

## Australian Unity FY24 Q3&4 Acquisition Offer

### “Six Weeks Free” Offer Jan 2 – June 30 2024

#### Offer:

- Get 6 (six) weeks free when you join hospital and extras – 2 Jan – 30 June 2024
- Get 6 (six) weeks free when you join extras only – 2 Jan – 30 June 2024

#### Offer period

- Start Date: 2<sup>nd</sup> Jan 2024
- End Date: 30<sup>th</sup> Jun 2024

#### Eligibility Criteria

1. Purchase Australian Unity combined hospital and extras cover, extras-only cover
2. Through either the Australian Unity call centre; via the Australian Unity website, Australian Unity Partnerships (phone and online portals) or via an aggregator or comparator call centres/websites.
3. Join between 2 January and 30 June 2024 where the policies purchased have a commencement date between 2 January and 30 June 2024.
4. are new members on new memberships who have not previously held Australian Unity health insurance within 90 days of joining.
5. complete **60 days of continuous paid membership** (within the first 60 days of membership) before being eligible for 6 weeks free.
6. member must be financial and not in arrears or be suspended for a period during the first 60 days of membership to receive the 6 weeks free

**Note: If a customer is in arrears or suspends their policy in their first 60 days of membership, they will no longer be eligible for the 6 weeks free. Please advise customers to ensure their payments are up to date in their first 60 days in order to remain eligible.**

**Note:** This offer is not available:

- to members who have held health cover with Australian Unity in the 90 days prior to 2 January 2024.
- to new members who purchase hospital-only cover or Overseas Visitors Cover.
- to dependants who come off their parent's policy and take out hospital and extras cover within 90 days will not be eligible for this offer. However, they will be eligible for a separate offer if they join within 30 days, refer to the details [here](#).
- to Australian Unity staff (this includes Greengate 21 staff); or
- in conjunction with any other retail offer or promotion being run by Australian Unity at the same time except where those retail offers, or promotions are clearly expressed or communicated by Australian Unity to constitute or form part of a single offer.
- All waiting periods are applicable, there are no waiting periods waived as part of the offer

#### Fulfilment of Six Weeks Free

- Customers need to meet all eligibility criteria as outlined above
- Customers need to complete **60 days of continuous paid Australian Unity membership** before the six weeks offer will be applied to the new member's policy.
- The six weeks free offer is applied to each policy by advancing the date it is paid up to, ie moving it forward six weeks.
- The offer will then be applied within 30 days of completing the 60 days of paid membership due to data and processing time. It won't be applied on the 60<sup>th</sup> or 61<sup>st</sup> day. It could take **up to 90 days** from joining for the weeks free to be applied, provided the member has maintained payment during that time. Please ensure you clearly communicate this to customers.

## Terms and Conditions –

**Link -** <https://www.australianunity.com.au/health-insurance/campaign/health-offer/terms-and-conditions>

- **Get 6 (six) weeks free when you join hospital and extras (Jan 2 – June 30, 2024)**
- 1. This offer only applies:
  - a. to people who purchase Australian Unity hospital and extras cover (either a combined product or a hospital product and an extras product);
    - 1. through either:
      - 1. the Australian Unity call centre;
      - 2. the Australian Unity website;
      - 3. Australian Unity Partnerships (phone and online portals); or
      - 4. an aggregator or comparator call centre/website;
    - 2. between 2 January – 30 June 2024 where the policies purchased have a commencement date between 2 January – 30 June 2024; and
    - 3. are new members on new memberships (see condition 3 below); or
  - b. to members who purchase Australian Unity hospital & extras cover (either a combined product or a hospital product and an extras product) through iSelect's or Health Insurance Comparison (HIC)'s or It's My Health's or HealthDeal's referral program; and
    - 1. have a referral date (i.e.: the date the sale was processed by iSelect/ HIC /It's My Health/ HealthDeal) no later than 30 June 2024 and a start date no later than 15 July 2024;
    - 2. are new members on new memberships (see condition 3 below).
- 2. After complying with paragraph 1 above, and subject to paragraph 3 and 5 below, the policy holder may receive 6 (six) weeks free on their hospital and extras cover (either a combined product or a hospital product and an extras product). Limit of one 6 weeks free offer per membership.
- 3. Offer only available to new members on new memberships, who have not previously held Australian Unity health insurance within 90 days of joining.
- 4. Dependants who come off their parent's policy and take out hospital & extras cover or a combination cover within 90 days will not be eligible for this offer. However, they may be eligible for a separate offer if they join within 30 days, refer to the details [here](#).
- 5. This promotion is not available:
  - a. to members who take out hospital only cover or Overseas Visitors Cover;
  - b. to members who take out extras only cover (separate offer in market for extras only);
  - c. to Australian Unity staff (this includes Greengate21 staff).
- 6. The 6 weeks free will be applied to the membership after the policy holder has held hospital and extras cover for a minimum period of 60 continuous days and the policy is paid up to date:
  - a. The 6 weeks free will not be applied on any policies that are in arrears or that are suspended for a period during the first 60 days of membership.
  - b. The 6 weeks free offer is applied to your policy by advancing the date you are paid up to, i.e. moving it forward 6 weeks. The 6 weeks free will be applied to policies within 30 days after completing 60 continuous days of paid membership.
- 7. This offer is not available in conjunction with any other retail offer or promotion, except where those retail offers or promotions are clearly expressed or communicated by Australian Unity to constitute or form part of a single offer.
- 8. Those who join via a partnership relationship are eligible for the partnership discount and the weeks free offer.
- 9. This offer can be withdrawn at any time by Australian Unity. Australian Unity reserves the right to change these offer conditions at any time by publishing updated terms and conditions on its website [australianunity.com.au/health-insurance/campaign/health-offer/terms-and-conditions](https://www.australianunity.com.au/health-insurance/campaign/health-offer/terms-and-conditions), and to apply the updated offer conditions to any policies purchased after the time when the conditions were updated.
- 10. Australian Unity may request further information from any purchaser at its discretion, acting reasonably, in order to determine whether the purchaser is eligible for this promotion.

