

Guide to death benefits – CarePlus

We understand that it's a difficult time when someone needs to claim for a death benefit, so we want our claims process to be as simple as possible. This document explains how to claim for a death benefit from CarePlus and what will happen when a death benefit claim is submitted.

The information in this guide is general information only and requirements needed to process a death benefit may vary depending on the policy. As death benefits and estate planning more broadly can be complex, we recommend you seek professional advice.

What happens when a death benefit claim is made?

When notified of the death of a customer, we will send a death benefit requirements letter which outlines information and/or documents that we need to assist us in processing your death benefit claim. For example, a certified copy of the Death Certificate, Will and proof of identity for each beneficiary.

When all required information and documents have been received, we will process the death benefit generally within five business days.

What is the death benefit payable?

The death benefit payable is provided on the death benefit requirements letter.

Who can receive the death benefit?

The death benefit is payable to the nominated beneficiary(ies). If there is no nominated beneficiary, the death benefit will be paid to the legal personal representative on behalf of the estate.


Where a beneficiary nomination is made under power of attorney, that nomination will only be valid if an attorney nominating themselves and/or another person as a beneficiary has the authority under the power of attorney to give themselves or the other person that benefit.

If any part of a beneficiary nomination is invalid because the power of attorney did not contain the required authority at the time the nomination was made, the entire beneficiary nomination will be considered invalid and the lump sum death benefit will automatically be payable to the life insured's estate.

What is a certified copy of a document?

A certified copy is a document which has been certified by an authorised person that it is a true and correct copy of the original.

The authorised person needs to write or stamp on the copy that it is a true and correct copy of the original document, which they have sighted, followed by their signature, printed name, qualification (e.g. Justice of the Peace) and date. **This must be in original ink.** An example is below:

I certify this to be a true copy of the document shown and reported to me as the original.	
Date:	<u>1/04/16</u>
Signature:	<u></u>
Michael N Dalley JP No. 225177	

Who can certify a document?

Any of the following people can certify copies of original documents.

- Justice of the Peace
- Police officer

- Legal practitioner
- Officer with, or authorised representative of, a holder of an Australian financial services licence or Australian credit licence, having two or more continuous years of service with one or more licensees
- Member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with two or more years of continuous membership, i.e. an accountant
- Permanent employee of the Australian Postal Corporation with two or more years of continuous service who is employed in an office supplying postal services to the public
- Notary public (for the purposes of the Statutory Declaration Regulations 1993)

For details of other authorised persons, please contact us.

Other information

Complaints

As part of our commitment to providing quality services to our clients, we endeavour to resolve all complaints quickly and fairly. Our policy is to acknowledge any complaint within 24 hours or as soon as practical after receiving it and investigate, properly consider and decide what action (if any) to take and to communicate our decision to you within 30 calendar days for standard complaints. Different timeframes apply for superannuation death benefit distribution complaints.

If you have a particular complaint regarding the progress of your claim or the proposed beneficiary distribution payment, please do not hesitate to contact us by calling our Investor Services team on 13 35 66 or by writing to:

Complaints & Dispute Resolution Officer
Challenger
GPO Box 3698
Sydney NSW 2001

If you are not happy with our response or how the complaint has been handled (or if we have not responded within 30 days), you may contact the following external dispute resolution scheme:

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001
Tel: 1800 931 678
Email: info@afca.org.au
www.afca.org.au

AFCA provides fair and independent financial services complaint resolution that is free to consumers. There are some time limits for lodging certain complaints including those related to a death benefit. Please consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Privacy and personal information

The information provided to Challenger in connection to the processing of the death benefit is collected in accordance with our privacy policy, available at www.challenger.com.au/privacy or by calling us on 13 35 66. Where you provide us with personal information about another person, it is your responsibility to notify that person about the disclosure of their information to us.

The information in this document is current as at 16 December 2021 and is provided by Challenger Life Company Limited ABN 44 072 486 938, AFSL 234670 (Challenger, our, we), the issuer of Challenger CarePlus Annuity and CarePlus Insurance, together referred to as 'Challenger CarePlus'. This information is general only and not financial or product advice. For further information on our death benefit process or on CarePlus, please contact our Investor Services team on 13 35 66.