

Life benefit and Accidental Death benefit

Privacy Statement

This Privacy Policy Statement explains how St Andrew's Australia Services Pty Ltd ABN 75 097 464 616 (St Andrew's) and its wholly owned subsidiaries and related entities Hallmark Life Insurance Company Ltd ABN 87 008 446 884 and Hallmark General Insurance Company Ltd ABN 82 008 477 647 (collectively referred to as Hallmark Insurance, we or our) collect, store, use and disclose personal information.

We collect personal information so that we can process and administer this claim. Without your information we will not be able to process and administer this claim. If you provide us with personal information about someone else, you should ensure that you are authorised to do so and agree to inform that person of the contents of this notice.

We exchange your personal information with organisations in the normal operation of our business, for example, with our related companies and agents, reinsurers, and with service providers (such as professional advisors, IT support and mailing houses). In relation to your claim, your information may also be exchanged with other parties including ex-employers, government agencies, financiers, insurers, underwriters, claims investigators, other insurance companies, lawyers, recovery agents, hospitals, doctors, medical specialists or other health professionals. We do not send your personal information offshore.

By providing this information you consent to us collecting, using and disclosing information about you in the manner described above.

You also specifically consent to Hallmark Insurance being provided with medical information, including copies of any medical reports, clinical reports or others, from any Doctor who at any time has attended to you or the insured.

The St Andrew's Privacy Policy contains information about how you can have access to your personal information and seek the correction of your personal information, and how you can complain about a breach of the privacy laws that bind us and how your complaint will be handled.

The St Andrew's Privacy Policy is available at www.standrews.com.au. If you have any query in relation to your privacy please contact St Andrew's on customerservice@standrews.com.au or PO Box 7395, Cloisters Square WA 6850.

Completion instructions

Step 1: As the Policy Owner (or Claimant if the Policy Owner is deceased), you should first check your most recent policy schedule to make sure that the Life cover is in place and current for the deceased Life Insured.

Step 2: Then complete **Parts A to H**. If you cannot locate the most recent policy schedule and/or are unsure who the nominated beneficiaries are, please call us for assistance.

Step 3: Then send the completed form back to us, together with the documentation listed in **Part D**.

Please return the completed form to FlexiSure. You can either:

1. Scan & email to claims@flexisure.com.au (please put 'CONFIDENTIAL, Policy Owner's surname, Policy Number' in the subject line); or
2. Mail to Claims Department PO Box 7395, Cloisters Square WA 6850 (please mark the envelope as CONFIDENTIAL).

Part A: Policy details

| | | | |
|---------------|----------------|------------|--|
| Policy Owner: | Policy number: | | |
| Address: | | | |
| Suburb: | State: | Postcode: | |
| Phone (H): | Phone (W): | Phone (M): | |
| Email: | | | |

Part B: Claimant's details

Please tick the relevant box. I am the: Policy Owner Nominated beneficiary Relative Executor Other

| | | | |
|------------|-------------|------------|--|
| Title: | First name: | Surname: | |
| Address: | | | |
| Suburb: | State: | Postcode: | |
| Phone (H): | Phone (W): | Phone (M): | |
| Email: | | | |

Please indicate your preferred method of communication with an asterisk (*)

Part C: Deceased's details

| | |
|--------------------------------------|----------------|
| First name: | Surname: |
| Date of birth: | Date of death: |
| Cause of and circumstances of death: | |
| | |
| | |

Part D: Required documentation

Please tick the boxes to confirm you have submitted all the required documents to us.

- A CERTIFIED COPY of evidence of death (e.g. Death Certificate or Coroner's Report)
- A CERTIFIED COPY of the claimant's identity (e.g. Birth Certificate or Driver's Licence)
- A CERTIFIED COPY of your relationship to the deceased (e.g. Birth Certificate or Marriage Certificate)
- A CERTIFIED COPY of your legal authority, under Part E below

What is a certified copy?

This is a signed photocopy of an original document. The person signing it must see the original and the photocopy. It can be signed by a Justice of the Peace, accountant, solicitor, doctor, bank manager or police officer. It means you keep the original as we do not require it.

Part E: Authority to release information

I, (insert your full name)

as Executor / Administrator / Guardian / Other (if other please state)

of (insert the deceased's name)

hereby authorise any physician, clinic, hospital, institution or Insurance Company to supply upon request to Hallmark Insurance on a confidential basis all details of any medical test, treatment or history that it may reasonably request.

A photocopy of this declaration shall be as valid an authority as the original.

NOTE: This authority is to be completed by the Executor / Administrator / Guardian / Other and a certified copy of the relevant legal documents must be provided, (e.g. Will, Letter of Administration or Power of Attorney).

Claimant's Signature:

Date:

| | | | | | | | |
|----------------------|---|----------------------|---|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | / | <input type="text"/> | / | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|---|----------------------|---|----------------------|----------------------|----------------------|----------------------|

Part F: Deceased primary General Practitioner details

Doctor's name:

Address:

Suburb:

State:

Postcode:

Phone:

How long was the deceased attending the doctor?

Part G: Beneficiary payment authority

This section must be completed by the Policy Owner or, where the Policy Owner is deceased, by the claimant. Once the claim has been accepted the benefit will be paid to the Policy Owner. If the Policy Owner is deceased, payment will be to the nominated beneficiaries. If there are no nominated beneficiaries, payment will be by cheque to the estate of the Policy Owner. If unsure, please contact us for assistance.

Policy Owner if alive, or first nominated beneficiary:

First name:

Surname:

Name of bank:

Name of account holder:

BSB number:

-

Account number:

Other nominated beneficiary/ies:

First name:

Surname:

Name of bank:

Name of account holder:

BSB number:

-

Account number:

First name:

Surname:

Name of bank:

Name of account holder:

BSB number:

-

Account number:

First name:

Surname:

Name of bank:

Name of account holder:

BSB number:

-

Account number:

First name:

Surname:

Name of bank:

Name of account holder:

BSB number:

-

Account number:

Part H: Declaration

As the Claimant I have read and carefully considered the questions in this document and all the responses are true and correct in relation to the claim. I acknowledge that the making of a false statement may invalidate this claim, that if I fail to provide all or part of the information Hallmark Insurance requires to assess this claim, it will not be assessed and processed.

I have read and consent to the Privacy Statement on page 1 of this form.

Claimant's Signature:

Date:

/ /

This insurance policy is issued by Hallmark Life Insurance Company Ltd ABN 87 008 446 884, AFSL 243469 (Hallmark Insurance). Hallmark Insurance is a wholly owned subsidiary of St Andrew's Australia Services Pty Ltd ABN 75 097 464 616. At the time of purchase, this policy was distributed and promoted FlexiSure which was a trading name of Select AFSL Pty Limited (In liquidation) (Receiver and manager appointed) ACN 151 931 618. This communication provides general product information only. Terms, conditions & exclusions apply. Please consider the relevant Product Disclosure Statement that was current at the acceptance date (available by calling us on 1300 355 355), before deciding whether to continue to hold this product.