

## SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT

This is a Supplementary Product Disclosure Statement (SPDS) that supplements and amends the following Product Disclosure Statement (PDS):

Combined Policy Booklet	Effective Date
Woolworths Pet Insurance	1 August 2014
SPDS	26 August 2019
SPDS	1 December 2020

This SPDS must be read together with the above PDS and SPDS's. This SPDS is effective for all policies incepting and renewing from 5 October 2021. You should keep these documents in a safe place. Please contact us if you require a copy of any previous PDS or SPDS issued by us to you.

Section	Description of change
<b>Where applicable</b>	All references to "Duty of Disclosure" are deleted and replaced with <b>"Your duty to take reasonable care not to make a misrepresentation"</b> .
<b>Frequently Asked Questions</b> (Page 5)	The FAQ 'Will I have lifelong cover for my Pet?' is deleted and replaced with:  <b>Will I have lifelong cover for my Pet?</b> <i>Once your Pet is accepted and as long as we continue to provide this product and you continue to hold the policy without a break in cover and renew your policy, your Pet will be covered for eligible Vet Expenses for life (with cover subject to the applicable terms and conditions of the policy for each renewal period). You can apply for Specified Accidental Injury and Illness Cover as long as your Pet is over eight weeks old.</i>
<b>Frequently Asked Questions</b> (Page 6)	The FAQ "What is a pre-existing condition?" has been deleted and replaced with:  <b>What is a pre-existing condition?</b> <i>If any Condition existed or occurred prior to the Commencement Date of the First Policy Period or within any applicable Waiting Period, and you or your Vet were aware of the Condition, or a reasonable person in your circumstances would have been aware of the Condition, then it may be considered to be a Pre-existing Condition and excluded from Cover. This is the case, irrespective of whether the underlying or causative Condition was diagnosed at the time.</i>  <i>Whether such a Condition is a Pre-existing Condition will depend on its nature and experience. Outside of any applicable waiting period, if your Pet has a Temporary Condition that is considered to be a pre-existing condition (because it occurred or existed prior to the Commencement Date of the First Policy Period, or during any applicable Waiting Period, but that Condition has not existed, occurred or shown noticeable signs, symptoms or an abnormality in the 18-month period immediately prior to your claim Treatment date), it will no longer be excluded from Cover as a Pre-existing Condition.</i>  <i>Chronic Conditions and several other specified Conditions cannot fall within this category.</i>  <i>Hereditary Conditions and congenital Conditions will also not be considered a Pre-existing Condition if they have not shown noticeable signs, symptoms or an abnormality at any time before the Commencement Date of the First Policy Period or during any applicable Waiting Period.</i>

<p><b>Product Disclosure Statement</b> (Page 7)</p>	<p>The final paragraph under “<b>Product Disclosure Statement</b>” has been deleted and replaced with:</p> <p><i>We may need to update this PDS from time to time. We’ll do this if certain changes occur, and we are required and permitted by law to do so. We will issue you with a new PDS or a Supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, we may issue you with notice of this information in other forms or keep an internal record of such changes. You can get a paper copy, or an electronic copy will be made available, of any changes free of charge by contacting us using the contact details on the back of this PDS.</i></p>
<p><b>Duty of Disclosure</b> (Page 8)</p>	<p>Under the heading ‘<i>Your Obligation to us (Duty of Disclosure)</i>’ the heading and entire section have been deleted and replaced as follows:</p> <p><b>Your Duty To Take Reasonable Care Not To Make A Misrepresentation</b> <i>Before you enter into this contract of insurance with us, you have a duty to take reasonable care not to make a misrepresentation under the Insurance Contracts Act 1984 (Cth).</i></p> <p><i>The duty to take reasonable care not to make a misrepresentation applies until the contract is entered into (or renewed, varied, extended or reinstated as applicable).</i></p> <p><b>Your duty to take reasonable care not to make a misrepresentation when you enter into the contract with us for the first time</b> <i>Before you enter into this contract of insurance, you have a duty to take reasonable care not to make a misrepresentation. What that means is that you need to take reasonable care to provide honest, accurate and complete answers to any questions that we ask.</i></p> <p><i>If you are not sure of the answers to any of our questions, you should take the time to find them. It is also important to understand that, in answering the questions, you are answering for yourself and anyone else to whom the questions apply.</i></p> <p><i>If any of our questions are not clear to you and you need help, please contact us.</i></p> <p><b>Your duty to take reasonable care not to make a misrepresentation when you renew, vary, extend or reinstate the contract</b> <i>Before you renew, vary, extend or reinstate the contract of insurance, you have a duty to take reasonable care not to make a misrepresentation. What that means is that you need to take reasonable care to review the information included in your policy documentation (e.g. your renewal notice or Certificate of Insurance) and to inform us of any changes, where the information is no longer honest, accurate and complete.</i></p> <p><i>If you are not sure if any of the information remains honest, accurate and complete, you should take the time to find out. It is also important to understand that, in reviewing the information, you are doing so for yourself and anyone else to whom the information applies.</i></p>

