

Australian Super Made Easy Series Two

Transcript Episode Five: insurance claims

Summary: CAAMA Radio host Kyle Dowling speaks with AustralianSuper representatives Darryl Florence and Katie Le Cras on what happens to your super when you die, how to nominate who should receive your super when you die, what to do when someone dies, and how to make claims for Total and Permanent Disablement, and Income Protection payments.

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Content:

KYLE

Welcome back to Australian Super Made Easy Series 2 a six-part radio programme on superannuation brought to you by Australia's largest fund, AustralianSuper. Here to discuss the topic of insurance claims I guest presenters Katie Le Cras, Head of Operations at AustralianSuper, and Darryl Florence from AustralianSuper in Darwin. Welcome to you both. Let's start with you, Darryl, who receives my super when I die? And can I nominate who receives my super

DARRYL

Before I start, I just need to remind you that this discussion is general in nature and doesn't take into account your individual needs and circumstances. And before making any financial decisions. You consider if the information is right for you. Now, Kyle, you can choose who your super and insurance is paid to if you die, you choose by making a nomination which is a way of saying you tell your super fund your wishes. A lot of people I talk with believe that if they have a will, that their super will be paid according to their will. This isn't always the case. As your Super payments does not form part of your estate, and your super can be paid directly to a beneficiary. Your will may be used by your super fund as a guide to your wishes, though. There are two different sorts of nominations you can make with your super fund, a binding nomination and a non-binding nomination. Now with a binding nomination, you provide formal written direction to your Super fund to tell them who you want them to pay your super account balance and death benefit to it's a legally binding document. So if it's valid, your Super fund has to follow your instructions. To ensure that your nomination is valid, you usually need to update it every three years. If it's not valid at the time of your death, it takes on the status of a non-binding nomination of beneficiary. Now, not all funds allow binding nominations, in which case, you can make a non-binding nomination with non-binding nominations. You're only advising your superfund, who

you'd prefer your money to be paid to. Now your fund will take your preference into account. But ultimately, it's the fund who's legally responsible for deciding who your payment would be made to. If you haven't made either a binding nomination or a non-binding nomination, your superfund will follow the relevant laws to decide who receives the money. It will go to either one or more of your dependents or to your legal personal representative.

KYLE

Who can I nominate to receive my super?

DARRYL

The people you want to receive your super and any insurance payment if you have cover if you pass away are called your beneficiaries. Your beneficiaries can be your spouse or your partner, your children and conditions apply for reversionary beneficiary nominations. But this only applies to super pension accounts, interdependence, which is someone who lives with you and shares a close personal relationship where one or both of you provide financial and domestic support and personal care to the other, other financial dependence, such as someone who relies on you financially, or your estate or legal personal representative. Now, this is not an option for reversionary nominations.

KYLE

You're listening to Australian super Made Easy series two, we'll be back after this.

ALAN

Hey, it's Alan here. And what I know about Super is that my work pay a percentage of my pay as super. And also I do my own contributions, which is going to be a benefit for me at retirement to sort of give me some sort of retirement fund.

KYLE

You're listening to Australian super Made Easy series two. I'm joined by Katie Le Cras, Head of Operations at AustralianSuper. Katie, a few insurance questions for you. What should people do when someone passes away?

KATIE

You should let their Super fund know they've passed away. To let us know about a death or talk about a possible claim. You can call us on 1300 667 387 between 8:30am and 5pm weekdays, and we'll help you work out the next steps. If you prefer, you can use a phone or computer to message one of our great team members using the live message function at [AustralianSuper.com/contact-us](https://www.AustralianSuper.com/contact-us).

KYLE

Who can claim on total and permanent disablement?

KAITE

Your super fund can tell you if you have this type of insurance coverage. AustralianSuper members with active total and permanent disability, also known as TPD cover may be able to make a claim if they become totally and permanently disabled and can no longer work. A lump sum can help cover the costs of rehabilitation, debt repayments and the future cost of living. If you're with AustralianSuper, and you're not sure if you have TPD cover, you can check your details by using the AustralianSuper App or going to the AustralianSuper website, logging into your account and going to my insurance, or by calling us on 1300 667 387. If you're no longer a member, but you think you had TPD cover with AustralianSuper at the time your injury or illness occurred, call us on 1300 667 387 and we can check for you.

KYLE

Katie, we're going to take a short break and come back soon.

VIVIAN

To make a claim for insurance through your Super fund, you will typically need to submit a claim form. If you pass away your dependents should contact the Superfund after sorry business to find out how to claim those benefits. Most super funds provide claim forms on their websites, or you can call them and ask them to send you one. When you make your claim. You may be asked to provide documentation that proves your condition, including medical reports. In some cases, this process may take some time, so you will need to be patient. Some funds give you someone to be your point of contact if you have any questions during the process. If you need any further info though, call our ASIC's Indigenous helpline on 1300 365 957.

KYLE

And welcome back to the programme. I'm Kyle Dowling and you're listening to Australian Super Made Easy Series 2. And I'm with Katie Le Cras, Head of Operations at AustralianSuper. Katie, who can claim income protection.

KATIE

People who have active cover may be able to claim an income protection benefit if they become ill or injured at work or outside of work and can't work for a while. Income Protection can provide monthly payments to help you get by while you're not earning your regular salary. If you're not sure if you have income protection, you can check your cover details with your fund. AustralianSuper members can check by using the AustralianSuper App or by going to the AustralianSuper website, logging into your account and going to my insurance or by calling us on 1300 667 387.

KYLE

This has been very informative. Thank you both. As always, please call 1300 300 273 if you have any questions on today's topic, or any other topics in the series. The next episode will be the final in the series. Nathan Boyle from ASIC will join us once again to talk about the records and documents you will need to get the most out of your super, I look forward to your company.