

Supplementary Product Disclosure Statement (SPDS)

And

Supplementary Financial Services Guide (SFSG)

(Notice of Changes & Amendments)

Effective Date: **12 March 2014**

This notice sets out important changes, additions and deletions made to the Policy Booklet & Product Disclosure Statement (PDS) for Vet's Own Pet Health Insurance dated 01 October 2006 and should be read in conjunction with the previous SPDS's issued. It is important that you read this SPDS and SFSG along with the Policy Booklet & Product Disclosure Statement (PDS) together to familiarise yourself with the policy terms and conditions as they now apply. Please contact us on 1300 668 890 if you would like a more detailed explanation of how these changes affect your cover.

SPDS

Section	Change Action	Description of Change
Where applicable	Changes Status	The combined Policy Booklet and PDS is amended by replacing all references to: <ul style="list-style-type: none"> PetSure (Australia) Pty Ltd ABN 95 075 949 923 Authorised Representative of Hollard AR No. 268991; and PetSure (Australia) Pty Ltd ABN 95 075 949 923 AR No. 268991, with "PetSure (Australia) Pty Ltd ABN 95 075 949 923 AFSL No. 420183".
Where applicable	Change of PetSure's street address	The combined Policy Booklet and PDS is amended by replacing all references to PetSure (Australia) Pty Ltd's street address: <ul style="list-style-type: none"> 46 Carrington Road, Castle Hill, NSW, 2154 with "Level 9, 465 Victoria Avenue, Chatswood, NSW, 2067".
Where applicable	Change of insurer's street address	The combined Policy Booklet and PDS is amended by replacing all references to The Hollard Insurance Company Pty Ltd's street address: <ul style="list-style-type: none"> Level 38, 2 Park Street, Sydney, NSW, 2000 with "Level 12, 465 Victoria Avenue, Chatswood, NSW, 2067".
Part A – Product Disclosure Statement (PDS)	New PDS section	<p>The contents of "Part A – Product Disclosure Statement" is replaced with the following:</p> <p style="text-align: center;">PRODUCT DISCLOSURE STATEMENT</p> <p>Hollard is solely responsible for the PDS and is the insurer under each Vets Own Pet Health Insurance policy issued. PetSure has been given a binding authority by Hollard which authorises it to enter into, vary and cancel Vets Own Pet Health Insurance on behalf of Hollard as if it were Hollard, subject to the limits of authority agreed with Hollard. PetSure does not act for you. Vet Insurance Pty Ltd is authorised to distribute and promote Vets Own Pet Health Insurance but does not issue policies and is not involved in the assessment or payment of claims.</p> <p>This PDS contains important information about:</p> <ul style="list-style-type: none"> significant features and benefits of Vets Own Pet Health Insurance; your Duty of Disclosure when applying for Vets Own Pet Health Insurance; our internal and external dispute resolution procedures; and your cooling off rights when purchasing Vets Own Pet Health Insurance. <p>Please note that, while this PDS provides a summary of the significant features and benefits of Vets Own Pet Health Insurance, you must also read the Policy Terms and Conditions in this booklet to understand the insurance provided (including what terms, conditions, exclusions and limitations may apply to your Cover).</p> <p>Sometimes we need to change the wording of the policy before it is issued to you because your insurance varies depending on a number of factors. We do this by adding what is called an endorsement. You will find any endorsements that apply to your policy printed on your Certificate of Insurance.</p> <p>We may need to update this PDS from time to time if certain changes occur and where required by law. If the change results in a material change from the PDS you hold, we will provide you with a new PDS or supplementary PDS.</p> <p>PROTECTION FOR YOUR PETS</p> <p>Subject to the terms, conditions, exclusions and limitations that apply to your Cover (as set out in this document), Vets Own Pet Health Insurance provides:</p> <ul style="list-style-type: none"> financial protection for Vet Expenses in respect of the insured Pet resulting from sudden and unexpected Accidental Injury or Illness (depending on the level of Cover selected by you) occurring or first showing clinical signs within the Policy Period and after any applicable Waiting Period; and cover for eligible Vet Expenses (as well as allowing you to use the services of any Vet in Australia and, in some cases, overseas). <p>'Vet Expenses' are defined in Section 1 – Definitions and may be subject to stated limits, Excesses and applicable Waiting Periods.</p> <p>UNDERSTANDING THE LIMITS OF THE INSURANCE</p> <p>Vets Own Pet Health Insurance transfers many of the financial risks pet owners face for Vet Expenses from the insured to the insurer. However, Vets Own Pet Health Insurance does not cover every circumstance or expense and we have certain terms, conditions, exclusions and limitations that help keep premiums low. These include, but are not limited to, conditions such as pregnancy, elective procedures, pet foods/diets, grooming and medical conditions that are present or that you were aware of (or that a reasonable person in your circumstances should have been aware of) prior to the policy Commencement Date or that arise during the applicable Waiting Period.</p> <p>Full details are specified in the Policy Terms and Conditions.</p> <p>YOUR OBLIGATION TO US (DUTY OF DISCLOSURE)</p>

