



MEDIA RELEASE

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LIFE INSURANCE CODE OF PRACTICE 2.0 REVIEW OF CONSULTATION FEEDBACK

The Financial Services Council (FSC) has today released the Life Insurance Code of Practice 2.0, Review of Consultation Feedback.

FSC CEO Sally Loane said the introduction of the Life Insurance Code of Practice in 2017 by Australia's life insurers was an important step in seeking to lift consumer outcomes across the industry.

"Life insurers recognise the importance of the Code and of reviewing the Code as part of a process of continual improvement," Ms Loane said.

"There are many lessons learnt since the Code was introduced which are incorporated in this response document. The Government will soon introduce legislation which would see certain provisions of the Code made enforceable, breaches of which would be subject to civil penalties."

As a result of this consultation process, the FSC will make a number of additional changes which build upon the changes previously introduced in the consultation draft of Code 2.0, such as:

- Increased support for vulnerable customers including those with mental health conditions and those experiencing family violence;
- Providing more protections for claimants such as new obligations on the use of interviews, surveillance and medical examinations; and
- Giving the Code more "teeth" by giving the Life Code Compliance Committee new powers to enforce the Code and impose sanctions.

"We thank those who provided feedback and we look forward to continuing the dialogue as we revise the Code to ensure it is more accessible to consumers," added Ms Loane.

A full copy of the Life Insurance Code of Practice 2.0, Review of Consultation Feedback can be found here: <https://fsc.org.au/resources/2108-fsc-code-of-practice-2-0-consultation-response/file>.

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About the Financial Services Council

The Financial Services Council (FSC) has over 100 members representing Australia's retail and wholesale funds management businesses, superannuation funds, life insurers, financial advisory networks and licensed trustee companies. The industry is responsible for investing almost \$3 trillion on behalf of more than 15.6 million Australians. The pool of funds under management is larger than Australia's GDP and the capitalisation of the Australian Securities Exchange and is the fourth largest pool of managed funds in the world.