

Priceline Protects
Personal Accident Protection
Policy Wording and Product
Disclosure Statement (PDS)



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General Advice Warning: Any general advice that may be contained within this Policy Wording and Product Disclosure Statement (PDS) or accompanying material does not take into account Your individual objectives, financial situation or needs. You need to decide if the limit, type and level of cover is appropriate for You.

Helpful Overview

This section contains some helpful summary information about Your Policy. It does not form part of Your Policy and it cannot be relied on as a full description of the cover provided. Please refer to the Policy for its full terms, conditions and exclusions.

What is Priceline Protects Personal Accident Protection Insurance?

Priceline Protects Personal Accident Protection Insurance has been designed to help you in the event of some of life's unexpected twists and turns. The coverage ensures that you can be protected for an amount from \$100,000 up to \$500,000 of cover, depending on the level of cover you choose and without the need for medical assessment.

What will I be covered for?

Priceline Protects Personal Accident Protection Insurance provides up to \$500,000 cover in the event of a serious accident that causes you to suffer Quadriplegia, Paraplegia, Permanent Loss of Limbs, sight, hearing or speech. Cover is also provided for Broken Bones as a result of an Accidental Injury.

For more information please refer to the Benefits Policy Limits, General Exclusions and General Conditions sections.

How do I purchase this policy?

Step 1: Choose the level of cover which could assist you and your family in the result of a Serious Accident by referring to the Benefits section.

Step 2: This policy automatically covers you for Broken Bones Benefit by referring to the Benefits section.

Who can be covered under Priceline Protects Personal Accident Protection Insurance?

Australian residents from eighteen (18) to seventy-four (74) years of age.

Who Can I Contact if I have Questions?

For Enquiries relating to:	Please contact:
<p>Your Priceline Protects Personal Accident Protection Insurance Policy If you have questions relating to your Priceline Protects Personal Accident Protection Insurance policy or would like to change your level of cover.</p>	<p>Priceline Protects Phone: 1800 023 804 pricelineprotects.au@chubb.com</p>
<p>Cancelling Your Policy You may cancel your policy at any time, either by calling or writing.</p> <p>For more information refer to the Cancellation of Your Policy section in this PDS.</p>	<p>Priceline Protects Phone: 1800 023 804 pricelineprotects.au@chubb.com</p>

For Enquiries relating to:	Please contact:
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Making a Claim

If you have any questions regarding claims, or would like to request a claims form.

For more information refer to the Claims section in this PDS

Priceline Protects

Phone: 1800 023 804
 pricelineprotectsclaims.au@chubb.com

Family Care SOS™

FREE twenty-four (24) hour seven (7) days a week referral helpline for emergency legal and medical assistance, home support services and home modification assistance in Australia.

Family Care SOS™

Phone: 1800 024 293

About Chubb Insurance Australia Limited (Chubb)

Chubb is an Australian Financial Services Licensee authorised to deal in and provide advice in relation to general insurance products. Our details are:

ABN: 23 001 642 020

AFS Licence No: 239687

Head Office: Grosvenor Place, Level 38, 225 George Street, Sydney NSW 2000

Postal Address: GPO Box 4907 Sydney NSW 2001

O 1800 023 804

F +61 2 9335 3467

E pricelineprotects.au@chubb.com

Chubb is the world's largest publicly traded property and casualty insurance company. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London and other locations, and employs approximately 31,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Australia for over 50 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages, including Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base. Chubb is a major insurer of many of the country's largest companies. With five branches and over 500 staff in Australia, it has a wealth of local expertise backed by its global reach and breadth of resources.

More information can be found at www.chubb.com/au

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (the Code). The objectives of the Code are to establish high standards of service, promote confidence in the general insurance industry and improve relationships between insurers and their customers. Further information about the Code is available at www.codeofpractice.com.au and on request.

Chubb has partnered with Priceline Pty Limited (Priceline) to issue Priceline Protects insurance products.

Duty of Disclosure

Your Duty of Disclosure

Before You enter into this contract of insurance, You have a duty of disclosure under the Insurance Contracts Act 1984.

The duty applies until We first agree to insure You, and where relevant, until We agree to any subsequent variation, extension, reinstatement or renewal (as applicable).

