Income protection guide

Industry Super (professional and non-manual occupations)

1 July 2019

This guide is part of the Product Disclosure Statement for Cbus Industry Super dated 1 July 2019.

Issued by Cbus’ Trustee:
United Super Pty Ltd
ABN 46 006 261 623
AFSL 233792

Cbus ABN 75 493 363 262

Insurance that’s built for you
Suits the risks of your industry
Easy to access
24/7 cover, at work or home
Paid from your super, not your pocket
Super simple cover

Insurance doesn’t have to be complicated – and we know you’ve got better things to do than spend ages reading about it. So we’ve tried to keep it simple.

This guide outlines the main features of income protection cover through Cbus Industry Super. It will tell you what you need to know to get the right cover for you and your loved ones, wherever you are in life.

Make sure you consider your own personal circumstances and needs when deciding on what’s right for you.

We’re here to help you make the best insurance choices for you and your family.

Need some help? Talk to us

1300 361 784

cbusenq@cbussuper.com.au
If you suddenly became ill or had an accident that stopped you from working, would your savings be enough to rely on until you could work again?

Unfortunately, one in two Australians have less than three months’ worth of savings*. So if things unexpectedly go wrong, most of us simply don’t have a back-up plan.

That’s why insurance is so important. Having the right insurance means you can rest easier. Because you know that if something happens and you can’t work, you and those closest to you will be looked after.

And at the end of the day, that’s what really matters.

Peace of mind, 24/7. It’s a good feeling.

Your cover options

Cover you can count on

Why have insurance through Cbus? Here are some of the many benefits:

**Easy**
Just answer a few simple questions to get cover if you apply soon after joining

**Flexible**
Everyone’s different, so you can change your cover to suit you

**Affordable**
Our size means cheaper cover for you, paid from your super, not your salary

**Reliable**
We support our members and their families when they need it most

**Purpose-built**
We know your industry and cover jobs that others may not

What can you be covered for?

If you’re eligible, income protection (IP) through Cbus Industry Super can cover you for:

**Accident**
leading to an injury that disables you

*Monthly payment* to help replace your income if you need to stop working

See page 15

**Illness**
a sickness, disease or disorder

*Monthly payment* to help replace your income if you need to stop working

See page 15

Other insurance options

You also have access to death and total and permanent disablement cover through Cbus. For details, see our Death and disability insurance guide (Industry Super) at cbussuper.com.au/cover.

Insurance terms used in this guide

Some terms used in this guide have specific meanings. So read the definitions on pages 18 and 19 to make sure you understand how they’re used and what’s covered.
Cost-effective cover for non-manual and professional workers

We know that many Cbus members already have income protection cover as part of their work arrangements. That’s why this IP cover is only available to members in non-manual or professional occupations:

**Not on the tools**

- **Mainly in the office**
  - **Non-manual**
    - You do only administrative, managerial or professional work (and no manual work)
    - At least 80% of your work is in an office, and
    - You don’t qualify for the professional category

  **Examples**
  - Bookkeeper, Payroll administrator, Quantity surveyor

- **Professional**
  - You do only desk-based professional work (and no manual work)
  - At least 80% of your work is in an office
  - You have an annual taxable income of more than $100,000 (pro rated if part time), and
  - You’re a senior manager or executive, or have a university degree or higher qualification

  **Examples**
  - Accountant, Architect, HR manager, Lawyer

Please check the terms and conditions of your job for any cover you may already have before applying for IP cover through Cbus.

**Can you get cover?**

As well as being in a non-manual or professional occupation category, you must meet some basic conditions to be eligible for IP cover. The insurer can only consider your application if:

- You're aged 15 or over and under 65
- You're an Australian resident
- You're working at least 15 hours a week when you apply
- You don’t work in an excluded occupation (see page 18)
- You haven’t received a total and permanent disablement or terminal illness payment from a super fund or insurance policy, and you’re not currently applying for or entitled to one
- You don’t have a terminal illness with a life expectancy of 24 months or less from when it was diagnosed
- We receive your completed application within 31 days from when you signed and dated it
- See the next section for how to apply and choose the right cover for you.

**If you don’t qualify**

If you can’t get Cbus IP cover because you’re in a different occupation category or you work in an excluded occupation, you may be able to get alternative cover organised by IFS Insurance Solutions. This can give you good value accident and sickness insurance designed for Cbus members.

