



COOLING OFF PERIOD POLICY

PREFACE

To ensure prudent administration, risk management and governance Police Health maintains a register of Board of Director approved policies.

The Board of Directors, where appropriate, have approved policies to delegate their authority or provide guidance to appropriate employees.

These policies are reviewed regularly, but not later than the determined policy 'review date'.

INTRODUCTION

This policy is to be used as a guideline for all employees when handling a request for a contribution refund during the early stages of a membership or a membership change.

Through adherence to this policy Police Health will:

- i. increase the level of consumer satisfaction with the delivery of products and service for our members;
- ii. recognise, promote and protect our members' rights including the right to comment and complain;
- iii. provide an efficient, fair and accessible methodology for handling a request for a contribution refund during the early stages of a membership or a membership change.

DEFINITIONS

Board of Directors means those persons appointed as Directors of Police Health when meeting formally in relation its Corporate Governance.

Chief Executive Officer means the person appointed by the Board of Directors to give effect to the Board's decisions.

The Management Team means the Chief Executive Officer and persons under the direct leadership of the Chief Executive Officer.

"Cooling Off" Period means the right to cancel the policy without penalty after you have joined.

POLICY

Police Health will provide to any new member or existing member changing their level of cover, a “cooling off” period and will refund in full any premiums paid without penalty, provided:

- i. the request to cancel a new policy or cover change to an existing policy is received in writing within 30 calendar days of the commencement of the new policy or cover change to existing policy, and
- ii. there have been no claims paid under the new policy or benefits paid which are related to the cover change.

Date Policy Approved 8 March 2006
Policy Review Date 8 March 2009

References:

Private Health Insurance Code of Conduct