

Cooling Off Period Policy

Police Health Limited ABN 86 135 221 519. A registered, not-for-profit, restricted access private health insurer.
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1. PREFACE

To ensure prudent administration, risk management and governance, Police Health maintains a register of approved policies. These policies are reviewed regularly, but not later than the review date specified in this policy.

2. DEFINITIONS

Contributor means the person registered as the Contributor for a health insurance policy, and who is responsible for payment of contributions of the policy.
Cooling off period is the first thirty calendar days following the commencement date of joining the Police Health fund (new policy) or the first thirty calendar days following the commencement date of a change in the level of private health insurance cover (cover change).

3. INTRODUCTION

This policy provides guidance to:

- The rights and responsibilities of a *Contributor* during the *cooling off period* and
- Employees when handling a request for a contribution refund during the *cooling off period*.

Understanding of and adherence to this policy will:

- Increase the level of customer satisfaction regarding the delivery of products and services;
- Recognise, promote and protect the insured person's rights, including the right to comment and complain;
- Provide an efficient, fair and accessible process for handling a request for a contribution refund during the *cooling off period*.

4. POLICY

Police Health will provide to any new Contributor of a new policy or existing Contributor changing their level of health insurance cover a *cooling off period*, provided the following requirements are met:

- (1) The request to cancel the new policy or to cancel the cover change to an existing policy is received in writing within 30 calendar days of the commencement of the new policy or cover change; and
- (2) There has been no benefits paid under the new policy or benefits paid which are related to the cover change.

Where a new Contributor meets the above requirements, Police Health will refund to the Contributor, in full, any contributions paid without penalty.

Where an existing Contributor has changed their level of health insurance cover and meets the above requirements, Police Health will either:

- (1) Where the contribution rate is higher, return the Contributor to their previous cover and either refund the Contributor, in full, the additional contributions paid, or advance the paid to date of the policy to the equivalent amount; or
- (2) Where the contribution rate is lower, return the Contributor to the previous cover so long as the Contributor pays any additional contributions to bring the policy up to date.

Where the *cooling off period* is applied to a Contributor who changes their level of health insurance cover and then is returned to their previous cover under the application of the *cooling off period*, the Contributor will be treated as if their policy has been continuous of the previous cover, without loss of entitlements.

5. POLICY ADMINISTRATION

Approved by CEO on: 06 February 2018

Policy Review Date: 31 March 2021