As this cover is not provided through Cbus, the cost can’t come out of your super – you’ll need to pay for it yourself. For more information see cbus-incomecover.com.au or call 1300 362 146.

This insurance is provided by Accident and Health International Underwriting Pty Ltd ABN 26 053 335 952 (who act as agents of Insurance Australia Limited ABN 11 000 016 722, trading as CGU Insurance).
Choose your cover

Apply for the cover you want
Choose your cover

You can choose how much IP cover you’d like to suit you and your family.

Cover that works for you

You have two options:

1. Easy access

Get basic cover fast when you join us
- Apply within six months of when you joined your first Cbus employer
- Answer a few simple questions to get cover up to certain limits
- May suit you if you’re just starting out or don’t have many financial responsibilities

2. More choice

Provide full health details for more cover
- Apply anytime
- Answer further health questions for cover up to the maximum and extra options
- May suit you if you’ve got a family or just want more security

Find out more about these options on the next few pages.

How much can you get?

How much IP cover you can get and what other options you have will depend on how long it’s been since you joined. You can apply for cover up to these limits:

<table>
<thead>
<tr>
<th>Your choices</th>
<th>When you first join</th>
<th>Anytime</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cover amount</td>
<td>Non-manual: $1,900 a week (19 units)  Professional: $2,300 a week (23 units)</td>
<td>Non-manual and professional: Up to $30,000 a month or 85% of your salary (whichever is less)</td>
</tr>
<tr>
<td>Waiting period</td>
<td>30 or 90 days</td>
<td>30 or 90 days</td>
</tr>
<tr>
<td>Payment period</td>
<td>2 years</td>
<td>2 or 5 years</td>
</tr>
</tbody>
</table>

How to apply

- Complete an Application for income protection cover.
  - We’ll send you this form if you’re in an eligible occupation category when you join Cbus (or call us for a copy).
  - You can’t be off work or on restricted duties due to injury or illness when you apply, and we must receive your application within six months of when you joined your first Cbus employer. Your employer must also make your first compulsory super payment for a period that’s within six months of when you apply.

- Complete an Application to vary income protection cover.
  - You can download this form at cbussuper.com.au/forms (or call us for a copy).
  - You’ll need to include full details about your health and medical history, as well as some financial details, for our insurer to review.

When will your cover start?

- The later of: the first day of the period that your employer’s first on-time compulsory super payment relates to, or the day you sign your application.
- The day the insurer accepts your application (as long as you have enough money in your account to pay the first monthly premium).

You’ll get interim accident cover while your application is being assessed (see page 13).
It’s easy to work out what you need

Do you know how much you’d need to replace your income if you couldn’t work because of an accident or illness? Just follow these steps to work it out.

1. Choose your cover amount

When you apply for IP cover, you’ll need to decide how many units you want to buy (each unit provides $100 cover a week). Here’s what to think about:

- **How much do you earn a week?** How much of this income do you want your IP payments to replace if you need to make a claim?
- **How much do you want to cover?** You can choose to cover up to 85% of your income (up to $30,000 a month). Keep in mind that 75% will go directly to you and the other 10% will go into your super.
- **How much can you have?** Check the table to see how many units you’d need to be able to get the maximum IP payment for your annual income. You don’t have to choose the maximum units for your salary shown in the table – but if you choose fewer units you’ll be covered for less than the 85% limit.

### Maximum IP units based on your salary

<table>
<thead>
<tr>
<th>Units</th>
<th>Your annual pre-tax income</th>
<th>Units</th>
<th>Your annual pre-tax income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$0.00 – $6,117</td>
<td>13</td>
<td>$73,412 – $79,529</td>
</tr>
<tr>
<td>2</td>
<td>$6,118 – $12,235</td>
<td>14</td>
<td>$79,530 – $85,647</td>
</tr>
<tr>
<td>3</td>
<td>$12,236 – $18,352</td>
<td>15</td>
<td>$85,648 – $91,764</td>
</tr>
<tr>
<td>4</td>
<td>$18,353 – $24,470</td>
<td>16</td>
<td>$91,765 – $97,882</td>
</tr>
<tr>
<td>5</td>
<td>$24,471 – $30,588</td>
<td>17</td>
<td>$97,883 – $104,000</td>
</tr>
<tr>
<td>6</td>
<td>$30,589 – $36,705</td>
<td>18</td>
<td>$104,001 – $110,117</td>
</tr>
<tr>
<td>7</td>
<td>$36,706 – $42,823</td>
<td>19</td>
<td>$110,118 – $116,235</td>
</tr>
<tr>
<td>8</td>
<td>$42,824 – $48,941</td>
<td>20</td>
<td>$116,236 – $122,352</td>
</tr>
<tr>
<td>10</td>
<td>$55,059 – $61,176</td>
<td>22</td>
<td>$128,471 – $134,588</td>
</tr>
<tr>
<td>11</td>
<td>$61,177 – $67,294</td>
<td>23</td>
<td>$134,589 – $140,705</td>
</tr>
<tr>
<td>12</td>
<td>$67,295 – $73,411</td>
<td>24</td>
<td>$140,706 – $146,823</td>
</tr>
</tbody>
</table>

