



NOBLEOAK

Client Care Guide 3

WHEN YOU BUY
LIFE INSURANCE

Client Care Guide issued by:

NobleOak Life Limited

ABN 85 087 648 708 AFSL No. 247302

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When you buy life insurance

About this guide

NobleOak Life Limited (NobleOak) is bound by The Life Insurance Code of Practice (the Code).

The objectives of the Code are to ensure that we:

- Deliver a high standard of customer service throughout your relationship with us
- Continuously improve the services we offer you
- Communicate with you in plain language unless medical or other technical terminology is needed
- Seek to increase consumer trust and confidence in the life insurance industry.

The Code deeply resonates with NobleOaks' own values which has been built around the principles of Clarity and Transparency, Fairness and Respect, Honesty, Timeliness and Plain Language.

As part of NobleOaks' commitment to the Code, we have developed Client Guides that set out the standards you can expect from our services every step of the way.

This guide explains on what terms we will offer you insurance and the reason for our decision.



Offering cover with special acceptance terms

When you make an application over the phone your application will be assessed by our underwriters. Our Sales Care team will advise you of our decision within **5 business days**. Your application may be accepted on standard terms which mean that our standard premium rates will apply.

Sometimes we will only accept your application subject to **Special Acceptance Terms**. These terms reflect the additional risk in insuring you based on your health, lifestyle activities and/or occupation. This may include:

- applying a loading on your premium to cover the additional risk in providing your insurance cover, and/or
- excluding certain medical conditions, lifestyle activities or travel destinations deemed to be high risk or too hazardous and which we are unable to cover under the insurance, and/or
- limiting some of the benefits under your cover.

If your application is subject to Special Acceptance Terms, the Sales Care team will contact you to advise you of the terms specifically including:

- the alternative terms
- how long the alternative terms are intended to apply
- that you can ask us to review any alternative terms we offer now or in the future if circumstances change, and how to do so, and
- that if you agree to buy the policy, we will take this as your agreement to the alternative terms.

If we are unable to reach you by phone, we will let you know in writing and explain what this means for you. We'll also send you an Acceptance Form which you will need to sign if you agree to proceed with your application on the basis of the Special Acceptance Terms. If your Special Acceptance Terms are related to a medical or health condition, then you can ask us to provide your doctor with the relevant details.

If you have made an application online our underwriting engine assesses the information you provide and you may be accepted on standard terms or offered Special Acceptance Terms to choose from. When you select a Special Acceptance Term you will be provided information including how long the Special Acceptance Term is intended to apply and that you can ask us to review it now or in the future if your circumstances change, and how to do so.

If you have any concerns about your application, Special Acceptance Terms or why it has been declined please call us on **1300 041 494** to discuss.

Reviewing Special Acceptance Terms

If you disagree with our decision in relation to a Special Acceptance Term or if you have additional information, you would like us to review, please let us know. Your information can be provided to our Underwriting team for consideration.

You can request for a Special Acceptance Term to be reviewed for removal or amendment whilst your policy is in force. Your annual renewal letter will contain information about when and how your specific Special Acceptance term can be reviewed. Please note that Special Acceptance Terms continue to apply until such time as we confirm in writing that it no longer applies.

If the Special Acceptance Terms relate to medical or health matters, then our Underwriting team can write to your doctor outlining the reasons for our decision.

Mental health & family medical history

If you have or have had a diagnosed mental health condition, or symptoms of a mental health condition, we will:

- a) not decline to insure you before you have had the opportunity to provide information about the history, severity, or type of condition before making our decision and;
- b) take into account your circumstances such as the history, severity, or type of condition, when deciding whether we can offer you cover, and if so, the terms we can offer you

If you tell us about a past or current mental health condition, we will determine whether we can provide you with cover by managing any additional risk through higher premiums, exclusions and limits rather than not provide cover at all.

If we offer you alternative terms, such as a higher premium or cover subject to an exclusion, we will explain:

- a) how long the alternative terms will apply to the policy, and
- b) that you can ask us to consider reviewing or amending the alternative terms and the process for asking us to do so.

If we ask you about any family history of illness, we will only ask you to tell us about:

- a) the family history that you know about
- b) your first-degree blood relatives (parents and siblings), without giving their names or dates of birth, and
- c) their illness and age at diagnosis and/or death.

Declining your application

Sometimes we cannot provide cover on any terms and in these cases, we will explain to you in plain language.

- a) The reasons for our decision having regard to what you told us and the risk of us providing insurance to you.
- b) That you can ask us for the information about you that we relied on to make this decision.

- c) That you can contact us if you think the information we relied on about you is incorrect or out of date.
- d) That you can ask us to review our decision, or give us extra information to consider, and
- e) Our Complaints process

We may sometimes learn information about you that could be significant to your health or that you may not know about. If this is the case, we may give this information to your treating doctor to explain to you.

If you ask us for the information about you that we relied upon in making our decision, we will give it to you or your doctor within **10 Business Days**.

Welcome Pack and Policy Documents

When you buy a NobleOak Life Insurance Policy, we will send you a Welcome pack including:

- a) your policy documents and welcome letter
- b) Special Acceptance terms (if applicable)
- c) a Product Disclosure Statement
- d) a Financial Services Guide

Your Welcome Pack will include;

- a) the types of cover we insure you for
- b) how much you are insured for and the Premium you will pay
- c) how the Premiums you pay are structured with an explanation of how Premiums change as you get older
- d) the cooling-off period
- e) any exclusions or waiting periods that apply
- f) the impact a claim could have on other benefits in your policy
- g) our claims and complaints processes
- h) if benefits are payable after a defined medical event, and
- i) whether benefits are payable when a medical condition is diagnosed or after you meet extra criteria.

Replacing an existing policy

If you are applying for a Life Insurance Policy with us and you tell us that you are replacing an existing Life Insurance Policy, we will tell you that you shouldn't cancel any existing cover until we accept your application.

We will also explain the general risks of replacing an existing Life Insurance Policy, including, where relevant, the:

- a) Loss of any accrued benefits
- b) Possibility of waiting periods starting again, and
- c) Implications of any errors or omissions in your new application.

After the Cooling Off Period, you may wish to cancel your policy at any time. We will not pressure you to keep a policy you no longer want.

When a policy is cancelled, we will always confirm this with you in writing with you and we will send you any money we owe you within **15 Business Days**.

If you have any questions please contact our Sales Team:

- **Call:** 1300 041 494
8.00am-9.00pm Mon-Fri (AEST),
- **Email:** salescare@nobleoak.com.au
- **Mail:** NobleOak Life Limited,
GPO Box 4793, Sydney NSW 2001

Cooling Off Period and Cancelling a Policy

We will tell you about the cooling off period when you take out your Life Insurance Policy.





NOBLEOAK

The smarter way to insure your life

CONTACT US AT NOBLEOAK

Quotes & Applications: 1300 041 494

All other enquiries: 1300 551 044

By mail: NobleOak, Freepost, GPO Box 4793

SYDNEY NSW 2001 (no stamp required)

By email: enquiry@nobleoak.com.au

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