

# TOPCOVER – FREQUENTLY ASKED QUESTIONS

June 2024



## What is TopCover?

TopCover is an insurance product designed specifically for professional commercial airline pilots and flight engineers. The scheme was introduced by the Australian International Pilots Association (AIPA) in 2003 to provide another benefit to the AIPA membership.

As a commercial pilot or flight engineer, you might be more vulnerable than most other professionals regarding the loss of your career and earning potential due to illness or injury. The TopCover product is made up of three different components which a pilot or flight engineer can purchase – Income Protection, Personal Accident and Critical Illness.

## What is the Australian Pilots Income Protection (APIP) Scheme?

TopCover can only be obtained through a Group scheme. An affinity group has been formed to enable a policy to be issued for a pilot or flight engineer in full time employment with Qantas or one of their wholly owned subsidiaries. The affinity group and policyholder is APIP. Membership to this association is free and is automatic for all existing policyholders.

## Does TopCover affect my company loss of licence policy?

No. The scheme is separate from any loss of licence scheme.

## Who is eligible for TopCover?

All members of the APIP. This includes employees of Qantas Airways Limited and/or their wholly owned subsidiaries. This includes pilots and flight engineers employed by Jetstar, Jetconnect and Qantas Link.

## What is the APIP Group Cover?

The minimum 'Compulsory Benefit' for APIP Group members is \$1,000 per month of Income Protection. All APIP members can then purchase additional Voluntary Benefits. The maximum benefits for each member are as follows:

<b>Benefit</b>	<b>Maximum benefit payment</b>
Income Protection	\$15,000 per month, or 75% of the member's monthly income, whichever is the lesser, inclusive of the \$1,000 per month Compulsory Benefit.
Personal Accident	\$500,000 lump sum payment
Critical Illness	\$80,000 lump sum payment

## What is the Spouse and Dependent Children group cover?

Spouse and Dependent Children may apply for Personal Accident Benefits only to a maximum of \$500,000 for a Spouse or \$50,000 for a Dependent Child.

## How can I apply for additional Voluntary Benefits?

If you wish to apply for additional Voluntary Benefits, you can request an Application Pack via the following channels:

- AIA Australia Website: <https://aia.com.au/topcover>
- Email: [au.topcover@aia.com](mailto:au.topcover@aia.com)
- Phone: TopCover Administration: (03) 9009 4111
- Fax: TopCover Administration: (03) 9009 4680

Once completed, please sign and return the requested information to:

TopCover Administration  
AIA Australia Group Operations Level 6, 509 St Kilda Road  
MELBOURNE VIC 3004

## How do I know that I have been accepted for additional Voluntary Benefits?

Applications for Voluntary Benefits are subject to acceptance by the Insurer – AIA Australia. Once accepted, you will receive a cover confirmation and receipt from AIA Australia detailing the coverage now in place.

## How do I pay for the cover?

All premiums must be settled by a credit card or cheque payable to AIA Australia Limited.

## How much are the premiums?

The Compulsory APIP Group Benefit of AU\$1,000 / per month for a 5 year Benefit Period costs an annual premium of AU\$360, regardless of your age. The additional Income Protection Voluntary Benefits vary according to your age, within 5 yearly age bands (e.g. 26–30, 31–35).

## Is there a deadline for additional Voluntary Benefit applications?

Yes. The enrolment period is only open for a limited time. Any applications postmarked after the pre-determined date will not be accepted. You will be notified of the periods of enrolment.

## How do I renew my policy with the same Benefits?

You will receive a Renewal Notice in or around early May. All you have to do is sign and return the Renewal Notice together with your credit card details or a cheque made payable to AIA Australia Limited on or before the date stipulated.

## How do I upgrade some of my existing additional Voluntary Benefits?

You will need to complete an Application Form. This will enable AIA Australia's underwriters to review your application with respect to your request for additional Voluntary Benefits. Please refer to Question 7 above. Regardless of any new medical information you might declare, your existing Benefits will not be affected provided you continue to renew your insurance.