Answering our questions

In all cases, if We ask You questions that are relevant to Our decision to insure You and on what terms, You must tell Us anything that You know and that a reasonable person in the circumstances would include in answering the questions.

It is important that You understand You are answering Our questions in this way for Yourself and anyone else that You want to be covered by the contract.

Variations, extensions and reinstatements

For variations, extensions and reinstatements, You have a broader duty to tell Us anything that You know, or could reasonably be expected to know, may affect Our decision to insure You and on what terms.

Renewal

Where We offer renewal, We may, in addition to or instead of asking specific questions, give You a copy of anything You have previously told Us and ask You to tell Us if it has changed. If We do this, You must tell Us about any change or tell Us that there is no change.

If You do not tell Us about a change to something You have previously told Us, You will be taken to have told Us that there is no change.

What You do not need to tell Us

You do not need to tell Us anything that:

- reduces the risk We insure You for; or
- is common knowledge; or
- We know or should know as an insurer; or
- We waive Your duty to tell Us about.

If You do not tell Us something

If You do not tell Us anything You are required to tell Us, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both.

If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

The Meaning of Certain Words

Throughout this document, certain words begin with capital letters. These words have special meaning and are included in the definitions, located on pages 15-16 of this PDS. Please refer to the Definitions for their meaning.

Any reference to an Act, legislation or legislative instrument in this document also refers to that Act, legislation or legislative instrument as amended and as may be in force from time to time.

Important information about this Policy Wording and PDS

This document is a PDS and is also Our insurance Policy Wording. This document contains important information required under the Corporations Act 2001 (Cth) (the Act) and has been prepared to assist You in understanding Priceline Protects Personal Accident Protection Insurance, and making an informed choice about Your insurance requirements. It is up to You to choose the cover You need. It is important that You carefully read and understand this document before making a decision.

Other documents may form part of Our PDS and if they do, We will tell You in the relevant document.

In return for You paying Us a premium, as set out on page 8, We insure You for the Events described in the PDS, subject to the terms, conditions and exclusions of Your Policy. Please keep this document, Your Policy Schedule and any other documents that We tell You form part of Your Policy in a safe place in case You need to refer to them in the future.

Please check these documents to make sure all the information in them is correct. Please let Us know straight away if any alterations are needed or if You change Your address or payment details. For certain types of cover under the Policy, We will require You to provide receipts and other documentary evidence to Us before We pay a claim. You should keep those documents in a safe place.

Eligibility Criteria

To be eligible to purchase this Policy, You will need to meet the following criteria:

- You must at least be eighteen (18) years old when You apply.
- You must not be over seventy-four (74) years of age when You apply.

Who can be Covered

Individual (Main Insured only)	Cover for one (1) adult only.
Couple (Main Insured and Spouse/Partner Cover)	Cover for two (2) adults.

You also need to identify the level of cover that is appropriate to Your needs. We will tell You when You apply what levels of cover are available to You, and benefit limits applicable to levels of cover.

Benefits

The following Summary of Benefits Table summarises the benefits We can provide and can be used as a quick reference tool. The benefits covered and the benefit limits vary according to the level of cover selected.

A detailed description of the cover is set out below each benefit section. The cover provided is subject to the terms, conditions and exclusions contained in this Policy document.

Please note that other documents that make up the Policy, such as the Policy Schedule, may amend the standard terms, conditions and exclusions contained in this Policy document.

Summary of Benefits Table

Serious Accident	Low	Medium	High
Quadriplegia	\$100,000	\$300,000	\$500,000
Paraplegia	\$100,000	\$300,000	\$500,000
Permanent Loss of use of two Limbs	\$100,000	\$300,000	\$500,000
Permanent Loss of use of one Limb	\$50,000	\$150,000	\$250,000
Permanent Loss of entire sight of both eyes	\$100,000	\$300,000	\$500,000
Permanent Loss of sight of one eye	\$50,000	\$150,000	\$250,000
Permanent Loss of hearing in both ears	\$100,000	\$300,000	\$500,000
Permanent Loss of hearing in one ear	\$25,000	\$75,000	\$125,000
Permanent Loss of speech	\$100,000	\$300,000	\$500,000

Broken Bone(s)	Low	Medium	High
Hip, Pelvis, Neck	\$5,000	\$5,000	\$5,000
Skull, Shoulder Blade, Upper Leg	\$3,000	\$3,000	\$3,000
Collarbone, Sternum	\$2,000	\$2,000	\$2,000
Upper Arm, Kneecap, Elbow	\$1,500	\$1,500	\$1,500
Forearm, Lower Leg, Jaw	\$1,000	\$1,000	\$1,000
Wrist, Cheekbone, Ankle, Foot, Hand	\$500	\$500	\$500

Serious Accident Benefit

If You suffer a Permanent Loss, Quadriplegia or Paraplegia as a result of an Accidental Injury and a Doctor certifies this, We will pay You the corresponding Serious Accident Benefit shown on Your Policy Schedule current at the time of the accident causing the Accidental Injury.

