

## Supplementary Product Disclosure Statement ("SPDS")

(Notice of Policy Changes & Amendments)

Effective Date: 30 June 2019

This notice sets out an important change made to the combined Product Disclosure Statement, Policy Terms and Conditions and Financial Services Guide for PROSURE Pet Insurance dated 1 February 2016. It is important that you read this SPDS and the policy booklet together to familiarise yourself with the policy Terms and Conditions as they now apply.

| Section   | Description of Change   |
|---|---|
| Your privacy (Page 6-7)   | <i>Replace all references to 'Financial Ombudsman Service' with 'Australian Financial Complaints Authority'.</i>  |
| Product Disclosure Statement – If you have a complaint (Page 8-9) | <b>Stage 3 of our complaints resolution process should be updated to the following:</b><br><i>3 – External Dispute Resolution</i><br><i>In the event that your complaint is not resolved to your satisfaction, or a final response has not been provided within forty-five (45) days, you can refer your matter to the Australian Financial Complaints Authority (AFCA), providing your matter is within the scope of the AFCA Rules. AFCA is an independent dispute resolution service provided free of charge. You may contact AFCA at:</i><br><i>Australian Financial Complaints Authority</i><br><b>Mail:</b> GPO Box 3, Melbourne VIC 3001<br><b>Phone:</b> 1800 931 678<br><b>Website:</b> <a href="http://www.afca.org.au">www.afca.org.au</a><br><b>Email:</b> <a href="mailto:info@afca.org.au">info@afca.org.au</a> |

If you have any questions regarding this change, you can contact us on 1800 424 917 or via [prosure@petsure.com.au](mailto:prosure@petsure.com.au)