay an aggregate total of 36 monthly benefits for all Disability and Involuntary Unemployment claims;
- the policy is cancelled by you or us;
- you reach the age of 65 years;
- you become bankrupt or enter into an arrangement with your creditors under the Bankruptcy Act 1966 (Cth);
- you cease to be an Australian resident.

About consumer credit insurance generally

The covers under AccountGuard (other than Merchandise Protection) are forms of consumer credit insurance. Consumer credit insurance is insurance that does any one or more of the following:

- pays out your credit contract if you die, or if you are diagnosed with or operated on for a critical illness; or
- pays your monthly credit contract repayments if you cannot work due to injury or illness, or involuntary unemployment.

You can arrange consumer credit insurance with an insurer of your choice.

How much does it cost?

AccountGuard costs 0.80% of the monthly closing balance of your account.

Your monthly closing balance	How much you pay that month
Nil	Nil
\$200	\$1.60
\$400	\$3.20
\$600	\$4.80
\$800	\$6.40
\$1,000	\$8.00

How to apply

To apply for AccountGuard, just telephone 1800 800 230 and ask for AccountGuard.

When you apply for AccountGuard you are required to be truthful.

Cancelling the policy

During the cooling-off period

If you change your mind within 30 days after you receive the policy, you can cancel the policy and obtain a full premium refund without charge by telephoning 1800 800 230 or writing to us. We will pay any refund directly to your card account.

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 charging the monthly premium to your account. The cancellation will take effect from the end of the statement period for your account during which we received your cancellation request.

If you have a complaint

If you have a complaint, please contact us first. We have a free 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 procedure:

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 and product development and research;
- for fraud and 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
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; and
- GE Capital Finance Australia (**GECFA**) ABN 42 008 583 588 trading as GE Money. Australian Credit Licence number 392145. AR 260525, which is the credit provider for your Buyer's Edge card and an authorised representative of Hallmark General.

Hallmark General, Hallmark Life and GECFA 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 GECFA are authorised to do the following in relation to the covers included in the AccountGuard 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 and Critical Illness 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 GECFA 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.

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, eg each month Hallmark Life pays Hallmark General a share of the office rent as it falls due.

GECFA

Hallmark General pays GECFA a commission of 20% of the premium, before Government charges.

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 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 12.

Hallmark General has authorised the distribution of this FSG.

**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**