



HEALTHIER, LONGER,
BETTER LIVES

ADVISER GUIDE

For use in conjunction with Tailored Protection Combined Product Disclosure Statement (PDS) and Policy (previously CommInsure Protection Combined Product Disclosure Statement (PDS) and Policy).

Please note this guide covers – Previously CommInsure Products only

Issue Date: 14 September 2021



Important information

This guide is issued by AIA Australia Limited ABN 79 004 837 861 AFSL 230043 (AIA Australia), expressly as a training guide to its advisers. It is not to be issued or made available to members of the public. For further information on each of the products included in this guide please refer to the Tailored Protection Combined Product Disclosure Statement (PDS) and Policy.

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Contacts summary

I want to...	Contact...
make general enquiries about existing business	1800 805 686
discuss underwriting (requirements, decisions)	1800 257 328 Au.UWQueries@aia.com
replace a policy or increase cover check my outstanding requirements make other policy alterations (not increases) cancel a policy add third party authorisations	Au.LNBApplications@aia.com Au.LNBAdmin@aia.com Au.RAAlterations@aia.com Au.RACancellations@aia.com Au.PHS.authorites@aia.com
check a product benefit or feature	au.productenquiries@aia.com
get help with MyApply, MyQuote, MyClient, or the adviser site	Technology Helpdesk 1800 240 405
ask general technical / strategy assistance regarding life insurance	tece@aia.com
make a claim on behalf of a client or answer a client's question	13 1056
check commission or new authorised representative enquiries	02 9303 7155 Au.commissions@aia.com Au.DistributionRelationships@aia.com

Where to send applications

Email	Au.LNBApplications@aia.com
Mail	AIA Australia Underwriting PO Box 319 Silverwater NSW 2128

Welcome to AIA Australia

This adviser guide is a comprehensive, ready-reference tool with AIA Australia's underwriting guidelines at your fingertips.

Using this guide

This guide has tabs to help you find the relevant section:

- Administration Services
- Underwriting
- Medical Underwriting
- Financial Underwriting
- Business Insurance
- Transfer of Insurance
- Pastimes Guide
- Occupation Guide
- Claims

This guide is available in PDF format from the AIA Australia adviser site: adviser.aia.com.au

The adviser site also provides you with access to underwriting forms and quoting software (MyQuote).

About our products and PDS

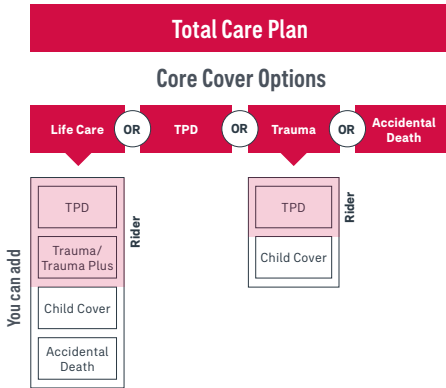
This guide covers the following products:

- Total Care Plan (TCP) – includes Life Care, Total and Permanent Disability Cover (TPD), Trauma Cover, Accidental Death Cover and Child Cover.
- Total Care Plan Super (TCPS) – includes Life Care, TPD, Accidental Death Cover, Income Care Super and Essential Cover Closed to new business effective 1 April 2020.
- SMSF Plan – includes Life Care, TPD, Accidental Death Cover, Income Protection and Essential Cover Closed to new business effective 1 April 2020.
- Income Care – includes Income Care, Business Overheads Cover (BOC) and Essential Cover.
- Income Care Plus – includes Income Care with extras and BOC.
- Income Care Platinum – all the benefits of Income Care Plus with a three-tiered total disability benefit.

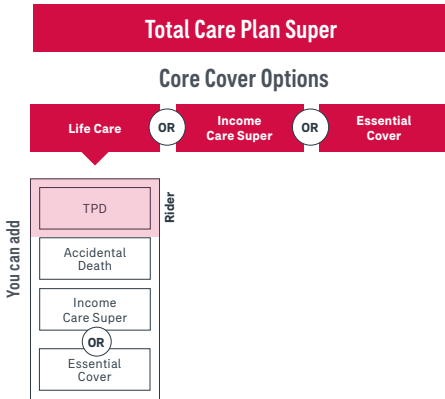
You'll find descriptions of the covers we offer in our Tailored Protection Combined PDS and Policy, which is available at adviser.aia.com.au

We recommend you read this document; however, the following diagrams will give you a quick overview of how our products can be structured and which cover combinations are available.

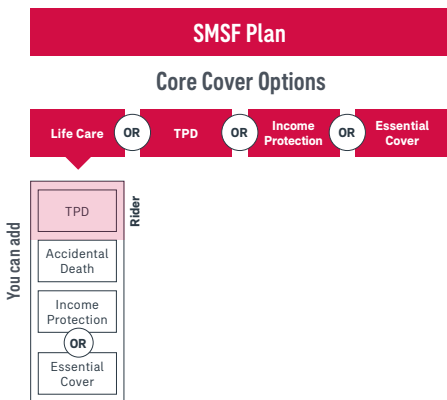
Total Care Plan



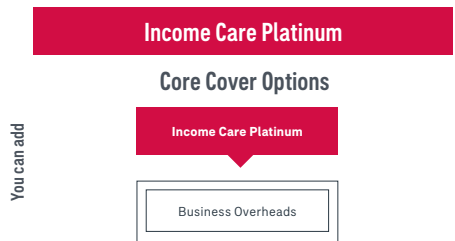
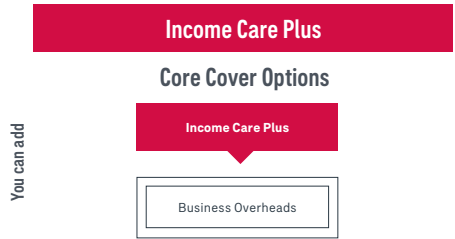
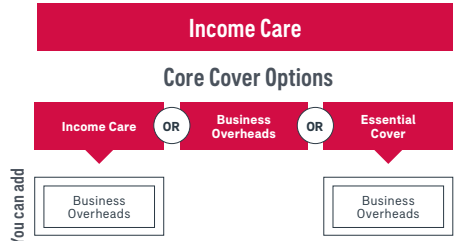
Total Care Plan Super



The SMSF Plan



Income Care, Income Care Plus and Income Care Platinum



Our PDS includes our Policy Document

As our PDS also includes our Policy document, all the information about our products and the actual policy wording is contained within the PDS. We recommend that your client keeps their Tailored Protection PDS in a safe place, as the relevant policy sections become the Policy document upon which their cover is based, and may be required at time of claim.

Privacy of personal information

We comply with the Australian Privacy Principles as incorporated into the Privacy Act 1988 (Cth). All information provided to us as part of an application will be kept confidential and only used for the purposes for which it has been requested.

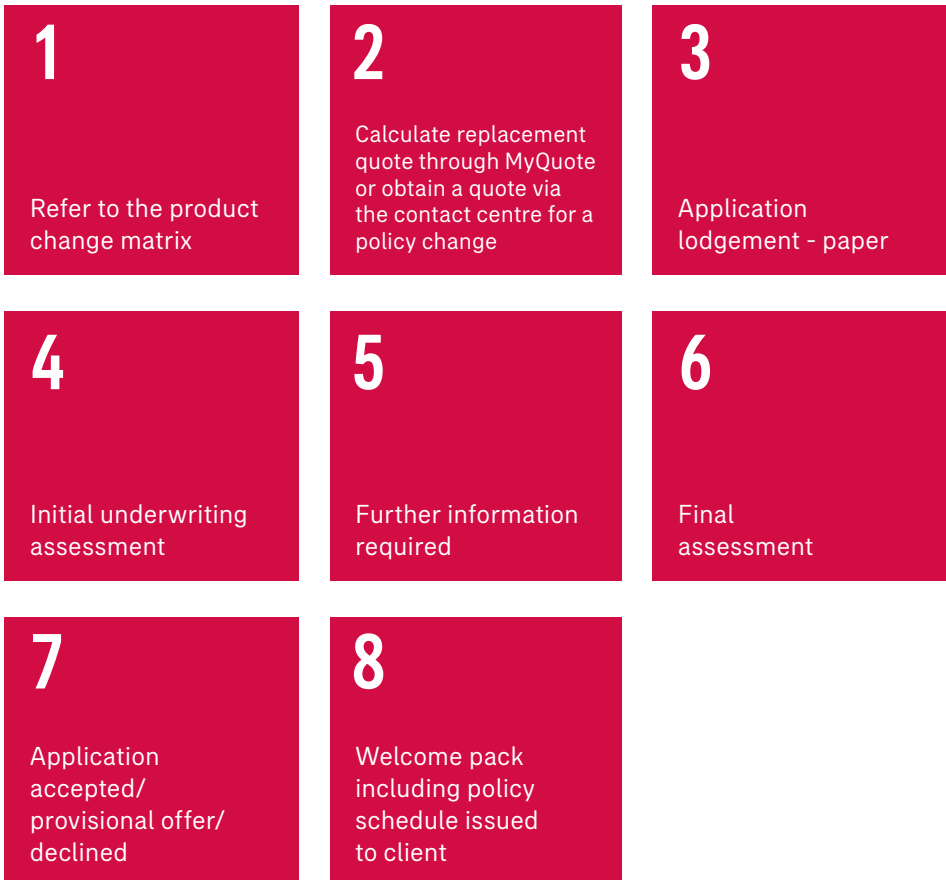
Administration Services

Our application process for existing business changes

The AIA Australia Administration Services team process transactions for our adviser networks and clients each year. These transactions cover maintenance of our existing clients' policies.

Our team is dedicated to improving the client experience through an externally recognised process improvement framework, and simplifying work practices to deliver a consistently great service to our national network of advisers and clients every day.

Our 8-step application process is outlined below.



Preparing and sending us your client's application

You can create an application by completing our paper form which is contained within the PDS and downloadable from the adviser site.

Applying via the paper form

- email the form and quote to: **Au.LNBAApplications@aia.com**, or
- post the form to:
AIA Australia Underwriting,
PO Box 319
Silverwater NSW 2128.

When we receive your client's application

When we receive your client's application, our Client Application Specialists will review it to ensure that all of the required sections have been completed.

If there are any omissions or outstanding requirements, we will send you an updated New Business Progress Advice (NBPA) showing all the requirements, which you can also view through MyClient. We will also attempt (wherever possible) to obtain outstanding requirements via telephone utilising verbal signatures. You can also view these through MyClient.

Any required medical examinations or blood tests should be arranged as soon as possible or alternatively will be raised by Admin via AIA Australia's preferred Pathology/Health screening Supplier. For more information, please refer to the Unified Healthcare Group (UHG) contact details on page 48.

Once all required underwriting information has been received and reviewed, our underwriters will decide whether to:

- accept the cover(s) at standard rates
- make a provisional offer (with alternative terms)
- decline the cover altogether.

While we're waiting on outstanding information, we keep each application open for:

- a maximum of 28 days for administration requirements (where these are the only requirements), or
- 90 days for underwriting-related requirements (eg medical, financial or other information).

Returning requirements

Additional requirements requested by AIA Australia can be either:

- emailed to: **Au.LNBReturnedCorro@aia.com**, or
- posted to:
AIA Australia Underwriting,
PO Box 319
Silverwater NSW 2128.

If we don't receive everything we need

Process for outstanding underwriting and administration requirements

Day 1 onwards	<p>We:</p> <ul style="list-style-type: none"> • will attempt (wherever possible) to obtain outstanding requirements via telephone utilising verbal signatures. • send you a NBPA detailing the outstanding requirements and any action taken by us. • update MyClient with any underwriting and administration requirements and any action taken by us.
Day 76	We send you a Not Proceeded With (NPW) warning progress advice letter.
Day 90	We cancel the application and send your client a letter to confirm this.

Process for outstanding administration requirements only

Day 1 onwards	<p>We:</p> <ul style="list-style-type: none">• will attempt (wherever possible) to obtain outstanding requirements via telephone utilising verbal signatures.• send you a New Business Progress Advice (NBPA) detailing the outstanding requirements and any action taken by us.• update MyClient with any administration requirements and any action taken by us.
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Day 14	We send you a Not Proceeded With (NPW) warning progress advice letter.
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Day 28	We cancel the application; send you a NPW advice, and your client will receive a letter to confirm cancellation.
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Additional process for applications paying via Super Payment Method (SPM)

Day 1 onwards	Once an underwriting decision has been made and all of the administration requirements have been received, we will complete the clients' policy and request funds from their superannuation account.
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Day 21	We send your client an automatic letter letting them know we haven't received the funds.
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Day 51	If the funds have not been received from the transferring fund, the policy will lapse and your client will receive a letter to confirm cancellation.
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Verbal signatures

If we don't receive everything we need, to save time we will attempt (wherever possible) to obtain outstanding requirements via telephone utilising verbal signatures.

The following can be obtained by your client verbally:

- updating policy owner details
- updating life/lives insured details
- details of children for Child Cover option
- premium payment details
- TFN notification
- general declaration (Not available for policies owned by a SMSF, Company or have Trustees as owners)
- adding or updating a direct debit request
- authority to cancel existing policy (for replacement)
- missing or additional medical information.

Reporting our decision

Paper applications

If we accept

If we accept your client's application, we will:

- call you to confirm the decision
- create or amend the policy on our system, and
- send your client a Welcome pack which includes their Policy Schedule or updated Policy Schedule. We also send you a copy.