Before you enter into a contract of general insurance with us, you have a duty, under the Insurance Contracts Act 1984, to disclose to us every matter that you know, or could reasonably be expected to know, is relevant to our decision whether to accept the risk of the insurance and, if so, on what terms. This includes but is not limited to matters relating to the health of your Pet and the nature and extent of the insurance cover provided.

You have the same duty to disclose those matters to us before you renew, extend, vary or reinstate a contract of general insurance.

Your duty however does not require disclosure of a matter:

- that diminishes our risk;
- that is of common knowledge;
- that we know or, in the ordinary course of our business, ought to know; or
- as to which compliance with your duty is waived by us.

This duty applies to everyone who is insured under the policy. The duty applies until your Vets Own Pet Health Insurance policy is entered into and again, where relevant, when it is renewed, extended, varied or reinstated. If anything changes between the time you provide answers or make disclosure and the time the policy is entered into or renewed, extended, varied or reinstated (whichever is relevant), you need to tell us.

If you fail to comply with your Duty of Disclosure or make a misrepresentation, we may be entitled to reduce our liability under the contract of general insurance in respect of a claim (this may be to nil) and/or may cancel the contract.

If your non-disclosure or misrepresentation is fraudulent, we may also have the option of avoiding the contract from its beginning.

CALCULATING YOUR PREMIUM

Your premium is calculated when your Vets Own Pet Health Insurance policy begins, and at each policy anniversary (and if you vary or extend cover). The premium is calculated based on a number of factors, including the risks associated with the insured Pet and is printed on the relevant Certificate of Insurance. In calculating your premium, we may consider the Cover you have chosen, the Excess and the Benefit Percentage applicable to the Cover you have chosen, where you and your Pet permanently live, the species, breed and age of your Pet. The amount you pay includes allowances for government fees, taxes and charges (including stamp duty and GST).

COOLING OFF PERIOD

You have a full 21 days from the policy Commencement Date (or any renewal date) to make sure you are happy with every aspect of your Vets Own Pet Health Insurance policy. This is known as the "cooling off" period. During this time you may cancel the policy simply by writing to us. If we receive your written request to cancel your policy within the 21 day period after the policy Commencement Date (or any renewal date), we will give you a refund of any monies received since commencement or renewal, less any reasonable administrative and other transaction costs incurred by us, which we are unable to recover and any taxes or duties that we are unable to refund.

You cannot return your Vets Own Pet Health Insurance policy if you have exercised any of your rights or powers under the policy (e.g. you have made a claim) within the 21 day cooling off period. After the cooling off period ends you continue to be able to cancel your policy and you have rights upon cancellation in certain circumstances under the policy. These rights are set out in Section 7 – Premiums and Cancellation.

YOUR PRIVACY

Hollard, Vet Insurance Pty Ltd and PetSure (each a "Recipient" and referred to as "we", "us" or "our" in this Privacy section) are subject to the Australian Privacy Principles under the Privacy Act (Cth) 1988.

In connection with each Recipient:

