

## COMPARE THE MARKET

### HEALTH INSURANCE BEST PRICE PROMISE TERMS AND CONDITIONS

#### Introduction

1. At Compare the Market Pty Ltd (**CTM**), we are committed to ensuring that you when you purchase health insurance through us, you get the best price possible. So we promise that if you buy through us, and you find the same policy at a cheaper price elsewhere, we'll pay you 110% of the difference in price for the first year of the policy (**Best Price Promise**).
2. By purchasing health insurance through CTM and claiming under the Best Price Promise, you acknowledge that you agree to these Best Price Promise terms and conditions.

#### Eligibility

3. To be eligible for the Best Price Promise, you must:
  - (i) be an Australian resident aged 18 years or more;
  - (ii) purchase a health insurance policy (being a hospital policy, an extras policy, or a combined hospital and extras policy other than Overseas Visitor Cover) through CTM, and hold it for at least 45 days;
  - (iii) find (or have already found) a cheaper price available elsewhere for the same policy with the same fund, where that cheaper price was publicly available and available on the day that you purchased your policy through CTM. The policies must be exactly the same policy from exactly the same fund; and
  - (iv) make a claim, in accordance with the process set out in paragraph 7 below, within 90 days of purchasing your health insurance policy through CTM.
4. For the purposes of paragraphs 1 and 2(iii) above, "cheaper price" can include any of the following that might be offered from time to time by health funds or health insurance sellers, as long as they are publicly available:
  - (i) lower headline prices;
  - (ii) discounts off headline prices;
  - (iii) offers of "free months"; and
  - (iv) "cashback" offers paid by cash or immediate discount.
5. The Best Price Promise does not apply to non-price incentives or other rewards that might be offered from time to time by health funds or health insurance sellers, such as:
  - (i) EFTPOS cards, Virtual Visa cards, or other rewards cards (including promotions redeemed by EFTPOS cards, Virtual Visa cards, or other rewards cards);
  - (ii) competitions or trade promotions;
  - (iii) rewards that accrue over a period of time;
  - (iv) loyalty schemes or loyalty points;
  - (v) waiting period waivers; or
  - (vi) other non-monetary incentives such as goods or loyalty points.
6. Similarly, the Best Price Promise does not apply to rewards or incentives that are not publicly available, such as corporate offers or plans, other group discounts, or "under the table" discounts.
7. We will apply the Best Price Promise based on the annualised price of your policy at the time you purchase it (we will not take into account any future price increases).
8. For the purposes of paragraphs 1 and 2(iii) above, "same policy" means same in every respect, including in relation to: fund; policy type; level of benefits or extras; and with any applicable rebates or LHC applied. The calculation of the difference in price between the two policies will be based on the price of those policies as adjusted for your specific rebate / LHC eligibility as purchased through CTM.

## **How to claim**

9. If you are eligible for the Best Price Promise, to claim it you must complete it by filling out a Best Price Promise claim form on our website within 90 days of purchasing the policy. The form will require you to provide evidence (by way of a screenshot or advertisement or quote provided in PDF or image format) of the cheaper offer.
10. Once you have completed the form, and if we are satisfied that you are eligible for payment, we will notify you and pay you as soon as practicable. We will pay you by Electronic Funds Transfer into your nominated bank account. Payments will be made to all eligible recipients once per week.

## **General**

11. The Best Price Promise is not available in conjunction with any other promotion, and CTM reserves the right to disqualify you from claiming it:
  - (a) if it suspects fraudulent activity; or
  - (b) if you breach these Terms and Conditions; or
  - (c) if it decides that you have not acted in good faith; or
  - (d) for any false or misleading conduct of any kind.
12. In the event the Health Policy is held by more than one person the Best Price Promise will be fulfilled only for the first named policy holder of the Health Policy.
13. CTM reserves the right in its sole discretion or subject to any written directions from a regulatory authority, to modify, suspend, terminate, or cancel the Best Price Promise at any time without notice.
14. The Best Price Promise is only available to health insurance policies purchased through CTM. It is not available for other products purchased through CTM (for example, car insurance or energy).