

# Key Fact Sheet

## Real Funeral Cover



This Key Fact Sheet is designed to help you to decide whether this cover is right for you. It provides you with a summary of the key features and benefits, exclusions and risks associated with the purchase of Funeral Insurance. This document does not include all information about Real Funeral Cover and is not specific to your circumstances. It should be read with the Product Disclosure Statement (PDS) available at [realinsurance.com.au](http://realinsurance.com.au).

### What this Policy covers

Real Funeral Cover provides a lump sum payment in the event of Death, or if the Life Insured is diagnosed with a Terminal Illness, or suffered from an Accidental Serious Injury. You can apply for cover for yourself under a single plan, or you can apply for a joint plan covering you and your partner. The following table provides a summary of key information to help you understand the key features, benefits, and limitations of Real Funeral Cover.

Product Feature	Funeral Insurance Benefit	Accidental Serious Injury Benefit						
<b>Events covered</b>	<p><b>From the Policy Acceptance Date:</b></p> <ul style="list-style-type: none"> <li>✓ Death due to an Accident<sup>1</sup></li> </ul> <p><b>At least 12 months after the Policy Acceptance or reinstatement date:</b></p> <ul style="list-style-type: none"> <li>✓ Death due to any cause; or</li> <li>✓ the first diagnosis of a Terminal Illness<sup>2</sup></li> </ul>	<p><b>From the Policy Acceptance Date:</b></p> <p>Accidental Serious Injury<sup>3</sup> which results in any of the following:</p> <ul style="list-style-type: none"> <li>✓ Blindness in Both Eyes (total and permanent, best corrected); or</li> <li>✓ Deafness in Both Ears (total and permanent, best corrected) - including requiring cochlear implant; or</li> <li>✓ Diplegia (total and permanent), Hemiplegia (total and permanent), Paraplegia (total and permanent), or Quadriplegia (total and permanent)/Tetraplegia (total and permanent); or</li> <li>✓ Total and Permanent Loss of Use of Two Specified Limbs.</li> </ul> <p>The Accidental Serious Injury benefit is three times the Funeral Insurance Benefit.</p>						
<b>Minimum cover amount</b>	\$3,000	\$9,000						
<b>Maximum cover amount</b>	\$15,000	\$45,000						
<b>Who can apply</b>	You can apply for a single plan on your own life, or you can apply for a joint plan to also include your partner. To apply, you must be Australian Resident(s), aged between 18 – 79.							
<b>Additional benefits</b>	<p><b>Accidental Death Benefit</b></p> <p>In the event of death due to an Accident, this policy provides an Accidental Death Benefit. The Accidental Death Benefit is two times the Funeral Insurance Benefit, and if you are eligible to claim, both the Accidental Death Benefit and the Funeral Insurance Benefit are payable.</p> <p><b>Additional benefits from age 85</b></p> <p>From a Life Insured's 85th birthday, if cover remains in force, no further premiums are payable, and you will continue to be covered under your Funeral Insurance Benefit. In addition, the following benefits will be available to you after your 85th birthday.</p> <table border="1"> <thead> <tr> <th>Bonus Cover</th> <th>Early Cash Out Option</th> <th>Guaranteed payment at age 100</th> </tr> </thead> <tbody> <tr> <td>We will automatically add 25% Bonus Cover to the Life Insured's Funeral Insurance Benefit, which was in force immediately prior to their 85th birthday. No additional premiums are charged for Bonus Cover.</td> <td>You may elect the Early Cash Out Option and end cover for that Life Insured. If you elect this option, we will pay you 75% of that Life Insured's Funeral Insurance Benefit Amount which was in force immediately prior to their 85th birthday. The Early Cash Out Option will not include any Bonus Cover amount.