

A scenic photograph of a rocky coastline at sunset or sunrise. The sky is a mix of soft pinks, oranges, and blues. The water is calm, reflecting the sky. In the foreground, there are large, dark rocks. The background shows a range of mountains under a hazy sky.

Insurance in Superannuation Voluntary Code of Practice

Annual Code Compliance Report for the year ending
30 June 2019

This report includes general information and does not contain any personal advice. It is provided for general information only, to help you understand Vision Super's products, services, policies and procedures. The information was correct at the time of publication, but may have changed since. It does not take into account your personal objectives, financial situation or needs. You should consider whether it is appropriate for you and your personal circumstances before acting on it and, if necessary, you should seek professional financial advice. Before making a decision to invest in any Vision Super product, you should read the appropriate Vision Super Product Disclosure Statement (PDS).

Introduction

Vision Super committed to adopting the Insurance in Superannuation Voluntary Code of Practice (Code) on 13 March 2018. The Code establishes industry standards and outlines our commitment to our members in providing insurance benefits and services.

The Vision Super values of trust, citizenship, care and commitment align with the code's call for transparent, fair, respectful, honest and timely handling of insurance matters. Indeed, this is a standard that Vision Super holds for handling the superannuation needs of all our members.

We agree that communications with our members should be clear, timely and in plain language and assist our members to understand the role of insurance and superannuation and the details of their insurance cover.

1. Application of Code

The Code requires superannuation funds to publish an annual report on the fund's website. The report is required to outline the steps taken to comply with Code requirements and update members on our progress of transitioning to the Code by 30 June 2021.

Application of Code

This report covers the following Vision Super products:

- > Super Saver
- > Personal Plan
- > Super Saver ASU
- > Vision Super Corporate Plan

2. Code compliance and transition

Vision Super complied with many of the Code requirements prior to the commencement of the Code on 1 July 2018.

MLC were appointed as our external insurer from 1 January 2018 and the timing of this appointment allowed us to incorporate a number of the Code requirements into our new insurance arrangements.

Our transition plan outlining our commitment to and progress towards complying with the Code requirements is available on our website. The transition plan has recently been updated.

You can find the transition plan here: www.visionsuper.com.au/images/policies/Insurance-transition-2018.pdf

3. Insurance strategy

Our insurance strategy is underpinned by our eight insurance beliefs. These beliefs provide the framework for our insurance design and are listed below.

1. Safety net – we believe in providing default cover that provides a reasonable safety net for members who have not chosen, or who are unable to take out, life or disability insurance individually.
2. Flexibility – we believe that our group policy should be understandable and flexible enough to meet members' needs right across their life.
3. Sustainability – we believe we have a responsibility to balance our vision of helping members achieve the best possible retirement outcome and recognising that insurance premiums can erode members' final retirement benefit.
4. Education – we believe that education is essential to help our members better engage and be more aware of their benefits.

5. Assessment – we believe that Income Protection, Total and Permanent Disability and Death claims must be assessed objectively on their merits.
6. Eligibility – we believe that member insurance claims should be paid by the insurer, subject to meeting eligibility requirements and medical condition thresholds set out in the insurance policy.
7. Fairness – we believe claims without merit must be identified and not paid to avoid unnecessary premium increases for the broader membership.
8. Trust – we believe when delivering insurance to our members we should partner with a trusted and ethical organisation.

Our insurance management framework, which includes our insurance strategy, was most recently reviewed and approved by the Board on 7 June 2019.

4. Benefit design

The Code requires our benefit design for our automatic insurance members to be appropriate and affordable. The appropriateness and affordability of our benefit design was reviewed prior to the appointment of MLC in January 2018 and during our recent review of the insurance strategy.

A review of our existing benefit design is due to commence in early 2020.

5. Cancellation of cover

Vision Super members can cancel their insurance cover at any time, members can notify us of their intention to cancel insurance in writing or over the phone. We will cease deducting insurance premiums from members' accounts from the date we receive their request to cancel cover.