Broken Bones Benefit

If You break a bone(s) listed on Your Policy Schedule as a result of an Accidental Injury and a Doctor certifies this, We will pay You the relevant Broken Bones Benefit up to the maximum amount shown on Your Policy Schedule current at the time of the accident causing the Accidental Injury.

Additions

Family Care SOS™ – FREE twenty-four (24) hour seven (7) days a week referral helpline for emergency legal and medical assistance, home support services and home modification assistance in Australia.

Benefit Limits

The maximum amount per Event for each benefit is the sum specified on Your Policy Schedule for that benefit.

If Accidental Injury causes one or more of Permanent Loss or Quadriplegia or Paraplegia, We will only pay for one of them. We will pay for the one that gives the highest benefit and no further benefits are payable under Your Policy, or any renewal or replacement Policy.

Premium

We take a number of factors into account when calculating Your premium which could include Your risk profile, the level of cover You have chosen and whether the Policy covers the Main Insured only, or the Main Insured and Spouse/Partner.

Your premium is paid in advance and includes any amounts payable that take into account Our obligation (actual or estimated) to pay any relevant compulsory government charges, taxes, levies (including stamp duty and GST) in relation to the Policy.

We will tell You, when You apply, what premium is payable, when it needs to be paid and how it can be paid.

Monthly Premium payable for Serious Accident Benefit, Broken Bone(S) Benefit

Level of Cover Selected	Individual (Main Insured Only)	Couple (Main Insured and Spouse/Partner)
Low	\$7.95	\$14.95
Medium	\$17.95	\$34.95
High	\$27.95	\$54.95

If You will be paying Your Premium by instalment payments and an instalment remains unpaid for at least fourteen (14) days, We may refuse to pay a claim arising after the instalment was due.

If an instalment remains unpaid for thirty-one (31) days, Your Policy will be automatically cancelled without written notice from Us to You unless We elect to cancel earlier by providing You with written notice.

Cover is effective from the Commencement Date as shown on Your Policy Schedule.

We may change Your premium from the Renewal Date if We notify You of the change in writing prior to that date.

For more information on the renewal of Your Policy, see General Conditions outlined in on pages 10-11 .

General Exclusions

There are certain times when this insurance may not provide cover.

Your Policy will not apply to and We shall not pay benefits with respect to any loss, damage, liability, Event, or injury which:

- a) arises directly or indirectly out of:
 - i. deliberately self-inflicted injury, suicide or criminal or illegal act; or
 - ii. You being under the influence of intoxicating liquor, including having a blood alcohol content over the prescribed legal limit whilst driving, or being under the influence of any other drug unless it was prescribed by a Doctor and taken in accordance with the Doctor's advice; or
 - iii. You engaging in any professional sport meaning Your livelihood is substantially dependent on income received as a result of Your playing sport; or
 - iv. You engaging in any motor sports as a rider, driver and/or passenger; or
 - v. any consequences of war (whether declared or not), invasion or civil war, taking part in a riot or civil commotion; or
 - vi. You being a pilot or crew member of any aircraft, or engaging in any aerial activity except as a passenger in any properly licensed aircraft; or
 - vii. Pre-Existing Medical Conditions You may have.
- b) occurs after You exceed the Maximum Age. All cover shall cease upon You exceeding the Maximum Age. This will not prejudice any entitlement to claim benefits which has arisen before You exceeded the Maximum Age.
- c) occurs after You have suffered a Permanent Loss, Quadriplegia or Paraplegia which is claimable under Your Policy.

