



Insurance in Superannuation Voluntary Code Practice Transition Plan – CSF Pty Limited

We have adopted the Insurance in Superannuation Voluntary Code of Practice ('The Code'), which commenced on 1 July 2018.

This transition plan applies to all divisions of the MyLifeMyMoney Superannuation Fund which includes Catholic Super.

The products that we offer that will be covered by the Code are:

- Death Cover
- Terminal Illness Benefit
- Total & Permanent Disability Insurance
- Income Protection Insurance

We will transition to the standards of the Code by the following dates:

31 December 2019

Section 5 – Helping members to make informed decisions

Section 7 – Handling claims

Section 10 – Changes to cover

Section 12 – Staff and Service Providers

Section 13 – Making enquiries and complaints

This includes:

- *putting in place appropriate governance arrangements for our claims process and ensuring that the claims process is as straightforward as possible to our members;*
- *providing clear instructions on how to change your cover;*
- *publishing key fact sheets on our website*
- *providing information to you when requested about your premiums, your cover or any decision that has been made regarding your insurance cover;*
- *developing and rolling out a staff and service provider training and awareness programme on the requirements of the Code.*

1 July 2020

Section 4 – Appropriate and affordable cover

Section 6 – Supporting vulnerable consumers

Section 8 – Premium adjustments

Section 9 – Promoting our insurance cover

Section 11 – Refunds

This includes:

- *providing clear instructions on how to cancel, reduce or change your cover;*
- *providing information to you about the impact of insurance premiums on your retirement savings when there are no longer contributions;*
- *having internal policies in place to help our staff identify vulnerable consumers;*
- *providing refunds of insurance premiums to your account if you advise within specific timeframes that you no longer wish to have insurance cover;*
- *promoting insurance cover additional to our automatic insurance cover and providing adequate information to targeted segments of our membership;*
- *assessing the appropriateness of our automatic cover by segmenting our membership into cohorts that are considered appropriate for the profile of our Fund;*
- *testing the affordability of our premiums using salary that we have available for our members calculated over a lifetime of membership.*

30 June 2021

Section 14 - Promoting, monitoring and reporting on the Code

This includes:

- *implementing appropriate systems and processes to enable compliance with the Code;*
- *monitoring our compliance with the Code and reporting to you in the annual Code of compliance report published on our website.*