

1 July 2021

Improving outcomes for vulnerable members and claims handling

Challenger Retirement and Investment Services Limited (CRISL) has previously stated its intent to adopt the Insurance in Superannuation Voluntary Code of Practice (the Voluntary Code). The Code had been scheduled to come into effect on 1 January 2022.

Since the development of the Voluntary Code, the majority of the relevant requirements in the code have been overtaken by legislative and regulatory reforms. In addition, many of the relevant elements of the voluntary code have already been implemented by CRISL to improve member experience.

For this reason, the Code Owners announced on 1 July 2021 to replace the Voluntary Code. You can see that announcement [here](#).

Guidance on issues not covered by legislation, including on improving outcomes for vulnerable members and claims handling for members with life insurance in group superannuation, has been jointly developed by the Code Owners and CRISL will consider this guidance in our interactions with members.

Links to the Insurance in Superannuation Guidance Notes have been provided on our website for your convenience.

Note: The Code Owners are The Association of Superannuation Funds of Australia (ASFA), the Australian Institute of Superannuation Trustees (AIST) and the Financial Services Council (FSC).