

How underwriting works

QSuper insurance

If you want to apply to change your QSuper insurance cover, your application may need to go through underwriting. This factsheet explains how the underwriting process works.

qsuper.qld.gov.au

Australian Retirement Trust Pty Ltd ABN 88 010 720 840 AFSL 228975,
Trustee of Australian Retirement Trust ABN 60 905 115 063



Part of Australian Retirement Trust



Your change of insurance application

When we've received your change of insurance application and determine that it needs underwriting, one of our tele-interviewers (from our insurer's Underwriting team) will call you to explain the process and the options available to complete your application.



Completing the Underwriting Application form

If you want to complete your insurance application over the phone a tele-interviewer will book a time that suits you. This appointment means you won't need to complete a paper application form.

We can send you the application if you'd like to complete it on your own. Your completed application form will then be sent to our insurer's Underwriting team for assessment.



If our insurer needs more information from you

If you have missed any questions, the amount of insurance cover you want is higher than certain limits, or we need to ask you something, an underwriter will contact you for more information.

They will contact you by your preferred communication method, which you can update in Member Online at memberonline.qsuper.qld.gov.au or by calling our Contact Centre on **1300 360 750**.



If our insurer needs medical information

Our insurer may need to ask your doctor for a medical report and will ask your permission before doing this.

Our insurer may also ask you to visit the doctor for a current examination. Some medical conditions are best assessed by a doctor who knows your medical history, and our insurer will provide the necessary forms for you to take to your appointment. We will cover the costs of all reports and tests requested.

In some cases, we may require you to undergo a medical examination and/or blood tests. We will ask our 3rd party medical services provider to arrange these tests directly with you. The tests will be conducted at a time and place that is convenient for you.



Next steps

An underwriter will be able to make their decision once they have all the necessary information and supporting evidence needed to assess your application. We'll let you know of the outcome, including any reasons for the decision and options for review where appropriate.

The underwriting decision may be to:

- Approve your cover at standard premium rates – this means there will be no extra premium cost (loading) to pay above the standard premium rate.
- Approve your cover but exclude a certain risk – e.g. a knee exclusion if you have had a previous knee injury that may reoccur.
- Accept your cover with a premium loading.
- Decline your application for cover.



Underwritten cover exclusions and your medical history

In some cases, exclusions on your cover may be temporary and an underwriter will discuss this with you as required.

In some circumstances your health and medical history may mean our insurer is unable to provide you with insurance cover and we will explain the reasons for the decision if this is the case.

Underwriting ensures your insurance cover and premiums reflect any risks involved in insuring you.

If you want to apply to change your QSuper insurance cover, your application may need to go to our Underwriting team for assessment.

Commonly asked questions about underwriting

Is underwriting always required?

Some applications for cover don't need any underwriting assessment at all.

Underwriting may be required when you apply to:

- Increase or apply for death cover and/or total and permanent disability (TPD) cover
- Increase or apply for income protection cover
- Change your cover back to default after cancelling all or part of your cover
- Have the pre-existing exclusion period removed from your cover.

How long does underwriting take?

Underwriting can take as little as two days from the date we receive your application.

If you are applying to insure yourself for a large level of insurance cover or your medical history is complex, your application will generally take longer to process as our insurer may need to get more information.

Why am I being asked to go for a medical exam or blood tests?

Certain conditions in your medical history are best assessed using up-to-date information. For example, if you have a history of high cholesterol and have not been tested recently, our insurer may need new test results to evaluate your application. Also, if you request a high level of insurance cover, we may need to ask for medical information.

If I am declined for insurance, does this impact my future insurance applications?

Unfortunately, not everyone is insurable when they apply and there are many reasons why our insurer may have to decline an application for insurance cover.

If you are declined insurance by any insurer, including our insurer, you may need to declare it on future applications for insurance. If you are declined by our insurer, we will provide you with a clear explanation and justification for our insurer's decision.

This won't necessarily make you 'uninsurable'. Every insurer has its own guidelines for accepting insurance, and previously declined insurance is just one piece of information that underwriting teams will assess for future applications.

What is a pre-existing condition clause and is it different to an underwritten exclusion?

A pre-existing condition is an illness or injury where the signs or symptoms existed before the date that your QSuper insurance cover or additional cover began.

A pre-existing exclusion period is the period the insurer won't pay an insurance benefit if the illness or injury you are claiming for relates to a pre-existing condition.

When our insurer underwrites your insurance, they may remove any pre-existing exclusion that applies to your cover.

Underwritten exclusions mean you are excluded from claiming for illnesses or conditions where you are at an increased risk over and above another member who has not had your particular illness or injury.

An example would be if you have injured your back recently. Subject to the nature of your back injury, the insurer may exclude your back from cover, while insuring you for everything else.

In some circumstances, specific underwritten exclusions can later be removed as your health condition or other circumstances change over time.

If the insurer has excluded my back, what happens if I get hit by a bus?

You may be eligible to receive a benefit for an issue that is not caused or contributed by your pre-existing back condition.

An underwritten exclusion is intended to protect the insurer from any risk caused by prior medical history, but it doesn't mean you would never be covered.

You should let us know if something happens to you so we can assess your claim.

For example, the same bus could hit two different people – one with a previous back injury and one without any previous back injuries. If the injuries caused by the bus would have happened to both people regardless of the previous back injury, then both people may be eligible to receive a benefit.

How do I know my insurance needs and other considerations?

How much insurance do I need?

Our Insurance Needs calculator can help you work out how much insurance you need.

Visit qsuper.qld.gov.au/calculators

How much will my cover cost?

You can get an indication of your potential insurance premiums using our Insurance Premium Estimator at qsuper.qld.gov.au/calculators

How do I change my cover?

You can apply to personalise your insurance in Member Online at memberonline.qsuper.qld.gov.au or by completing our Change of Insurance form available at qsuper.qld.gov.au/forms

What if I need more help?

As a QSuper account holder, you can access over the phone financial advice about your insurance options and contributions.

Visit qsuper.qld.gov.au/advice or call us on **1300 360 750** to book an appointment.



Learn more about QSuper's insurance at qsuper.qld.gov.au/insurance or read our Insurance Guide available at qsuper.qld.gov.au/pds

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