**Don’t pay for more cover than you need:** Don’t apply for cover above the maximum for your salary range, as this would mean you’d be paying for more cover than you could get if you made a claim.

See [About your payments](#) on page 15 for details on how your payments are worked out.

If your income is more than $146,823

The table above is a useful guide to find your maximum units if your salary is less than $146,823. But you can also work out how many units you need using this formula:

\[
\text{Your annual income} \times 0.85 \div 52 \div 100 = \text{How many units you need}
\]

**Limits apply** – see [How much can you get?](#) on page 7.
Choose your cover amount (continued)

Example 1:
Choose the maximum for your income

Joe’s annual income is $60,000. He wants the highest possible IP cover, so he checks his salary range in the table and chooses 10 units.

This covers him for $1,000 a week, or $52,000 a year (10 units x $100 a week x 52 weeks).

It gives Joe an insured amount closest to 85% of his income (0.85 x $60,000 = $51,000).

How will Joe be paid?
If Joe claims and his income is still $60,000, his IP payments will be:

$4,250 a month
($51,000 ÷ 12 months)

Each month, he’ll get:

$3,750 less PAYG tax in his pocket to replace his lost earnings
(75/85ths x $4,250)

$500 paid into his Cbus account
(10/85ths x $4,250)

Example 2:
Calculate your maximum cover

Mike’s annual income is $170,000. He uses the formula to work out how many units he’d need to get as much IP cover as possible.

$170,000 x 0.85 ÷ 52 weeks ÷ 100 = 27.79 units

This means that Mike would need 28 units to cover 85% of his annual income ($144,500).

How will Mike be paid?
If Mike claims, his IP payments would be:

$12,041.67 a month
($144,500 ÷ 12 months)

Each month, he’ll get:

$10,625 less PAYG tax in his pocket to replace his lost earnings
(75/85ths x $12,041.67)

$1,416.67 paid into his Cbus account
(10/85ths x $12,041.67)
Choose your waiting period

If you need to make an IP claim, your waiting period is how long you’ll need to wait before your payments can start. You have two options:

- **30 days**
  - Costs more, but you can get paid quicker

- **90 days**
  - Costs less, but you’ll wait longer for payments

Which waiting period should you choose?

Think about your financial commitments and when any bills, rent or mortgage repayments might be due. How much sick leave or annual leave could you access in an emergency?

To work out which waiting period would suit you, write down:

<table>
<thead>
<tr>
<th>How much you spend each month</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add a buffer (for extra expenses such as car registration or insurance)</td>
<td>$</td>
</tr>
<tr>
<td>Total</td>
<td>$</td>
</tr>
</tbody>
</table>

That will give you an idea of how much you might need each month during your waiting period before any IP payments start. Could you cover these expenses for three months? If so, a 90-day waiting period may be right for you.

Changing your waiting period

You can change to a 90-day waiting period anytime by writing to us. But if you want to go back to a 30-day period later, you’ll need to complete an Application to vary income protection cover and provide details about your health for the insurer to review.

How does the waiting period work?

Your waiting period starts on the day your doctor confirms you have a total disability. To receive IP payments, you must be totally disabled for the first 14 days in a row of your waiting period, and totally or partially disabled for the rest of your waiting period. See page 19 for more details.

If you return to your normal job for up to five days during the waiting period, these days will be added to the waiting period. If you return to work for more than five days, your waiting period will restart. Payments will start after your waiting period ends.