- personal information is collected in various ways, including via telephone, our website, hard copy forms or email. Whenever you deal with us we will collect this information directly from you unless it is unreasonable or impracticable for us to do so. In some instances we may collect your information from someone else. This may include our authorised representatives, our distributors or referrers, agents or related entities, veterinary service providers, another party involved in a claim, family members, anyone you have authorised to deal with us on your behalf, and/or our legal or other advisers;
- personal information is collected that is reasonably necessary in order for us to provide and offer you our products and services, or otherwise as permitted by law. Such purposes include responding to your enquiries, providing you with assistance you request of us, maintaining and administering our products and services (for example processing requests for quotes, applications for insurance, underwriting and pricing policies, issuing you with a policy, managing claims, processing payments); processing your survey or questionnaire responses; market research and the collection of general statistical information using common internet technologies such as cookies; providing you with marketing information regarding other products and services (of ours or a third party); quality assurance and training purposes; performing administrative operations (including accounting and risk management) and any other purpose identified at the time of collecting your information;
- if you do not consent to us collecting and using, or disclose all or some of the personal information we request, we may not be able to provide you with our products or services, such as processing your application for insurance, your claim or any payment due to you. It may also prevent us from maintaining or administering your policy or the provision of information regarding our products or services or those of any third party;
- we may collect your personal information so that we or our related entities or other third parties with whom we have a relationship can develop or offer you products and services which we believe may be of interest to you, but will not do so if you tell us not to by contacting us (our contact details are provided below);
- where appropriate, we will disclose your information to our related entities and third parties who provide services to us or on our behalf, including our authorised representatives, distributors or referrers, mailing houses and marketing companies, insurance reference bureaus, reinsurers, credit providers, external IT service providers, other insurance providers and advisers. In the case of claims (or likely claims) it may be disclosed to persons involved in the claim, veterinary service providers, external claims data collectors and verifiers. Your personal information may also be

disclosed to the Financial Ombudsman Service or other dispute resolution providers, government bodies, regulators, law enforcement agencies and any other parties where required by law;

- your personal information may also be disclosed to some of our service providers who are located overseas including the Philippines. Our contracts with these service providers include an obligation for them to comply with Australian privacy law and our Privacy Policy.

You consent to the use and disclosure of your personal information as set out in this section. Your consent applies whether you become or remain the insured unless you tell us otherwise by contacting us. You can read more about how we collect, use and disclose your personal information or how to make a complaint about a breach of the Australian Privacy Principles in our Privacy Policy which is available on our website or you can request a copy. If you wish to gain access to your personal information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy, please contact the Privacy Officer at:

Hollard

Telephone: 13 19 48
Email: privacy@hollard.com.au
Mail: The Hollard Insurance Company Pty Ltd
PO Box 199,
Chatswood, NSW 2057
Website: www.hollard.com.au

Vets Own

Telephone: 1300 668 890
Email: vetsown@petsure.com.au
Mail: Vets Own Health Insurance
Locked Bag 9021,
Castle Hill, NSW 1765
Website: www.vetsown.com.au

PetSure

Telephone: +61 (02) 9842 4800
Email: privacy@petsure.com.au
Mail: PetSure (Australia) Pty Ltd
Locked Bag 9021,
Castle Hill, NSW 1765
Website: www.petsure.com.au

CODE OF PRACTICE

We are a member of the Insurance Council of Australia and also a signatory of the General Insurance Code of Practice. The objectives of the Code are:

- Promote better, more informed relations between insurers and their customers;
- Improve consumer confidence in the general insurance industry;
- Provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- Commit insurers and the professionals they rely upon to higher standards of customer service.

You can obtain a copy of the Code from the Insurance Council of Australia website insurancecouncil.com.au.

GST GOODS AND SERVICES TAX (GST)

All monetary limits in your policy are inclusive of GST. In the event of a claim, if you are not registered for GST, we will reimburse you the GST component in addition to the amount we pay you. If you are registered for GST, we will not pay you the GST component, you will need to claim the GST component from the Australian Taxation Office.

You must advise us of your correct input tax credit percentage where you are registered as a business and have an Australian Business Number. You are liable to us for any GST liability we incur arising from your incorrect advice or inaction.

IF YOU HAVE ANY QUESTIONS

For more information about Vets Own Pet Health Insurance, to confirm policy transactions, or if you have any questions about the information contained in the PDS or Policy Terms and Conditions, please call us on 1300 668 890.

Our lines are open Monday to Friday (except public holidays) 8:30am to 5:00pm (AEST). Alternatively, you can write to Vets Own Pet Health Insurance, Locked Bag 9021, Castle Hill NSW 1765.

IF YOU HAVE A COMPLAINT

We hope that you never have reason to complain, but if you do we will do our best to work with you to resolve it. Our complaints resolution process has three steps.

1 – Immediate Response

Usually when you have a concern, we can resolve it immediately on the phone. If we can't immediately resolve your concern we will treat it as a complaint and take steps to resolve your matter as soon as possible. Please contact us using one of the following means:

Phone: 1300 668 890
(Weekdays between 8:30am and 5:00pm AEST – except public holidays)

Writing: Customer Service Complaints

Vets Own Pet Health Insurance
 Locked Bag 9021
 Castle Hill NSW 1765

Please supply your policy number to enable the enquiry to be dealt with promptly. Your complaint or enquiry will be dealt with by someone with appropriate authority.

