

Table 6: Policies with the highest ADL declined claim rates (2016–17)

Insurer	Superannuation trustee	Superannuation fund	Number of ADL claims finalised (more than 10)	Percentage of finalised claims declined
AIA	Government Employees Superannuation Board (GESB)	GESB Super	16	87%
AIA	LGIAsuper	Local Government Super	11	82%
AIA	GESB	West State Super	29	79%
MLC	NULIS	MasterKey Super	245	73%
AIA	BT Funds Management Limited and Westpac Securities Administration Limited	Asgard Independence Plan Two and Retirement Wrap and Westpac Mastertrust	101	58%
AIA	Equity Trustees Superannuation Limited	SmartMonday Super	23	52%
AIA	Sunsuper Pty Ltd	Sunsuper—industry division	62	48%
MLC	NULIS	Plum Personal Plan	11	45%

Source: ASIC data collection provided by the insurers in our review (some figures were changed following feedback from trustees during our final accuracy review)

Note 1: For some individual policies there were only a relatively small number of claims assessed under ADL. The small number of claims can lead to higher variability for declined claims.

Note 2: Before November 2017, the SmartMonday policy was held by Aon Superannuation Pty Ltd as trustee of the Aon Master Trust. The trustee was changed to Equity Trustees Superannuation Limited. The data provided to us showed that more than 90% of claims assessed under ADL were declined in the first instance.

Note 3: Some of these trustees have since entered into arrangements with different insurers to those listed above.

Note 4: GESB is an exempt public sector superannuation scheme (EPSSS) under Sch 1AA of the Superannuation Industry (Supervision) Regulations 1994 (SIS Regulations), and as such is subject to prudential oversight by the Western Australian government instead of APRA.