Choose your payment period

Your payment period is how long you can get IP payments while you have a total or partial disability. You have two options:

- **2 years**
  - Costs less, but your payments will run out earlier
  - You can defer payments if you’d like (see page 16)

- **5 years**
  - Costs more, but you can be paid for longer
  - Your payments can also increase every year (see page 15)

Which payment period should you choose?

To choose your payment period, think about:

- how long you and your family would manage if you couldn’t work because of an accident or illness – this could be a few months, or many years
- what savings and assets (like investments or property) you have to cover your expenses now and in future, and what debts or other expenses you’re paying off.

Changing your payment period

To change to a 5-year payment period you’ll need to complete an Application to vary income protection cover and provide details about your health for the insurer to review.
Check your IP cover cost

Check the tables to see how much each unit of IP cover will cost you a week.

The cost of your IP cover depends on:
- your age
- your occupation category (see page 5)
- your waiting period (30 or 90 days)
- your payment period (2 or 5 years).

<table>
<thead>
<tr>
<th>Age</th>
<th>Weekly cost per unit – 30-day waiting period</th>
<th>2-year payment period</th>
<th>5-year payment period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Non-manual</td>
<td>Professional</td>
<td>Non-manual</td>
</tr>
<tr>
<td>15-19</td>
<td>$0.27</td>
<td>$0.24</td>
<td>$0.34</td>
</tr>
<tr>
<td>20-24</td>
<td>$0.27</td>
<td>$0.24</td>
<td>$0.35</td>
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<tr>
<td>25-29</td>
<td>$0.27</td>
<td>$0.24</td>
<td>$0.36</td>
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<tr>
<td>30-34</td>
<td>$0.34</td>
<td>$0.31</td>
<td>$0.46</td>
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<tr>
<td>35-39</td>
<td>$0.44</td>
<td>$0.40</td>
<td>$0.62</td>
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<tr>
<td>40-44</td>
<td>$0.59</td>
<td>$0.53</td>
<td>$0.86</td>
</tr>
<tr>
<td>45-49</td>
<td>$0.79</td>
<td>$0.71</td>
<td>$1.19</td>
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<tr>
<td>50-54</td>
<td>$1.11</td>
<td>$1.00</td>
<td>$1.71</td>
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<tr>
<td>55-59</td>
<td>$1.60</td>
<td>$1.44</td>
<td>$2.53</td>
</tr>
<tr>
<td>60-64</td>
<td>$2.01</td>
<td>$1.81</td>
<td>$3.25</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Weekly cost per unit – 90-day waiting period</th>
<th>2-year payment period</th>
<th>5-year payment period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Non-manual</td>
<td>Professional</td>
<td>Non-manual</td>
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<tr>
<td>15-19</td>
<td>$0.12</td>
<td>$0.11</td>
<td>$0.16</td>
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<td>20-24</td>
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<td>25-29</td>
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<tr>
<td>30-34</td>
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<td>$0.11</td>
<td>$0.18</td>
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<td>35-39</td>
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<td>$0.14</td>
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<td>40-44</td>
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<tr>
<td>45-49</td>
<td>$0.36</td>
<td>$0.32</td>
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<tr>
<td>50-54</td>
<td>$0.56</td>
<td>$0.50</td>
<td>$0.92</td>
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<tr>
<td>55-59</td>
<td>$0.94</td>
<td>$0.85</td>
<td>$1.58</td>
</tr>
<tr>
<td>60-64</td>
<td>$1.15</td>
<td>$1.04</td>
<td>$1.95</td>
</tr>
</tbody>
</table>

The cost is paid out of your super each month, so you should weigh up the benefits and cost of your insurance to work out what’s right for you. Your cover may stop if your balance gets too low or for other reasons (see page 16 for details).

Jenny is a 45-year-old payroll administrator who earns $55,000 a year and wants to apply for IP cover through Cbus.

Jenny is in the non-manual occupation category and chooses:
- a 30-day waiting period
- a 2-year payment period
- 9 units of IP cover (the maximum for her annual income).

How much will Jenny’s cover cost? Jenny’s cover costs her $0.79 per unit, per week. So, 9 units of cover will cost her:

$369.72 a year
9 units x $0.79 per unit x 52 weeks

How much cover will this give her? Spending $369.72 this year will give Jenny cover of:

$46,800 a year ($3,900 per month)
9 units x $100 a week x 52 weeks

The cost will increase over time based on Jenny’s age.