</td> <td>When a Life Insured celebrates their 100th birthday, we will end cover for that Life Insured and we will pay both the Funeral Insurance Benefit Amount in force immediately prior to their 85th birthday, and the 25% Bonus Cover.</td> </tr> </tbody> </table>		Bonus Cover	Early Cash Out Option	Guaranteed payment at age 100	We will automatically add 25% Bonus Cover to the Life Insured's Funeral Insurance Benefit, which was in force immediately prior to their 85th birthday. No additional premiums are charged for Bonus Cover.	You may elect the Early Cash Out Option and end cover for that Life Insured. If you elect this option, we will pay you 75% of that Life Insured's Funeral Insurance Benefit Amount which was in force immediately prior to their 85th birthday. The Early Cash Out Option will not include any Bonus Cover amount.	When a Life Insured celebrates their 100th birthday, we will end cover for that Life Insured and we will pay both the Funeral Insurance Benefit Amount in force immediately prior to their 85th birthday, and the 25% Bonus Cover.
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<b>When cover ends</b>	<p><b>Funeral Insurance Benefit</b></p> <p>The Funeral Insurance Benefit for a Life Insured ends on the earliest of any of the following events:</p> <ul style="list-style-type: none"> <li>✓ the date of the payment of the Funeral Insurance Benefit for that Life Insured; or</li> <li>✓ the date you elect to take up the Early Cash Out Option for that Life Insured; or</li> <li>✓ the Life Insured's 100th birthday; or</li> <li>✓ if you cancel the Policy; or</li> <li>✓ if we cancel the Policy.</li> </ul> <p><b>Accidental Serious Injury Benefit</b></p> <p>The Accidental Serious Injury Benefit for a Life Insured ends on the earliest of any of the following events:</p> <ul style="list-style-type: none"> <li>✓ the date your Funeral Insurance Benefit ends; or</li> <li>✓ the date of payment of an Accidental Serious Injury Benefit Amount for the Life Insured; or</li> <li>✓ the Policy Anniversary following the Life Insured's 75th birthday.</li> </ul>
<b>Premiums</b>	<p>Your premiums will not increase, unless:</p> <ul style="list-style-type: none"> <li>✓ you apply to change your cover; or</li> <li>✓ we change the premium rates for your Policy. This would only occur if the change to the premium rate applies to all policyholders under Real Funeral Cover.</li> </ul> <p><b>A 30-day cooling off period</b></p> <p>The Policy can be cancelled for a full refund anytime within 30 days of the Policy Commencement Date provided no claim has been made.</p> <p>If you choose to end your Policy after this period, you will not be entitled to any refund of premiums unless you have paid an annual premium, in which case we will refund (on a pro rata basis) the proportion of unused premium.</p>
<b>Payment options</b>	Fortnightly, monthly, or annually.
<p><sup>1</sup> Where death occurs as a direct result of an Accident that occurs whilst the Life Insured is covered under the Policy and within 90 days of that Accident.</p> <p><sup>2</sup> Terminal Illness means the diagnosis, by a Medical Practitioner approved by us, of a Terminal Illness where life expectancy, after taking into account all reasonably available treatment, is 12 months or less.</p> <p><sup>3</sup> Each of the Accidental Serious Injury conditions is defined within the glossary of the PDS and is subject to the exclusions outlined in the PDS. The Accident which caused the serious injury must occur whilst the Life Insured is covered under the Policy. The diagnosis of an Accidental Serious Injury must be confirmed by a Medical Practitioner, and the injury must have occurred within 12 months of the Accident. An Accidental Serious Injury benefit claim is payable once per Life Insured during the Policy.</p>	