Health Insurance Exclusion

Your Policy does not cover any Event or occurrence where providing such cover would constitute the carrying on of a "Health Insurance Business" as defined under the Private Health Insurance Act 2007 (Cth) or any succeeding legislation to that Act or any benefit that would breach s126 of the Health Insurance Act 1973 (Cth) or any succeeding legislation to that Act including the payment of medical expenses in Australia in respect of the rendering of a professional service for which a Medicare benefit is payable.

Osteoporosis Exclusion

If You have been diagnosed as having osteoporosis prior to the Commencement Date any broken bone(s) suffered will not be covered. If You are diagnosed as having osteoporosis after the Commencement Date, any broken bone(s) resulting from the first Event are covered, but any broken bones(s) resulting from any subsequent Events will not be covered.

These general exclusions are in addition to the General Conditions outlined on pages 10-11..

Cooling off period

You have fourteen (14) days from the date We confirmed, electronically or in writing, that You are covered under Your Policy to decide if the Policy meets Your needs. You may cancel Your Policy simply by calling Us on 1800 023 804, emailing Us at pricelineprotects.au@chubb.com or advising Us in writing within those fourteen (14) days to cancel it. If You do this, We will refund any premiums You have paid during this period.

These cooling off rights do not apply if You have made or You are entitled to make a claim during this period.

Cancellation of Your Policy

Your Policy may be cancelled in one of three (3) ways:

1. When You can cancel

You can cancel Your Policy at any time by calling Us on 1800 023 804, emailing Us at pricelineprotects.au@chubb.com or telling Us in writing.

If You:

- a) pay Your premium by instalments and wish to cancel, We will cancel on the date to which You have paid Your premium in advance.
- b) do not pay Your premium by instalments, the cancellation will take effect at 4pm Australian Eastern Standard Time on the day We receive Your notice of cancellation. We will refund the premium for Your Policy, less an amount which covers the period for which You were insured. However, We will not refund any premium if We have paid or are obliged to pay a benefit under Your Policy.

2. When We can cancel

We can cancel Your Policy by giving You written notice to the address on file and in accordance with the Insurance Contracts Act 1984 (Cth), including where You have:

- a) breached the Duty of Disclosure;
- b) breached a provision of Your Policy (including one requiring payment of premium);
- c) made a fraudulent claim under any policy of insurance.

If We cancel, We will refund the premium for Your Policy less an amount to cover the period for which You were insured.

General Conditions

Commencement and Period of Your Policy

Your Policy begins on the Commencement Date or on the latest Renewal Date, whichever is the later, and continues for one (1) calendar year (being the Period of Insurance) after which time it expires, or until it is cancelled.

Renewal of Your Policy

This insurance may be renewed for further consecutive yearly periods upon payment of the premium. Payment of Your premium is deemed to be acceptance of an offer of renewal for a further yearly period. If You continue to pay Your premium, then unless Your Policy is cancelled or We advise You prior to the Renewal Date that We will not be renewing, a policy on the same terms and conditions automatically comes in to existence for one (1) year from the Renewal Date.

Expiry of Your Policy

Your Policy expires at the end of the Period of Insurance. We may decide not to renew Your Policy. If We decide not to renew Your Policy, We will send You an expiry notice at least fourteen (14) days before the expiry of Your Policy.

If Your Policy is cancelled or otherwise terminated, the Period of Insurance will be from the Commencement Date or Renewal Date, whichever is the later, up to and including the date of cancellation or termination.

Significant tax implications

Generally, Your premiums are not tax deductible and claims payments are not assessable income for tax purposes unless You purchase Your Policy for business purposes. This tax information is a general statement only. See Your tax adviser for information about Your personal circumstances.

Australian Law

You must be an Australian resident to be covered by this Policy unless specifically agreed otherwise by Us. You must notify Us if You are no longer an Australian resident during the Period of Insurance.

Your Policy is governed by the laws of the State or Territory of Australia in which You normally reside. Any dispute or action in connection with Your Policy shall be conducted and determined in the courts of the State or Territory of Australia in which You normally reside.

Australian Currency

All payments by You to Us and Us to You or someone else under Your Policy must be in Australian currency.

Claims

You should advise Us as soon as possible of an occurrence or Event which could lead to a claim.

