

Visitors Health Insurance premiums

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

Single premiums

	Fortnightly \$	Monthly \$	Yearly \$
Young Visitors Health Insurance	47.20	102.60	1231.20
Intermediate 70 Visitors Health Insurance	92.20	200.45	2405.40
Top 85 Visitors Health Insurance	162.80	353.95	4247.40

Family premiums

	Fortnightly \$	Monthly \$	Yearly \$
Young Visitors Health Insurance	94.40	205.20	2462.40
Intermediate 70 Visitors Health Insurance	184.40	400.90	4810.80
Top 85 Visitors Health Insurance	325.60	707.90	8494.80

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)
- email ask_us@medibank.com.au
- visit any of our Medibank stores
- or write to us at Medibank Private
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 Private, GPO Box 9999, Melbourne, VIC 3000.

Free, independent advice is also available from the Private Health Insurance Ombudsman on 1800 640 695.

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

Direct debit premium payments are not available on a weekly basis. Direct debit payments from credit card accounts (MasterCard or VISA) are available only at monthly intervals, and can only be debited on the 11th day of the month. EFTPOS, cheque or credit card payments made directly to Medibank Private are not available at weekly or fortnightly intervals.