If we offer alternative terms via a provisional offer

When providing a provisional offer, we will:

- call you to explain the situation
- if revised terms are accepted, create or amend the policy on our system, and
- send your client a Welcome pack which includes their Policy Schedule or updated Policy Schedule. We also send you a copy.

Applications

If we decline

If we decline your client's application, we will:

- call you to explain the reason for decision
- send you and your client a letter explaining why we can't offer them cover
- refund any premiums your client has already paid.

If the client would like the decision reviewed by a member of the underwriting team you have the option to refer the case to underwriting to be reviewed. No change to the cover will commence until the review is completed.

If the electronic application is referred

- No change to the cover will commence
- A member of the underwriting team will review the application, and

- We will make contact with you to discuss the outcome of the review.

For all cases being paid via Employer Super Stream, the change to the cover will not commence until payment is received from the relative employer.

If we cancel

If we cancel your client's application due to the non-receipt of information within the required time period (we refer to this as a Not Proceeded With), we will:

- cancel the application
- send you and your client a letter advising that the application has been cancelled, and
- refund any premiums associated with the application your client has already paid.

Application checklist

To ensure your client's application is processed as quickly as possible, please take note of the following checklist when completing and submitting all the relevant paperwork.

-
- 1 Explain the **Duty to take reasonable care to the policy owner/s and life/lives insured**. Ensure the acknowledgment and declaration of the Duty to take reasonable care is signed and dated by all relevant parties to the application and by the servicing adviser.

 - 2 **Complete the Application section**. To include more than two people under the same policy, please attach additional forms.

 - 3 **Complete the Personal Statement sections** (including the Pathology Request if applicable). To include more than one life insured, an additional Personal Statement will need to be completed. If your client is only applying for Accidental Death Cover or Essential Cover, then only the sections marked with 'AD' or 'ESS' need to be filled out.

 - 4 **Obtain an AIA Australia quotation**. Please ensure that the quote from MyQuote is attached to the Application form.

 - 5 **Complete the appropriate Nomination of beneficiaries section**. Please make sure the nomination is completed accurately to ensure the correct beneficiary is nominated.

Note: For Total Care Plan Super, there is a Non-lapsing death benefit nomination form. For the SMSF Plan, we do not accept beneficiary nominations as they are accepted by the trustee of the SMSF. (For existing customers only).

 - 6 **Complete the Tax File Number (TFN) notification** (for Total Care Plan Super only). Ensure the TFN notification is completed and the declaration signed. (For existing customers only).

 - 7 **Complete the declarations**. There are several declarations where the policy owner/s and life/lives insured must sign. These are all marked with a cross for easy identification. Where a company is the owner, including where the company is a trustee of an SMSF, ensure the general declaration is signed by a sole director, two directors or a director and secretary.

 - 8 **Complete the Medical authority**. Please ensure that the life insured has signed the medical authority, so we can ask their doctor for a report about their health if we need to.

 - 9 **Complete the Financial authority**. Please ensure that the life insured has signed the financial authority, so we can ask their accountant or you to provide financial information if we need to.

 - 10 **Provide the Interim Accident Cover Certificate**. For the relevant policy type (eg Total Care Plan) and provided to the policy owner/s.

11 **Arrange premium payment.** Please arrange payment by one of the payment methods below:

- Direct debit – please ensure the Direct Debit Request Customer Service Agreement has been read and the Direct Debit Request has been completed by the payer
- Credit card – please ensure the Credit Card Authority has been completed by the payer
- Cheque – please ensure a cheque made payable to AIA Australia has been attached to the Application form
- Super Payment Method – please ensure the Superannuation Payment Authority Form (for transfers or rollovers to Total Care Plan Super) is fully completed, signed and dated (for existing customers only).
- Employer Contributions via SuperStream – ensure the customer understands and reads the Employer Payment Instructions and provide to their employer (for existing customers only).

NOTE: Direct Debit and Credit Card are not available for employer contributions payment.

12 **Complete the Adviser details section.** Please ensure you complete, sign and date this section.

Options and discounts to create more affordable solutions

A summary of options and discounts is detailed below. For more information about options and terms, please refer to our Tailored Protection PDS and Policy.

Business Overheads Cover discount

If your client takes Business Overheads Cover (BOC) with Income Care Plus or Income Care, the BOC premium is discounted by 10 per cent.

Commission options

Various premium discounts can be offered depending on the commission option you chose.

Rollover rebate (15 per cent)

- If you pay your premiums using the Super Payment Method, a 15 per cent rebate applies to your premium.
- Applies ongoing and there is no need for the adviser to organise the payment every year.
- TCPS is only available as a replacement of an existing TCPS as at 30 March 2020. From 1 April 2020 a TCP or ICR product cannot be replaced with a TCPS product structure.

TCPS rollover discount

TCPS Life Care and TPD Cover on stepped premiums that are paid using the FirstChoice or External Super Payment Method receive a 10 per cent discount off the premiums (but not the policy fee). TCPS is only available as a replacement of an existing TCPS as at 30 March 2020. From 1 April 2020 a TCP or ICR product cannot be replaced with a TCPS product structure.

15 per cent top up discount

A great way to service existing clients, allowing them to increase their existing lump sum cover with a 15 per cent premium discount on their increased sum insured.

Note: Not applicable in conjunction with replacement of a policy.

Loyalty Bonus benefit

Rewarding loyal Total Care Plan, Total Care Plan Super, or SMSF Plan clients – we increase the lump sum benefit by five per cent after five years at no extra cost.

Reward Cover benefit

Rewarding loyal income protection and Business Overheads Cover clients – \$50,000 of Accidental Death Cover on the third anniversary at no extra cost. This reward increases by another \$10,000 each year for five years (up to \$100,000). If your client holds a Total Care Plan policy with AIA Australia, this amount will double (i.e. first year will be \$100,000).

Essential Cover

Essential Cover provides a discounted premium and is only available for Income Care, Income Care Super (TCPS) or Income Protection (SMSF Plan) indemnity policies.

Premium factors by sum insured

There are many factors which affect premium rates including:

- Age and gender
- Occupation
- Smoker status.

More information on factors that can affect premium rates are found in the Tailored Protection PDS.

The amount of cover is also a factor in determining your overall premium. Generally, the greater your cover amount, the higher your overall premium.

However we also apply premiums on MyQuote or on any quote issued by us.

Life Care, TPD Cover and Trauma Cover

The sum insured adjustment factor is not solely dependent on sum insured, and will vary by:

- Cover type
- Gender
- Smoking status
- Age
- Whether it is on stepped or level premium.

For example (non-smokers):

- A 43 year old non-smoking male applying for \$300,000 of Life Care would be quoted a premium approximately 10 per cent cheaper than if they applied for \$299,000 of Life Care.
- A 53 year old non-smoking male applying for \$300,000 of Life Care would be quoted a premium approximately five per cent cheaper than if they applied for \$299,000 of Life Care.
- A 53 year old non-smoking female applying for \$300,000 of Life Care would be quoted a premium approximately 12 per cent cheaper than if they applied for \$299,000 of Life Care.

The tables below provide a guide on the range of incremental discounts available for new customers.

These discount ranges are indicative for non-smokers, ages 25-60 (stepped premiums) and 25-55 (level premiums). The percentages indicate a range

of possible reductions to premium rates applicable to the sum insured band, when compared to the previous sum insured band.

Stepped premium discounts

Sum Insured	Life Care	TPD	Trauma
Up to \$125,000	0%	0%	0%
\$125,000 – \$299,999	2% to 15%*	0% to 8%*	0% to 8%*
\$300,000 – \$499,999	4% to 21%*	1% to 9%*	1% to 9%*
\$500,000 – \$999,999	10% to 17%*	4% to 13%*	3% to 15%*
\$1,000,000 – \$2,499,999	7% to 16%*	3% to 14%*	1% to 12%*
\$2,500,000 – \$4,999,999	0% to 6%*	3% to 8%*	0%*
\$5,000,000 or more	0% to 5%*	0%*	0%*

* Please note these values are incremental, in relation to the previous sum insured band.

Level premium discounts

	Life Care	Trauma	TPD
Up to \$125,000	0%	0%	0%
\$125,000 – \$299,999	3% to 16%*	2% to 8%*	2% to 8%
\$300,000 – \$499,999	2% to 14%*	3% to 8%*	3% to 8%
\$500,000 – \$999,999	1% to 20%*	1% to 10%*	0% to 10%
\$1,000,000 – \$2,499,999	1% to 16%*	1% to 7%*	0% to 7% or in a few cases a 1% loading (instead of discount) may apply
\$2,500,000 – \$4,999,999	1% to 2%*	0% to 1%*	1%
\$5,000,000 or more	1% to 2%*	0% to 1%*	1%

* Please note these values are incremental, in relation to the previous sum insured band.

Income Protection

Discounts by monthly benefit amount (stepped and level premiums).

Monthly benefit	Discount
0 – \$2,999	0%
\$3,000 to \$4,900	2.5%
\$5,000 to \$9,999	7.5%
\$10,000 or more	12.5%

Making changes to existing policies

Policy alterations that don't require underwriting

Examples of alterations which do not require underwriting include:

- reducing the sum insured amount
- decreasing a monthly benefit
- reducing the benefit period
- increasing the waiting period
- cancelling a cover type (eg TPD Cover) from a policy
- cancelling one of the lives insured on a policy
- cancelling certain options on a policy (eg GIO option, Plan Protection option or Super Continuance option to income protection etc)
- changing the ownership on a policy via a Memorandum of Transfer (MOT). (**Note:** this doesn't apply to TCPS)
- updating a client's address
- updating beneficiaries
- updating a client's name (eg due to marriage)
- adding or updating a third party authority
- adding or updating a bank account
- altering credit card details
- altering payment frequency
- adding or removing indexation.

Note: Any policy alterations (e.g. reductions in cover) can only be done via Verbal Signatures for non company or corporate trust owned policies.

The following alterations can be requested by your client verbally:

- updating a client's address
- decreasing a monthly benefit
- adding or updating a third party authority
- adding or updating a bank account
- altering credit card details
- altering payment frequency
- increasing in waiting period
- reducing the sum insured amount
- reducing the benefit period
- removing cover (**Note:** this doesn't include cancelling a whole policy)
- adding or removing indexation.

Requirements for policy changes

Name change	Certified* copy of one of the following: <ul style="list-style-type: none"> • Birth Certificate • Marriage Certificate • Decree Nisi
Date of birth change	Your client's written request and a certified copy of Birth Certificate
Change of company name	Policy owner's written request and a certified copy of Registration of Company Name Change Certificate
Binding Nomination (TCPS)	Binding Nomination of Beneficiary Form and Payment Allocation form (004-158)
Non-Binding Nomination (TCPS)	Nomination of Beneficiary and Payment Allocation form – TCPS (001-773)
Nomination of Beneficiary (non-superannuation)	Nomination of Beneficiary (non-superannuation) form (001-687)
Non-lapsing Death Benefit Nomination (TCPS)	Non-lapsing Death Benefit Nomination Form – TCPS (006-138)
Removal of: <ul style="list-style-type: none"> • a cover type (eg TPD Cover) and/or • a life insured 	Policy owner's signed and dated written request or a verbal signature (for individually owned policies only)
Lost Policy Document	Lost Policy Application and Statutory Declaration (001-527) <p>Note: Usually needed when completing a Memorandum of Transfer (MOT) where the original policy has been lost.</p>
Changing Policy Ownership only (ie no replacement policy needed)	<ul style="list-style-type: none"> • Written request from policy owner/s • Fully completed MOT • Return the original Policy Document and Policy Schedule <p>Note:</p> <ul style="list-style-type: none"> • Stamp duty may be payable if the policy is registered in South Australia (SA). • Ask your client to complete a Direct Debit Request or Credit Card Authority if they need to update their payment instructions.
All types except changing from Individual/joint/company to a SMSF	

* A certified copy is a copy of an original document that has been certified as a true and correct copy by a person who is authorised to witness a statutory declaration, such as a Justice of the Peace.

Policy alterations that require underwriting

An alteration requires underwriting if it results in an increase in risk to AIA Australia or changes your client's premium rate table. Examples include:

- an increase in the sum insured (lump sum), monthly benefits (income protection), or additional benefits
- adding certain additional benefits or options (eg GIO option, Plan Protection option or Super Continuance option to income protection etc)
- decreasing the waiting period or increasing the benefit period
- changing the policy (if requesting for an increase in benefits or cover eg Income Care to Income Care Plus, TPD definition from 'any occupation' to 'own occupation' definition etc)
- adding a cover type (eg TPD Cover, Child Cover or Accidental Death Cover etc)
- adding a life insured
- reinstating lapsed policies. Refer to page 21 of the Adviser Guide
- applying for non-smoking premiums
- changing Occupation group (if going for a lower risk occupation, eg heavy risk to managerial).

- reviewing/removing loadings or exclusions
- exercising either the Guaranteed Insurability (business events) or Business Safe Cover option as financial underwriting is required

Note: personal events do not require underwriting

- adding the Permanent Disablement Cover Option to an income protection policy for the first time
- adding the Trauma Reinstatement Booster option to a trauma policy
- changing from an indemnity to an extended indemnity on an Income Protection policy.

Requirements for policy changes

Note: Quotes for benefit adjustment can be obtained from the Contact Centre. The premiums for benefit adjustments are quoted using the original premium factors at time of application, and you will be advised of any underwriting requirements as per normal.

