

# Applying for Income Protection payments

This fact sheet provides information about how to apply for Income Protection benefit payments if you're unable to work.

## This fact sheet will help explain:

- how Income Protection works,
- what happens when you claim and who's involved, and
- what happens if your application is approved.



## What's Income Protection?

Income Protection can help if you become ill or injured (at work or outside of work) and can't work. It can provide monthly payments to help you get by while you're not earning your regular salary.

To help you understand how much cover you have (if any) and how your cover works, here are the explanations of some terms we use.

Term	What it means
<b>Cover amount</b>	The amount of cover you have will be shown as a dollar amount (for example \$3,000 a month). See the How much do I get paid section on page 3 of this fact sheet for more details.
<b>Waiting period</b>	Your waiting period is the minimum time you must wait before you'll start receiving an Income Protection benefit payment (as long as you're eligible). You must be unable to work for the first 14 days of your waiting period to qualify for a payment. Your waiting period will be 30 or 60 days unless your employer arranged a different waiting period. See the example in the When will you be paid section on page 4 of this fact sheet.
<b>Benefit payment period</b>	This is the maximum time benefits may be paid if you're unable to work due to illness or injury. Your benefit payment period will be up to two years, up to five years or up to age 65.

## Not sure if you have Income Protection?

Log into your account or call us on **1300 667 387** to find out. If you used to be a member and you think you had Income Protection at the time your injury or illness occurred, call us on **1300 667 387** and we can check for you.

## Is your illness or injury covered?

All illness and injury types are considered unless an exclusion has been applied to your cover or you have limited cover. Eligibility to claim Income Protection benefit payments is determined by the Insurer<sup>1</sup>. You must meet the policy terms and conditions, including some specific definitions.

If you're not sure if you should apply, call us on **1300 667 387** and we can help you work out the next steps.

## What you need to tell us

When you call us, you'll need to know:

- the date you were medically certified as unfit for work,
- the date you last performed the normal duties of your job, and
- the date you last worked in any capacity.



<sup>1</sup> The insurance provider may differ depending on the date of your illness or injury. AustralianSuper insurance is currently provided by TAL Life Limited (the Insurer) ABN 70 050 109 450, AFSL 237848.

## What happens when you make a claim



Step	What happens
<b>1. Contact us</b>	Call <b>1300 667 387</b> from 8.30am to 5pm AEST/AEDT weekdays. If you're not sure if you should apply, call us and we'll help you work out the next steps.
<b>2. Case manager</b>	You'll be assigned a case manager to help you through the process. They'll ask you some initial questions and look after your application from start to finish.
<b>3. Documents</b>	<p>Your case manager will send you some forms to complete including a Medical Attendant's Statement (MAS), which you'll need to take to your treating doctor to complete. You'll need to pay any fees associated with this step.</p> <p>Your case manager will work with you to make sure we receive all of the information required to process your application.</p> <p><b>The Insurer will start reviewing your application for benefit payments when they've received your MAS. If you can't have your MAS completed, please contact your case manager for help with progressing your claim.</b></p>
<b>4. Review</b>	The Insurer will review your completed application and if they need more information, we'll let you know. Sometimes the Insurer will request a specific medical report, but they'll pay for any fees associated with this step.
<b>5. Decision</b>	<p>Once the Insurer makes a decision on your claim we'll let you know in writing and confirm any amount payable.</p> <p>If your application isn't approved, we'll complete an independent review of the Insurer's decision. You'll be contacted with the outcome of our review and be given a reason for the decision.</p>
<b>6. Payment</b>	If your application is approved, the Insurer will pay the benefit payment into your nominated bank account and will deduct any applicable tax payable to the Australian Tax Office.

## Roles and responsibilities

When it comes to applying for Income Protection benefit payments, a number of parties have a role to play in the claim process.

Party	Responsibilities
<b>You</b>	<ul style="list-style-type: none"> <li>• Complete any documentation sent to you.</li> <li>• Provide any further information requested by your case manager.</li> <li>• Keep your case manager updated of any changes, for example:               <ul style="list-style-type: none"> <li>- a change in contact details,</li> <li>- if you return to work, or</li> <li>- if you receive any other payments such as from Workers Compensation or other insurance policies.</li> </ul> </li> </ul>
<b>Your case manager</b>	<ul style="list-style-type: none"> <li>• Explain the application process to you and guide you through your claim.</li> <li>• Respond to any queries you may have.</li> <li>• Keep you updated on the progress of your claim.</li> </ul>
<b>The Insurer</b>	<ul style="list-style-type: none"> <li>• Review your documentation and see if more information is needed.</li> <li>• Decide if you're able to receive a payment based on whether or not you meet the policy definitions.</li> </ul>
<b>Us</b>	<ul style="list-style-type: none"> <li>• Oversee the claim process.</li> <li>• Oversee the conduct of the Insurer and other service providers.</li> <li>• Complete an independent review when the Insurer doesn't believe a member is eligible to claim.</li> </ul>

## How long will it take for a decision to be made?

The Insurer will try to make a decision as quickly as possible but, at a minimum, they'll aim to make a decision within two months from when we receive your MAS. It may take longer if:

- your injury or illness happened several years ago,
- you're receiving payments from Workers Compensation or other insurance policies, or
- you've made several attempts to return to work in some capacity.

