

# COOLING OFF PERIOD POLICY

## 1. Preface

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, and
- Provide an efficient, fair and accessible process for handling a request for a contribution refund during the **cooling off period**.

## 2. Responsibilities

The CEO holds responsibility for approval of this policy.

## 3. Procedures

A new Contributor of a new policy or existing Contributor changing their health insurance cover to a new cover will be provided with 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 a new policy within an existing policy is received in writing within 30 calendar days of the commencement of the new policy or new cover; and
2. There have been no benefits paid under the new policy or benefits paid which are related to the new cover.

Where a new Contributor meets the above requirements, the Contributor will be refunded, in full, any contributions paid without penalty.

Where an existing Contributor has changed their health insurance cover to a new cover and meets the above requirements:

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 health insurance cover to a new 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.

## 4. Definitions

In this policy, the following definitions apply:

**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).

## 5. Policy Administration

The policy should be regularly reviewed, but no later than the policy review date.

Date policy approved: 03 June 2026

Policy review date: 30 June 2029

Policy oversight: Chief Executive Officer