

Promises to You

When you take out life insurance, it's important that you receive the highest standards of service in all your dealings with us.

The Woolworths Life Insurance issuer, Swiss Re Life & Health Australia Limited are subscribers to the Life Insurance Code of Practice (the Code). It's the life insurance industry's commitment to mandatory customer service standards and it's designed to protect you, the customer.

What does the Life Insurance Code of Practice cover?

The Code sets out the life insurance industry's key commitments and obligations to customers on standards of practice, disclosure and principles of conduct for their life insurance services, such as being open, fair and honest. It also sets out time frames for insurers to respond to claims, complaints and requests for information.

The Code covers many aspects of a customer's relationship with their insurer, from buying insurance to making a claim, to providing options if you experience financial hardship or require additional support. It's monitored by an independent committee, to ensure effective compliance and insurers can be sanctioned if they do not correct breaches of the Code.

Key Code Promises

1. Your insurer will be honest, fair, respectful, transparent, timely, and where possible, will use plain language in communications with you.
2. Your insurer will monitor sales its staff and authorised representatives to ensure that sales are appropriate.
3. If it is discovered that an inappropriate sale has occurred, a remedy will be discussed with you, such as a refund or a replacement policy.
4. Additional support will be provided to you if you have difficulty with the process of buying insurance or making a claim.
5. When you make a claim, the claim process will be explained to you and you will be kept informed about the progress in making a decision on your claim.
6. A decision on your claim will be made within the time frames defined in the Code, and if these time frames cannot be met, you will have access to a complaints process.
7. If your claim is denied, the reasons will be explained to you in writing and you will be informed of the next steps if you disagree with the decision.
8. The use of investigators and surveillance will be restricted, to ensure your legitimate right to privacy.
9. The independent Code Compliance Committee will monitor compliance with the Code. We will make a decision on your claim within the time frames defined in the Code, and if we cannot meet these time frames you can access our complaints process.
10. If Code breaches are not corrected, sanctions can be imposed on your insurer.

Obtaining a copy

You can obtain a copy of the Code on the FSC website at www.fsc.org.au as well as a full list of the insurance companies that have adopted the Code.