Your case manager will provide you with progress updates at least every 20 business days. You can also contact them anytime you have questions.

## How much do I get paid?

If your application for a benefit payment is approved, the amount you'll be paid depends on the level of cover you have with us. The table below shows how your monthly Income Protection benefit payment<sup>1</sup> is calculated for a total disability benefit payment or partial disability benefit payment.

Total disability benefit payment	Partial disability benefit payment
Your monthly Income Protection benefit payment equals the <b>lowest of</b> :	Your monthly Income Protection benefit payment equals the <b>lowest of</b> :
<ul style="list-style-type: none"><li>• your cover amount,</li><li>• 85%<sup>2</sup> of your pre-disability income (the salary you earned before you were ill or injured), or</li><li>• \$30,000 a month,</li></ul>	<ul style="list-style-type: none"><li>• your cover amount,</li><li>• 85%<sup>2</sup> of your pre-disability income (the salary you earned before you were ill or injured), or</li><li>• \$30,000 a month,</li></ul>
<b>minus</b>	<b>minus</b>
<ul style="list-style-type: none"><li>• any income from other sources (see below for more information).</li></ul>	<ul style="list-style-type: none"><li>• any income from other sources (see below for more information), and</li><li>• any income that you earn from working while disabled, or in the opinion of the Insurer, you could reasonably be expected to earn from working while disabled (including any annual or long service leave entitlements).</li></ul>
Your benefit payment will only be reduced to the extent that the sum of the benefit payment, and income from other sources exceeds 85% of your pre-disability income.	

<sup>1</sup> Income Protection doesn't cover redundancy. If your income has been \$0 for more than 12 consecutive months, there may be no benefit payable in the event of a claim. See the *Insurance in your super* guide for your division for the definition of pre-disability income.

<sup>2</sup> Up to 75% of your salary will be paid to you and up to 10% will be paid into your super account. Payments will be made by Electronic Funds Transfer directly into your nominated bank account.

## Income from other sources

Your monthly Income Protection benefit payments will be reduced by the amount of any income that you're entitled to be paid in a month that your Income Protection benefit is payable (whether you received it or not in that month), including:

- income or payments that are paid as a result of your illness or injury, including:
  - benefits payable under other Income Protection policies,
  - workers' compensation, motor accident compensation (e.g. TAC) or other payments under legislation,
  - sick leave.
- employer super contributions, including if you are self employed and make tax deductible contributions.

Any income or payments from other sources you receive (or are entitled to receive) because of your illness or injury, that's a lump sum, or exchanged for a lump sum, will be converted to a monthly figure as reasonably determined by the Insurer.

## Income protection and tax

The Insurer will also deduct PAYG tax from your benefit payments. Depending on your situation, it's possible Income Protection benefit payments may result in financial or tax implications so you may want to consider getting independent advice<sup>3</sup>.

<sup>3</sup> Personal financial product advice is provided under the Australian Financial Services Licence held by a third party and not by AustralianSuper Pty Ltd. Fees may apply.

## When will you be paid?

- You won't receive any benefit payments during the waiting period.
- Payments are made monthly in arrears after your waiting period has finished. If your claim isn't accepted until after your waiting period has ended, your first payment will be made when your claim is accepted.
- You're not required to use up your sick or annual leave before you make a claim and you don't pay for the cost of Income Protection while you're receiving Income Protection benefit payments.

### Example

Kate was injured on 10 March. Fortunately, she had Income Protection with AustralianSuper with a 60 day waiting period. After providing supporting medical evidence that she can't return to work, Kate's application was approved, and her first Income Protection benefit payment was made on 9 June.



#### Kate's claim timeline

- |   |                   |
|---|-------------------|
| • Date Kate was injured (medically supported as unable to work):      | 10 March          |
| • 60 day waiting period (no payments can be made during this time):   | 10 March to 9 May |
| • First benefit payment period:                                       | 10 May to 9 June  |
| • First benefit payment date (made in arrears to the payment period): | 9 June            |

## How long will you be paid for?

Once your benefit payments start, your progress will be reviewed at regular intervals to ensure you're eligible for ongoing payments. You and your doctor may need to complete progress updates but your case manager will let you know when these are needed.

If you remain eligible, your payments will continue up to the end of your benefit payment period.

## What happens if you have more than one income protection policy?

If you have two income protection policies your benefit payments will be reduced by any other payments you receive - you won't get paid twice as much. However, you can extend your waiting period with us while you're receiving benefit payments from another insurer. If you do this, you may get benefit payments from us after you stop receiving payments from your other insurer.

If you want to extend your waiting period, you must tell us that you're claiming on another income protection policy before the end of the benefit payment period with your other insurer. You'll still need to be **totally or partially disabled and unable to work** to be considered for benefit payments from us at the end of the benefit payment period with your other insurer.

## We're here to help

Visit [australiansuper.com](https://australiansuper.com)

Email [australiansuper.com/email](mailto:australiansuper.com/email)

Call **1300 667 387** (8.30am to 5pm AEST/AEDT weekdays)



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