Requirements for policy changes

Increase/adding benefit or life insured	A 'benefit adjustment quote' and Application form (BR144) – includes both the application section and the personal statement and Duty to take reasonable care.
Increasing the benefit period or decreasing the waiting period (income protection)	A 'benefit adjustment quote' and Application form (BR144) – includes both the Application section and the Personal Statement and Duty to take reasonable care.
Decreasing the waiting period (income protection) under the 'Reduced waiting period' feature	A 'benefit adjustment quote', an Application for reduced waiting period (006-626 230918) and evidence of the cover under the group policy ending. Not available for policies with a medical loading, where the waiting period first became two years after 23/09/18.

Requirements for policy changes

Review policy loadings and exclusions – medical	<p>Letter requesting review of loading or exclusion signed by your client (policy owner/s)</p> <p>A current Personal Statement form (BR144) will be required in most cases, however please contact your Underwriting team to confirm requirements</p> <p>Note: If we confirm that a loading or exclusion will be removed from the policy, it won't need to be replaced and the same policy number can be retained. We'll then send a confirmation letter to your client, and a copy to you.</p>
Review pastimes loadings and exclusions	Removal of pastimes exclusion form (006-096)
Review travel and residency exclusions	Removal of travel/residency exclusion form (006-093)
Change of occupation class which will provide a lower cost premium rate (eg H to M)	<ul style="list-style-type: none"> • Letter requesting review of occupation, signed and dated by your client (policy owner/s) • A current Personal Statement (BR144). Where a General Declaration is received with a Personal Statement, we will also require an Acknowledgement of Duty to take reasonable care. • Benefit Adjustment quote with the new occupation.
Change IP policy from indemnity to extended indemnity	<p>Client's written request including cancellation letter</p> <p>A 'benefit adjustment quote' and an Application form (BR144) – includes both the Application section and the Personal Statement</p> <p>Note: Your client will be issued with a new policy and a new policy number.</p>
Changing from smoker to non-smoker premium rates	Non-smoker's Declaration form (CI156)
Client advises now a smoker	<p>Client's written notification:</p> <ul style="list-style-type: none"> • For policies that commenced prior to 1 June 2000, AIA Australia has the right to alter the whole contract to a smoker rate. • For policies that commenced on or after 1 June 2000, AIA Australia cannot alter the original terms and conditions of the policy. However, any increases in cover on these policies will be processed on smoker rates.
Reinstatement (where policy has lapsed in last 12 months)	Application for Reinstatement and Declaration of Health (004-417).

Requirements for policy changes

Exercising the GIO for Life Care, TPD Cover or Trauma Cover (business events or personal events)	<p>Client's written notification that they are exercising this option.</p> <hr/> <p>A 'benefit adjustment quote' is required.</p> <hr/> <p>Evidence of the event. For example:</p> <ul style="list-style-type: none"> • Business events: financials • Personal events: birth certificate, marriage certificate or loan papers.
Exercising the Business Safe Cover option	<p>Client's written notification that they are exercising this option.</p> <hr/> <p>A 'benefit adjustment quote' is required.</p> <hr/> <p>Evidence of the event, ie a revised valuation of the value of the business or of the value of the key person to the business, calculated by a qualified accountant.</p>
Adding the Permanent Disablement Cover Option to an income protection policy	<p>Application for Replacement Policy form (005-468).</p> <p>This option will only be available if the client:</p> <ul style="list-style-type: none"> • Has not had a previous claim on their current income protection policy • Is not currently on claim • Has not been declined or offered altered terms for any other insurance since taking out their income protection policy. <p>This option will be further considered if the client:</p> <ul style="list-style-type: none"> • Has had any change to their health, occupation or pastimes.
Adding the Reinstatement of Trauma Booster option to a trauma policy	<p>Client's written request including cancellation letter.</p> <hr/> <p>Application form (BR144) – included both the application section and the Personal Statement.</p> <p>This option will only be available if the client:</p> <ul style="list-style-type: none"> • Has not reinstated their trauma policy under the Trauma Reinstatement benefit or Trauma Reinstatement Booster option • Is not currently on claim • Has not been declined or offered altered terms for any other insurance since taking out their trauma policy. <p>This option will be further considered if the client:</p> <ul style="list-style-type: none"> • Has had any change to their health, occupation or pastimes. <hr/> <p>Note: Policies issued on or after 13 November 2016 – Trauma Reinstatement Booster option can be taken on the same policy, subject to underwriting. Policies issued before 13 November 2016 – Changes cannot be made on the same policy, the policy will have to be canceled and replaced and will be subject to underwriting.</p>

Continuation options

Tailored Protection offers a variety of different Continuation options or Options to convert including continuation and conversion options from legacy policies. For more information please refer to the Tailored Protection PDS. For example, a Continuation option is available to members of Total Care Plan Super to continue cover on a Total Care Plan.

Our Group insurance policies also offer Continuation options. One of the most common types is when a member of a superannuation plan exits the super plan due to ceasing employment with their employer, but wishes to continue cover. For example a Continuation option may be available to members of a superannuation plan which holds a group insurance policy, or other Group insurance provided cover issued by AIA Australia.

It enables them to convert cover into a new AIA Australia policy, without needing to undergo an up-to-date health check or full underwriting requirements.

Where your client is eligible, their group plan or fund administrator will provide them with a letter explaining what they are entitled to, what details are required and also the expiry date of the option. Please note that this facility is only available for a limited timeframe, generally 60 days maximum, after employment ceases.

These may differ according to your client's plan or fund, but at a minimum, the following details are required:

Requirements

Exercising a Continuation option	<p>Payment of all required premiums.</p> <p>AIA Australia quote.</p> <p>A copy of the Continuation option letter from the previous fund.</p> <p>The application section of the Application form (BR144).</p> <p>Specified sections of the Personal Statement, (BR144).</p> <p>Note: the letter from the fund will detail the specific requirements.</p>
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Note: For full details of Personal Statement requirements, call the contact centre on 1800 805 686 Monday to Friday 8am to 6pm (AEST/AEDT).

Lapses and reinstatements

If we don't receive all outstanding premiums within 30 days of the premium due date, then the policy will lapse and cover will cease.

For policies outside super, we can reinstate policies that have lapsed within the last 12 months, as long as your client meets our underwriting requirements and pays all outstanding premiums.

We will require an application for reinstatement for a policy that has lapsed within 12 months. If there has been a change in income, occupation, pastime activities or health circumstances, additional underwriting requirements may be requested.

For policies inside super where the cover was issued prior to 11 May 2014 and subsequently lapses, conditions may apply on reinstatement. Eg: the reinstated policy will need to be issued under SIS compliant terms and a Provisional Offer may be required.

If a policy lapsed more than 12 months ago, we are not able to reinstate.

AIA Australia to AIA Australia replacement commission rules

For more information, please refer to AIA Australia's Replacement Commission Rules document available on adviser.aia.com.au

As your client goes through different life stages and their insurance needs change, you are likely to review their insurance and make adjustments to their types of cover or levels of cover. Most of these changes can be made on the same policy, including increases or reductions of sums insured, changes to the benefit period or waiting period of income protection, or changes to the premium payment method (e.g. changing from direct debit to the Super Payment Method and vice versa), etc.

However, sometimes changes can't be made on the same policy and a new policy has to be issued. We refer to these as replacement policies.

Underwriting requirements for replacement policies

When policies are replaced, underwriting may be required to access the change.

If the change does not result in an increase in risk to AIA Australia, you are only required to complete the Application for Replacement Policy form.¹ Where a client has previously been on claim, the replacement application will be referred to an underwriter for further review.

If the change results in an increase in risk to AIA Australia, we will fully underwrite the increase. If the insured has had a deterioration in their health or other risk factors, any alternative terms are applicable to the increased cover (only when it is

possible to unbundle the increase from the existing cover).

More information on underwriting requirements for policy changes can be found on the section 'Making changes to existing policies'.

Replacement commission

For commission purposes, we also treat replacement policies as if the change had been made on the same policy.²

Commission structures, once set on a policy, apply for the entire life of that policy. Any future increases or additions on the policy take that commission structure into account. For example, if the policy has a premium discount in exchange for a reduction on the initial and/or renewal commission, any increases or additions will pay the same reduced initial and/or renewal commission in exchange for continuing the premium discount.

We are able to offer specific combinations of initial commission, renewal commission and premium discounts based on the assumption that the same commission structure will remain in place for the life of the policy.

For that reason we generally do not offer the option to change commission structures through the life of the policy or when replacing a policy.

¹ Note that replacement of legacy policies will generally require full underwriting.

² Unless you are replacing a legacy policy. Replacements of legacy policies with on-sale policies will generally be treated as new business for commission purposes.

Regulatory considerations

Changes to the Corporations Act and Regulations introduced by the Corporations Amendment (Life Insurance Remuneration Arrangements) Act 2017 (also known as the Life Insurance Framework (LIF) reforms), limit the commission structures that we can offer on replacement policies. Commission structures that do not meet the benefit ratio caps and claw back requirements are considered conflicted remuneration and are banned.

Generally the regulations allow for the commission structures on existing policies to be exempt from the benefit ratio and claw back requirements. In this document we refer to these exemptions as grandfathering. In most cases replacement policies will be treated as changes to an existing policy and the commission structure on the replaced policy can carry over to the replacement policy.

However this is not the case for all replacements e.g. if there is a change in ownership, if replacing a legacy policy, or if the replaced policy has lapsed.

Another regulatory consideration on replacements is the ban on conflicted remuneration as introduced by the Future of Financial Advice (FOFA) reforms. In order to avoid payments of conflicted remuneration, commission can't be paid for Total Care Plan Super if a member also holds a CFS FirstChoice Employer account, and there is no evidence of the client having this account as a choice election.

Terms used in this document

Term	Meaning
Replacement terms	
Replaced policy	The existing policy that is being cancelled to be replaced with a Retail Advice on-sale policy.
Replacement policy	The new Retail Advice policy replacing another policy.
Replacement commission	<p>The total amount of initial commission that is payable on an eligible replacement policy. Depending on eligibility criteria, the replacement commission can comprise either of the following:</p> <ul style="list-style-type: none"> • BOTH 'Replacement new business commission' and 'Replacement renewal commission' OR • ONLY 'Replacement renewal commission'.
Replacement new business commission	<p>The initial commission that is applicable on the increase in premium specifically resulting from a fully underwritten increase on a benefit on a replacement policy.</p> <p>Replacement new business commission does not apply if the replacement policy has not been fully underwritten and/or if the premium has stayed the same or reduced on the replacement policy.</p> <p>Replacement new business commission is calculated at a benefit level.</p>
Replacement renewal commission	The renewal commission that is applicable on the amount of replaced premium or on the new premium if the premium on replacement has reduced.
Product types	
Direct Life	Refers to the life insurance products sold directly to consumers via the CBA's branch and direct channels.
Group insurance/ Group policies	Refers to life insurance policies issued by AIA Australia that cover a group of people, for example members of a super fund.
RA or Retail Advice products/ policy	Refers to individual risk life insurance and income protection, underwritten products issued by AIA Australia.
Legacy policy	A policy issued on any product series launched before 1 July 1997. These are predominantly policies under the older Life brands of Prudential, Legal & General, SGIC and Colonial.
On-sale policy	A policy under any products that are currently offered to new clients.
Upgradeable policy	A policy issued on a product series launched after 1 July 1997 that is now closed to new business, but has access to any upgrades that are made to on-sale products.

Replacing an existing RA policy with another RA policy

Please note: We do not offer the 15 per cent top up discount that is applicable to increases in lump sum cover on eligible RA policies if an increase is done via a replacement policy.

There are two aspects of the replacement that determine how much commission is payable on the first year:

1. How much replacement new business commission is payable?
2. What commission structure applies to the replacement policy?

How much replacement new business commission is payable?

The intention is (subject to legal requirements) for the commission outcome on a replacement policy to be the same as if the change was made on the existing policy.

The initial commission paid on the replacement (i.e. the replacement commission) can comprise of either of the following components:

- BOTH replacement new business commission and replacement renewal commission, OR
- ONLY replacement renewal commission.

In order for both components to be paid, two conditions must be met on replacement:

- the replacement policy must be fully underwritten, and
- there must be an increase in premium as a result of the risk increasing.

If these conditions are not met, only replacement renewal commission will apply.

Examples of where only replacement renewal commission will be payable:

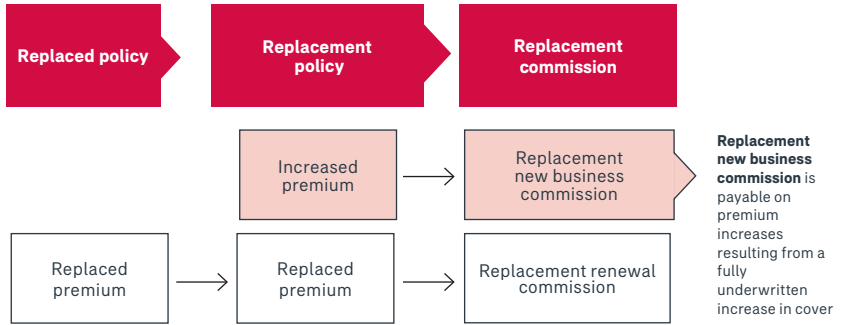
- if underwriting has been waived on a replacement policy
- if full underwriting has occurred but the premium is lower than what it was before replacement
- if full underwriting has not occurred but the premium has increased on replacement (for example, due to age)
- if limited underwriting has occurred.

