

Our Commitment to You



About the FSC Life Insurance Code of Practice

NobleOak is a member of the Financial Services Council (FSC) and we abide by the FSC Life Insurance Code of Practice. The code sets out the standards we will be held to when dealing with our clients about all aspects of your cover and what you can expect from us. This includes providing annual reports to the FSC showing our compliance with this code.

We also uphold the **5 Principles of the Code:**

- 1 Clarity and transparency
- 2 Fairness and respect
- 3 Honesty
- 4 Timeliness
- 5 Communications in plain language

A copy of the FSC Life Insurance Code of Practice can be found on their website www.fsc.org.au.

We have developed **7 Client Guides** that set out the standards we are committed to delivering. Each guide contains relevant information about what you can expect from us during each stage of taking out and managing your cover.

About this guide



This guide covers the standards on how we will ensure our staff have the necessary training and expertise to help you obtain the cover you want and that they comply with all aspects of the FSC Life Insurance Code of Practice.

Our people and our conduct

- All of our staff receive initial training when they start with us and ongoing training regarding our products including what is acceptable conduct when dealing with clients. We supervise and monitor our staff and undertake ongoing quality assurance to ensure they comply with our procedures to deliver a high quality client experience and that they comply with the FSC Life Insurance Code of Practice.
- Our sales staff must also comply with our procedures at all times. You should never feel like you are pressured to take out insurance with us.
- We cannot provide you with financial advice but we can provide you with information about our products including information on when you are and when you are not covered.

Our insurance products and marketing

- We will design and develop products appropriate to clients' needs that cover genuine risks that you face every day.
- We will ensure that the information about our products is clear and informative and you can easily assess if they are suitable for you.
- We will regularly review our products to ensure they remain generally suitable to our clients and review our medical definitions at least every **3 years** to ensure they remain current.

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- We will ensure all of our advertising including any images is clear and not misleading and is relevant to the target audience.
- Our marketing will be consistent with the product features of the relevant PDS and any advertised prices are consistent with the premiums you are likely to pay.
- We will comply with the Australian Securities and Investments Commission (ASIC) guidance for advertising financial products.

Your feedback is important to us

- From time to time we may email or call you to request your feedback about your experience with us.
- We use your feedback to help us continuously improve our products and services. Results are shared with our senior management who review and identify any issues and implement further training when required.
- In the event that we identify that a client has bought cover through an experience that does not conform with our internal business and compliance standards we will take action including contacting you to remedy the situation by:
 - offering to cancel the cover and arranging a refund of any premiums paid;
 - paying interest on refunded premiums at the prevailing Reserve Bank published interest rate for bank savings accounts;
 - offering to adjust the cover or arranging for more suitable cover; or
 - rectifying information that is incorrect.
- If you are not satisfied with our proposed remedy, we will review your concern and tell you how to escalate it through our complaints process.

Providing additional support and your privacy

- We also understand that our clients are not experts in life insurance. If we identify that you need additional assistance during the quote/enquiry stage, when taking out a cover or in the administration of your cover we will work with you to provide additional support. We may need to refer the matter internally and get back to you with a solution to assist you wherever we can.
- We also respect your right to privacy. Our Privacy Policy sets out our obligations in the collection, use, storage and disclosure of your personal information. It is available on our website at www.nobleoak.com.au/privacy-policy.

Replacing your existing cover

- If you are replacing existing life insurance cover you should not cancel any existing cover until your application with us has been accepted and your cover has been issued. We will also tell you about the general risks associated with changing life insurance cover including any exclusions that may apply under our covers.
- We will explain your duty to provide complete and accurate answers to our questions and what happens if you do not disclose all relevant information when you apply for cover. Your Duty of Disclosure is also set out clearly in the Product Disclosure Statement (PDS).
- For further information on the application process please refer to our **Client Guide 2 - During Your Application**.



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Communicating with you about your cover

When you receive information from NobleOak regarding a quote and application, or cover you have purchased from us, we will tell you:

- the types of cover you are insured for;
- how much you are insured for, whether the cover is fixed or subject to indexation;
- how much your cover costs;
- your right to cancel new cover (known as the "cooling-off period");
- the specific events you are not covered for (exclusions);
- where your cover includes benefits payable for a defined medical event (for example our Trauma and Total and Permanent Disability benefits), a general description of circumstances in which benefits would be paid, and specifically whether or not benefits are payable on diagnosis or require a certain degree of severity in order to be payable;
- about any waiting periods that apply before you can access benefits;
- how your insurance premium, being the price you pay for your cover, operates including any premium payment options;
- information about the impact a claim could have on other benefits or income if it is relevant to your cover; and
- information about our claims and complaints process

Our PDS has been written to enable you to easily understand what you are covered for and any standard exclusions. We will send you the PDS with your quotation or a paper copy is available at no cost upon request.

If you need assistance

If you have any questions please:



- call:** 1300 041 494 between 8.00am-8.00pm Mon-Thu or 8.00am-6.00pm Fri (AEST),
or
email: enquiry@nobleoak.com.au and we'll get back to you within **1 business day**,
or
mail: NobleOak Life Limited, GPO Box 4793, Sydney NSW 2001

You can find all of our Client Guides on our website www.nobleoak.com.au

- Guide 1 - Our Commitment to You
- Guide 2 - During Your Application
- Guide 3 - When You Buy Life Insurance
- Guide 4 - Ongoing Communication About Your Cover
- Guide 5 - Managing Your Concerns
- Guide 6 - Access to Your Information
- Guide 7 - Making a Claim