

## INSURANCE IN SUPERANNUATION VOLUNTARY CODE OF PRACTICE – CLAIMS PHILOSOPHY

In December 2018, Mercer Superannuation (Australia) Limited, trustee of the Mercer Super Trust published its Transition Plan for the implementation of the Insurance in Superannuation Voluntary Code of Practice (the Code).

One of the Code's requirements, is to publish the Trustee's Claims Philosophy on the web to help members understand the guiding principles that the Trustee adopts when supporting a member during a claim process. The Trustee supports this requirement and is pleased to share its Claims Philosophy:

### ***Trustee's Claims Philosophy***

*The Trustee is committed to the claims process being transparent, streamlined and proficient. Its claims philosophy starts with, and relates back to, safeguarding members' best interests at all times and supporting proactive pursuit of genuine claims where there is a reasonable prospect of success.*

**Right to claim** – *ensuring members are aware of their right to make a claim. Every claim received is treated as an eligible claim and will be submitted to the insurer for consideration until the insurer advise otherwise.*

**Independent review** – *the Trustee will conduct its own assessment of every declined claim and make independent enquiries if it believes inconclusive evidence is submitted for proper consideration.*

**Responsive service** – *all insurers are monitored against rigorous claims service standards to ensure the claims handling is processed expeditiously within measureable standards. The responsiveness of the Insurer and sensitivity to timing is also important to ensure members are kept informed of the progress of their claim.*

The Trustee also reviews its insurers' claims philosophy to ensure it aligns with its own claims philosophy.

If you would like more information, click on one of the Code Owners' link below for full details:



<http://www.aist.asn.au/policy/insurance-in-superannuation-voluntary-code-of-practice/insurance-in-superannuation-voluntary-code-of-practice.aspx>



<https://www.superannuation.asn.au/policy/insurance-in-superannuation-voluntary-code-of-practice>



<https://www.fsc.org.au/policy/life-insurance/insurance-in-superannuation-working-group-iswg/>