



Visitors Health Insurance Premiums.

Effective 1 April 2016

Visitors Health Insurance covers are for international visitors, temporary residents and other persons in Australia who are not eligible for full Medicare entitlements.

Single premiums

Cover	Fortnightly \$	Monthly \$	Yearly \$
Overseas Visitor Health Insurance	57.28	124.50	1,494.00

Couple and family premiums

Cover	Fortnightly \$	Monthly \$	Yearly \$
Overseas Visitor Health Insurance	114.52	249.00	2,988.00

All premiums are Goods and Services Tax inclusive and in Australian dollars. Premiums are subject to change and may vary by a few cents due to rounding. You will be notified in writing should your premiums change after you join.

We value your feedback

If you have any feedback about our products and services, or would like further explanation on anything to do with your membership, you can contact us.

- call 132 331 (if calling in Australia)
or +613 8622 5780 (if calling outside Australia)
- visit a Medibank store
- or write to us at Medibank
GPO Box 9999 in your capital city
(or Brisbane, QLD, 4000, Australia
if writing from outside Australia).

What if I have a complaint?

We're committed to efficient and fair resolution of complaints and to using the feedback you give us to ensure our products, policies and service continue to adequately address our members' needs.

We'll try to resolve any complaint you may have the first time you raise it with us – please contact us with any issues through the contact points listed. If you believe your complaint has not been satisfactorily dealt with, please let us know and we will escalate your complaint.

You can also write to our Customer Resolutions team at Medibank, GPO Box 9999, Melbourne, VIC 3000.

Free, independent advice is also available from the Private Health Insurance Ombudsman:

- call 1300 362 072
- online ombudsman.gov.au

For more information about payment and payment frequency options please call us on 132 331, visit medibank.com.au or visit a Medibank store.