

From: [REDACTED]
To: [AFCA Consultations](#)
Subject: AFCA Consultation Feedback Proposed changes - MSAL 11015
Date: Monday, 30 September 2024 10:01:59 AM

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Dear AFCA

Thank you for the opportunity for Mercer Superannuation (Australia) Limited (MSAL) to provide feedback regarding AFCA's proposed new approach to sections 29(6) and 29(7) of the Insurance Contracts Act 1984 (superannuation) and amended approach to delayed insurance claims in superannuation.

Delayed claims

The context does not provide any information about the specific Insurance in Superannuation Claims Handling Guidance Note (Guidance Note) that AFCA is referring to. It mentions the possibility of it being either the FSC Guidance Note (which was superseded FSC Standard 28) or the ASIC Guidance Note 253, but it does not provide any confirmation or clarification. Therefore, it is unclear which guidance note AFCA is referring to.

Section 29(6) & (7)

The proposed changes to Section 29 (6) & (7) of the ICA are seen as enhancements. MSAL's view is that it would be necessary to clearly communicate to insurers that these changes are expected to be implemented by them in the future.

We look forward to hearing from you.

Kind Regards,

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Trustee Office Complaints Leader
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[REDACTED]
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