When would Jenny’s payments start? If Jenny can’t work because of an accident or illness and her IP claim is approved, her payments would start after her waiting period ends, monthly in arrears.

Interim accident cover: While her application is assessed, Jenny has peace of mind knowing that she has interim accident cover (see page 13).
Update your cover as your life changes

Feel ready for the road ahead
When you think about it, life doesn’t stay the same for very long, so why should your cover? You can apply to change your cover anytime, to ensure you always have the right protection for you and your family.

**Change your cover whenever you like**

**Need more cover?**
If you’d like more cover, simply apply for the cover you want and our insurer will review your application.

You’ll need to tell us about your health when you apply, and the insurer may ask you for more information or medical tests to help them assess your application. You may also need to provide some financial details.

If your application is approved, we’ll let you know the details of your new cover and when it will start.


**Interim cover while your application is assessed**
If you apply for IP cover, or to increase your cover, you’ll get interim accident cover while your application is being assessed.

This cover:
- starts when the insurer receives your completed application
- continues for 90 days as long as you continue to be eligible for cover, or until your application is finalised or withdrawn (whichever happens first)
- covers you for accidents (but not illnesses)
- covers you for up to the lesser of:
  - the payment amount you would have if your application was accepted
  - 85% of your monthly income, or
  - $10,000 a month
- has the same payment period and waiting period as your current IP cover (or a 2-year payment period and 90-day waiting period if you don’t already have IP cover).

**What happens with pre-existing conditions?**
If you have a pre-existing condition, you may still be able to get cover through Cbus. The insurer may apply exclusions to your cover instead of declining your application.

**Changed jobs or the work you do?**
You may need to update your occupation category
If you’ve changed jobs and believe your occupation category is no longer right for you, you can apply to change it whenever you like.


Manual and electech occupation categories aren’t eligible for IP cover through Cbus Industry Super. If you’d like some help, call us on 1300 361 784.

**Reduce or cancel anytime**
To reduce or cancel your cover, log into your account or complete an Application to decrease or cancel insurance cover, available from [cbussuper.com.au/forms](http://cbussuper.com.au/forms).

If you change your mind and want to restart or increase your cover later, you’ll need to provide information about your health for our insurer to consider. Give us a call if you’d like some advice before you make any changes.

**Change your cover online anytime**

2. Go to Insurance details
3. Click on Change insurance or track existing application
Support when you need it

Help if life doesn’t go to plan
Claims support

All of us who have insurance hope we never have to use it. But it's good to know that you and your family will be taken care of if things do go wrong.

Got you covered

We understand that if you need to make a claim you're already going through a lot. The good news is that you don't have to go it alone—we're here to help in any way we can to make the claims process as easy for you as possible.

See the next few pages for more on the payments you may be able to claim and how to apply.

Money if you temporarily can't work

If you have IP cover and need to stop working because you're sick or injured, you may be able to get a regular income to help see you and your family through while you can't do your usual job.

If you apply for an IP payment and your claim is accepted, you'll start receiving monthly payments after your waiting period ends.

Your payments will be for total or partial disability, depending on whether you can do some work or not. The insurer decides this, based on the information provided by you and your doctor:

<table>
<thead>
<tr>
<th>Total disability</th>
<th>Partial disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ You can't do your normal job due to an accident or illness, and</td>
<td></td>
</tr>
<tr>
<td>■ You're not working in any other job or business activity</td>
<td></td>
</tr>
<tr>
<td>■ You're back at work (or the insurer believes you could do partial work duties) after 14 days of total disability due to an accident or illness</td>
<td></td>
</tr>
<tr>
<td>■ You receive (or the insurer believes you would receive) a post-disability income that's less than your monthly income</td>
<td></td>
</tr>
</tbody>
</table>

In each case, you must be getting continuous and regular care from a doctor and meet the insurer's claim requirements.

See page 19 for more details.

About your payments

Here's how much you'll receive each month:

<table>
<thead>
<tr>
<th>Your monthly IP payment</th>
<th>The lower of:</th>
<th>Any other disability income or post-disability income you receive (or are due to receive) that month, up to 85% of your pre-disability monthly income.</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ the amount of IP cover you have</td>
<td></td>
<td></td>
</tr>
<tr>
<td>■ 85% of your pre-disability monthly income, or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>■ $30,000 a month.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You'll get:

■ In your pocket: 75/85ths paid directly to you, and
■ In your super: 10/85ths paid into your Cbus super account.

