

Telstra Super is a not for profit Superannuation Fund solely focused on the well-being of its members. As such, we have the clear and unambiguous objective to ensure our members are treated fairly and claims are resolved as promptly as possible. Free of conflicts of interest, this forms part of our core values.

As you know, we can't talk about individual member cases. Whilst we are not able to speak about this individual claim, we would like to give you some background about our claim processes in the spirit of transparency.

In instances where a member claims on their insurance cover, we work with our external insurer TAL which manages the claim process, to assess and determine all claims as efficiently as possible. We understand that TAL has responded to you separately.

Despite this, there can be unfortunate instances where a quick resolution simply isn't possible, because multiple or complex medical conditions have to be assessed, the prognosis is uncertain or information is hard to obtain. We act in the best interests of all our members by ensuring that all valid claims are paid. Sometimes this means taking the time to ensure that the right decision is made.

When requests are made relating to Financial Hardship, these are dealt separately to the insurance claims and members are entitled to receive payments in line with legal provisions. We always endeavour to expedite this process on behalf of our members and we would encourage you to speak with the claimant to assess if this was the case.

In typical situations where external law firms are involved we are directed to speak with the solicitors instead of the member directly. We typically proactively speak to the solicitors' representative about once a month during the course of the claim to ensure a comprehensive communication flow.

Again we would like to reiterate that our sole objective is to act in the best interest of our members.