	<p><i>If you need to inform us of changes to the information set out in your policy documentation e.g., your renewal notice, Certificate of Insurance or if any of it is not clear to you and you need help, please contact us.</i></p> <p><i>If you do not contact us, we will take it that you agree that the information remains honest, accurate and complete, so it is essential that you contact us if you have any doubts.</i></p> <p><b><i>If you do not comply with your duty to take reasonable care not to make a misrepresentation</i></b></p> <p><i>If you do not take reasonable care in answering our questions or inform us of changes to the information set out in your policy documentation, you may breach your duty. If that happens, your policy may be cancelled, or treated as if never existed, and any claim may be denied or not paid in full.</i></p>
<p><b>Cooling off period</b> (Page 9)</p>	<p>Under the heading '<i>Cooling off period</i>' the entire section has been deleted and replaced with:</p> <p><i>You have a full 21 days from the policy Commencement Date (or any renewal date) to make sure you are happy with every aspect of your Woolworths Pet Insurance policy. This is known as the 'cooling off' period.</i></p> <p><i>During this time you may cancel the policy simply by contacting us. If we receive your request to cancel your policy within the 21-day period after the policy Commencement Date (or any renewal date), we will give you a refund of any monies received since the policy Commencement Date (or renewal date) less any costs incurred by us, which we are unable to recover and any taxes or duties that we are unable to refund.</i></p> <p><i>If you have made a claim during the cooling off period and wish to cancel during the cooling off period, then any refund will be in accordance with provisions set out in 'Section 8 – Cancellations'.</i></p> <p><i>After the cooling off period ends you continue to be able to cancel your policy and you have rights upon cancellation in certain circumstances under the policy.</i></p> <p><i>These rights are set out in 'Section 8 – Cancellations'.</i></p>
<p><b>If you have a complaint</b> (Page 12)</p>	<p>Under the heading '<i>If you have a complaint</i>' the entire section has been deleted and replaced as follows:</p> <p><b><i>If you have a complaint</i></b></p> <p><i>We hope that you never have reason to complain, but if you do we will do our best to work with you to resolve it.</i></p> <p><i>Our complaints resolution process has three steps. Please let us know if you require additional assistance to lodge a complaint.</i></p> <p><b><i>1 – Immediate Response</i></b></p> <p><i>Usually when you have a concern, we can resolve it immediately on the phone. If we can't immediately resolve your concern we will treat it as a complaint and take steps to resolve your complaint as soon as possible. We will acknowledge your complaint within one business day of receiving it.</i></p> <p><i>Please contact us using one of the following means:</i></p> <p><b><i>Phone: 1300 10 1234 (Weekdays</i> <i>Between 8:00am and 8:00pm</i></b></p>

	<p style="text-align: center;"><i>AEST (except public holidays)</i></p> <p><b>Writing:</b> <i>Customer Service Complaints Woolworths Pet Insurance Locked Bag 9021 Castle Hill, NSW 1765</i></p> <p><i>Please supply your policy number, if applicable, to enable the complaint or enquiry to be dealt with promptly. Your complaint or enquiry will be dealt with by someone with appropriate authority.</i></p> <p><b>2 – Internal Dispute Resolution</b> <i>If we haven't resolved your complaint to your satisfaction, at your request (refer to contact details provided for '1 – Immediate Response'), we will escalate your complaint for review by our Internal Dispute Resolution team. All escalated complaints will be acknowledged within one business day of being escalated. The Internal Dispute Resolution team will review your matter and any supporting evidence. After full consideration of the complaint a written final response will be provided that will outline the decision reached and the reasons for the decision.</i></p> <p><b>3 – External Dispute Resolution</b> <i>In the event that your complaint is not resolved to your satisfaction, or a final written response has not been provided within 30 days, you can refer your complaint to the Australian Financial Complaints Authority (AFCA), provided your complaint is within the scope of the AFCA Rules.</i></p> <p><i>AFCA is an independent dispute resolution service provided free of charge. You may contact AFCA at:</i> <b>Australian Financial Complaints Authority (AFCA)</b> <i>Mail: GPO Box 3, Melbourne VIC 3001 Phone: 1800 931 678 Website: <a href="http://www.afca.org.au">www.afca.org.au</a> Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a></i></p>
<p><b>Policy Terms and Conditions</b> (Page 15)</p>	<p>In '<b>The Woolworths Pet Insurance Policy</b>' section, the second paragraph is deleted and replaced with:</p> <p><i>Your policy will continue for a period of 12 months from the policy Commencement Date unless cancelled by you under the cooling off period or cancellation provisions of the policy as explained in 'Section 8 – Cancellations'. We also have certain cancellation rights at law. For your convenience and to ensure continuity of cover for your Pet, we will automatically renew your policy each year (unless you have opted out of automatic renewals or contact us that you do not want to renew on the terms of the renewal notice) for as long as we continue to provide this product - refer to the 'Automatic renewal of your policy' section.</i></p>
<p><b>Automatic renewal of your policy</b> (Page 16)</p>	<p>Replace this section with the following:</p> <p><b>Automatic renewal of your policy</b></p> <p><i>We will offer renewal of your policy every year for so long as we continue to provide this product. At least 14 days prior before your current policy expires we will send you a renewal notice confirming when your insurance will expire and the premium and terms on which your insurance will automatically renew for a Policy Period. It will also remind you that you can opt out of the</i></p>

