



LIFE INSURANCE

07 October 2021



422454-001 000114(644) R H1

ENERGY-CARE AUSTRALIA ATF
THEMURRAY SUPERANNUATIO N
FUND

11/15 SHERBROOK RD
HORNSBY NSW 2077

Policy number

36214585

Product Name

MLC Personal Protection Portfolio

Exit statement

To ENERGY-CARE AUSTRALIA ATF THEMURRAY SUPERANNUATIO N 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:

- contact your adviser BILL RAINGER on 0299551988
- send an email to enquiries.retail@mlcinsurance.com.au, or
- call **13 65 25** Monday to Friday

Yours sincerely

Michael Rogers
Chief Life Insurance Officer
MLC Life Insurance



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



LIFE INSURANCE

7th October 2021



422454-001 000113(642) R H1

ENERGY-CARE AUSTRALIA ATF
THEMURRAY SUPERANNUATIO N
FUND

11/15 SHERBROOK RD
HORNSBY NSW 2077

Policy number

36214585

Product Name

MLC Personal Protection Portfolio

We've cancelled your insurance

Policy Owner(s): ENERGY-CARE AUSTRALIA ATF THEMURRAY
SUPERANNUATIO N FUND

Life Insured(s): Mr ROBIN PETHYBRIDGE

To ENERGY-CARE AUSTRALIA ATF THEMURRAY SUPERANNUATIO N
FUND,

We've received your request to cancel this policy. This has now been completed.

We cancelled this insurance
effective

20 September 2021

We owe you a refund

We've sent you a refund of excess premiums you've paid.

Your refund amount is **\$425.45**

Have you arranged any other cover?

The cover provided by this policy stopped on the cancellation date. If you had an illness or injury before this date which you may be able to claim for, please contact us.

Insurance is an important part of your financial plan, so we recommend you discuss your needs with your financial adviser.

Thank you for choosing us for your insurance needs.



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Insurer
MLC Limited
ABN 90 000 000 402
AFSL 230694

PO Box 23455
Docklands VIC 3008

Tel 13 65 25
mlcinsurance.com.au

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 BILL RAINGER on 0299551988
- call us on 13 65 25
- write to us: PO Box 23455, Docklands, VIC - 3008
- Visit our website at 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



LIFE INSURANCE

8 November 2021



429150-001 001684 (10959) H1
ENERGY-CARE AUSTRALIA ATF
THEMURRAY SUPERANNUATIO N
FUND
11/15 SHERBROOK RD
HORNSBY NSW 2077

Policy number

36214585

Product Name

MLC Personal Protection Portfolio

We owe you a refund

Policy Owner(s): ENERGY-CARE AUSTRALIA ATF THEMURRAY
SUPERANNUATIO N FUND
Life Insured(s): Mr ROBIN PETHYBRIDGE

To ENERGY-CARE AUSTRALIA ATF THEMURRAY SUPERANNUATIO N
FUND,

Thanks for your recent request. We've now processed this, and confirmed we
owe you a refund.

We've refunded this amount to your bank account. Please note the payment can
take up to 3 working days to reach your account.

The amount we owe you is \$425.95

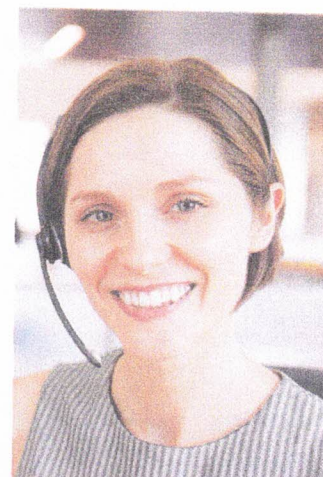
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