See pages 18 and 19 to understand what monthly income, other disability income and post-disability income mean.

Your payments may increase every year

If you have a 5-year payment period, your IP payments will increase at the end of each 12-month period for which you're being paid. They'll go up by the annual Consumer Price Index (CPI) percentage increase or 5% (whichever is less), up to $30,000 a month.

This increase won't apply if you have a 2-year payment period.

If your disability happens again

A new waiting period won't apply if:

■ you're partially or totally disabled again within six months of when your IP payments stopped, and
■ your disability is caused by the same medical condition as the previous claim (or a related condition).

Otherwise a new waiting period will apply.

In either case, you can then get IP payments for the rest of your original payment period.

If you're overseas

If you're overseas when your claim is accepted, you may be able to receive IP payments for up to three months.

To continue receiving payments after that, you must:

■ return to Australia (at your own expense), or
■ provide evidence that your condition is preventing you from returning.

Your payments will restart once you're back in Australia or the insurer agrees to continue payments based on your condition.
Got IP cover elsewhere?

Defer your Cbus payments with our flexible waiting period

If you have IP cover through your employer or another insurance policy, you can choose a flexible waiting period and delay your Cbus payments for up to two years.

This means you could get paid through your other policy first, and start your Cbus payments once the other payments have stopped.

To take up this option you must:

- have a 2-year payment period, and
- tell us you’d like to defer your payments before your waiting period ends – otherwise your payments will start at the end of your waiting period and will be reduced by any insurance amounts you receive from other sources.

You can’t defer your payments for any more than two years, even if your other IP cover is paid for longer than this.

Help getting back to work

The insurer may pay for your rehab if they think it could help you get back to work. This may include the cost of a program, device or treatment, up to six times your monthly IP payment amount or $60,000 (whichever is less).

The insurer will pay any approved rehabilitation expenses directly to the provider, not to you. So you’ll need to get the insurer’s written agreement before the expense is incurred. If the insurer doesn’t agree to pay, you’ll need to cover the cost.

See page 18 for more on what counts as approved rehabilitation.

Other insurance payments

If you apply for a TPD or terminal illness payment while you’re receiving IP payments and your claim is approved, you’ll keep getting paid until the end of your payment period (unless your payments stop for another reason listed opposite).

Your IP cover will stop on the day your TPD or terminal illness claim is accepted. So while payments can continue for the condition you’re already being paid for, you won’t be able to make a new IP claim in future.

When your IP payments will stop

Your IP payments will stop if:

- you’re no longer totally or partially disabled
- your payment period ends
- you turn 65
- you’re no longer getting care from a doctor
- you’re overseas for longer than the insurer has agreed to
- you don’t give the insurer the information they need to assess your claim
- you die, or
- you make a fraudulent claim.

When we won’t pay

To be eligible for IP payments, your total disability must have happened after your Cbus IP cover started or restarted. You can’t claim for anything that happened to you before this.

The insurer can’t consider your IP claim if it’s directly or indirectly caused by:

- your work in an excluded occupation which the insurer had not previously agreed to cover
- self-inflicted harm or attempted suicide
- normal and uncomplicated pregnancy or childbirth (including multiple pregnancy, threatened or actual miscarriage, participation in IVF or a similar program, discomfort commonly associated with pregnancy such as morning sickness, backache, varicose veins, ankle swelling or bladder problems)
- your participation in a criminal act
- service in the armed forces of any country (except the Australian Defence Force Reserves, as long as you’re not on active duty outside Australia)
- you participating in or contributing to an act of terrorism, war, war-like operation or civil commotion
- war (declared or not), military activity or insurrection, or any other individual exclusion imposed by the insurer when they assessed your cover.

The insurer will also not pay an IP claim if it would cause them to break any health insurance laws.

Need to claim?

Contact our claims line.

We’ll check if you might qualify, explain the process and send you any forms you need to complete.

1300 722 152
8.30am to 5.30pm Monday to Thursday, 8.30am to 5pm Friday AEST/AEDT within Australia, except national public holidays.

claims@cbussuper.com.au
Understand your cover

We’ve done our best to keep it simple but there are a few more things you should know to understand any IP cover you have with us.