Procedure for making a claim

If You or Your legal representative wishes to make a claim You or they must:

- a) complete a claim form (which is available from Us by calling 1800 023 804, emailing Us at pricelineprotectsclaims.au@chubb.com or online via www.pricelineprotects.com.au) and attach to the claim form:
 - i. any reports that have been obtained from the police, a carrier or other authorities about an accident, loss or damage; and
 - ii. any other documentary evidence required by Us under Your Policy.
- b) provide Us with the completed claim form and accompanying documents within thirty (30) days of the Event taking place which gives rise to a claim, or as soon as reasonably practical;
- c) give Us at Your, or Your legal representative's, expense all medical and other certificates and evidence required by Us that is reasonably required to assess the claim;
- d) help Us to make any recoveries. We have the right to sue any other party in Your name to recover money payable under the Policy or to choose to defend any action brought against You. You must provide reasonable assistance to us.

We may also have You medically examined at Our expense when and as often as We may reasonably require after a claim has been made.

Processing and payment of claims

We will take all reasonable steps to pay a valid claim promptly.

Making claims after Your Policy is cancelled

If Your Policy is cancelled this does not affect Your rights to make a claim under Your Policy if the Event occurred before the date of cancellation.

Updating Our PDS

We may update the information contained in Our PDS when necessary. A paper copy of any updated information is available to You at no cost by calling Us on 1800 023 804.

We will issue You with a new PDS or a supplementary PDS where the update is to rectify a misleading or deceptive statement or when an omission is materially adverse from the point of view of a reasonable person deciding whether to buy this product.

Privacy Statement

Priceline is a related body corporate of Australian Pharmaceutical Industries Limited ABN 57 000 004 320.

Chubb and Priceline are committed to protecting your privacy. Chubb and Priceline collect, use and retain personal information in accordance with the Australian Privacy Principles and the Privacy Act 1988 (Cth). Our detailed privacy policies are available on our respective websites at www.chubb.com/au and www.priceline.com.au.

Personal Information Handling Practices

Collection, Use and Disclosure

We collect your personal information (which may include sensitive information such as health information) when you are applying for, changing or renewing an insurance policy with us or when we are processing a claim in order to help us properly administrate your insurance application, policy or claim.

We will generally collect an individual's personal information only from that person except when it is unreasonable or impracticable for us to do so. Sometimes we collect personal information from a third party (which may include a person or entity with whom we have a distribution partnership or other business relationship), or from a publicly available source, but only if the individual has consented to such collection or would reasonably expect us to collect their personal information in this way.

The primary purpose for our collection and use of your personal information is to enable us to provide Priceline Protects insurance services to you. Sometimes, we may use your personal information for our Priceline Protects marketing campaigns, in relation to new Priceline Protects products, services or information that may be of interest to you.

We may disclose your personal information to third parties, including service providers engaged by us to carry out certain business activities on our behalf (such as assessors and call centres in Australia), other insurers, our reinsurers, medical and health practitioners, government agencies and regulators (where we are required to by law), law enforcement bodies and agents and/or representatives of persons covered under our Policies. Some of these third parties may be located outside Australia. In particular, certain business process functions of Chubb are performed by a dedicated servicing unit located in the Philippines. Lists of countries in which recipients of your information are likely to be located are available at our respective websites.

In all instances where personal information may be disclosed to third parties who may be located overseas, in addition to any local data privacy laws to which those entities are subject, we have measures in place to ensure that those parties hold and use such information in accordance with the consent provided by the individual and in accordance with our obligations under the Privacy Act.

Your Choices

In dealing with us, you agree to us using and disclosing your personal information as set out in this statement and our respective Privacy Policies. This consent remains valid unless you alter or revoke it by giving written notice to our Privacy Officers. However, should you choose to withdraw your consent it is important for you to understand that this may mean we may not be able to provide you with insurance or to respond to any claim.

How to Contact Us

If you would like to access a copy of your personal information, or to correct or update your personal information, please contact Priceline Protects customer relations team on 1800 023 804 or email pricelineprotects.au@chubb.com.

If you have a complaint or want more information about how:

- i. Chubb is managing your personal information, please contact the Privacy Officer, Chubb Insurance Australia Limited GPO Box 4907, Sydney NSW 2001, Tel: +61 2 9335 3200 or email Privacy.AU@chubb.com.
- ii. Priceline is managing your personal information, please contact the Privacy Officer, Australian Pharmaceutical Industries Limited, 250 Camberwell Road, Camberwell VIC 3124, Tel: +61 3 8855 3000 or email privacy@api.net.au.