2 – Internal Dispute Resolution

If we haven't resolved your matter to your satisfaction, at your request (refer to contact details provided for "1 – Immediate Response"), we will escalate your complaint for review by our Internal Disputes Resolution team. All escalated matters will be acknowledged within 2 business days of being escalated. After full consideration of the matter a written final response will be provided that will outline the decision reached and the reasons for the decision.

3 – External Dispute Resolution

In the unlikely event that your complaint is not resolved to your satisfaction, or a final response has not been provided within 45 days, you may be eligible to refer your matter to the Financial Ombudsman Service (FOS), providing your matter is within the scope of the FOS Terms of Reference. The FOS is an independent dispute resolution service provided free of charge. You may contact the FOS at:

Financial Ombudsman Service

Mail: GPO Box 3, Melbourne VIC 3001
 Phone: 1300 780 808 (local fee applies)
 Fax: (03) 9613 6399
 Website: www.fos.org.au
 Email: info@fos.org.au

FINANCIAL CLAIMS SCHEME AND COMPENSATION ARRANGEMENTS

We are an insurance company authorised under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act.

The Insurance Act contains standards designed to ensure that, under all reasonable circumstances, financial promises made by us are met within a stable, efficient and competitive financial system. Because of this we are exempted by the Corporations Act 2001 (Cth) from the requirement to meet the compensation arrangements Australian Financial Services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of that Act. We have compensation arrangements in place that are in accordance with the Insurance Act.

If we were to fail and were unable to meet our obligations under your policy, a person entitled to claim under insurance cover under the policy may be entitled to payment under the Financial Claims Scheme (access to the Scheme is subject to eligibility criteria). Information about the Financial Claims Scheme can be obtained from the APRA website at <http://www.apra.gov.au> and the APRA hotline on 1300 558 849.

AUTHORISED FOR ISSUE

This PDS including the Policy Terms and Conditions was prepared by Hollard. Vet Insurance Pty Ltd and PetSure have given their consent to all statements by or about them in the form and context in which they are included and have not withdrawn as at the date of the PDS.

These statements appear throughout the PDS.

Part B - Section 1 Definitions	Chronic Condition & Recurring Condition lifetime cover limits are removed.	The combined Policy Booklet and PDS is amended by deleting the following definitions under section 1: <ul style="list-style-type: none"> • Benefit Limits – Chronic & Recurring Conditions • Chronic Condition
Part B – Section 1 Definitions	Co-payment definition	The combined Policy Booklet and PDS is amended by replacing the definition of Co-payment with the following: “Benefit Percentage means the stated percentage of each claim for eligible Vet Expenses for which we will reimburse you, subject to any applicable Benefit Limits and Excesses. Note: The applicable Benefit Percentage will be shown on your Certificate of Insurance. <i>For example:</i> for an 80% Benefit Percentage we will reimburse you for 80% of the eligible Vet Expenses, subject to Benefit Limits and Excesses payable.”
Part B – Section 1 Definitions	Changes to the Pre-existing Condition definition	Replace 1 st bullet point with the following: <ul style="list-style-type: none"> • any Condition(s) or any Skin Condition (as defined) or symptoms or signs of that Condition/Skin Condition occurring or existing in any form prior to the Commencement Date;
Part B – Section 9 – Your Privacy	Deletion of section	The combined Policy Booklet and PDS is amended by deleting Section 9.

