

## Coronavirus - FAQ

The following provides information for ABFS clients who have questions about the coronavirus (COVID-19). The information is current as at 9 April 2020 and may be subject to change as the situation and government response changes. Official guidelines can be found at The Financial Services Council (FSC) website at [www.fsc.org.au](http://www.fsc.org.au)

### 1. Are there any exclusions on my policy for COVID-19?

No.

The Financial Services Council (FSC) confirmed that as at 11 March, for all insurers subscribed to their code, there are no exclusions that would prevent the policy paying out for a death claim related to coronavirus, if you follow Government travel advice. No-one should be concerned about their existing life cover and you can always check with your life insurance company (for individual life cover), or your superannuation trustee (for group life cover in superannuation), about your cover. The full statement can be found [here](#).

AIA	AMP	Asteron (TAL)	BT (Westpac)	AIA
Clearview	CommInsure	Integrity	MetLife	Clearview
MLC	OnePath (Zurich)	TAL	Zurich	MLC

These insurers represent the majority of our clients' policies however the full list can be found [here](#)

### 2. Can I make a life insurance claim for a death related to COVID-19?

As above.

### 3. Can I make a COVID-19 related claim for TPD, Income Protection or Trauma?

As above, COVID-19 is not excluded however you still need to meet the terms and conditions of your policy. As an example; if you hold income protection with a 4 week waiting period and contract the virus leaving you unable to work for 3 weeks; no claim would be payable. If your sickness were to extent for another 3 weeks (6 week total illness) then you would be able to claim for 2 weeks benefit.

### 4. How do I make a claim

Our national claims team can be reached on 1300 680 486 or [claims@abfs.com.au](mailto:claims@abfs.com.au). Alternatively, you can contact your insurer directly.

### 5. What happens when applying for new or more cover?

All the major retail insurers have applied additional COVID-19 underwriting questions to new applications which encompasses, travel and exposure to those that may have been exposed. If unwell, the insurer may defer decisions until you are given a clean bill of health from your doctor.

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**6. I am on the frontline and have a higher exposure to COVID-19; will I have exclusions applied?**

No. Through the FSC; Life insurers are making a commitment that a persons' exposure, or potential exposure, will not of itself be used to decline an application for cover, charge a higher premium, or apply a COVID-19 pandemic risk exclusion to any of the benefits offered. For full details please see this [statement](#).

**7. I have COVID-19. Can I get cover or increase my existing cover?**

No, your application will be deferred until given a clean bill of health form your doctor.

**8. I haven't been diagnosed with COVID-19 but have been in contact with someone diagnosed with it. Can I get cover?**

Your application will be deferred for the required timeframe to provide medical clearance confirming you do not have COVID-19.

**9. I am suffering financial hardship, is premium relief available?**

Please contact our office if you are considering cancelling or reducing your cover or otherwise suffering financial hardship. There are options available to our clients providing premium relief and this will vary between insurers and be on a case-by-case basis.

Unlike the recent bushfires or floods; there is unlikely to be a 'blanket' approach by insurers as the numbers of individual policy holders affected are significantly higher than any previous natural disaster.

**10. Can I make a claim for Income Protection relating to COVID-19 for having to be away from work because of self-isolation, even though I haven't been diagnosed with this illness?**

No, self-isolation does not qualify you for an income protection claim.

**11. Does Income Protection insure against redundancy/loss of job?**

Although policies vary somewhat the answer is generally going to be no, or at least they don't cover it in any useful way. Income Protection is designed to cover you in the event of illness or accident.

**12. I think I've received a suspicious email relating to COVID-19. What should I do?**

It is important to be aware of numerous online security scams that are targeting people at this vulnerable time. High-profile events like the coronavirus are almost inevitably exploited by cyber criminals to spread malicious files, conduct scams via email and phone and often play on justified concerns.

If you have any questions you can contact Scamwatch, which has a dedicated page on the coronavirus - <https://www.scamwatch.gov.au/news/covid-19-coronavirus-scams> - or Stay Smart Online for more information on ways you can protect yourself.

**Advising you through life**