Financial Claims Scheme

We are an insurance company authorised under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act.

The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this We are exempted from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act 2001 (Cth). We have compensation arrangements in place that are in accordance with the Insurance Act.

In the unlikely event that We were to become insolvent and were unable to meet Our obligations under the Policy, a person entitled to claim may be entitled to payment under the Financial Claims Scheme. Access to the Scheme is subject to eligibility criteria. Please refer to <https://www.fcs.gov.au> for more information.

Complaints and Dispute Resolution

We take the concerns of our customers very seriously and have detailed complaint handling and internal dispute resolution procedures that you can access. Please note that if we have resolved your initial complaint to your satisfaction by the end of the 5th business day after we have received it, and you have not requested that we provide you a response in writing, the below-mentioned complaint handling and internal dispute resolution process does not apply. This exemption to the complaints process does not apply to complaints regarding a declined claim, the value of a claim, or about financial hardship.

Stage 1 – Complaint Handling Procedure

If you are dissatisfied with any aspect of your relationship with Chubb including our products or services and wish to make a complaint, please contact us at:

The Complaints Officer
Chubb Insurance Australia Limited
GPO Box 4065
Sydney NSW 2001
O 1800 815 675
F +61 2 9335 3467
E complaints.au@chubb.com

The members of our complaint handling team are trained to handle complaints fairly and efficiently.

Please provide us with your claim or policy number (if applicable) and as much information as you can about the reason for your complaint.

We will investigate your complaint and keep you informed of the progress of our investigation. We will respond to your complaint in writing within fifteen (15) business days provided we have all necessary information and have completed any investigation required. In cases where further information or investigation is required, we will work with you to agree reasonable alternative time frames and, if we cannot agree, you may request that your complaint is taken to Stage 2 and referred to Our internal dispute resolution team. We will otherwise keep you informed about the progress of our response at least every ten (10) business days, unless you agree otherwise.

Please note if your complaint relates to Wholesale Insurance (as defined in the General Insurance Code of Practice), we may elect to refer it straight to Stage 2 for review by our Internal Dispute Resolution team.

Stage 2 – Dispute Resolution Procedure

If you advise us that you wish to take your complaint to Stage 2, your complaint will be reviewed by members of our internal dispute resolution team, as they are independent from our complaint handling team and are committed to reviewing disputes objectively, fairly and efficiently.

You may contact our internal dispute resolution team by phone, fax or post (as below), or email at:

Internal Dispute Resolution Service
Chubb Insurance Australia Limited
GPO Box 4065
Sydney NSW 2001
O +61 2 9335 3200
F +61 2 9335 3411
E disputeresolution.au@chubb.com

Please provide us with your claim or policy number (if applicable) and as much information as you can about the reason for your dispute.

We will keep you informed of the progress of our review of your dispute at least every ten (10) business days and will respond to your dispute in writing within fifteen (15) business days, provided we have all necessary information and have completed any investigation required. In cases where further information or investigation is required, we will work with you to agree reasonable alternative time frames. If we cannot agree, you may refer your dispute to the Financial Ombudsman Service Australia (FOS) as detailed under Stage 3 below, subject to its Terms of Reference. If your complaint or dispute falls outside the FOS Terms of Reference, you can seek independent legal advice or access any other external dispute resolution options that may be available to you.

Stage 3 – External Dispute Resolution

If you are dissatisfied with our internal dispute determination, or we are unable to resolve your complaint or dispute to your satisfaction within forty-five (45) days, you may refer your complaint or dispute to FOS, subject to its Terms of Reference.

FOS is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission. We are a member of this scheme and we agree to be bound by its determinations about a dispute. Where a dispute is covered by the FOS Terms of Reference, the General Insurance Division of FOS offers a free and accessible dispute resolution service to consumers.

You may contact FOS at any time at:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
O 1300 367 287
F +61 3 9613 6399
E info@fos.org.au
www.fos.org.au

If you would like to refer your dispute to FOS you must do so within 2 years of the date of our internal dispute determination. FOS may still consider a dispute lodged after this time if FOS considers that exceptional circumstances apply.

Definitions

Please use this Definitions section to find the meaning of these words throughout this booklet.