## What is the Income Protection Benefit?

The Income Protection Benefit provides you with a Monthly Income in the event you cannot return to work in your own occupation as a result of Illness or Injury. The maximum Benefit Period is 5 years or on attainment of age 60, whichever occurs first. The Waiting Period for the Compulsory Benefit is 365 days

whilst for Voluntary Benefits it is 180 days. The Waiting Period commences immediately following the day you cease work due to an Injury or Illness as certified by a Medical Practitioner.

## What is the Personal Accident Benefit?

This Benefit provides you with a lump sum payment if you suffer bodily injury caused by an accident which results in death or permanent disablement. Personal Accident Benefits are also available for your Spouse and Dependent Children.

## What is the Critical Illness Benefit?

This unique pilot or flight engineers-specific cover provides you with a lump sum Benefit if you are diagnosed with a particular Critical Illness. Some of the covered critical illnesses include heart attack (myocardial infarction), coronary artery disease surgery, stroke, major organ transplant, cancer, kidney failure, multiple sclerosis, Parkinson's disease, motor neurone disease, Alzheimer's disease, dementia, loss of independence and, most importantly, permanent total disability to perform own occupation. For a full list of critical illnesses and their definitions, please read the TopCover Policy Document / Product Disclosure Statement (PDS).

## Can I cancel my policy?

Members may cancel their cover at any time by giving written notice. The Insurer will refund any unused portion of the Member's premium for the Voluntary Benefits cover only. No refund will be provided for cancellation of Compulsory Benefits.

All cancellations must be notified to the Insurer in writing.

Members who cancel their Voluntary Benefits will be refunded premiums in accordance with the percentages indicated below. You must hold your policy for a minimum of two months to be eligible for a refund.

<b>Length of time Voluntary Benefits have been in place</b>	<b>Percentage of premiums refunded</b>
2 months (Minimum)	60%
3 months	50%
4 months	40%
5 months	30%
6 months	25%
Over 6 months	0%

## How do I make a claim?

Irrespective of the Waiting Period applicable, you should notify AIA Australia in writing as soon as is reasonably practicable of any event that may give rise to a claim under the policy. You will need to obtain a claim form by contacting AIA Australia on (03) 9009 4111 or at [au.topcover@aia.com](mailto:au.topcover@aia.com).

## I want to know more about the Insurer

AIA Australia Limited (ABN 79 004 837 861 AFSL 230043) has been operating in Australia for over 50 years. AIA Australia is part of the AIA Group and offers a range of products that protect and enhance the lives of more than 5 million Australians. Our vision is to embrace shared value in championing Australia and New Zealand to be the healthiest and best protected nations in the world.

## How is my Income Protection Benefit affected by any superannuation benefit?

TopCover Monthly Benefits may be affected if you receive temporary benefits from your superannuation fund. However, the superannuation fund benefits are paid at the discretion of the Trustee and may not provide the same protection as the specific 'own occupation' (Qantas group pilot) TopCover Benefit. We encourage you to read the terms and conditions of your insurance cover provided by your fund very carefully.

## Do other pilot associations provide TopCover for their members?

Yes. The scheme was originally designed for the members of the Hong Kong Aircrew Officers Association (HKAOA) – the Cathay Pacific pilots association, in 1999. The DragonAir Pilots Association (DPA) and Emirates pilots also have their own TopCover schemes.

## Have any AIP members claimed under the scheme?

Yes. A number of AIPA members have received benefits paid through the AIP TopCover scheme over the years.

## Will a broker or financial adviser be able to assist me?

TopCover is not available through any intermediaries in Australia. Brokers and other financial advisers do not receive commissions for recommending TopCover. If you have a specific question that is not answered here, please send your enquiry to [au.topcover@aia.com](mailto:au.topcover@aia.com). All questions will be answered with respect to how the policy operates overseas with other associations.

## What happens if I am medically grounded?

Each case is different. In general, Civil Aviation Safety Authority (CASA) decides upon the status of your licence. Your Company loss of licence payment is decided by Qantas. If your licence is suspended pending potential recovery, you may not receive any loss of licence benefit. TopCover does not consider your licence, only your income as a pilot. If your income is lost, or reduced, the TopCover policy will respond after the Waiting Period regardless of the status of your licence, subject to the terms of the policy.