Examples of limited underwriting:

- a continuation option has been exercised from an on-sale policy e.g. continuing Income Care Super cover into an Ordinary Income Care policy on the basis of income and occupational checks
- changing smoking status
- cancelling and replacing an existing Income Care policy to access the Permanent Disablement cover option (which is subject to eligibility questions).

EXCEPTION: stepped to level premiums

Replacing a stepped premium policy to access a level premium policy will result in both components (replacement new business commission and replacement renewal commission) being included in the replacement commission payment.



What commission structure is allowed?

We generally do not offer changes to commission structures through the life of a policy or when replacing a policy. We also don't allow an existing policy to be cancelled and replaced just to facilitate a commission structure change. However, if there are other reasons to trigger a replacement policy (for example, a change in cover that cannot be facilitated on the same policy) a simultaneous commission structure change can be requested or may be required to comply with regulations. Whether a change in commission structure is requested or is required, there are certain restrictions on what commission structures we can offer on the replacement policy.

Replacing a policy which has a LIF compliant commission structure

If you are replacing a policy that has a LIF compliant commission structure (those effective from the 1 Jan 2018), we offer the following commission structures on the replacement policy:

Replaced policy – commission structure	Replacement policy commission structure
Hybrid (other than 0/20 with 7.5% disc)*	The same Hybrid commission structure as the replaced policy
Hybrid (0/20) with 7.5% disc.*	Any Hybrid commission structure
Level	Any Level commission structure

*0% initial, 20% renewal (excluding GST) with a 7.5% premium discount.

Important information:

For certain new business policy scenarios, we limit the choice of commission structure to level commission structure only. For example, new Trauma Cover or Income Protection to age 65, issued for an insured that is 60 years or older is only available on level commission structures. However, if the cover is to be issued as a replacement policy, only the replacement policy commission structures apply. In other words, we do not offer level commission on a replacement policy if this increases the amount of renewal commission payable compared to the replaced policy.

Replacing a policy which has a grandfathered commission structure

If you are replacing a policy issued prior to 1 January 2018³, it is likely that the commission structure is grandfathered under the LIF regulations.

However where the replacement involves a change in the ownership of the policy, the grandfathering is lost and a LIF compliant commission structure must be used. This includes:

- Replacing a super with a non-super policy

- Replacing an ordinary policy, where the replaced policy is not owned by the same individual or entity.

Replacing a legacy policy will also require compliant commission structures.

In the instances where the grandfathering of commission structures is lost, we will offer LIF compliant commission structures that remain as close as possible to the commission structure on the replaced policy.

The following table provides a summary of what commission structures are available when replacing a policy which has a grandfathered commission structure:

Replaced commission structure for a policy issued prior to 1 January 2018 ⁴ (grandfathered)	Replacement commission structure	
	Grandfathered (grandfathering continues to apply)	Non-grandfathered (grandfathering is lost)
Upfront	The same Upfront commission structure as the replaced policy.	A compliant hybrid commission structure that matches closely to the replaced commission in relation to the renewal commission and premium discount. Where the replacement is eligible for replacement new business commission, the replacement new business commission will be calculated using the initial commission rate from the replaced policy, but capped at 80% of the total premium.
Hybrid	The same Hybrid commission structure as the replaced policy.	A compliant hybrid commission structure that matches closely to the replaced commission in relation to the renewal commission and premium discount.
Level ⁵	The same Level commission structure as the replaced policy.	Any level or compliant hybrid commission structure.

³ Note that policies with grandfathered commission structures could be issued after 1 January 2018 up to 31 March 2018 (during the LIF transition period) or after (if it were a grandfathered replacement). Some policies could also have been issued prior to 1 January 2018 with the new LIF-compliant commission structures.

⁴ Also applies for policies issued after 1 January 2018 during the LIF transition period with non-compliant commission structures or as replacements with grandfathered commission structures.

⁵ Although level commission structures are not covered by the LIF reforms, we've included here for completeness.

Replacements with permanent premium discounts

Please ensure premium discounts are considered when doing premium quotes for replacement policies. We are unable to honour a discounted premium on a replacement due to an incorrect commission selection made on a replacement policy quote.

If the replacement policy is to have a commission structure that is not available on MyQuote, use the replacement commission plan that applies the same premium discount.

The adviser assist number on **1800 805 686** will be able to help with enquiries relating to quoting for a replacement policy.

For queries relating to payment of commissions after the policy has been issued contact Adviser Payments and Administration on **02 9303 7155**.

Commission clawbacks

If the policy is cancelled and replaced within its relevant commission responsibility period (for example, within 12 or 24 months of being written) commission clawback will be applied on the replaced policy which will be funded by the initial commission payment from the replacement policy.

Providing a valid reason for replacement

There must be a valid reason for replacement when a replacement policy application is made.

The following are considered valid reasons for replacement:

- change in ownership – that cannot be done on the existing policy
- increase or reduction in cover – that cannot be done on the existing policy
- altering benefits on the policy that were not allowed on the existing policy terms e.g. adding Income Protection to a pre-2002 policy is not contractually allowed.

Where a valid reason is not supplied for the replacement, we will fully underwrite all cover involved in the replacement. Any replacement new business commission will be paid on an increase in premium only.

Important Information:

Due to FoFA legislation, commission can't be paid for Total Care Plan Super replacement applications if we determine that your client had an open CFS FirstChoice Employer account prior to or on the policy risk commencement date, of the policy being replaced.

Replacing Group cover with a RA policy

Group

A person covered under a Group insurance policy underwritten by AIA Australia can replace their cover with an equivalent AIA Australia RA policy, only if the Group policy has a continuation option.

- Only a level commission structure will apply on the RA replacement policy. Limited underwriting criteria might apply (please check the terms of the Group policy).
- The specific continuation option must be referred to for individualised requirements.

Underwriting

Our approach to underwriting

Support customers throughout the underwriting process with well explained and timely decisions.

We balance individual customer needs with the sustainability of our insurance offering.

Our guiding principles are:

- Our Underwriting team is focused on making evidence based underwriting decisions in accordance with the industry's Code of Practice requirements
- The importance of timely assessments making it easy for customers to apply for insurance without asking for unnecessary requirements
- Underwrite diligently and always work within the spirit of the framework of our risk assessment parameters and guidelines when making decisions
- Always provide the very best service to our Advisers and their customers by being transparent and keeping them fully informed throughout the underwriting process
- Provide logical explanations in plain language for all requirements and decisions and look for alternative solutions where possible.

Underwriting your client's application

After we have completed our assessment of your client's application, we may:

- accept the insurance cover as proposed
- offer alternative terms via a provisional offer
- deem the application unacceptable and decline the cover proposed.

Acceptance

This will either be at standard premium rates, or in those instances where a pre-set premium loading or exclusion has already been signed by your client and has accompanied the initial paperwork (after an earlier pre-assessment has been done), on those alternative terms.

Provisional offer or alternative terms (non-standard offers)

There will be instances where we will provide cover conditional upon your client accepting a premium loading and/or an exclusion. Provisional offers allow us to provide insurance cover to more clients by ensuring those with a higher likelihood of claiming (due to medical issues, higher level risk pursuits or pastimes, or those clients who travel to high risk areas), are not subsidised by our other lower risk clients.

In some instances we may offer other alternative terms, such as amendments to benefit periods and waiting periods on income protection. We may also offer Loss of Independent Existence for certain medical conditions when TPD definitions (own and any) are declined. If this is the case, your underwriter will phone you to discuss the reasons for any Provisional offer, before it is sent to you.

Note: Receiving a Provisional offer with alternative terms does not minimise the need for the insurance cover. In fact, a higher risk could indicate an even greater need for insurance.

Please refer to the table below for further information about our 'non-standard' offers.

Exclusions (all covers)	<p>Are applicable in some instances where a pre-existing medical condition exists which could cause further concerns in the future, or possibly where a client participates in particularly hazardous sporting/pastime activities.</p> <p>For example:</p>
	<ul style="list-style-type: none"> • a client with a recurring knee problem, where the knee will need to be excluded, because there is a higher likelihood of a future claim occurring for that knee • a sporting activity such as skydiving or motor sport/racing, where the additional accident risk is significant.
Premium loadings	<p>May be required due to health, occupation, sports or pastimes. Loadings may be offered as:</p> <ul style="list-style-type: none"> • a percentage of premium. For example, a premium may be loaded by an additional 50 or 100 per cent or more; for instance, due to medical reasons such as a client being overweight or having a heart condition, or • a per mille premium loading which is based on the sum insured (when the annual premium is loaded by a dollar amount for every \$1,000 of sum insured applied for). For example, a Life Care benefit of \$400,000 is requested by a client who participates in motor racing activities. If the client elects to pay a premium in lieu of an exclusion of this activity, a provisional offer of between \$2.50 and \$40 per mille premium will be applicable (depending on the type of vehicle the client races). If the premium loading is \$5 per mille, then the client would pay an extra $400 \times \\$5 = \\$2,000$ per year in addition to the standard premium.
Indemnity or extended indemnity cover (income protection)	<p>May be offered as an alternative to an agreed value income protection policy.</p>
Other amendments to policies	<p>Your underwriter may also modify policies, such as reducing benefit periods or increasing waiting periods on income protection policies.</p>

Declined applications

Unfortunately, we will not be able to provide cover for all applications. A declined application means the risk is unacceptable to us. There may be some occasions where the decision may be reviewed in the future, and in these instances your underwriter will advise of a timeframe.

When an application is declined, your underwriter will advise you by telephone. Your underwriter will provide full details of their decision, before we send a letter and refund any premiums paid. These letters and premium refunds will generally be received by your client within four to five working days after the phone confirmation.

Additional underwriting notes

Cover for non-residents and new immigrants

We generally require clients to be permanent residents of Australia before we will consider them for insurance cover. However we will consider Life Care and Trauma Cover for new immigrants who have obtained permanent residency, and to other selected clients who are working in Australia on specific working visas.

We usually won't offer income protection or TPD Cover until clients have established a satisfactory employment and an income track record in Australia. Some client situations may be considered on an individual basis – subject to the following criteria:

- occupation classes S, K, J, P, G, C (income protection) or Class 1 (TPD) ie Professional or Clerical occupations only
- confirmation that the client is eligible and has applied for permanent residency, and the date they expect to receive residency

- the type, nature and expiry date of their current visa
- how long they've lived in Australia
- their country of origin
- their current occupation and how long they've been employed
- their personal circumstances (eg are they married to an Australian permanent resident or citizen)
- if they've bought a home or business.

If these details are satisfactory and we do offer your client cover, we may offer cover subject to limiting the sum insured (for lump sum) or limiting the monthly benefit period (for income protection), or possibly applying a travel and residency clause which states that all benefits cease if they no longer reside in Australia.

Cover for travellers

If your client is planning to travel or live overseas shortly after they apply for cover, ensure that you let us know, as we will need to consider these details when we assess the application.

Factors we consider include where they are going, how long they expect to stay, the purpose and reason for travelling and how often they plan to travel. If they are going to countries with poor medical facilities, or that are likely to experience war, civil unrest or political instability, we may not be able to offer them cover.

Alternatively a travel and residency exclusion may also be considered.

If your client is planning to leave Australia permanently, or are in Australia on a short stay visa, we will not be able to provide them with any insurance cover.

Literacy and English interpretation

When applying for any insurance product, it is important that your client fully understands the product they are applying for, and the questions asked of them in the Application form (BR144).

Where your client is unable to read or understand the context of the product, then a contract of insurance should not be entered into. An exception to the above is where:

- interpretation by an independent (qualified) person has been provided, prior to affecting a contract and it is acknowledged in writing that the life to be insured, through interpretation, has understood the contract in its entirety
- a parent/legal guardian has applied for Child Cover as added to the adult policy. In this instance, the parent/legal guardian is liable for answers given under the duty to take reasonable care.

Child Cover

Child Cover is available for children aged between two years and 16 years of age.

To ensure premiums remain low and affordable for parents, this cover is offered as an accept or decline proposition; i.e. we do not obtain medical reports (PMAR's) or other medical tests to underwrite this contract. Where parents are willing to provide medical information (at their own expense) we attempt to make an assessment if possible, using tele-underwriting and questionnaires.

In some cases, it may be possible to apply an exclusion however we do not offer loadings or the deletion of trauma benefits on Child Cover.

The decline of cover for a child can be emotional for parents and guardians and it is therefore important to position the limited underwriting outcomes available with them. Please contact your underwriter if you would like to discuss any child health history concerns.

Incomplete or changes to the application

Where the life to be insured has not completed a question on the application we can accept answers via tele-underwriting.

Where tele-underwriting is not available the answer must be signed and dated by the life to be insured. Any alterations to the Personal Statement such as an answer being crossed out and a new one inserted, must also be initialled by the life to be insured and dated.

Where the underwriter needs to clarify an issue in relation to the assessment, the answer must come from the life to be insured. Where the underwriter needs to clarify an issue in relation to the assessment, the answer must come from the policy owner (or life to be insured where different from the policy owner). We will not accept third party answers, obtaining answers from the adviser or the policy owner's partner. This can cause significant issues for the policy owner, AIA Australia and you, should the case proceed to claim or litigation in future.

We can accept answers via an email that comes from the personal email address of the life to be insured, showing the email trail of the exact questions put to the life to be insured (it will not be accepted if received from a family email, group email address or an email address that is not in the life to be insured's name).

Medical underwriting

The medical assessment process is an important component of underwriting.

