



LIFE INSURANCE

17th January 2022



443238-001 002070(11415) RQLD H1  
SCARAMOUCH HOLDINGS P/L ATF  
SCARAMOUCH HOLDINGS P/LSUPER  
FUND  
PO BOX 692  
NOOSAVILLE QLD 4566

**Policy number**

36040766

**Product Name**

MLC Personal Protection Portfolio

## We've cancelled your insurance

Policy Owner(s):	SCARAMOUCH HOLDINGS P/L ATF SCARAMOUCH HOLDINGS P/LSUPER FUND
Life Insured(s):	Ms JACQUELINE SCHERZ

To SCARAMOUCH HOLDINGS P/L ATF SCARAMOUCH HOLDINGS P/LSUPER FUND,

We've received your request to cancel this policy.

Effective as of:

**16 January 2022**

### Have you arranged other cover

We confirm we have cancelled your insurance as requested. Your cover remains effective until 16 January 2022.

Please refer to your Policy Document for specific terms that apply to you, particularly the date your cover continues to on cancellation of your policy. If you have a sickness or injury or suffered an event that you may be able to claim for, please contact us. Thanks for choosing MLC Life Insurance for your insurance needs.



Did you know that we have dedicated MLC Life Insurance Claims Support Team?

**Call 1300 125 246**  
From 8.30am to 6pm  
(Melbourne/Sydney time)  
Monday to Friday

Insurer  
MLC Limited  
ABN 90 000 000 402  
AFSL 230694

PO Box 23455  
Docklands VIC 3008

Tel 13 65 25  
[mlcinsurance.com.au](http://mlcinsurance.com.au)

MLC Limited uses the MLC brand under licence. MLC Limited is part of the Nippon Life Insurance Group and is not part of the IOOF Group.

## If you need help

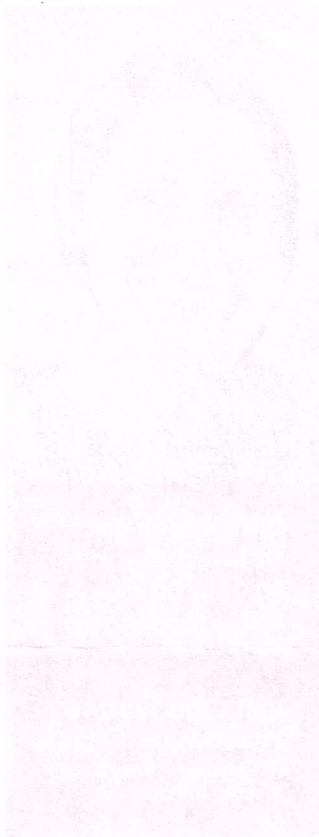
If you have any questions please:

- send an email to [enquiries.retail@mlcinsurance.com.au](mailto:enquiries.retail@mlcinsurance.com.au), or
- call **13 65 25** Monday to Friday

Yours sincerely



**Michael Rogers**  
Chief Life Insurance Officer  
**MLC Life Insurance**







LIFE INSURANCE

17 January 2022



443238-001 002069(11412) RQLD H1  
SCARAMOUCH HOLDINGS P/L ATF  
SCARAMOUCH HOLDINGS P/LSUPER  
FUND  
PO BOX 692  
NOOSAVILLE QLD 4566

**Policy number**

36040766

**Product Name**

MLC Personal Protection Portfolio

## Exit statement

To SCARAMOUCH HOLDINGS P/L ATF SCARAMOUCH HOLDINGS P/LSUPER FUND,

This statement confirms your MLC Life Insurance policy has been cancelled.

This statement briefly sets out what the major benefits of your policy were prior to the cancellation. Please ensure you read the important information notes section at the end of this statement. Full details are set out in your policy document and are subject to the terms and conditions therein.

### If you need help

If you have any questions please:

- send an email to [enquiries.retail@mlcinsurance.com.au](mailto:enquiries.retail@mlcinsurance.com.au), or
- call **13 65 25** Monday to Friday

Yours sincerely

**Michael Rogers**  
Chief Life Insurance Officer  
MLC Life Insurance



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# Your policy benefit summary at 16 January 2022

Insurance	Benefit Amount	Monthly Premium Amount
Life Cover Plus	\$1,198,735.00	\$356.58
Policy Fee		\$7.73
Total Monthly premium (including policy fee)		\$364.31

## Your transaction history

The information shown reflects payments received by the MLC Super Fund and Insurance costs due within the statement period.

### Important Note:

As the policy has been cancelled, you'll no longer receive an annual statement. If this is your only policy under the MLC Super Fund, your membership in the fund will also cease.

Contributions into a superannuation fund are typically preserved under superannuation law. On cancellation of your policy, unused premium contributions are refunded or rolled over to your preferred superannuation fund as required by law.

## Your transaction history

	Date	Amount
Total premium contributions received		\$0.00
Total insurance cost		\$0.00



## How to get more information

The Trustee's Annual Report contains further information. If you have any queries on your statement or insurance cover, you may:

- contact your adviser on
- call us on 13 65 25
- write to us: PO Box 23455, Docklands, VIC - 3008
- Visit our website at [mlcinsurance.com.au](http://mlcinsurance.com.au)

We'll respond to your enquiry within 20 business days of receipt of the enquiry. We'll notify you if there is anything that may prevent this from happening.

Your financial adviser is available to provide you with advice in relation to your superannuation insurance and other financial needs.

## Complaint resolution

In most cases, your questions can be answered over the phone by calling us on 13 65 25. If you have a complaint that is not resolved by calling us, you may write to us at:

The Complaints Manager  
MLC Life Insurance Resolve  
PO Box 23501  
Docklands VIC 3008

Please include your policy number and details of your complaint to help us respond to you as quickly as possible.

For superannuation services complaints, the Trustee has 90 days to respond to your complaint.

For complaints about other products and services, MLC Life Insurance has 45 days to respond.

If the complaint will take longer to resolve than the time allowed, MLC Life Insurance or the Trustee will let you know and tell you the reasons for any delay. MLC Life Insurance or the Trustee will also keep you updated on the progress of your complaint.

If you are dissatisfied with the final outcome of your complaint, if MLC Life Insurance or the Trustee is unable to provide you with a final outcome in the time allowed, or if you believe that MLC Life Insurance or the Trustee has not provided you with the reasons for the decision, you have the right to lodge a dispute with an external dispute resolution body.

**For all product and services disputes (including superannuation), the external dispute resolution body is:**

Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001  
Ph: 1800 931 678 (cost of a local call)  
Email: [info@afca.org.au](mailto:info@afca.org.au)