

# Asteron Life Complete Statement

Asteron  
Life

000467 000



Mrs Cristina Spinella  
2 Armstrong Rd  
APPLECROSS WA 6153

11 July 2022

Dear Mrs Spinella

This is your insurance policy statement.

Your policy provides the opportunity to increase your cover from the upcoming policy anniversary to protect against inflation. The Benefit Table in this notice shows the cover and premium details if you wish to accept or decline the increase. The account from which it will be deducted is shown below.

As premiums are being deducted from your account **there is no need to send any payment.**

We take this opportunity to thank you for allowing us to provide your valuable cover. Asteron Life has a proud history of providing protection and financial security and we look forward to continuing our association with you for years to come.

If you wish to decline the increase in cover please contact us. We'll be happy to help.

## An important change to our complaint handling timeframe

From 5 October 2021, the timeframe to resolve a complaint you may have about your policy, our service or staff has reduced from 45 days to **30 days**. Please refer to the enclosed 'Things you should know' factsheet for details on how to make a complaint.

Yours sincerely  
Asteron Life Customer Service

## Policy Number

E3129211

## Cover

Trauma

## Insured Person

Mrs Cristina Spinella

## Policy Owner

Mrs Cristina Spinella

## Important Dates

- Policy anniversary  
19 July each year
- Policy commencement  
19/07/2017

## Your Adviser

Mr Richard Dennis  
08 9349 7900

## Customer Service

1800 221 727 8am-6pm  
07 3325 8500

## Internet

[www.asteronlife.com.au](http://www.asteronlife.com.au)

Amount debited from your Bank Of Western Australia Ltd  
Bankwest Place Store account ending with the numbers  
329 each year.

**\$1,755.04**

► See your Policy Benefits  
and Features over

Please turn over for important information

**Customer Service** GPO Box 68, Sydney NSW 2001  
Ph: 1800 221 727 or 07 3325 8500 8am to 6pm AEST Mon to Fri  
Fax: 1300 766 833  
Email: [life\\_customerservice@asteronlife.com.au](mailto:life_customerservice@asteronlife.com.au)  
Web: [www.asteronlife.com.au](http://www.asteronlife.com.au)





Policy Number

E3129211

Benefits and Features

<ul style="list-style-type: none"><li>Stepped Premium</li><li>Guaranteed Future Insurability</li></ul>	<ul style="list-style-type: none"><li>Limited Death Benefit</li></ul>
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Optional Benefits

<input checked="" type="checkbox"/>	Trauma Reinstatement Option		
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Benefit Table

	If you decline Automatic Increase		If you accept Automatic Increase		Expiry Date
	Sum Insured	Yearly Premium	Sum Insured	Yearly Premium	
Trauma Plus Stand Alone	\$182,325	\$1,427.21	\$191,442	\$1,498.57	19/07/2049
Policy Fee		\$96.92		\$96.92	
Stamp Duty		\$152.41		\$159.55	
Total		\$1,676.54		\$1,755.04	

# Asteron Life Complete Nominated Beneficiaries



**Insured Person**  
Mrs Cristina Spinella

**Policy Owner**  
Mrs Cristina Spinella



Mrs Cristina Spinella  
2 Armstrong Rd  
APPLECROSS WA 6153

Dear Mrs Spinella

11 July 2022

By nominating beneficiaries you are directing where the benefits under this policy are to be paid in the unfortunate event of your death. To ensure that we pay these benefits to whom you intend, it is important that our information is correct.

Please refer to the table below marked Nominated Beneficiary details as this displays the current beneficiaries you have nominated under this policy. If this information is correct, you do not have to do anything. Your current nominations will not change.

If your nominations require alteration, please complete the form overleaf and return to us:

Asteron Life Customer Service, GPO Box 68, Sydney NSW 2001.

To assist in identifying the correct beneficiary and avoid any confusion at the time of claim, please ensure the full details are provided, including the complete name and address and that the total equals 100%. You can nominate up to 10 beneficiaries, which are required to be either an individual, company or registered charity.

We will confirm in writing that the alteration has become effective.

