

# Your super, your insurance and the way forward

Transition Plan – March 2021

Insurance in Superannuation  
Voluntary Code of Practice



We're committed to helping you better understand and manage your insurance in super to make sure you have insurance cover that's right for you.

That's why we're on board with the Insurance in Superannuation Voluntary Code of Practice, which commenced on 1 July 2018.

## What is the Insurance in Superannuation Voluntary Code of Practice?

The *Insurance in Superannuation Voluntary Code of Practice* (Code) provides the super industry with a strong framework to make sure insurance cover provided to super members is 'appropriate and affordable', and supported by transparent and consistent information and processes.

While several of our products have already met the core-standards identified in the Code, we're on track to fully implement the Code by 31 December 2021.

To help us better provide you with market-leading products and services, we engaged an industry consultant to help us identify any areas of improvement. We've also met some key regulatory requirements and worked on ways to help you clearly understand the insurance cover and benefits available through your super plan – to make sure you are supported to make informed decisions about whether your cover continues to be right for you.

This updated *Transition Plan* (Plan) will show you how our MLC super products are on-track to meeting all the standards set out in the Code.

[List of products](#)

## Want to know more?

### Your insurance with us

#### Contact us

If you'd like to learn more about your insurance cover or you have any questions, please go online at [mlc.com.au/superinsurance](https://mlc.com.au/superinsurance) or call us on **132 652** between 8am and 6pm AEST/AEDT, Monday to Friday.

You can log in to your super account to check out your insurance cover at any time. This is also a good time to check your details are current, like your mailing and email address – so you don't miss any important updates from us.

## Insurance in Super Voluntary Code of Practice

We, the Trustee of the MLC Super Fund, MLC Superannuation Fund, PremiumChoice Retirement Fund and DPM Retirement Service, have adopted the Code.

We're committed to helping you better understand and manage your insurance in super so that you can have the insurance cover that meets your needs at a cost that doesn't unnecessarily diminish your retirement savings.

That's why we regularly review our insurance offerings and may make changes if we believe this is in the best interest of members. If we make any changes, we'll communicate these to you in a clear and transparent manner using plain language, so that you can make informed decisions about your insurance.

We reference specific sections of the Code throughout our Transition Plan which you can view in full [here](#).

# Transition Plan – the technical part

## Transition Plan

Our aim is to implement all aspects of the Code by no later than 31 December 2021, where it's in the best interests of members and is in accordance with superannuation law and the source legal documents governing the fund.

We're actively working towards implementation of all the standards of the Code and we'll continue to provide you with regular updates outlining where Code implementation is achieved. The timeline set out below shows you our progress so far, and the final steps remaining to fully implement all standards of the Code by 31 December 2021. The dates below are based on the current version of the Code (February 2021).

| Completed by            | Components of the Code and what it means for you   | Specific sections of the Code   |
|-------------------------|--|---|
| July 2019<br>(Complete) | The <i>Protecting Your Super Package</i> legislation was introduced to protect super savings where insurance premiums may reduce retirement savings for members. If you've stopped contributing to your super account for a continuous period of 16 months, we'll now ask you if you want to keep your insurance, otherwise we'll be required to cancel your insurance cover. At the same time, we'll also made sure that our reinstatement process is easy for you, if you decide to reinstate your insurance cover.  | 4.19 to 4.24  |
|                         | Since 2016, the Trustee has had in place a guideline that over members' expected working lifetime, the cost of default cover should not exceed 1% of salary. However, that in certain circumstances or at various stages of membership, the cost of automatic insurance cover may exceed 1% of salary for some individual members. In these situations, we support members to make informed decisions about whether their insurance cover continues to be right for them. We had already largely implemented these aspects of the Code, but we've taken this opportunity to review and refine our processes further.   | 4.5 a-i, 4.8 and 4.9  |
|                         | When we communicate with you, we've made it easier for you to understand if any changes will impact your insurance cover through your super, so you can make the right decision for you. We've also published our insurance strategy and finalised our approach to benefit design. This included consideration of our younger members, those approaching retirement and members who don't make regular contributions to their super account.   | 4.10, 4.11, 4.12 and 4.13   |
| July 2020<br>(Complete) | During this phase we focused on the major components of the Code. We improved our current processes as well as developed new ones to make sure we met the standards within the Code. These changes included, but were not limited to, the items set out below:   |   |
|                         | <b>Improvements</b>  |   |
|                         | <ul style="list-style-type: none"> <li>• a full review of complaints processes to ensure they're easier for you to understand</li> <li>• uplifted our disclosure documents, communications and promotional materials. This included explanations of what you need to know when you transfer between divisions, enhancements to your annual statements and the creation of Key Fact Sheets. These improvements help you make informed decisions about your insurance, now and in the future</li> <li>• whether we or you change your cover, we've strengthened our information to help you better understand the impact this action will have on your insurance cover</li> <li>• trained all our staff to provide you with the best service possible and to help you when you need it most</li> <li>• enhanced our monitoring of Insurers and our service providers in line with the requirements of the Code</li> <li>• worked with our Insurers on improving our communications to support our more vulnerable members, for example those with a disability or a mental health condition, our older or Indigenous members and non-English speakers</li> </ul> | 713.8 to 13.20<br>5.5, 5.11 and 10.14<br>5.18 and 10<br>12<br>5.12, 7.4 and 12<br>6 |
|                         | <b>New</b>   |   |
|                         | <ul style="list-style-type: none"> <li>• we can now help you find any other insurance cover you have with another superannuation fund</li> </ul>   | 4.24  |