This is a primary consideration with every application. The medical history and current medical status of all clients is particularly critical to the final terms which your underwriter can offer.

Life cover – unlimited
TPD cover up to \$5 million

Sum insured	16 to 45	46 to 50	51 to 55	56 to 60	61 to 65	66+
\$1 – \$300,000	Personal Statement					
\$300,001 – \$600,000	Personal Statement					
\$600,001 – \$750,000						
\$750,001 – \$1,000,000						
\$1,000,001 – \$1,500,000						
\$1,500,001 – \$2,500,000	Medilite + HIV + MBA20 + Hep B & C					
\$2,500,001 – \$3,000,000	Medilite + HIV + MBA20 + Hep B & C + PMAR					
\$3,000,001 – \$5,000,000	Medilite + HIV + MBA20 + Hep B & C + PMAR					
\$5,000,001 – \$10,000,000 (Life only)	GP Medical Examination + HIV + MBA20 + Hep B & C + FBC + PMAR	GP Medical Examination + HIV + MBA20 + Hep B & C + FBC + MSU + PMAR	GP Medical Examination + HIV + MBA20 + Hep B & C + FBC + MSU + PMAR + Resting ECG + PSA/Breast exam	GP Medical Examination + HIV + MBA20 + Hep B & C + FBC + MSU + PMAR + Exercise ECG + PSA/breast Exam		
Over \$10,000,000 (Life only)	Refer to Underwriting					

A Personal Statement is required for each sum insured limit inclusive of any additional requirement.

Medical Underwriting

Trauma/Trauma Plus cover up to \$2 million

Sum insured	16 to 45	46 to 50	51 to 55	56 to 60	61+
\$1 – \$ 300,000	Personal Statement				
\$300,001 – \$600,000					
\$600,001 – \$1,000,000	Medilite + MBA20				
\$1,000,001 – \$1,500,000	Medilite + HIV + MBA20 + Hep B & C		Medilite + HIV + MBA20 + Hep B & C + Exercise ECG + PSA/breast exam	Medilite + HIV + MBA20 + Hep B & C + MSU + Exercise ECG + PSA/breast exam	
\$1,500,001 – \$2,000,000	Medilite + HIV + MBA20 + Hep B & C + FBC	Medilite + HIV + MBA20 + Hep B & C + FBC + PMAR + Exercise ECG + PSA/breast exam	GP Medical Examination + HIV + MBA20 + Hep B & C + FBC + MSU + PMAR + Exercise ECG + PSA/breast Exam		

A Personal Statement is required for each sum insured limit inclusive of any additional requirement.

Note: Entry age for level premiums starts from 18 (age next birthday).

We reserve the right to request:

- current personal statements or additional medical tests at the time of underwriting, depending on individual circumstances
- medical evidence outside the standard requirements
- an additional blood test, and/or a Cotinine test to confirm non-smoking status if there are any doubts surrounding a particular client’s smoking status.

Where the life to be insured is currently awaiting tests or test results, is currently being investigated for a condition which is yet to be diagnosed, or if the medical treatment is not fully established, the application will be declined. The life to be insured is able to re-apply once all investigations are completed, a definitive diagnosis is made and a treatment plan established.

Income Protection Cover up to \$30,000 monthly benefit

Notes:

- The following table is based on the Income Care monthly benefit (includes Super Continuance, if applicable). If Business Overheads Cover is also being applied for, 50 per cent of the Business Overheads Cover monthly benefit will need to be added to income protection benefits to confirm the overall medical requirements.
- When the combined IP (100 per cent) and BOC (50 per cent) amount exceeds \$30,000, please refer to Underwriting.
- For pilots and flight engineers, a copy of a current Civil Aviation Safety Authority, (CASA) medical examination and any additional tests or reports will be required in all cases.

Sum insured	18 to 45	46 to 50	51 to 55	56 to 60	61 to 64
\$1 – \$8,000	Personal Statement				PMAR
\$8,001 – \$10,000					HIV + MBA20 + Hep B & C + PMAR*
\$10,001 – \$12,500					
\$12,501 – \$15,000	Medilite	Medilite + HIV + MBA20 + Hep B & C			
\$15,001 – \$30,000	HIV + MBA20 + Hep B & C + PMAR*	HIV + MBA20 + Hep B & C + PMAR* + Resting ECG			

A Personal Statement is required for each sum insured limit inclusive of any additional requirement.

Business Overheads Cover up to \$40,000 monthly benefit

Note: If applying for **standalone** Business Overheads Cover only, the following medical limits and requirements apply.

Sum insured	18 to 45	46 to 50	51 to 55	56 to 60	61 to 64
\$1 – \$8,000	Personal Statement				PMAR
\$8,001 – \$10,000					HIV + MBA20 + Hep B & C + PMAR*
\$10,001 – \$12,500					
\$12,501 – \$15,000	Medilite	Medilite + HIV + MBA20 + Hep B & C			
\$15,001 – \$40,000	HIV + MBA20 + Hep B & C + PMAR*	HIV + MBA20 + Hep B & C + PMAR* + Resting ECG			

A Personal Statement is required for each sum insured limit inclusive of any additional requirement.

* A GP Medical may be requested where there is no GP to obtain a PMAR.

Explanation of medical requirements

Requirement	Explanation	Valid for
Personal Statement	<ul style="list-style-type: none"> Includes questions relating to occupation, financial status, health, family history and lifestyle Must be completed where required, for us to consider cover 	3 months
Personal Medical Attendant Report (PMAR)	<ul style="list-style-type: none"> Requested (at our expense), when more detail on a particular past illness or injury is required Your client's GP can usually provide sufficient history for this report from either their own files, or from other reports from referring specialists Should include details of diagnosis, treatments and degree of recovery 	Refer to underwriting
Prostate-Specific Antigen (PSA)	<ul style="list-style-type: none"> This test is used as a tumour marker to screen for and to monitor prostate cancer. It can also be seen with benign prostate conditions such as prostatitis and benign prostatic hyperplasia (BPH) A blood sample is taken by needle from a vein in the arm 	Refer to underwriting
Multiple Biochemical Analysis (MBA20)	<ul style="list-style-type: none"> A blood profile which includes serum blood lipids (or fats) such as cholesterol, triglycerides, HDL cholesterol, LDL cholesterol, as well as liver function, renal function and blood glucose To ensure a valid result, your client should fast overnight or for a minimum eight hours Blood is taken from a vein (usually in the arm) by syringe 	Up to 12 months, provided they are within normal reference range
HIV (Human Immunodeficiency Virus) Antibody test	<ul style="list-style-type: none"> Life insurance companies routinely request HIV antibody tests to be done at certain levels of cover These identify the body's reaction to exposure to the virus (that is, antibodies) Blood is taken from a vein (usually in the arm) by syringe 	Up to 12 months
Hepatitis B and C serology	<ul style="list-style-type: none"> Detects whether the liver has been infected with either virus, and the immune system's response (especially in the case of Hepatitis B) Blood is taken from a vein (usually in the arm) by syringe 	Up to 12 months

Requirement	Explanation	Valid for
Full Blood Count (FBC)	<ul style="list-style-type: none"> This blood profile measures white and red blood cells. This information can be helpful in identifying causes of anaemia and platelet conditions Blood is taken from a vein (usually in the arm) by syringe 	Up to 12 months
Resting ECG	<ul style="list-style-type: none"> Measures electrical changes across the heart and can detect recent heart-related issues Interpreted by a medical practitioner specially trained to determine the results of the tracings 	Up to 12 months
Exercise ECG	<ul style="list-style-type: none"> Similar to a resting ECG but performed for longer (usually five to 15 minutes) on a bicycle or treadmill Comfortable attire (ie gym gear) is recommended for this test 	Up to 12 months
Paramedical Standard Health Evaluation	<ul style="list-style-type: none"> Performed by a trained registered nurse as an alternative to a full medical examination (which is usually done by a registered medical practitioner) 	Up to 6 months
Medical Examination	<ul style="list-style-type: none"> Any registered medical practitioner may perform this examination The doctor should complete the report and return it directly to us Where a specific medical condition exists, the underwriter may provide supplementary questions to be answered by the examining doctor as part of the review 	Up to 12 months
Medilite	<ul style="list-style-type: none"> Any registered medical practitioner (or trained registered nurse) This is a basic medical check, performed by either a doctor or a trained registered nurse. Blood pressure readings, height and weight and a urine test are obtained. It is a convenient, fast alternative to a full paramedical or GP medical examination. 	Up to 6 months

Obtaining medical information

Medical requirements can be arranged through a number of external medical service providers in Australia, who specialise in providing support to the life insurance industry.

Through these services, medical examinations (including Medilite and paramedical exams), blood tests and ECG's can be quickly arranged.

You can contact these organisations as soon as you know what requirements are necessary, and appointment times can be immediately arranged for a time and place most convenient for your client.

AIA Australia has two preferred Pathology/Health screening suppliers which we recommend, as they provide quick and easy ways for medical requirements to be completed. This leads to a smooth and efficient assessment of your client's insurance application.

Unified Healthcare Group (UHG)

UHG can arrange all medical examination, paramedical, blood test and ECG requirements.

You can contact UHG via:

- phone: **1800 101 984**, or
- email: **adviser.relations@uhg.com.au**

In addition to providing medical services, UHG manages all of AIA Australia's Personal Medical Attendant Report (PMAR) requests.

If an application requires a PMAR:

- we notify UHG of the PMAR requirement
- we send you a Progress Advice to notify you of the PMAR request
- UHG faxes the request to the doctor and calls to confirm receipt
- UHG sends confirmation advice to you
- UHG follows up once every week until the report is received
- once received, UHG performs a quality check and sends it to us.

Note: As we have access to the UHG online tracking system, we are happy to provide you with status updates. You should therefore not contact the doctor or UHG directly to follow up on the status of any PMAR request – just get in touch with us.

For additional preferred suppliers, please call our contact centre on **1800 805 686**.

Additional medical information

Smoker/non-smoker status

A non-smoker is defined as a person who has not smoked tobacco, e-cigarette or any other substance, or used a product containing nicotine, for at least 12 months prior to the application.

If your client is paying smoker rates on their current AIA Australia policy and subsequently qualifies for non-smoker rates (as they haven't smoked tobacco, e-cigarettes or any other substance, or used a product containing nicotine for at least 12 months), we require a Non-smoker declaration form (005-546) to be completed.

This form will confirm the reason for ceasing smoking. If the reason for ceasing smoking is due to a smoking-related illness (as determined by underwriting) then non-smoker rates may not apply.

Obesity and Body Mass Index (BMI)

The health consequences of obesity are widely known to be associated with an increased risk of cardiovascular disease and diabetes; and are often linked to premature death, sickness or disablement.

Specifically, examples of the association between obesity and related increased risks are evident in the following medical symptoms:

- high or elevated blood pressure
- increased cholesterol
- impaired glucose tolerance
- sleep apnoea.

BMI

At present, BMI is the measure most widely used to identify overweight and obesity both in clinical studies as well as by medical professionals and underwriters. BMI is considered to be an acceptable measure of total body fat in adults.

The BMI is calculated as follows:

$$\text{BMI} = \frac{\text{Weight (eg 90kg)}}{\text{Height x Height}} = \text{BMI 27.8}$$

(E.g. 1.8m x 1.8m)

Classification of overweight and obesity using BMI

Weight classification	Obesity class	BMI range
Underweight		< 18.5
Normal		18.5 to 24.9
Overweight		25.0 to 29.9
Mild obesity	1	30.0 to 34.9
Moderate obesity	2	35.0 to 39.9
Morbid obesity	3	> 40.0

Source: World Health Organisation

Note: Where you client has a BMI greater than 33, we may request for a Medilite or Own GP Medical Examination and MBA 20. In these circumstances, underwriting will contact you to discuss potential loadings or outcomes. We would suggest that you pre-position the life to be insured regarding an anticipated premium loading and/or other alternative terms. This is important to confirm before your client attends any medical examinations/tests.

Pending surgery

Where your client indicates that a surgical procedure is pending, all cover may be declined until after the procedure has taken place and an acceptable period of post-operative medical review has been completed. Individual consideration may be given to minor procedures where general anaesthesia is not required; however, this will depend on the nature of the condition/illness in question and the type of cover being applied for. For further information, please contact your underwriter.

Pregnancy at time of application

Depending on the type of cover being applied for (ie income protection), application acceptance is determined on an individual basis and on its own merits.

Pregnancy is not an automatic exclusion to insurance cover. However, where your client is pregnant during application, we reserve the right to ensure that there are no complications with the current pregnancy and/or the client having a previous history of pregnancy-related complications, eg gestational diabetes, ectopic pregnancy, high blood pressure.

Where there are complications associated with the current pregnancy and/or the client has a history of pregnancy-related complications, a Personal Medical Attendant's Report (PMAR) will be required.

Depending on the nature of these complications, cover may be declined. Under these circumstances a review of the circumstance will be possible after a minimum of six weeks post-delivery (postpartum) and/or until the medical/pregnancy-related situation is stabilised.

Life, Trauma and TPD Cover in the last trimester of pregnancy (ie after greater than six months of carried pregnancy)

Cover will be considered up to the due date of delivery, subject to an absence of any medical complications. Domestic duties TPD definition will be applicable for this scenario (please refer to the PDS for definition).

Note: This TPD occupation classification can be reassessed on confirmation of return to work, subject to eligibility criteria.