**This guide is a summary**

While this guide outlines the main features of IP cover available through Cbus Industry Super, it’s a summary of the policy with our insurer, TAL Life Limited ABN 70 050 109 450, AFSL 237848.

This means that the terms and condition in that policy take priority over this guide in decisions about insurance cover and claim payments.

Contact us if you’d like a copy of the policy with full terms and conditions.

**Your cover may change**

We review our insurance regularly to ensure we’re giving our members the best-value cover we can. As a result, the cost of your insurance may go up or down, or the terms of your cover may change.

We’ll let you know of any changes that could significantly impact your cover at least 30 days before they happen. Depending on the change, we may write to you directly or include details in our member newsletter, Cbus News, which we send you twice a year.

Get the latest version of this guide at cbussuper.com.au/industry-ip

**When does your cover stop?**

Your IP cover stops when any of the following happen:

- you turn 65
- you stop being a Cbus member
- you cancel your cover
- you transfer to a membership type (such as Cbus Personal Super or Cbus Super Income Stream) or an occupation category (such as manual or electech) that’s not eligible for cover under our income protection policy
- you’re no longer an Australian resident
- you stop receiving super payments from your employer (see opposite) or your super balance gets too low to pay for your cover
- you join the armed forces of any country (except the Australian Defence Force Reserves, as long as you’re not on active duty outside Australia)
- our insurer approves your application for a TPD or terminal illness payment (but if you’re getting IP payments at the time, those payments can continue – see page 16 for details)
- you make a fraudulent claim
- you die.

**If you stop getting paid super**

If you stop receiving compulsory super payments from your employer but you’re still a Cbus Industry Super member, your IP cover will continue for six months, as long as you have enough money in your account to pay for it.

Your cover will stop on the earlier of:

- six months from the end of the month in respect of which your employer last paid on-time compulsory super for you, or
- the end of the month when you run out of money.

Different rules apply for any death and total and permanent disablement cover you may have through Cbus. For details, see our Death and disablement insurance guide (Industry Super) at cbussuper.com.au/cover.

**Restarting your cover**

To get IP cover again after you cancelled it or it stopped, you’ll need to reapply and give us some details about your health.

To reapply, complete an Application to vary income protection cover from cbussuper.com.au/forms

**Insurance costs come out of your super**

We work with our insurer to keep insurance costs low for our members. But as the cost of your cover is paid out of your super each month, it’s important to consider the impact these costs could have on your retirement savings.
Some words have specific meanings

Read this section to understand what they mean and what’s covered.

**Accident:** An event that leads to bodily injury which:
- is caused solely and directly by violent, accidental, external and visible means and independent of any other cause
- results in total or partial disability within 12 months, and
- occurs after your IP cover has started or restarted.

**Annual taxable income:** What counts as your annual taxable income depends on your work.

If you’re an employee: Your gross annual salary for the last financial year, as shown on your PAYG summary.

**Approved rehabilitation:** A program, device or course of treatment that your doctor or other health professional believes is needed for your rehabilitation, excluding:
- any program providing hospital treatment or general treatment within the meaning of the [Private Health Insurance Act 2007 (Cth)](https://www.legislation.gov.au/Details/F2007C00108),
- and

**Australian resident:** An Australian citizen or permanent resident (within the meaning of section 30 of the [Migration Act 1958](https://www.legislation.gov.au/Details/C195800025)), or someone living in Australia on an approved working visa.

**Cbus employer:** An employer who pays or agrees to pay super for you into your Cbus account (called your participating employer in the insurance policy).

**Compulsory super:** Super paid by your Cbus employer in line with superannuation and tax laws (called a superannuation guarantee contribution in the insurance policy).

For a compulsory super payment to be on time, it must be received within six months of the end of the month that the payment is for. For example, if your employer owes you super for work done in May, the payment will be on time if it’s received by 30 November.

**Doctor:** A qualified medical practitioner registered to practise in Australia, New Zealand, the UK, the USA or Canada, or as agreed between Cbus and the insurer. That person can’t be you, your employer, your business partner or a member of your immediate family.

**Excluded occupations:** The following occupations are excluded for IP cover:
- air traffic controller
- miner
- professional entertainer, such as an actor, dancer, musician or stage performer
- firefighter, police officer, ambulance officer and paramedic
- fisherman
- forestry worker
- workers in the horse racing industry, such as a trainer, jockey or strapper
- offshore oil rig worker
- commercial pilot
- professional and semi-professional sportsperson
- security guard, doorman, bouncer and person employed for crowd control
- sheltered workshop employee
- underwater worker, and
- sex worker.