## Transition Plan – the technical part

| Completed by   | Components of the Code and what it means for you   | Specific sections of the Code                                  |
|--|--|--|
| <p><b>December 2021</b><br/><b>(In progress)</b></p> | <p><b>Improvements</b></p> <ul style="list-style-type: none"> <li>• a full review of claims processes to ensure they're easier for you to understand</li> <li>• continue to review and uplift disclosure and communication materials</li> <li>• updates to our benefit design relating to appropriate and affordable cover, specifically relating to the levels of cover provided for automatic insurance and the cost of that cover. This will help to make sure insurance premiums do not reduce your retirement savings with insurance cover you may not need, want or be able to claim on</li> <li>• finalise our vulnerable member approach</li> </ul> <p>The items in this section of the plan will require broader industry change where we'll work with external service providers to ensure their services are provided in a way that supports our compliance with the Code. This will require review and potential re-negotiation of arrangements and processes in place with Insurers, reinsurers and brokers/advisers</p> <p>We'll finalise our approach to all our individual retail and legacy insurance in super products. It is possible that there may be some products where it is not in the best interests of members to comply with all aspects of the Code</p> | <p>7.1 to 7.21<br/>4.1 to 4.17</p> <p>the rest of the Code</p> |

# Transition Plan – list of products covered in the Plan



## List of our products

Below is the list of superannuation products and funds for which NULIS is the Trustee:

| List of funds           | List of products   |
|-------------------------|--|
| MLC Super Fund          | <ul style="list-style-type: none"> <li>MLC Insurance (Super)</li> <li>MLC MasterKey Business Super</li> <li>MLC MasterKey Personal Super</li> <li>MLC MasterKey Super &amp; Pension Fundamentals</li> <li>MLC Life Cover Super</li> <li>MLC Protection<sup>first</sup> Super range*</li> <li>Plum Super</li> <li>Plum Personal Plan</li> <li><i>Older style products with insurance (where some aspects of the Code may not be applicable):</i></li> <li>blueprint Protection Life</li> <li>Endowment</li> <li>MLC Capital Guaranteed Personal Super Savings Plan</li> <li>MLC Endowment Superannuation</li> <li>MLC Life</li> <li>MLC Maturity Growth Superannuation Plan</li> <li>MLC Protection Executive Life</li> <li>MLC Protection Life</li> <li>MLC Pure Endowment Superannuation</li> <li>MLC Solitaire range</li> <li>MLC Term</li> <li>MLC Whole of Life Superannuation</li> <li>Whole of Life</li> </ul> |
| MLC Superannuation Fund | <ul style="list-style-type: none"> <li>MLC Insurance (Wrap or SMSF)</li> <li>MLC Wrap Super</li> </ul>   |

\* Also available in the MLC Superannuation Fund, PremiumChoice Retirement Fund or DPM Retirement Service.

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### Important information

Our Transition Plan and future intention is current as at the date of this update. Our intention is to implement sections of the Code by the dates set out on this Transition Plan, however it may be updated due to various factors including uncertainty surrounding any potential legislative changes impacting superannuation and/or insurance cover provided through superannuation; the complexity and volume of changes required; and the extent that it's in the best interests of members and consistent with the law. Issued by NULIS Nominees (Australia) Limited ABN 80 008 515 633 AFSL 236465

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