

A Checklist for your Insurance Application Interview



Preferred Day

Morning or Afternoon

Tele-underwriting is the process whereby a specially trained telephone interviewer completes the Life Insured's Statement required for your life insurance application on your behalf. Tele-underwriting allows you to choose the time and place most convenient for you – in the comfort of your own home, at your workplace or wherever you have your phone.

The Process

Complete the initial application

- Please complete the Zurich Insurance eApplication form via ZXpress with your adviser and elect to use Zurich Tele-underwriting.

Arranging the interview

- A Zurich Tele-underwriting representative will contact you to make an appointment time, which will be confirmed with you on the day prior. Interviews can start between 8.00am and 7.00pm EST, Monday to Friday.
- At the agreed time a Zurich representative will contact you and will conduct a phone interview with you to complete what is known as the 'Life Insured's Statement'.

Complete the checklist

- In the phone interview you will be asked a number of questions. You may need to refer to personal documents in order to answer these questions. To make this process easy for you, below is a checklist you should have on hand for your phone interview.

The interview

- Interviews can take between 15 minutes and 1 hour. We guarantee a shorter interview if you are prepared with the documentation listed below.
- If further information is required, your Tele-underwriter will co-ordinate this with you and arrange blood tests etc. on your behalf.

Post interview

- All of the information collected during the interview is sent back to you as a completed 'Life Insured's Statement' for you to check and confirm. If any details are incorrect, incomplete, or omitted, please make the relevant changes or additions, sign the document and return it to Zurich within 5 business days.

Additional information required

- If further information is required following your interview you will be contacted about the outstanding requirements and next steps. If alternate terms are decided, an underwriter will call you or your adviser to discuss the decision.

Please keep this checklist for your reference.

Here's what you'll need before you get started:

Financial Information

- Occupation and income details for the last three years, including qualifications held

If self employed, partners or working directors:

- Business earnings and expenses
- Ownership details
- Income, salary, director's fees etc.

Family Medical History

- Details, to the best of your current knowledge, of the medical history of your immediate family (mother, father, brothers and/or sisters) such as any diagnosis of coronary problems, cancer, diabetes or any hereditary conditions, and age at diagnosis

Height and Weight

- Details of your current height and weight

Activities

- Details of travel plans

Doctor's Details

- Address
- Contact telephone
- Date, reason for and results of last consultation

Medical Background

- Details including test diagnosis and treatment results of any medical condition
- Date of first and last symptoms
- Treating doctor's details
- Name/s of any medication currently being taken

Insurance History

- Details of any other life insurance held: amount, insurer and start date
- Details of any life or disability insurance applied for that has been declined, deferred or the premium loaded or if an exclusion has previously been applied

Read before proceeding with your application

Your duty of disclosure

Before entering into a life insurance contract, we must be told anything that each of you as the proposed policy owner and the life to be insured (if a different person to the proposed policy owner) knows, or could reasonably be expected to know, may affect our decision to provide the insurance and on what terms.

The duty applies until we agree to provide the insurance. It also applies before the insurance contract is extended, varied or reinstated.

We do not need to be told anything that:

- reduces the risk we insure; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive the duty to tell us about.

If you are the life to be insured (but not also the proposed policy owner), you not telling us something that you know, or could reasonably be expected to know, that may affect our decision to provide the insurance and on what terms, may be treated as a failure by the proposed policy owner to tell us something that they must tell us with the following consequences for the proposed policy owner.

If we are not told something

In exercising the following rights, we may consider whether different types of cover can constitute separate contracts of life insurance. If they do, we may apply the following rights separately to each type of cover.

If we are not told anything that we are required to be told, and we would not have provided the insurance if we had been told, we may avoid the contract within 3 years of entering into it.

If we choose not to avoid the contract, we may, at any time, reduce the amount of insurance provided. This would be worked out using a formula that takes into account the premium that would have been payable if we had been told everything we should have been told. However, if the insurance contract has a surrender value, or provides cover on death, we may only exercise this right within 3 years of entering into the contract.

If we choose not to avoid the insurance contract or reduce the amount of insurance provided, we may, at any time vary the contract in a way that places us in the same position we would have been in if we had been told everything we should have been told. However, this right does not apply if the contract has a surrender value or provides cover on death.

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

Zurich Master Superannuation Fund applicants

It is a condition of your participation in the Zurich Master Superannuation Fund (Fund) that you have the same duty of disclosure to the Trustee. When a person applies for insurance benefits through the Fund any personal information disclosed to the Trustee will be given to the Insurer.

Important Notice – Information provided by telephone interview

The information provided by you in this telephone interview will be recorded and used to assess your application for insurance cover. Your duty of disclosure as described above will apply to you during the course of this telephone interview. All of the information collected during the interview is sent back to you as a completed 'Life Insured's Statement' for you to check and confirm.

You must check this written copy of the information we recorded for any errors or omissions. If any information we recorded is incorrect, incomplete or omitted, you must inform us about the correction, omission or additional information within 5 days of your receiving the written copy of the information. If you fail to inform us about the correction, omission or additional information within this time, you will have failed to comply with your duty of disclosure.

Your duty of disclosure continues until we have informed you as to whether we accept or decline your application. This means that you must advise us of any changes to the information provided in your application (including information provided in the course of a telephone interview) up until the date that we confirm in writing that the application has been accepted or declined. In particular, you should advise us of any changes in medical or physical conditions, and of any visits to medical service providers.

When we assess a claim we will also rely on any information you have disclosed to us as part of your application. Where we have not verified information (e.g. your income) at the time of application we reserve the right to verify it at the time of the claim.

Your privacy

Zurich is bound by the Privacy Act 1988 (Cth). In completing the forms or questions herein you will be providing us with your personal and, perhaps, sensitive information. The collection and management of this information is governed by the Privacy Act 1988. For a more detailed explanation of Zurich's Privacy Policy please visit our website at www.zurich.com.au or contact the Zurich Privacy Officer on 132 687 or email us at privacy.officer@zurich.com.au.