**Illness:** A sickness, disease or disorder.

**Injury:** Injury to your body caused by violent, external and visible means.

**Monthly income:** What counts as your monthly income depends on your work.

If you’re an employee: 1/12th of your current annual pre-tax salary from your employer (averaged over the 12 months just before your waiting period starts or whatever shorter period you were continuously employed), but not including any director’s fees, commissions, overtime payments, bonuses, or penalty or shift allowances.

Your monthly income does not include income from investments, deferred compensation plans, disability policies or retirement plans or any other income not derived from work activities, unless the insurer has agreed otherwise.

**Normal job:** You’re doing your normal job if you’re:
- at work and doing your normal duties without being restricted by illness or injury, or
- on employer-approved leave but could do your normal duties without being restricted by illness or injury.

If you don’t meet this definition but you’ve returned to work and have been doing the same modified duties for 12 months in a row, then these modified duties become your new normal duties. You’re considered to be in your normal job at the end of that 12-month period.

This is called active employment in the insurance policy.

**Other disability income:** Any income that you’re entitled to receive in a month for which your IP claim is being assessed (whether you actually received it or not), including:
- any income for incapacity under any other insurance policy
- workers’ compensation, motor accident compensation or other payments under similar state, federal or territory laws, and
- sick leave or other payments for incapacity from your employer.
But your other disability income does not include:

- income earned from investments
- annual leave or long service entitlements
- Centrelink, social security or employer termination payments, or
- any lump sum super payments or lump sum payments for total and permanent disablement, trauma or terminal illness.

Any other disability income that’s a lump sum, or commuted for a lump sum, has a monthly equivalent of the fraction of the lump sum that the insurer reasonably determines should apply.

If part of the lump sum is compensation for pain and suffering, or the loss of use of part of the body, the insurer will not count that part as other disability income. Where a common law, workers’ compensation or statute payment is received as a lump sum and pain and suffering can’t be isolated from loss of earnings, the insurer will convert this to income on the basis of 1% of the lump sum for each month a disability benefit is paid.

**Partial disability:** You’ll be considered partially disabled if you’re no longer totally disabled and:

- you’ve resumed employment (or in the insurer’s opinion are capable of returning to partial employment duties)
- as a result of the accident or illness that caused your total disability, your post-disability income is less than your monthly income
- you’re getting continuous and regular care from a doctor and having appropriate treatment, and
- you satisfy all of the insurer’s claim requirements.

**Post-disability income:** Any income you get from working in a month where your IP claim is being assessed, after your waiting period has started. If you’re partially disabled and haven’t received such income, your post-disability income will be the amount the insurer believes you could earn by working, given the extent of your partial disability.

**Senior manager or executive:** You’re a senior manager or executive if at least three of the following apply in your main job:

- you’re responsible for the work of other supervisory, managerial or professional employees, or you manage a key business function in your organisation
- you make decisions or recommendations about staff employment, such as hiring, firing, promotions and authorising leave
- you manage a profit centre or budget and are authorised to approve significant expenses
- you’re a senior specialist and give expert advice to other professional employees or executives in your organisation.

**Terminal illness:** You meet the definition of terminal illness if:

- two doctors approved by our insurer believe you have a condition that’s likely to lead to your death within 24 months from when it was diagnosed, and
- one of the doctors specialises in your condition.

**Total disability:** You’ll be considered totally disabled if you have a disability caused by an accident or illness and as a result:

- you can’t do your normal job
- you’re not otherwise employed or engaged in any other business activity
- you’re getting regular and continuous care from a doctor and having appropriate treatment, and
- you satisfy all of the insurer’s claim requirements.

**Need some help?**

If you need advice on how to choose the right cover for you, we can help.

Give us a call and speak to Cbus Advice Services.

**Get in touch**

1300 361 784
cbussuper.com.au/advice
This guide contains general information only and doesn’t take into account your specific needs. So you should look at your own financial position, objectives and requirements before making any changes to your insurance. Case studies in this guide are for illustration purposes only. The information in this guide is current at 1 July 2019, but may change later. For the latest information, visit our website or call us.