Income protection

We may consider cover if the application occurred during the first two trimesters of the pregnancy, ie first six months of carried pregnancy. This is subject to an absence of any medical and/or pregnancy-related complications, and if the following criteria are met:

- your client has been working full-time in their current occupation
- written confirmation from your client that they will return to full-time work within 12 months of the due date of confinement post-delivery.

Note: We will decline the income protection application if your client is within the third trimester of pregnancy, ie after greater than six months of carried pregnancy. This situation can be reassessed on confirmation of return to work, subject to eligibility criteria. In order for this to occur, you or your client will need to notify AIA Australia, and may be required to submit further requirements.

Plan Protection

Plan Protection (waiver of premium) is not available for certain occupations or where a medical, financial, pastime, occupation or travel residency loading or exclusion is applied.

Financial underwriting

Financial underwriting is applied to determine that the level of cover being proposed can be justified.

The underwriter must establish that:

- the sum insured (lump sum cover) is commensurate with the stated need for cover
- the client's income supports the monthly benefit being proposed (for income protection)
- payment of a claim will not leave the policy owner/beneficiary in a significantly better financial position than they otherwise would be, if the insured event had not occurred.

If the financial situation isn't assessed accurately, there is a significant risk of claims overpayments occurring. This is particularly important where income protection is concerned.

Although financial underwriting is generally applied to large sums insured, the need should be clear in all cases regardless of the level of cover.

Key

A	Personal Statement
B	Confidential Financial Report
C	Copy of Financial Needs Analysis/Statement of Advice or Adviser report
D	Copy of individual and business (eg partnership, company) tax returns and tax assessment notices, including profit and loss statements and balance sheets, for all entities , for the last two financial years*

*Where income is derived from multiple entities (ie family trusts, secondary companies etc) it will be necessary to provide a copy of all the relevant Income Tax Returns/Assessment Notice's and Profit & Loss Accounts/Balance Sheets. It is important that the underwriter is able to follow the source and 'flow' of money to determine Personal Exertion income.

Financial requirements – Purpose of cover is Personal Cover

(Includes cover from all sources)

Sum insured	Life	TPD*
Up to \$3,000,000	A	
\$3,000,001 – \$5,000,000	A + B + C	A + B + C + D
\$5,000,001 – \$10,000,000	A + B + C + D	No cover
Over \$10,000,000	Refer to Underwriting	

*The maximum allowable TPD cover sum insured (from all sources) is \$5 million.

Sum insured	Trauma/Trauma Plus*
Up to \$1,500,000	A
\$1,500,001 – \$2,000,000	A + B + C + D

*The maximum allowable Trauma cover sum insured (from all sources) is \$2 million.

Financial requirements – Homemaker/domestic duties

(Includes cover from all sources)

Sum insured	Life*	TPD*
Up to \$1,000,000	A	
\$1,000,001 – \$1,500,000	A + B or A + C	
Over \$1,500,000	Refer to Underwriting	

Sum insured	Trauma/Trauma Plus*
Up to \$1,000,000	A
\$1,000,001 – \$1,250,000	A + B or A + C
Over \$1,250,000	Refer to Underwriting

* Maximum levels of cover for Life and TPD are \$2 million, and Trauma/Trauma Plus are \$1.25 million subject to financial underwriting (from all sources).

AIA Australia reserves the right to request supporting evidence in addition to the above tables where necessary.

Accidental Death Cover

Accidental Death Cover is limited to \$1 million.

For determining financial requirements, the combined total of Life Cover and Accidental Death Cover will be used (from all sources).

Key

A	Personal Statement
B	Confidential Financial Report
C	Copy of Financial Needs Analysis/Statement of Advice or Adviser report
D	Copy of individual and business (eg partnership, company) tax returns and tax assessment notices, including profit and loss statements and balance sheets, for all entities , for the last two financial years*
E	<ul style="list-style-type: none"> For loan protection cover – copy of Loan Agreement For Partnership or Share Purchase cover (including buy/sell) – copy of most recent independent business valuation and/or Partnership/Share Purchase/Buy Sell Agreement. For key person cover – copy of key person agreement or statement from employer (financial controller) providing annual salary package; also attributable net profit together with position/skills and percentage held in business

*Where income is derived from multiple entities (ie family trusts, secondary companies etc) it will be necessary to provide a copy of all the relevant Income Tax Returns/Assessment Notice's and Profit & Loss Accounts/Balance Sheets. It is important that the underwriter is able to follow the source and 'flow' of money to determine Personal Exertion income.

Financial requirements – Purpose of cover is Business Cover

(Includes cover from all sources)

Sum insured	Life	TPD*
Up to \$2,000,000	A	
\$2,000,001 – \$3,000,000	A + B + C	A + B + C + D
\$3,000,001 – \$5,000,000	A + B + C + Es	
\$5,000,001 – \$10,000,000	A + B + D + E	No cover
Over \$10,000,000	Refer to Underwriting	

*The maximum allowable TPD cover sum insured (from all sources) is \$5 million.

Sum insured	Trauma/Trauma Plus*
Up to \$1,500,000	A
\$1,500,001 – \$2,000,000	A + B + C + D

*The maximum allowable Trauma cover sum insured (from all sources) is \$2 million.

AIA Australia reserves the right to request supporting evidence in addition to the above tables where necessary.

Additional notes

Life Care requirements

Clients without dependants

Cover is generally required primarily to clear debt (ie mortgage etc) and to pay for funeral expenses.

Additional clarification may be needed if the level of cover being applied for appears excessive.

Clients with dependants

The following Life Care multiples of annual income are a guidance for family and personal protection maximum cover:

Age	Multiple of income
Up to 40	25
41 to 50	20
51 to 55	15
56 to 60	10
Over 60	≤ 5

Total and Permanent Disability (TPD) Cover requirements

TPD Cover replaces lost potential income and provides financial resources for medical care and modifications of lifestyle if your client is totally and permanently disabled due to sickness or injury. Cover must not be excessive when compared to income.

The following income multiples are a guideline for family and personal protection maximum cover:

Age	Multiple of income
Up to 40	25
41 to 50	20
51 to 55	15
56 to 60	10
Over 60	≤ 5

The maximum allowable TPD Cover sum insured (from all sources) is \$5 million.

Trauma Cover requirements

If your client suffers a major traumatic condition such as cancer, heart attack or stroke, Trauma Cover pays a lump sum. This cover can be used to cover medical expenses, replace income (or top up shortfall from income protection), pay debts and also cover other living expenses.

The following income multiples are a guideline for family and personal protection maximum cover:

Age	Multiple of income
Up to 40	10
41 to 50	10
51 to 55	8
56 to 60	8
Over 60	≤5

The maximum level of Trauma Cover (and which can be held across all life insurance companies) is \$2 million.

For any benefit (Life/TPD/Trauma) where the multiple of income does not fully support the lump sum cover amount applied for, the underwriter may request additional supporting documentation such as:

- a Confidential Financial Report
- Adviser Report
- copy of the Statement of Advice
- Income Tax Returns
- or other financial information to support the application.

Homemaker/Domestic Duties

AIA Australia will consider Life, TPD and Trauma cover for people who are primarily caring for dependant children, are engaged in full time unpaid domestic duties and are managing the domestic residence.

Maximum levels of cover for Life and TPD are \$2 million and Trauma/Trauma Plus are \$1.25 million subject to financial underwriting.

The following factors are considered when we financially underwrite cover for homemakers/ domestic duties

- Family debt (what is the mortgage amount on the client's principal residence)
- Working spouse's income (calculations based on five x annual income)
- Details of existing cover for the spouse
- The number and the ages of dependants
- Expense for paid domestic replacement (if required)
- The Applicant's intentions (the intent to return to work and when, in what capacity and what will their income be?).

Students/Unemployed/Retired

As these people are generally not earning an income from personal exertion we are unable to offer cover based on a multiple of income. However, it is not unreasonable to expect that there is still a need for insurance in many cases.

In these instances, we will usually limit Life and Trauma cover (from all sources) to \$500,000.

Any applications for cover over this amount will require justification, such as a copy of the Statement of Advice. In some instances a Confidential Financial Report may also be requested by the underwriter to support the insurable need.

Key

A	Personal Statement
B	Letter from employer confirming employment status and full details of current salary package including a break-up of amounts, eg salary, superannuation, motor vehicle, and copy of most recent individual tax return and tax assessment notice
C	Copy of individual and business (eg partnership, company) tax returns and tax assessment notices, including profit and loss statements and balance sheets, for all entities , for the last two financial years*
D	Financial Statement – income protection, verified by the life insured
E	BOC questionnaire
F	Most recent Profit and Loss statement

* Where income is derived from multiple entities (ie family trusts, secondary companies etc) it will be necessary to provide a copy of all the relevant Income Tax Returns/Assessment Notice's and Profit & Loss Accounts/Balance Sheets. It is important that the underwriter is able to follow the source and 'flow' of money to determine Personal Exertion income.

Income protection and Business Overheads Cover requirements.

(Includes cover from all sources)

Income protection maximums

- the maximum monthly benefit for occupation group L and M is \$30,000
Note: Some mining occupations in group M have a maximum monthly benefit of \$10,000
- the maximum monthly benefit for occupation group X is \$10,000
- the maximum monthly benefit for occupation group H and Y is \$7,000
- the maximum monthly benefit for Business Overheads Cover is \$40,000.

Income protection

Agreed Value Employed

Sum insured	S, K, J, P	G, C, A	L, M	X	H, Y
Up to \$7,000	A				
\$7,001 – \$7,500					
\$7,501 – \$10,000					
\$10,001 – \$15,000		A + B			
\$15,001 – \$30,000	A + B + D			No cover	

**Agreed Value
Self-employed**

Sum insured	S, K, J, P	G, C, A	L, M	X	H, Y
Up to \$7,000	A				
\$7,001 – \$7,500	A				H, Y
\$7,501 – \$10,000	A + C			X	
\$10,001 – \$15,000	A + C				
\$15,001 – \$30,000	A + C + D			No cover	

**Indemnity/Extended Indemnity
Employed/Self-employed**

Sum insured	S, K, J, P	G, C, A	L, M	X	H, Y
Up to \$7,000	A				
\$7,001 – \$10,000	A				H, Y
\$10,001 – \$15,000	A			X	
\$15,001 – \$30,000	A + D			No cover	

The above Income Protection tables are based on the total monthly benefit of Income Care and Super Continuance (if applicable).

Business Overheads Cover (BOC)

Monthly benefit	S, K, J, P	G, C	L, M	X, A	H, Y
Up to \$15,000	A + E			No cover	H, Y
\$15,001 – \$40,000	A + E + F				

The purpose of income protection insurance is generally to provide the insured with replacement income when a sickness or injury prevents them from working, therefore the owner and the life insured will normally be the same person.

The maximum monthly benefit available under an income protection agreed value or indemnity policy is \$30,000 (subject to the maximum below), based on a client's insurable income and occupation group.

Note: Monthly benefits in excess of \$30,000 may be considered under a separate two-year contract period indemnity policy, please refer to underwriting for full details.

Calculating the income protection monthly benefit

Income

Up to \$320,000 pa	75%
\$320,001 to \$560,000 pa	50%
Over \$560,000 pa	25%

Insurable income

For business owners

For a business owner we consider insurable income to be the income that will cease if the life insured is unable to work. This includes their share of the net income of the business (after all business expenses) that is directly due to their personal exertion, before tax.

We will consider including regular overtime, initial commissions and bonuses if these have been part of the client's income for at least the last two years. If these payments have fluctuated more than 20 per cent over this two-year period (year on year), we will base our calculation on the average amount over this period.

Note: Insurable income does not include investment, interest income or unearned income.

Uninsurable income is income that your client continues to receive from their business even if they can't work, which may include:

- ongoing trail commissions
- ongoing profits generated by other employees/partners of the business (an ongoing offset income clause may be applied)
- royalties or trust income
- dividends.

For employees

An employee's insurable income is:

- their base salary (before tax), plus
- any additional benefits such as motor vehicle lease costs (unless the vehicle is purely for work and not available for personal use), plus
- commission, bonus payments and regular overtime.

Note: Employed persons can insure up to 75 per cent of their total salary package (please refer to the table in the left hand column on this page).

If your client applies for Super Continuance Option, they can insure 100 per cent of their super contributions and we would be able to allow up to a maximum of 15 per cent of the base salary as the superannuation benefit.

If the employed person contributes a higher percentage than the current SGC arrangements into their superannuation in excess of 15 per cent of the base salary, we will add back into the monthly income.

For self-employed people

If your client owns part or all of a business or they are a working director, income is money generated by the business due to their own activity, after all expenses in earning that income have been deducted. That is, the income that will cease if they can't work.

For self-employed people, we calculate insurable income as (all amounts are before tax):

- total income generated from their personal exertion (ie income that would stop if they could not work due to sickness or injury), less
- expenses incurred in generating that income, plus
- expenses that can be added back, which include the following:
 - superannuation for self and non-working spouse
 - depreciation (subject to limitations)
 - motor vehicle lease and expenses, unless used primarily as a work vehicle
 - donations
 - non-working spouse income (ie income splitting), or
 - income distributions to a family trust for non-working family members.

Note: For self-employed people, we will add back their superannuation contributions into their monthly income if they do not apply for Super Continuance Option.

If your client applies for Super Continuance Option, we would be able to allow up to a maximum of 15 per cent of the base salary as the superannuation benefit.

If the self-employed people contribute a higher percentage than the current SGC arrangements into their superannuation in excess of 15 per cent of the base salary, we will add back into the monthly income.

