

# Making a Terminal Illness Insurance claim

If you are diagnosed with a terminal illness, you may be eligible for a Terminal Illness insurance benefit. You do not have to cease work to qualify for this benefit. If you believe you may be eligible to apply for a Terminal Illness insurance benefit, we are here to help.

We prioritise the assessment of Terminal Illness insurance claims. The time to assess your claim will depend on the circumstances of your condition, and the information needed by our insurer to assess.

**! Important**  
If the date of certification of your terminal illness occurred before 1 July 2020, please call us on **1300 033 166** to discuss as there is a different process and forms required.

## Meet Vivo

Vivo is a holistic health, wellness, and recovery program, available to you and your immediate family\* at no extra cost through TelstraSuper's partnership with MLC Life Insurance. It's here to provide you care and support through life's journey.

Whether you're looking to improve your overall health and wellness, dealing with a medical condition or require recovery support, Vivo is here to help. Visit [vivowellbeing.com.au](http://vivowellbeing.com.au) today.

\*Immediate family members include your children (under parental supervision), your partner, your parents and your partner's parents. Access to immediate family members is limited to Vivo Virtual Care services. Conditions apply.

We recommend you read our **Frequently Asked Questions** available on our website.



## We're here to help

We appreciate that this may be an emotional time so we're here to help. If you have any queries or need assistance with the claim process please get in touch.

☎ **1300 033 166** ✉ [tsclaims@telstrasuper.com.au](mailto:tsclaims@telstrasuper.com.au)

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\*MLC Limited (MLC Life Insurance) is TelstraSuper's main group life and group Income Protection insurance provider. However TelstraSuper's former group life and group Income Protection insurer, TAL Life Limited insures members for certain claims where a death or disability occurred before 1 July 2020. Completion of TAL claim forms are required for death and disability claims that occur before 1 July 2020.