

Balance Protection Insurance

Combined Financial Services Guide and Product Disclosure Statement

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Myer Visa. The card for shoppers.

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The insurers are Hallmark General Insurance Company Ltd. ABN 82 008 477 647 AFSL 243478 (**Hallmark General**) for 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.

The credit facility for Myer Visa Gold Card is provided by GE Capital Finance Australia ABN 42 008 583 588 also trading as GE Money.

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 ABN 42 008 583 588 AR 260525 (**GECFA**) which is the credit provider for your Myer Visa Gold 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 3.

Hallmark General and GECFA are authorised to do the following in relation to the covers included in the Balance Protection 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 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 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 8.

Hallmark General has authorised the distribution of this FSG.

Product Disclosure Statement (PDS)

About this PDS

This PDS contains information about the Balance Protection policy. This is optional insurance that is available to Myer Visa Gold Card holders. The PDS is designed to help you understand the Balance Protection policy so that you can:

- compare this product with other consumer credit insurance products you may be considering; and
- make an informed choice whether to apply for the Balance Protection 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
 - for administration (02) 8249 3885
 - for claims (02) 8249 3884.

Policy summary

The Balance Protection policy is available if you:

- have a Myer Visa Gold Card;
- are not in default of the credit contract for the card;
- 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), Balance Protection Insurance, which is a form of consumer credit insurance:

- pays out your outstanding balance on your Myer Visa Gold Card account if you die (**Life Cover**);
- pays out your closing balance on your Myer Visa Gold Card account if you become disabled as a result of illness or injury (**Disability Cover**) or involuntarily unemployed (**Involuntary Unemployment Cover**).

The maximum we will pay under Balance Protection Insurance is \$20,000 in aggregate.

All benefits under Balance Protection are paid directly to your Myer Visa Gold Card account.

The table below gives more details about the covers under Balance Protection. The full details are in the policy wording.

Balance Protection

Cover	Benefits
Life Cover	<p>If you die, we will pay the outstanding balance on your card at the date of your death, up to the benefit limit.</p>
Disability Cover	<p>If</p> <ul style="list-style-type: none"> • you become disabled as a result of sickness or injury for which you have not had symptoms or consulted a doctor or had treatment for, prior to when the policy began; and • you are continuously disabled for at least 30 days; and • you had been working a minimum of 30 hours per week at the time of your disablement, and had been for at least 1 month, <p>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, up to the benefit limit.</p>
Involuntary Unemployment Cover	<p>If</p> <ul style="list-style-type: none"> • you involuntarily become unemployed; and • you are continuously unemployed for at least 90 days; and • you had been working for at least 30 hours per week at the time of your unemployment, and had been for at least 6 consecutive months, <p>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, up to the benefit limit.</p>

Benefit Limits

We will pay up to a maximum of \$20,000.

Example: Your outstanding balance at the date of your death is \$10,000. We pay \$10,000.

For any one period of disability we will pay the closing balance up to a maximum of \$5,000.

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.

Example 2: You are disabled for more than 30 days as a result of an illness you contracted in the previous month. Your closing balance, in the month just prior to you contracting the illness, was \$3,000. We pay \$3,000.

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 the accident, was \$7,000. We pay \$5,000 because the maximum benefit applies.

Example 4: You are disabled for 10 days. We pay nothing because you are not disabled for more than 30 days.

For any one period of involuntary unemployment we will pay the closing balance up to a maximum of \$5,000.

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.

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.

Example 3: You are unemployed for 10 days. We pay nothing because you are not unemployed for more than 90 days.

Some things that are not covered

In respect of Disability these include:

- if you fail to seek medical advice or undertake treatment for a disability;
- taking part in an illegal or criminal activity, whether or not you were charged;
- normal pregnancy, unless the symptoms of a normal pregnancy develops into a pathological condition or illness which is diagnosed by a doctor;
- a further claim for a recurrence of the same medical condition in any 12 month period.

In respect of Involuntary Unemployment these include:

- if you become aware of your impending unemployment before the policy started;
- if you become unemployed due to your deliberate or serious misconduct;
- taking part in a criminal or illegal activity, whether or not you were charged;
- if you resign, accept voluntary redundancy, early retirement, or you abandon your employment;
- if you are a temporary or contract worker and that arrangement ceases before the due date;
- if you take part in a strike or lockout;
- if you become unemployed due to illness or injury;
- a further claim for a period of involuntary unemployment in any 12 month period.

In respect of Life, Disability and Involuntary Unemployment, these include:

- war or warlike activities (whether declared or not), service in the armed forces, or acts of terrorism;
- the use, existence or escape of weapons of mass destruction, nuclear, chemical or biochemical material or waste, or ionizing radiation.

When does the policy start and end?

The policy starts on the date shown on the letter we send you confirming that you have Balance Protection Insurance, unless we tell you that it starts on an earlier date.

The policy ends when the first of the following events occurs:

- the credit contract for your Myer Visa Gold Card ends;
- we pay in aggregate, the 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?

Balance Protection costs 1.2% of the monthly closing balance of your Myer Visa Gold Card account up to a maximum monthly premium of \$35.

The following table gives examples:

Your monthly closing balance	What you pay that month
nil	nil
\$200	\$2.40
\$600	\$7.20
\$1,000	\$12.00
\$3,000	\$35.00
\$10,000	\$35.00

How to apply

To apply for cover, simply call 1800 800 230 and ask for Balance Protection Insurance.

When you apply for Balance Protection Insurance 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 of premium you have paid 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 card during which we receive 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 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 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.

Call us on
1800 800 230 or
visit us at
www.gemoney.com.au/insurance

GPO Box 1571
Sydney NSW 1025
Fax (02) 8249 3884