	<p><i>automatic renewal process and to check the limits of cover provided under the policy to see if your level of insurance cover remains appropriate for you.</i></p> <p><i>Your Cover will be automatically renewed on the terms contained in the renewal notice (unless you have opted out of automatic renewals or contact us to tell us that you do not want to renew on the terms of the renewal notice) and we will deduct/charge the renewal premium from your nominated account/credit card. If the account/credit card is not yours, you confirm you have the authority of the relevant person to use it and they have agreed to these terms.</i></p> <p><i>Every year, we review the cost of everyone’s insurance with regards to a combination of factors as well as claims inflation across all our insured pets. These factors include your Pet’s age, breed, location, claims history, as well as data relating to the health of Pets that are a similar age and breed. Your premium takes into account the average cost of care for Pets like yours. We may also change the terms and conditions of the policy upon renewal based on the risk associated with insuring Pets like yours.</i></p> <p><i>Should you renew your policy, you must tell us if the information you have previously supplied is incorrect or incomplete in order to comply with your Duty to take care not to make a misrepresentation. If you do not, we may reduce or refuse to pay a claim or cancel the policy.</i></p>
<p>Section 1 – <b>Definitions</b> (Page 16)</p>	<p>The header summary has been deleted and replaced with:</p> <p><b><i>When interpreting these Policy Terms and Conditions:</i></b></p> <ul style="list-style-type: none"> <li>● <i>References to the singular include the plural and vice versa, and to the masculine include the feminine and vice versa;</i></li> <li>● <i>Monetary references are in Australian dollars; and</i></li> <li>● <i>A reference to any legislation contained in the policy includes any amendment, replacement, re-enactment or successor legislation.</i></li> </ul>
<p>Section 1 – <b>Definitions</b> (SPDS dated 1 December 2020 Page 3)</p>	<p>In the Definitions section, the definition of ‘Accident’ has been deleted and replaced as follows:</p> <p><b><i>Accident means:</i></b></p> <ul style="list-style-type: none"> <li>● <i>A single event which is unexpected and unintended by you; and</i></li> <li>● <i>Is independent of any Illness or any Pre-existing Condition.</i></li> </ul>
<p>Section 1 – <b>Definitions</b> (SPDS dated 1 December 2020 Page 3)</p>	<p>In the definition of ‘Chronic Condition’ the following sentence is added before the examples:</p> <p><i>If a Chronic Condition is a Pre-existing Condition, it will be excluded from Cover.</i></p>
<p>Section 1 – <b>Definitions</b> (Page 18)</p>	<p>In the Definitions section, all previous versions of the definition of ‘Pre-existing Condition’ have been deleted and replaced as follows:</p> <p><b><i>Pre-existing Condition means a Condition that existed or occurred prior to the Commencement Date of the First Policy Period or within any applicable Waiting Period, of which you or your Vet were aware or a reasonable person in your circumstances would have been aware, irrespective of whether the underlying or causative Condition has been diagnosed. A Pre-existing Condition also includes a Related Condition or Bilateral Condition of a Pre-existing Condition.</i></b></p>