• **Get 6 (six) weeks free when you join extras only – 2 Jan – 30 June, 2024**

1. This offer only applies:
  - a. to people who purchase Australian Unity extras cover (extras product);
    1. through either:
      1. the Australian Unity call centre;
      2. the Australian Unity website;
      3. Australian Unity Partnerships (phone and online portals); or
      4. an aggregator or comparator call centre/website;
    2. between 2 January – 30 June 2024 where the policies purchased have a commencement date between 2 January – 30 June 2024; and
    3. are new members on new memberships (see condition 3 below); or
  - b. to members who purchase Australian Unity extras cover (extras product) through iSelect's or Health Insurance Comparison (HIC)'s or It's My Health's or HealthDeal's referral program; and
    1. have a referral date (i.e.: the date the sale was processed by iSelect/ HIC /It's My Health/ HealthDeal) no later than 30 June 2024 and a start date no later than 15 July 2024;
    2. are new members on new memberships (see condition 3 below).
2. After complying with paragraph 1 above, and subject to paragraph 3 and 5 below, the policy holder may receive 6 (six) weeks free on their extras cover (extras product). Limit of one 6 weeks free offer per membership.
3. Offer only available to new members on new memberships, who have not previously held Australian Unity health insurance within 90 days of joining.
4. This promotion is not available:
  - a. to members who take out hospital only cover or Overseas Visitors Cover;
  - b. to members who take out hospital and extras cover (either a combined product or a hospital product and an extras product) (separate offer in market hospital and extras cover);
  - c. to Australian Unity staff (this includes Greengate21 staff).
5. The 6 weeks free will be applied to the membership after the policy holder has held extras cover for a minimum period of 60 continuous days and the policy is paid up to date:
  - a. The 6 weeks free will not be applied on any policies that are in arrears or that are suspended for a period during the first 60 days of membership.
  - b. The 6 weeks free offer is applied to your policy by advancing the date you are paid up to, i.e. moving it forward 6 weeks. The 6 weeks free will be applied to policies within 30 days after completing 60 continuous days of paid membership.
6. This offer is not available in conjunction with any other retail offer or promotion, except where those retail offers or promotions are clearly expressed or communicated by Australian Unity to constitute or form part of a single offer.
7. Those who join via a partnership relationship are eligible for the partnership discount and the weeks free offer.
8. This offer can be withdrawn at any time by Australian Unity. Australian Unity reserves the right to change these offer conditions at any time by publishing updated terms and conditions on its website [australianunity.com.au/health-insurance/campaign/health-offer/terms-and-conditions](http://australianunity.com.au/health-insurance/campaign/health-offer/terms-and-conditions), and to apply the updated offer conditions to any policies purchased after the time when the conditions were updated.
9. Australian Unity may request further information from any purchaser at its discretion, acting reasonably, in order to determine whether the purchaser is eligible for this promotion.

### EDM Copy for Aggregator Use

Aggregators often include health insurer offer information in their emails and SMS to their own customer and prospect bases. In the past we have provided approved copy for them to use (so they don't make up their own!)

**EDM copy – note aggregators comply with the anti-spam act on all their email communications**

Offer	Copy
6 weeks free	<p><b>Enjoy 6 weeks free* when you purchase Australian Unity health insurance. Ends 30 June</b></p> <p>*Australian Unity: New members on new memberships only who purchase hospital and extras cover OR extras only cover between 2 January &amp; 30 June 2024. Full terms and conditions: <a href="#">T&amp;Cs</a></p>