Yours sincerely  
Asteron Life Customer Service

## Nominated Beneficiary details

Name of Nominated Beneficiary	Relationship to Policy Owner	Date of birth of Beneficiary	Proportion of Sum Insured
Cristina Spinella	Estate	25/04/1975	100.00%
Total			100.00%

### Asteron Life Complete Nominated Beneficiaries

**Policy Number**  
E3129211

**Insured Person**  
Mrs Cristina Spinella

**I wish to change my Nominated Beneficiaries.**

I nominate the beneficiaries below to receive the specified proportion of the sum insured payable on my death. The payment is subject to the terms and conditions of the policy and any limitations imposed by law at the time of payment.

I understand that this nomination will be void if the ownership of the policy is changed.

The nominated beneficiaries must be individuals, companies or registered charities.

\_\_\_\_\_

Signature \_\_\_\_\_

\_\_\_\_\_

Date \_\_\_\_\_

### Change of Nominated Beneficiary details

[illegible]

# "Things you should know"

Please consider this important information alongside your Product Disclosure Statement, Policy Document and Schedule.

## Explaining premium increases

Insurance premiums increase from time to time and if you have noticed an increase to your premium in this letter it may be for a number of reasons including, but not limited to:

- If your policy includes an indexation benefit to help maintain the value of your insurance against inflation, this will trigger an increase to your level of cover or sum insured and may cause an increase in the premiums you pay for your insurance.
- The indexation benefit may still be applied to level premiums and cause an increase to your premiums.
- If you have chosen, or the policy includes a stepped premium your premium may increase each year as you get older.
- We can also change our policy fees or the premium rates we use to determine your premium.
- We will act reasonably when making decisions to change our premium rates or policy fees and will only make changes to the extent reasonably necessary to protect our legitimate business interests. When we do this we won't single your policy out for a premium increase. If we do apply an increase to your policy, we'll provide you with at least 30 days' notice and you'll be charged the new premium from your next policy anniversary.

If you have any further questions in regards to your premiums, please contact us.

## Risks of cancelling or replacing an existing Life Insurance Policy

When you started your policy, your age, medical history, lifestyle and occupation may have been taken into consideration to calculate your premium and offer you cover. If you cancel your policy and re-apply for life insurance at a later date, either with us or another insurer, you may not be able to obtain the same level of cover for the same price or conditions, especially if your health has changed.

When you are considering replacing an existing policy it is important to remember that a new policy may offer different benefits and conditions. There may for example be different benefit waiting periods, limits and exclusions. You should ensure that any replacement cover continues to meet your needs and that you will not be disadvantaged in cancelling your existing cover.

Cancelling your insurance means you could be losing a valuable safety net. Even if you have some default cover inside super, this may not be accessible or provide enough cover to meet your needs at claim time.

If you have any further questions in regards to cancelling or replacing a Life Insurance policy, please contact us or speak to a financial adviser.

## If your circumstances change

If you want to change the terms of your policy or are having difficulty meeting your payments, our friendly team of insurance specialists can answer all your questions.

Alternatively, if you feel your financial requirements are more complex and you require financial advice, you can turn to a financial adviser for help.

## What to do in the event of a claim

In the unfortunate event you need to make claim, one of our friendly staff will be there to help take care of you, your nominated beneficiaries or your legal personal representative. Please call us as soon as practical to notify us of the claim and we will provide you with a claim pack detailing what information we may need to assess your claim. For further information on what may be required please view our website or contact us using the details provided in this letter.

## What is the Life Insurance Code of Practice?

We are committed to the Life Insurance Code of Practice (the Code). The Code outlines the life insurance industry's key commitments and obligations to our customers, ensuring that we act with honesty, fairness and transparency. For more information on the Code, please visit our website.



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**How do I make a complaint?**

We have an internal dispute resolution service to assist you with any concerns you may have about your policy, our services or your privacy.

In the first instance, we hope that our friendly team can handle any concern you may have. Please contact us using the details in the annual notice. If you are not satisfied with our initial response, please ask to speak to a Manager or a representative from the Internal Dispute Resolutions Team.

We will attempt to resolve your complaint within 30 days for standard complaints or 45 days for products involving superannuation trustees. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Telephone:** 1800 931 678 (free call)

**In writing to:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA.

You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

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