	<p>After the end of any applicable Waiting Period, a Condition will no longer be considered a Pre-existing Condition if it is a Temporary Condition that:</p> <ul style="list-style-type: none"> <li>• Has not existed, occurred or shown noticeable signs, symptoms or an abnormality in the 18-month period immediately prior to your claim Treatment date (please refer to the definitions of ‘Temporary Condition’, ‘Chronic Condition’ and ‘Cruciate Ligament Condition’); or</li> <li>• We have agreed in writing will not be a Pre-existing Condition, following a Pre-existing Condition Review (please refer to the terms of a Pre-existing Condition Review).</li> </ul> <p>For example: Six weeks prior to the Commencement Date of the First Policy Period, you notice your Pet has a Condition involving limping on its left back leg and you take it to the Vet. Your Vet prescribes anti-inflammatory medication. 12 weeks after purchasing a policy the limping is diagnosed as degenerative joint disease. The Condition would be a Pre-existing Condition and excluded from Cover, notwithstanding that the diagnosis was not provided until after the Commencement Date.</p>
<p>Section 1 – <b>Definitions</b> (Page 19)</p>	<p>In the Definitions section, the definition of ‘Vet Expenses’ has been deleted and replaced as follows:</p> <p><b>Vet Expenses</b> means the reasonable and essential expenses incurred and paid in respect of Treatment provided by a Vet during the Policy Period, having regard to the circumstances in which the Treatment was provided.</p>
<p>Section 6 – <b>General Exclusions</b> (SPDS dated 1 December 2020 Page 6)</p>	<p>In the General Exclusions section point 8 has been deleted and replaced with:</p> <p><b>8. Expenses in relation to policy exclusions or related complications/adverse reactions of an exclusion.</b> This includes when the diagnosis is inconclusive, but the Treatment protocol is consistent with an excluded Condition (e.g. Treatment for halitosis (bad breath) where dental disease is suspected but not diagnosed or excluded as a diagnosis – unless Covered under the Routine Care).</p>
<p>Section 7 – <b>Premiums</b> (Page 30)</p>	<p>Clause 3 under the heading ‘7.1 Paying your premium’ has been deleted:</p> <p>3. When premiums are paid monthly or fortnightly by instalment, claims are paid on the basis that you agree to pay the premiums for that Policy Period.</p> <p>Clause 1 under the heading ‘7.2 Paying on the Due Date’ has been deleted:</p> <p>1. Your policy will not operate until you have paid your premium (or your first instalment if you have elected to pay by instalments).</p>
<p>Section 8 – <b>Cancellations</b> (Page 31)</p>	<p>Under ‘Section 8 – Cancellations’ the entire section has been deleted and replaced as follows:</p> <p><b>Section 8 – Cancellations</b> <b>8.1 Cancellation by you</b> You may cancel your policy with us at any time by contacting our customer service team. See section: Introduction for our contact details. The cancellation will be effective once we provide you our confirmation of your cancellation request. If you choose to cancel your policy and have been paying your premiums annually, we will retain a portion of premium that relates to the period for</p>

	<p><i>which you have been insured. We will refund the residual premium for the unexpired period no later than 15 business days less any applicable government or statutory charges.</i></p> <p><i>If you choose to cancel your policy and have been paying your premiums by instalments, there is no premium refund (including for any remaining days of a current instalment period). No further premium instalments will be deducted. If you cancel your policy because your Pet has passed away, your policy will be cancelled and we will retain and/or refund any premium in the same way as set out above.</i></p> <p><b>8.2 Cancellation by us</b></p> <p><i>We may cancel your policy where the law allows us to do so. We will give you notice in writing prior to exercising any right to cancel your policy. If we cancel your policy, we will retain a portion of premium that relates to the period for which you have been insured. We will refund the residual for the unexpired period no later than 15 business days, less any non-refundable government or statutory charges.</i></p> <p><i>For more information about cancellations refer to 'Section 7 - Premiums'.</i></p>
Section 9 – Claims (SPDS dated 1 December 2020 Page 7)	<p>The following sentence is added to the new <i>Claims Pre-approval</i> section:</p> <p><i>Note: Pre-approvals are not mandatory and not required in order to make a claim under your policy.</i></p>
Section 9 – <b>Claims</b> (Page 32)	<p>The following clause under section '9.1 What you need to do' has been deleted:</p> <p><i>9. You agree that we have the right to decline to process a claim where you or your Vet refuse or are unable to provide information reasonably requested by us in order to process your claim.</i></p>
Section 9. – <b>Claims</b> (Page 33)	<p>The following clause has been added as a new point in section '9.2 What we will do':</p> <p><i>8. You agree that we have the right to decline to process a claim where you or your Vet refuse or are unable to provide information reasonably requested by us in order to process your claim.</i></p>

All other policy terms, conditions, limits and exclusions remain unchanged.

SPDS prepared on 17/08/2021