## Other features

By purchasing this Policy, you will also receive the following features with Real Funeral Cover:

- ✓ **Worldwide cover** – So long as the Policy is in force, the Life Insured will be protected 24 hours a day, 7 days a week, anywhere in the world.
- ✓ **Guaranteed renewal** – We guarantee to renew your cover until the Life Insured celebrates their 100th birthday so long as premiums are paid up to date, and the Policy remains in force.

## Exclusions and limitations on your insurance Policy

The insurance Policy is subject to exclusions and limitations as explained in PDS. It is important that you read the PDS to understand these exclusions. The following table provides a summary of when we will not pay a claim:

Benefit	Funeral Insurance Benefit	Accidental Serious Injury Benefit
<b>When we <u>will not</u> pay</b>	<p>We will not pay a Funeral Insurance Benefit if:</p> <ul style="list-style-type: none"> <li>✓ the Life Insured dies, other than due to an Accident, or is first diagnosed with a Terminal Illness, within 12 months of the Policy Acceptance Date or reinstatement date; or</li> <li>✓ the Life Insured dies or is diagnosed with a Terminal Illness as a result of an intentional self-inflicted injury within 12 months of: <ul style="list-style-type: none"> <li>- the Policy Acceptance Date; or</li> <li>- the date on which the Policy has been reinstated after it lapses.</li> </ul> </li> </ul>	<p>We will not pay an Accidental Serious Injury Benefit if the Life Insured suffers a covered Accidental Serious Injury as a direct result of:</p> <ul style="list-style-type: none"> <li>✓ an intentional self-inflicted bodily injury, suicide or attempted suicide; or</li> <li>✓ engaging in any criminal activities or illegal acts; or</li> <li>✓ the consumption of drugs (unless it was while following the direction of a medical practitioner and not in connection with treatment for substance abuse, drug addiction, or dependence); or</li> <li>✓ the consumption of intoxicating liquor (including having a blood alcohol content over the prescribed legal limit whilst driving); or</li> <li>✓ engaging in any professional sport (meaning the life insured's livelihood is substantially dependent on income received as a result of playing sport); or</li> <li>✓ engaging in any motorsports as a rider, driver and/or passenger; or</li> <li>✓ being a pilot or crew member of any aircraft, or engaging in any aerial activity except as a passenger in an aircraft operated by a licensed commercial airline; or</li> <li>✓ war (whether declared or not) or war-like activity, or taking part in a riot or civil commotion.</li> </ul>

## Other important information

There is no investment or savings component to your Policy which means that when your Policy ends, you are not entitled to any of the premiums you have paid.

The total amount of premiums payable over the life of the Policy has the potential to exceed the cover amount.

If your premium remains unpaid for more than one month from when it is due, your Policy will be cancelled. Prior to cancelling your Policy we will notify you in writing before taking steps to end your Policy due to non-payment. If you are suffering from financial hardship, we may be able to assist you to keep your Policy. Please contact us to discuss your options. Note, we may seek evidence to verify any hardship.

## How your beneficiaries can make a claim

Beneficiaries can lodge a claim by contacting us on **1300 367 325** (Monday to Friday between 8am and 8pm AEST). There will be some forms to fill out and documents that we need access to, but our friendly claims team will assist beneficiaries through this process. For more information on claiming, please refer to our website at [realinsurance.com.au](http://realinsurance.com.au)

## What can be done to ensure any claim is paid quickly and smoothly

There are a number of things that can be done to assist us in ensuring a claim is paid quickly:

- ✓ Lodge your claim as soon as possible;
- ✓ Appoint a beneficiary under the Policy – this ensures we have someone who we can immediately discuss the claim with;
- ✓ Inform your beneficiary of the Policy – this will ensure the beneficiary knows to contact us when the time comes;
- ✓ Consider appointing a trusted third-party authority – particularly as you age, you may need help in managing your affairs and having an additional authority significantly reduces the likelihood that you will miss payments on your Policy; and
- ✓ Make a will – as part of the process of making a will you will need to appoint a legal executor who can ensure we can access all the relevant documentation we need to approve a claim. We provide you with a standard will kit as part of taking out cover.

If you don't nominate a beneficiary, benefits will be available to your estate which will then need to be settled through your financial institution's deceased estate process. By nominating a beneficiary, benefits can be paid directly into the beneficiary's bank account in a far timelier manner.

### How you can contact us

If you wish to contact us regarding your Policy or have any questions about the information we have outlined in this Key Fact Sheet, please contact us via the following means:

**Phone** 1300 367 325 (Monday to Friday between 8am and 8pm AEST)

**Email** [service@reallifecover.com.au](mailto:service@reallifecover.com.au)

**Address** Real Insurance, Reply Paid 6728, Baulkham Hills NSW 2153

The Target Market Determination (TMD) is issued by Hannover Life Re of Australasia Ltd. The TMD sets out the target market this product has been designed for and other relevant information. Should you wish to view the Real Funeral Cover TMD, refer to [realinsurance.com.au](http://realinsurance.com.au)