Third-party policy ownership

Income protection is designed to replace your client's income when sickness or injury prevents them from working. Consequently, the policy owner and the insured person are usually the same person.

We only consider third-party ownership if:

- the life insured is an owner of, and a major shareholder in, a company and is personally responsible for generating income, or
- the life insured generates personal income for the family trust or family business.

Exceptionally high income earners

If your client earns \$1.5 million or more per annum before tax, we will only consider offering income protection benefits on an individual basis. High income earners often have a high proportion of unearned/investment income, which needs to be carefully considered (refer to the unearned or investment income details following).

Unearned or investment income

This is income earned from non-personal exertion, eg. interest, dividends, rent, pensions, family trusts, royalties and annuities.

Income protection aims to replace income earned by personal exertion, so when assessing a monthly benefit, we must take into account unearned income to determine whether your client has a degree of self-insurance.

Note: We will not off-set unearned or investment income where it is \$20,000 pa or less and does not exceed 25 per cent of the earned income.

If your client's unearned income exceeds 25 per cent of their personal exertion income, we will offset the unearned income portion when calculating the monthly benefit.

This example shows how we calculate the offset:

Net income (after business expenses and before tax)	= \$60,000 (1)
Unearned income (investment income)	= \$20,000 (2)
Total income (1) + (2)	= \$80,000 (3)
75% of (3)	= \$60,000 (4)
Maximum sum insured – income (4) – (2)	= \$40,000 divided by 12 (months)
	= \$3,333 monthly benefit

Where the client's unearned or investment income exceeds \$150,000 pa, income protection cover will not be available.

Additional income protection information

Indemnity and extended indemnity policies

We may ask for financial evidence if the benefit appears excessive or when the income stated does not support the benefit applied for.

The benefit amount proposed should be based on the income earned through own personal exertion in the two years prior to Application, to ensure that your client is not over insured. At claims stage, financial evidence will be obtained to establish pre-disability income.

Additional Business Overheads Cover information

Business Overheads Cover is available to self-employed people. It is a pure indemnity policy.

This benefit will cover your client's share of most fixed business expenses for up to 12 times the monthly benefit if they are unable to work due to sickness or injury.

In assessing the level of cover being applied for, the underwriter needs to differentiate between who is generating the income versus who is responsible for the bills.

To be eligible for this benefit, your client must be:

- a self-employed business owner with special skills or expertise and not working at home responsible for the payment of eligible business expenses.

Business Overheads Cover is effective where the generation of business income will not continue in the insured's absence.

Business Overheads Cover is not available for occupation groups H (heavy risk), A (aviation), specialist risk medium (X) and specialist risk high (Y).

Types of business expenses covered

This insurance covers expenses incurred in the operation of the business during the period of the claim, that is essential to producing business income. The intention is to ensure that, after a limited period of disability, your client has a business to return to. Expenses covered include:

- rent
- principal and interest payments for a business mortgage
- principal and interest repayments for a loan taken for the purposes of the business
- property rates and taxes
- electricity, telephone, gas, heating and water costs
- cleaning and laundry
- the remuneration and associated costs of any non-income generating employee
- any remuneration and associated costs of hiring an income generating employee after the life insured became totally disabled (the employee must be hired to perform the work the life insured normally does)
- leasing or hiring costs of equipment or motor vehicles
- insurance premiums
- accountancy and audit fees
- subscriptions to professional associations, including professional membership fees
- security or advertising costs incurred under a contractual arrangement with a third party
- bank fees and charges
- business vehicle registration and insurance
- postage, printing and stationery
- cost of repairs and maintenance incurred under a contractual arrangement with a third party
- any expenses we've specifically agreed to in writing.

Please complete a Business Overheads Supplementary Personal Statement which is available on the Adviser website when applying for Business Overheads Cover.

Types of business expenses not covered

- any amounts paid to the life insured, an immediate family member or to any joint owner of the business
- remuneration and associated costs of any income generating employee unless:
 - the costs were the costs of hiring the employee after the life insured became totally disabled and
 - the employee was hired to perform the work the life insured normally did.
- any payments for goods, stock in trade, plant or equipment
- any allowance for depreciation in real estate or of plant and equipment
- any portion of a business expense which someone else who has an interest in the business normally pays
- any payment which we work out on a fair and reasonable basis not to be a usual, regular, fixed operating expense.

What we pay

We only pay for:

- the actual expenses incurred by the business less
- your client's portion of income derived from trading during the month,

up to the monthly benefit amount.

Your client's portion of the income includes the income generated by any employee(s) hired after your client became totally disabled, to perform the work normally performed by your client.

It is the insured person's responsibility to ensure they are neither over insured nor underinsured over time.

Reducing the benefit for other business expenses insurance

We reduce the benefit by any amount received, during the period of total disability, from any other insurance policy, to reimburse your client's business expenses.

Example for Business Overheads Cover

Roberto is a self-employed plumber. He takes out Business Overheads Cover. Unfortunately Roberto is unable to work for three months due to sickness. Roberto has fixed expenses in running his business, including a business loan that he is servicing and the salary of an employee that does bookkeeping and manages customer appointments. During the period that Roberto is unable to work the business is unable to generate any income. Roberto is able to use his Business Overheads Cover to pay for his fixed expenses during his period of disability.

Example of how income reduced the Business Overheads Cover benefit

James is self-employed and runs a printing business with two non-income producing employees. He takes out Business Overheads Cover. Unfortunately James suffers an injury and is unable to work for six months. During the months that he was unable to work James was able to hire an employee to do the work that he normally did. The business was able to maintain trade and continued to generate the same income as before. The remuneration and cost of hiring the employee are covered by the Business Overheads benefit, but because the business continued to trade and didn't suffer a loss of income, the Business Overheads benefit is reduced by the income generated during this period. In this case the Business Overheads benefit was \$0.

Example of where BOC is not appropriate

Charles and Gerard are partners on a small business venture. Charles is seeking guidance from his adviser on whether a Business Overheads Cover policy would be required in order to cover his share of business expenses if he is unable to work due to sickness or injury. The adviser determines that in Charles's absence the business would be able to continue trading and would generate sufficient income to cover all expenses. The advice given to Charles is that a Business Overheads Cover policy is not suitable because the business wouldn't make any losses so no benefits would be payable.

Underwriting business insurance

Key person protection

Revenue purpose

This type of cover is intended to protect a business from the negative effects on trading caused by the death or total disablement of any person whose presence is considered vital for its continued wellbeing.

These key people are employees to whom profits can be directly attributable. They may possess sound knowledge and experience in a specific field of business, and have valuable personal contacts.

Key person insurance is intended to cover such things as a loss of profitability within the business, the cost of recruitment and the training of replacement staff with specialised skills or knowledge. We will look at the following:

- the cost and time associated with recruiting and training a replacement person
- the loss of sales revenue and market share while the replacement is working up to their predecessor’s capabilities
- the key person’s income in proportion to the net worth and profit of the business, their age and current duties.

As a guide, we would generally allow up to five to 10 times salary for Life, TPD and Trauma Cover, subject to maximums previously stated for TPD and Trauma Cover.

Capital purpose

Losing a key person can also adversely affect the capital value of the business. Key person insurance proceeds can be used to maintain the capital value and stabilise the business.

The capital value of a business can be reduced by damage to:

Goodwill	is what brings clients to the business.
Credit standing	some businesses can more easily secure credit lines than others because one director has sufficient personal assets to secure the debt.
Loan standing	some businesses can more easily secure credit lines than others because one director has sufficient personal assets to secure the debt.
Loan accounts	the loss of a key person who has loaned money to the business may mean that the loan must be repaid to the key person immediately.
Other debts	if the business is destabilised and defaults on a loan, the financier could call in one or more of the loans made to the business.

We will look at the following when calculating the appropriate level of cover:

- the skill, knowledge and expertise of the key person that makes them a vital cog in the business, and whether the ability of the business to continue servicing the loan in the key person's absence would be compromised
- whether the lending institution has requested the key person be insured as a condition of lending.

Note: If there are several key people, then the level of cover will be apportioned accordingly.

Financial requirements for key person insurance (revenue or capital)

- Confidential financial report.

We may also require:

- profit and loss statements for the last two years
- balance sheets for the last two years
- salary package details of key person.

Partnership protection (buy/sell – share purchase)

Normally, business partners will want their business to continue after the death or total and permanent disablement of one of the partners. The basic principle behind this insurance is to provide cover on all partners in a business.

The cover on each shareholder or partner should be proportionate to their respective shareholding in the business. On death or disablement, the policy proceeds provide a lump sum to allow the remaining partners to purchase the deceased or disabled partner's share in the business.

This form of insurance enables the business to continue with a minimum of disruption by:

- supplying an amount of cash for purchase of the insured's share of the business
- excluding the involvement of the insured's beneficiaries in the day-to-day running of the operation (for which they may not possess the knowledge or skill).

Calculating the sum insured for partnership protection

- Value of the business and the method used will be required.
- We will only cover the percentage of the business that your client owns.
- Allowances can be made for tax implications.

Financial requirements for partnership protection

- Confidential financial report.

We may also require:

- profit and loss statements for the last two years
- balance sheets for the last two years
- valuation of business by an accountant or certified valuer.

Business loan protection

This cover is taken out to ensure that in the event of the borrower suffering death, disablement or major trauma, the loan can be repaid.

The maximum allowable level of cover will be the amount that is required to clear the debt that your client is responsible for. If more than one person is responsible for the debt, then only the proportion that each person is responsible for can be covered.

Financial requirements for business loan insurance

- confidential financial report
- evidence of lending, or if loan is through Commonwealth Bank, copies of schedules.

Note: The above is a guide only. Depending on the individual circumstances, we may require additional information.

Business Safe Cover option

Where your client has taken out insurance for business purposes (ie buy/sell, business loan, key person), the Business Safe Cover option provides a facility to increase Life, Trauma and TPD Cover in the future (up to three times the original benefit to a maximum of \$10 million for Life Care, \$2 million for Trauma Cover and \$5 million for TPD Cover). The advantage of this is that no further medical underwriting is required at the time of the business event/increase.

Increase requirements

Financial evidence will be required to support any increase based on the original purpose of the cover, eg key person or loan guarantor. Depending on the event, evidence of the relevant business event, satisfactory to us, needs to be provided as follows:

Business event	Evidence required
Business growth	<ul style="list-style-type: none"> • a revised valuation of the value of the business calculated by a qualified accountant or by a valuer approved by AIA Australia
Key person	<ul style="list-style-type: none"> • a revised valuation of the value of the key person to the business calculated by a qualified accountant or by a valuer approved by AIA Australia
Financial interest	<ul style="list-style-type: none"> • a revised valuation of the value of the financial interest in the business calculated by a qualified accountant or by a valuer approved by AIA Australia
Business loan	<ul style="list-style-type: none"> • loan documentation acceptable to AIA Australia

For information on the Guaranteed Insurability option (GIO) – business events, please refer to the Tailored Protection Combined PDS and Policy.

Pastimes guide

This section will assist you in determining whether a particular sport or activity will incur a loading or exclusion on a particular type of insurance and will also help you pre-position your client.

Unlisted activities

If an activity is not listed you can:

- contact underwriting on **1800 257 328**, or
- ask your client to complete the other sports and hazardous activities questionnaire within the Personal Statement, or
- attach a separate statement (signed and dated by your client) to the application.

Our decision to provide cover will be based on the information provided in the appropriate questionnaire within the Occupation, Pastimes and Activities sections of the Personal Statement or the separate statement mentioned above.

Insuring sports people

Professionals

If your client earns a considerable portion of their income from playing sport or a particular activity, we consider them to be a 'professional' sports person. They are not eligible for income protection and TPD Cover.

Semi-professionals

If your client is paid to play in local competitions we consider them to be semi-professional.

Due to their level of participation, there is an increased risk of significant injury and we may exclude the activity where terms are considered possible. Payments received must not form a large proportion of their income or be included in the calculation of an income benefit.

Plan Protection option (waiver of premium)

The Plan Protection option is not available if the sport or activity incurs an exclusion or loading.

