

# Your guide to making a Home Loan Compassionate Care claim.

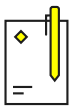


# This guide provides information about how to claim benefits under Home Loan Compassionate Care.

Home Loan Compassionate Care is provided together with the Insurer, AIA Australia. AIA Australia is not part of the Commonwealth Bank of Australia (CBA) Group of companies.

For more information about how Home Loan Compassionate Care works, see the Home Loan Compassionate Care Information Booklet available at [commbank.com.au/compassionatecare](http://commbank.com.au/compassionatecare). The Information Booklet includes full details about eligibility, benefits, conditions, exclusions and limitations and the meaning of definitions used in this guide.

## Making a Home Loan Compassionate Care claim.



### When can I make a claim?

If you, your spouse or dependant suffers a claim event **on or after 24 February 2020**, you (or your legal representative) should let us know as soon as possible as you may be eligible for a benefit.

A **claim event** occurs if an insured person:

- Is medically certified with a **terminal illness** – that is, if a medical specialist certifies in writing that they believe the person has an illness or injury and is likely to pass away within 12 months; or
- **Passes away.**

An **insured person** is:

- You (the borrower), if aged 18 to 59 (inclusive);
- Your spouse, if aged 18 to 59 (inclusive);
- Your dependant(s), if aged 18 (inclusive) and under.



### Who can lodge a terminal illness claim?

You (or your legal representative) can lodge a terminal illness claim if you have an eligible home loan and:

- You are terminally ill; or
- You have a spouse or dependant who is terminally ill.



### Who can lodge a death claim?

You can lodge a death claim if you:

- Have an eligible home loan and your spouse or dependant has passed away; or
- Are the Executor or Administrator of a deceased borrower with an eligible home loan.

In situations where there is no Executor or Administrator, you can lodge a death claim if you are:

- A co-borrower on an eligible home loan where a borrower has passed away; or
- A family member of the borrower with an eligible home loan who has passed away.

If the deceased person was a CommBank customer, please also contact our Estate Settlement and Support team, they can assist you with other banking arrangements.

See [commbank.com.au/support/deceased-estates](http://commbank.com.au/support/deceased-estates) for more information.

# What happens when you make a claim?



## Step 1: Letting us know

Complete the relevant claim form available on [commbank.com.au/compassionatecare](http://commbank.com.au/compassionatecare) and submit it via:

- Your local CommBank branch; or
- By mailing:  
Processing Services, Home Loan Compassionate Care,  
PO Box 334, Silverwater NSW 2128, Australia

If you are not a CommBank customer, we'll also need you to complete our 'Certified Copies Identification' form [here](#). You will need to provide the original and a copy of acceptable identification documents to a prescribed person who is required to complete the actions as set out in the form.



## Step 2: Initial eligibility check

Once we've received your claim form, we'll send you an SMS to let you know we've started the claims process (if you provided us your phone number). Our dedicated Home Loan Compassionate Care team will review your claim and perform a loan product and initial age eligibility check before submitting it to the Insurer.



## Step 3: Case manager

You'll be assigned a case manager from the Insurer who will contact you once your claim has been lodged. Your case manager will guide you through the claims process.



## Step 4: Claims assessment

You'll be asked by your case manager to provide supporting documents and/or fill out additional forms, as needed to assist in processing your claim. Once the Insurer has received these, your claim will be reviewed and your eligibility verified. The Insurer may contact you again if more information is required to assess your claim.



## Step 5: Outcome

If your claim is approved, we'll let you know and confirm the fixed benefit amount payable on the approved loan(s).  
If your claim isn't approved, you'll receive a letter outlining the reason(s) why your claim was declined.



## Step 6: Payment

Once your claim is approved and the fixed benefit amount has been calculated:

- An initial lump sum will be paid equal to your home loan's current minimum required repayment, multiplied by the number of months that have elapsed between the date of claim event and the date we process your first payment; and
- We'll use the remainder of the benefit amount to pay the minimum required repayment on your home loan each month. We'll do this until the entire benefit is paid out in full.

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

We know it's a difficult time for you and your family and we and the Insurer always try and make a decision as quickly as possible. In most cases, a decision will be made within a month from when all the necessary information has been received, however it may take longer if the Insurer requires more information to review your claim and verify your eligibility or if their decision needs to be reviewed by us. If this happens, we'll make sure to keep you notified throughout the process and your case manager will provide you with an update at least every 20 days. You can also contact them anytime you have questions.

## If you'd like to request a review or make a complaint

If you're unhappy with the outcome of your claim and wish to make a complaint, you can contact us by calling **1800 319 457** between 8am and 5pm (Sydney/Melbourne time), Monday to Friday.

## We're here to help

If you have any questions or want more information:



Visit [commbank.com.au/compassionatecare](https://commbank.com.au/compassionatecare)



Call us on **1800 319 457** between 8am and 5pm (Sydney/Melbourne time), Monday to Friday.

**Things you should know:** This guide is provided by Commonwealth Bank of Australia ABN 48 123 123 124, AFSL & Australian credit licence 234945.

Home Loan Compassionate Care is underpinned by a group policy held by us with the insurer, AIA Australia Limited ABN 79 004 837 861 AFSL 230043 (AIA Australia). AIA Australia is not part Commonwealth Bank of Australia (CBA) Group of companies. More information can be found in the Home Loan Compassionate Care Information Booklet found at [commbank.com.au/compassionatecare](https://commbank.com.au/compassionatecare)

006-856 010421