SFSG

Section	Change Action	Description of Change
Financial Services Guide (FSG)	New FSG section	<p>The contents of the “Financial Services Guide” is replaced with the following:</p> <p style="text-align: center;">FINANCIAL SERVICES GUIDE (FSG)</p> <p>PetSure and Vet Insurance Pty Ltd are responsible for this FSG as it relates to the financial services provided by them. This FSG provides you with information about the financial services that they provide in relation to Vets Own Pet Health Insurance (to help you decide whether or not to use those services) as well as information on how they are remunerated in relation to the services, how they deal with complaints and how they can be contacted.</p> <p>In this FSG:</p> <ul style="list-style-type: none"> • Hollard means The Hollard Insurance Company Pty Ltd. • Vet Insurance means Vet Insurance Pty Ltd. • PetSure means PetSure (Australia) Pty Ltd. • You, and your means the applicant for a Vets Own Pet Health Insurance policy and, if a policy is issued, the insured. <p>Vets Own Pet Health Insurance is promoted by Vet Insurance, insured by Hollard and administered by PetSure. Full details about these companies are given at the start of the Policy Booklet & PDS. The Vets Own Pet Health Insurance PDS including the Policy Terms and Conditions are set out in this booklet. The Vets Own Pet Health Insurance PDS contains information on the benefits and significant characteristics of the product and is aimed to assist you in making an informed decision about whether to purchase it or not. Before you acquire the product, you should read the PDS carefully and use it to decide whether to purchase the product.</p> <p>ABOUT HOLLARD, VET INSURANCE PTY LTD, PETSURE AND OTHER RELEVANT PERSONS/ORGANISATIONS</p> <p>Hollard is an Australian Financial Services Licensee (AFSL 241436) authorised to provide advice and deal in relation to all general insurance products. Hollard is the insurer and issuer of Vets Own Pet Health Insurance policies. In providing the financial services set out in this FSG, Hollard does not provide personal advice and does not act for you.</p> <p>Vet Insurance is an Authorised Representative (Number 270906) of Hollard and is authorised to promote Vets Own Pet Health Insurance which is issued by Hollard. Vet Insurance does not act for you.</p> <p>PetSure, a related company to Hollard, is an Australian Financial Services Licensee (AFSL 420183) and authorised to deal in and provide general advice on general insurance products. It administers Vets Own Pet Health Insurance policies on behalf of the insurer Hollard and determines, on behalf of Hollard, whether a policy can be issued to you by Hollard.</p> <p>PetSure has been given a binding authority by Hollard which authorises it to enter into, vary and cancel these policies on behalf of Hollard as if it were Hollard. PetSure’s authority is subject to the limits of authority agreed with Hollard. PetSure does not act for you. PetSure has also been appointed by Hollard as its agent to manage, administer and settle claims made under Vets Own Pet Health Insurance policies. This means PetSure makes decisions about claims on behalf of Hollard. In providing the financial services set out in this FSG PetSure does not provide personal advice and does not act for you.</p> <p>Important information you should know</p> <p>The organisations in this section have not and will not consider whether Vets Own Pet Health Insurance is appropriate for your personal objectives, financial situation or needs as they do not provide such services to you. Any information provided in relation to this product is of a general nature only and is not based on a consideration of your personal needs, objectives or financial situation. Therefore you need to consider the appropriateness of any information given to you, having regard to your personal circumstances before buying a Vets Own Pet Health Insurance policy. You need to read the PDS including the Policy Terms and Conditions to determine if the product is right for you. The PDS contains information on the relevant risks, benefits and significant characteristics of the product and is aimed to assist you in making an informed decision about whether to buy it or not. If you require personal advice, you need to obtain the services of a suitably qualified adviser.</p> <p>How each party is paid for its services</p> <p>When you purchase a Vets Own Pet Health Insurance policy you pay the premium to Hollard for the product. This amount is provided to you before the product is purchased.</p> <p>Vet Insurance may receive a commission of up to twenty percent (20%) of the net premium (this is the premium less any government taxes and charges) for promoting Vets Own Pet Health Insurance policies. This commission is used by Vet Insurance to cover costs associated with the marketing and distribution of this product to you and may include any referral fees to people or organisations that refer new customers to Vets Own Pet Health Insurance.</p> <p>PetSure receives a portion of the underwriting profit, if any, for administering Vets Own Pet Health Insurance products.</p> <p>You may request particulars about the above remuneration (including commission) or other benefits from the relevant entity providing the relevant financial service; however, the request must be made within a reasonable time after you have been given this document and before the relevant financial service has been provided to you by them. The contact details for each of Vet Insurance and PetSure are shown in the Policy Booklet and PDS.</p> <p>Compensation Arrangements</p> <p>The Corporations Act 2001 (Cth) requires Australian Financial Services licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of that Act, unless an exemption applies.</p> <p>To this end Vet Insurance and PetSure have Professional Indemnity Insurance in place which meets the legislative requirements covering their activities and includes the conduct of any employees who are no longer employed by Vet Insurance or PetSure but were so at the time of the relevant conduct.</p> <p>Refer to the “Financial Claims Scheme and Compensation Arrangements” section in the PDS for further information on Hollard’s compensation arrangements.</p>

Your privacy

Refer to the "Your Privacy" section of the PDS for further information on what we do with your information.

How are Complaints resolved?

Refer to the "If you have a complaint" section of the PDS for further information on how complaints are dealt with.

Authorised for issue

This FSG was prepared by PetSure and Vet Insurance (as it relates to the financial services provided by them) to be issued on 12 March 2014 and Hollard has authorised the distribution of this FSG by them.