Recent changes to superannuation laws have superseded certain Code requirements in relation to contacting members when their account is inactive. In accordance with the new superannuation laws, we will contact our members when their account has been inactive for 9, 12 and 15 months.

The new laws require us to cancel members' default insurance cover if their account becomes inactive, this means if we have not received an amount into their account for a period of 16 months and they haven't notified us that they would like to keep their insurance cover.

Further changes to superannuation laws will introduce additional restrictions for when we can offer or maintain default insurance cover to members with low account balances (less than \$6,000) or members under the age of 25.

6. Helping members to make informed decisions

The Code requires us to provide appropriate and easy-to-understand insurance information, the Code also requires us to regularly review that information.

To help our members make informed decisions, we have published our key facts sheet on the insurance page of our website, which can be found here www.visionsuper.com.au/images/policies/Insurance-key-facts-2019.pdf. The key facts sheet explains our default insurance products in a standard industry template, allowing our members to compare insurance products across different superannuation funds.

Copies of our Product Disclosure Statement (PDS) and Insurance Guide are also available on our website.

Vision Super Saver: www.visionsuper.com.au/images/pds/Vision-Super-Saver-PDS.pdf

Insurance Guide: www.visionsuper.com.au/images/pds/8-Insurance-in-your-super-Vision-Super-Saver.pdf

We have dedicated staff to assist members through each phase of their insurance claim and our member facing communications are regularly reviewed to ensure that we are providing clear and concise information.

7. Supporting vulnerable consumers

The Code requires us to develop internal policies to identify and assist vulnerable members, we will make suitable resources for vulnerable members available on our website and provide member facing staff with training to support vulnerable members. These resources will include information about community services for vulnerable members, translation services for members from non-English speaking backgrounds and independent financial support services.

We currently have procedures in place to assist vulnerable members in person or over the phone.

Vision Super is soon to establish a Reconciliation Action Plan (RAP) Committee.

8. Handling claims

The Code requires us to comply with timeframes for handling and processing insurance claims. To reduce the duration of our claims handling processes our insurer communicates with members directly after a claim is lodged and Vision Super monitors claims progress and advocates for members with the insurer and employer as needed.

9. Refunds

We are required under the Code to refund insurance premiums where you are ineligible to claim, or you have continued incurring insurance premiums after you were eligible to receive a benefit.

We have processes in place to ensure that insurance premiums are refunded to members in the event that premiums are overcharged or incurred by a member who is ineligible to claim. Refunds are also considered during the complaints handling process where we identify that an error has occurred.

10. Making enquiries and complaints

The Code requires us to respond to member enquiries and complaints within specified timeframes, we endeavour to comply with these timeframes where possible, however response times may vary depending on the complexity of the enquiry or the complaint.

We have dedicated teams to address insurance enquiries and complaints within the specified timeframes.

Complaints can be made in writing and emailed to resolutions@visionsuper.com.au

Interpreting services

If you need an interpreter, please call TIS National on **131 450** and ask them to call Vision Super on **1300 300 820**. Our business hours are 8.30am to 5pm EST Monday to Friday.

You can also visit the TIS National website for translated information about the service TIS National provides.

Visit: www.tisnational.gov.au

National relay service

Vision Super welcomes calls through the National Relay Service (NRS) if you are Deaf or have a hearing and/or speech impairment. Call the NRS on **1300 555 727** and provide our phone number (**1300 300 820**) when asked by the relay officer.

Here to help

Telephone 1300 300 820 (8:30am to 5:00pm)

Monday – Friday (not including Victorian public holidays)

Email memberservices@visionsuper.com.au

Visit www.visionsuper.com.au

Write PO Box 18041, Collins Street East, VIC 8003

ABN 50 082 924 56 AFSL 225054

RSE L0000239 USI 24496637884020