Accidental Injury means a bodily injury resulting from an accident and which:

- a) is caused by a sudden, external and identifiable event that happens by chance and could not have been expected by You; and
- b) occurs as a result of an accident occurring during Your Period of Insurance; and
- c) results within twelve (12) months of the accident; and
- d) is not an illness, but includes sickness directly resulting from medical or surgical treatment rendered necessary by the accident but excludes any injury caused by surgical treatment not related to the accident; and
- e) may include a bodily injury caused by You being directly and unavoidably exposed to the elements as a result of an accident.

Commencement Date means the date We agree to provide insurance under the Policy as shown on Your Policy Schedule.

Disappearance means if Your body has not been found within twelve (12) months from the date of the sinking, wrecking, or disappearance of a conveyance in which You were travelling on that date, We will presume, subject to there being no evidence to the contrary, You have died as a result of an Accidental Injury

Doctor means a legally registered medical practitioner who is not You or Your relative.

Event(s) means an occurrence that could give rise to a claim for a benefit under Your Policy. Any one occurrence or series of occurrences attributable to one source or originating cause is deemed to be one Event.

Insured Person means any person who is named as a Main Insured or Spouse/Partner on the Policy Schedule and in respect of whom premium has been paid or agreed to be paid.

Limb means the entire limb between the shoulder and the wrist and includes the whole hand, or between the hip and the ankle and includes the whole foot.

Main Insured means the person named as a Main Insured on the Policy Schedule and who pays the premiums to us in respect of an Insured Person.

Maximum Age means Your age up to and including seventy-four (74) years.

Paraplegia means the loss of use of both legs and the permanent loss of use of part of or whole of the lower half of the body having lasted twelve (12) consecutive months and at the expiry of that period is beyond hope of improvement.

Period of Insurance means one (1) calendar year from the Commencement Date or the latest Renewal Date, whichever is the later.

Permanent Loss means:

- a) physical severance or total loss of the use of a Limb having lasted twelve (12) consecutive months and at the expiry of that period is beyond hope of improvement; or
- b) irrecoverable loss of all sight in one or both eyes; or
- c) entire and irrecoverable loss of hearing; or
- d) entire and irrecoverable loss of the ability to speak, which in each case is caused by an Accidental Injury.

Policy means Your Policy Wording and Product Disclosure Statement (PDS), Policy Schedule and any other document that We tell You forms part of Your Policy describing the insurance contract between You and Us.

Policy Schedule means the document We send You which contains details of the cover provided to You by Us.

Policy Wording means this document.

Pre-Existing Medical Condition means:

- a) any condition for which a Doctor was consulted or for which treatment or medication was prescribed prior to the Commencement Date; or
- b) a condition, the manifestation or symptoms of which a reasonable person in the circumstances would be expected to be aware of at the Commencement Date.

Where an Upgrade is the addition of a Spouse/Partner, all references in this definition to Commencement Date should be read as being Upgrade Effective Date in relation to the Spouse/Partner.

Product Disclosure Statement (PDS) means this document.

Quadriplegia means the loss of use of both arms and both legs in their entirety having lasted twelve (12) consecutive months and at the expiry of that period is beyond hope of improvement.

Renewal Date means one (1) year from the Commencement Date and subsequent anniversaries of that date.

Spouse/Partner means the person named as Spouse/Partner on the Policy Schedule and who must be the Main Insured's husband or wife, de-facto or life partner (including a same sex partner) with whom the Insured has continuously cohabited for a period of three (3) months or more.

Upgrade means an increase in a level of benefit or the addition of another Insured Person, or both.

Upgrade Effective Date means the date We agree to provide an Upgrade of Your Policy and which is shown on Your Policy Schedule recording that Upgrade.

We/Us/Our means the insurer Chubb Insurance Australia Limited (ABN 23 001 642 020, AFS Licence No. 239687).

You/Your means the person who is named as the Main Insured on the Policy Schedule and also includes those named as Spouse/Partner on the Policy Schedule in respect of whom premium has been paid or agreed to be paid.

About Chubb in Australia

Chubb is the world's largest publicly traded property and casualty insurer. Chubb, via acquisitions by its predecessor companies, has been present in Australia for over 50 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages include Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities as well as Accident & Health, for a broad client base, including many of the country's largest companies.

More information can be found at www.chubb.com/au

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Chubb07-69-1116 (16PDSPPAPI01)