

Membership Suspension Request

TUH will allow you to suspend your health fund membership if you are living or travelling outside of Australia or if you or your partner are experiencing financial hardship. **Please read the Conditions for membership suspension (over) before completing this request.**

Member name

Membership number

1. Overseas suspension

You may suspend your membership if you are living or travelling outside of Australia for a period of between two calendar months and three years. **You must submit this request before your departure date.**

Departure date (dd/mm/yy)

Flight number

Return date (dd/mm/yy)

Flight number

I have included attached documentation/flight numbers of my departure and return dates. See Conditions (over) for details.

If return date is unknown, we'll need additional written evidence to resume your membership when you return.

Will all people on your membership be travelling overseas with you?

Yes

No

If no, please list the names of person(s) covered on your policy who will be travelling overseas for the period of your overseas suspension.

If your partner or dependent who is covered on your membership is NOT travelling overseas with you, you may change your membership to a single/single parent cover in their name while you are overseas to ensure they remain covered.

I authorise my TUH membership, including any associated payment authorities to be transferred into the name of my partner/dependant for the period of my trip. I understand payment of premiums during this period is my responsibility.

Overseas contact details

If you're travelling for more than 6 months, we'll notify you before your membership resumes.

Email address

Mobile

2. Financial hardship

TUH will consider suspending your membership due to financial hardship if you experience a loss of employment, significant decline in retirement income due to extraordinary circumstances, or significant extraordinary events such as natural disasters.

Please advise the dates you wish to suspend your membership:

Start date (dd/mm/yy)

End date (dd/mm/yy)

Please note: Suspensions are granted for an initial period of six months with an option to extend to 12 months.

Attached is a letter with full details to support my request.

I understand TUH may require me to provide further information to support my request.

3. Acknowledgement and declaration

I have read, understand and agree to be bound by the conditions that relate to a suspension of membership as included on this form and the current TUH Fund Rules.


I understand and accept that my personal information provided in this form, including any attachments, will be used in accordance with the TUH Privacy Policy available at tuh.com.au/privacy.

Signature

Date (dd/mm/yy)

4. Returning this form

 **Email**
membership@tuh.com.au

 **Post**
Reply Paid 265
Fortitude Valley QLD 4006

Conditions for member suspension

General

- While suspended, you'll be unable to claim any benefits for treatment or services received during your suspension period. You'll retain the benefit entitlements that are based on years of membership you have earned prior to your suspension, including your current Lifetime Health Cover age, and the period of suspension will not count towards your length of TUH membership.
- You will be unable to claim any Government incentive or rebate for the period your membership is suspended.
- The remainder of any waiting periods that applied before your suspension will continue when your membership resumes.
- You may become liable to pay the Federal Government Medicare Levy surcharge during your suspension period. For more information regarding this, please contact the Australian Taxation Office on 132 862.

Overseas suspension

- You may suspend your health fund membership while living or travelling outside of Australia for a minimum of two calendar months and a maximum of three years. Your membership contributions will be suspended from the day after your departure date and automatically resume on your return date.
- You must have been a financial member of TUH for twelve months to suspend your membership. Your membership must be paid one day in advance of your suspension date.
- There is a limit of two suspensions per calendar year. You must be a member and pay premiums for a period equal to the length of previous absence or nine months, whichever is shorter between consecutive overseas suspensions.
- Your membership will automatically be resumed unless you advise TUH of a change in travel plans.
- You (the 'primary member') must either complete the Overseas Suspension Form and return it to TUH or contact TUH before leaving Australia. You must include written evidence of your departure and return dates. If you are unable to provide a return date upon suspension, or return before your intended resumption date, you must provide written evidence within 30 days of returning to Australia.
- Written evidence includes copies of flight numbers/ itineraries or airline tickets displaying date and year of travel, a Movement Record issued by the Department of Immigration and Border Protection (contact: 131 881) or copies of a passport stamped by Australian Customs.
- Failure to adequately provide written evidence will result in the suspension being cancelled, which may terminate your membership if it falls more than two months in arrears.
- Failure to resume your membership after the three-year maximum suspension period will result in the suspension being cancelled and your membership being terminated.
- Any premium payments you make in advance will be applied to the membership at the current rate applicable at the resumption date.
- For your peace of mind, we strongly recommend taking out travel insurance when travelling outside of Australia. As a TUH member you receive 30% discount on QBE travel insurance if you book via our website.

Financial hardship

- Requests for suspension are considered on a case-by-case basis and are subject to approval by TUH. Suspensions will only be approved for an initial period of six months with an option to extend to twelve months. The primary member is responsible for contacting TUH to extend an existing suspension.
- Suspension of membership due to financial hardship is considered if you experience:
 - a. loss of employment.
 - b. significant decline in retirement income due to extraordinary circumstances.
 - c. significant extraordinary events like natural disasters.
- Your request must be supported by:
 - a. calling the TUH contact centre;
 - b. a letter explaining the situation in detail; and
 - c. such other evidence as TUH reasonably requests.
- You must have been a financial member of TUH for six months to suspend your membership.
- If your circumstances improve, you must notify TUH and recommence your membership within 30 days.
- Multiple suspensions are allowed; however twelve months must be served between consecutive suspensions.
- Once the suspension period is completed, we will send a monthly invoice for your membership premium. You may change your payment method by contacting TUH.