Abbreviation codes

Rec only	Recreational only
Rec & Comp	Recreational and competition
Prof	Professional
Std	Standard rates
Excl	Exclusion to apply
D	Decline
IC	Individual consideration required
\$ (amount as indicated)	An extra \$ amount as indicated per \$1,000 sum insured loading will apply (Life Care and Trauma covers)
/	A choice of either an exclusion, % loading or \$ (amount as indicated) per \$1,000 sum insured loading will apply
Min. 30	Minimum 30 day waiting period to apply for that activity (IP cover)
Min. 90	Minimum 90 day waiting period to apply for that activity (IP cover)
%	An extra % loading may apply (all cover types)

*** Football IP/BOC guidelines**

Occupation Class (C,G, P, J, K,S)					
Applying for Waiting Period	14day	30day	60day	90day	>90day
	+25 or 30 day wait excl	+0	+0	+0	+0
Occupation Class (L, M, H, A,X,Y)					
Applying for Waiting Period	14day ^	30day	60day	90day	>90day
	+25 or 90 day wait excl	+25 or 90 day wait excl	+25 or 90 day wait excl	+0	+0

^The 14 day waiting period isn't available if you work in occupation class A, H, X or Y.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Abseiling – outdoor	Std.	Std.	Excl.	Std.	Std.	Excl.	Excl.	Excl.	Excl.	Excl.
Abseiling – indoor	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.	Min. 30	Excl.
Aerobics	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Archery	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Aviation/flying	Please refer to page 81									
Badminton	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Baseball	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Base jumping	IC	IC	IC	IC	IC	IC	IC	IC	IC	IC
Basketball	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30
Bicycle racing	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Min. 30	Excl.
Boxing	Std.	Excl./ \$2.00	Excl./ \$2.00	Std.	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.	D
Bungy jumping ≤ 5 jumps per annum	Std.	Std.	IC	Std.	Std.	IC	Std.	Excl.	Std.	Excl.
Bungy jumping > 5 jumps per annum	Std.	Std.	IC	Std.	Excl.	IC	Std.	Excl.	Excl.	Excl.
Bushwalking	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Canoeing (clerical occupations S, K, J, P, G, C)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.
Canoeing (all other occupations L, M, H)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30	Excl.
Caving/canyoning (not underwater)	Std.	Excl./\$5.00	Excl./\$5.00	Std.	Excl./\$5.00	Excl./\$5.00	Excl.	Excl.	Excl.	Excl.
Cricket	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Equestrian	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.
Fencing	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Fishing	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Football – touch/oztag	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Football – (all codes) – semi professional or match payments	Std.	Std.	Std.	Std.	Std.	Std.	N/A	Excl.	Excl.	Excl.
Football – (all codes)– Amateur	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	*
Golf	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Gymnastics	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Hockey – field	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.

* See page 75 below abbreviations.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Hockey – ice (clerical occupations S, K, J, P, G, C)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30
Hockey – ice (other occupations A, L, M, H, X and Y)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30	Min. 30
Horse jumping	Std.	Std.	Std.	Excl./\$2.00	Excl./\$2.00	Excl./\$2.00	Excl.	Excl.	Excl.	Excl.
Horse riding	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.
Hunting (no flying involved)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.
Jet skiing	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Judo	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30	Excl.
Jujitsu	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30	Excl.
Karate	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30	Excl.
Kayaking – still water	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Kayaking – whitewater	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Min. 90	Excl.
Kickboxing	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Min. 30	Excl.
Lacrosse	Std	Std	Std	Std	Std	Std	Std	Std	Std	Min. 30
Lifesaving	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Marathon running	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Martial arts (all forms)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Min. 30	Excl.
Mountain climbing	IC	IC	Excl.	IC	IC	Excl.	IC	Excl.	Excl.	Excl.
Mountain biking (non-motor)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.
Netball	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Ocean racing	Std.	IC	IC	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.
Parasailing	Std.	Std.	Excl.	Std.	Std.	Excl.	Std.	Excl.	Std.	Excl.
Polo – horse	Std.	Std.	Std.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.
Polo – water	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30
Rock climbing (indoor)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.
Rock climbing (outdoor)	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.	Excl.
Rodeo	Std.	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Rowing	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Sailboarding	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Sailing – harbour, coastal	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Sailing – ocean	Std.	Std.	Excl.	Std.	Std.	Excl.	Std.	Excl.	Excl.	Excl.
Scuba diving ≤40 m, no hookah, wreck, cave or potholing	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.	Std.	Excl.
Scuba diving >40 m or hookah, wreck, cave or potholing	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.
Shooting – target	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Skating (ice/roller)	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.
Skiing – snow	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.	Std.	Excl.
Skiing – water	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.	Std.	Excl.
Softball	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Squash	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Steeplechase	Excl./\$2.00	Excl./\$2.00	Excl./\$2.00	Excl./\$2.00	Excl./\$2.00	Excl./\$2.00	Excl.	Excl.	Excl.	Excl.
Surfing	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Swimming	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Tennis	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Triathlons	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Volleyball	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Waterskiing	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.	Std.	Excl.
Weightlifting	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Std.	Excl.
Whitewater rafting	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Min. 30	Excl.
Windsurfing	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Wrestling	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Min. 90	Excl.
Yachting – harbour, coastal	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
Yachting – ocean	Std.	Std.	Excl.	Std.	Std.	Excl.	Std.	Excl.	Excl.	Excl.
Zorbing	Std.	Std.	Excl.	Std.	Std.	Excl.	Std.	Excl.	Excl.	Excl.
Aviation/flying										
Private/recreational/commuter travel flying (fixed wing)										
≤ 100 hours pa	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
101-300 hours pa	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl./ /D
301+ hours pa	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl./ /D	Excl./ /D

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Charter flying (fixed wing)										
≤ 250 hours pa	Std.			Std.			N/A		N/A	
251-500 hours pa	Excl./\$2.50			Excl./\$2.50			N/A		N/A	
501+ hours pa	Excl./\$3.50			Excl./\$3.50			N/A		N/A	
Charter flying (helicopter)										
≤ 150 hours pa	Std.			Std.			N/A		N/A	
151-250 hours pa	Excl./\$2.00			Excl./\$2.00			N/A		N/A	
251+ hours pa	Excl./\$5.00			Excl./\$5.00			N/A		N/A	
Agricultural – crop, mustering – power line and pipeline patrol (fixed wing and helicopter)										
≤ 250 hours pa	Excl./\$5.00			Excl./\$5.00			N/A		N/A	
251-400 hours pa	Excl./\$10.00			Excl./\$10.00			N/A		N/A	
401+ hours pa	Excl./IC			Excl./IC			N/A		N/A	
Private/recreational/commuter travel – multi-engine helicopters (MEH)										
≤ 100 hours pa	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Std.
101-300 hours pa	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl.	Excl.	Excl.	Excl./ /D
301+ hours	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Private/recreational/commuter travel – single-engine helicopters (SEH): Light helicopters/light utility helicopters (eg Robinson R22, Bell 47G, Hughes 269 etc.)										
≤ 100 hours pa	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.
101-300 hours pa	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl.	Excl.	Excl.	Excl.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
301+ hours	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Ballooning										
Balloonist	Std.	Excl./ \$2.00	Excl./ \$2.00	Std.	Excl./ \$2.00	Excl./ \$2.00	Std.	Excl.	Std.	Excl.
Gliding (non-motorised)										
≤ 100 hours pa	Std.	Std.	Excl./ \$2.50	Std.	Std.	Excl./ \$2.50	Std.	Excl.	Std.	Excl.
101+ hours pa	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl.	Excl.	Excl.	Excl.
Hang gliding										
≤ 100 hours pa	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.
101+ hours pa	Excl./ \$4.00	Excl./ \$4.00	Excl./ \$4.00	Excl./ \$4.00	Excl./ \$4.00	Excl./ \$4.00	Excl.	Excl.	Excl.	Excl.
Ultralights/microlights/gyroplanes										
≤ 100+ hours pa	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl.	Excl.	Excl.	Excl.
101+ hours pa	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Parachuting/paragliding/skydiving										
≤ 50 jumps pa	Std.	Std.	Excl./ \$2.00	Std.	Std.	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.
51+ jumps pa	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.
Aerobatics										
Aerobatics	Excl./ \$10.00	Excl./ \$10.00	Excl./ \$10.00	Excl./ \$10.00	Excl./ \$10.00	Excl./ \$10.00	Excl.	Excl.	Excl.	Excl.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Motor sports (cars)										
Single seater										
Formula 1	Excl./ \$40.00	Excl./ \$40.00	Excl./ \$40.00	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.
Formula 2 and 3	Excl./ \$15.00	Excl./ \$15.00	Excl./ \$15.00	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.
Formula 4	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.	Excl.
Formula Ford/ Holden	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.	Excl.
Formula Libre	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.	Excl.
Formula Vee	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.	Excl.
Drag										
Dragsters	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Funny cars	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Top fuel	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Modified production	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.
Hot rod	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.
Stock car	Std.	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Karting										
Sprint	Std.	Excl./ \$5.00	Excl./ \$5.00	Std.	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Enduro	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Formula E (Superkart, 250 international)	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Sports cars and sedans										
Group A touring	Excl./ \$4.00	Excl./ \$4.00	Excl./ \$4.00	Excl./ \$4.00	Excl./ \$4.00	Excl./ \$4.00	Excl.	Excl.	Excl.	Excl.
Group 2 – sports cars, nations cup	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl.	Excl.	Excl.	Excl.
Group 2 – clubman, marque production sports	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl.	Excl.	Excl.	Excl.
Group 2 – Australian Porsche Cup	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl.	Excl.	Excl.	Excl.
Group 2 – sports sedans	Excl./ \$7.50	Excl./ \$7.50	Excl./ \$7.50	Excl./ \$7.50	Excl./ \$7.50	Excl./ \$7.50	Excl.	Excl.	Excl.	Excl.
Group 3 – V8 Super	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Group 3 – super touring sports sedans	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl./ \$3.50	Excl.	Excl.	Excl.	Excl.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
HQ Holden	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$2.50	Excl.	Excl.	Excl.	Excl.
AUSCAR/ NASCAR (Australia)	Excl./ \$7.50	Excl./ \$7.50	Excl./ \$7.50	Excl./ \$7.50	Excl./ \$7.50	Excl./ \$7.50	Excl.	Excl.	Excl.	Excl.
AUSCAR/ NASCAR (international)	Excl./ \$20.00	Excl./ \$20.00	Excl./ \$20.00	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.
Speedway										
Midget	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Sprint	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Production	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Other										
Reliability trials (car clubs etc)	Std.	Std.	Excl./ \$5.00	Std.	Std.	Excl./ \$5.00	Std.	Excl.	Excl.	Excl.
Motorkhanas	Std.	Std.	Excl./ \$5.00	Std.	Std.	Excl./ \$5.00	Std.	Excl.	Excl.	Excl.
Rally cross	Std.	Std.	Excl./ \$5.00	Std.	Std.	Excl./ \$5.00	Std.	Excl.	Excl.	Excl.
Hill climbs	Std.	Std.	Excl./ \$5.00	Std.	Std.	Excl./ \$5.00	Std.	Excl.	Excl.	Excl.
Vintage	Std.	Std.	Excl./ \$5.00	Std.	Std.	Excl./ \$5.00	Std.	Excl.	Excl.	Excl.
Rally (CAMS sponsored)	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$5.00	Excl./ \$2.50	Excl./ \$2.50	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.

Pastimes	Life Care			Trauma Cover			TPD Cover		IP and BOC	
	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	PROF	REC ONLY	REC AND COMP	REC ONLY	REC AND COMP
Time trials (recreation only) ≤ 6 per annum	Std.	Excl./ \$2.50	Excl./ \$5.00	Std.	Excl./ \$2.50	Excl./ \$5.00	Std.	Excl.	Std.	Excl.
Time trials (recreation only) > 6 per annum	Std.	Excl./ \$2.50	Excl./ \$5.00	Std.	Excl./ \$2.50	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Motor sports (cycles/bikes)										
Circuit (Australia)	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Circuit (international)	Excl./ \$20.00	Excl./ \$20.00	Excl./ \$20.00	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.
Speedway	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.
Motor cross, time trials, scramble, hill climb	Std.	Std.	Excl.	Std.	Std.	Excl.	Excl.	Excl.	Excl.	Excl.
Quad/Three Wheeler bike riding	Std.	Std.	Excl.	Std.	Std.	Excl.	Excl.	Excl.	Excl.	Excl.
Trail bike riding	Std.	Std.	Std.	Std.	Std.	Std.	Std.	Excl.	Min. 90	Excl.
Motor sports (boats)										
Maximum speeds										
≤ 100 kph	Std.	Std.	Excl./ \$2.00	Std.	Std.	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.
101 to 150 kph	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl./ \$2.00	Excl.	Excl.	Excl.	Excl.
151+ kph	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl./ \$5.00	Excl.	Excl.	Excl.	Excl.

Occupation guide

Occupation ratings are particularly significant when assessing for both income protection and TPD Cover, as the occupation forms the basis of the premium rates.

Life Care and Trauma cover are subject to different considerations. Premium loadings will only apply to higher risk occupations.

Occupation groups

There are twelve broad classes of eligible occupations for income protection.

Note: Occupation classifications will be assessed in terms of actual duties undertaken and not on the basis of titles. The following table details the occupation groups.

Unlisted occupation

This occupation list is not exhaustive. If you are unable to locate an occupation, please refer to our quoting system, 'MyQuote' or contact underwriting on 1800 257 328.

	Occupation group	Description
S	super professional	Professional occupations requiring membership of a professional or government body in order to practise that occupation. Very senior business executives established in the business and consistently earning \$160,000 or more pa.
K	medical	Highly qualified medical professionals requiring membership of a professional or government body in order to practise that occupation.
J	legal	Highly qualified legal professionals requiring membership of a professional or government body in order to practise that occupation.
P	professional	Degree or membership of a professional or government body is necessary for practising that occupation. Business executives established in the business and consistently earning \$100,000 or more pa.
G	managerial	Managerial (office-based supervision of office staff) and administrative occupations with office duties only.

Occupation group		Description
C	clerical	Clerical or administrative occupations with office duties only.
L	light manual	Skilled occupations with a light amount of manual work (less than 20%). White or blue collar supervisors of various occupations and certain skilled technical workers are also included in this group.
M	manual	Skilled occupations with a moderate amount of manual work. Workers must possess a trade certificate or appropriate licence and have no unusual accident hazard. White or blue collar supervisors of various occupations and certain skilled technical workers.
H	heavy risk*	Skilled occupations with a heavy amount of manual work, or where the potential for disability is high/or the potential for rehabilitation is low.
A	aviation	Commercial pilots, flight engineers and flight attendants employed by a recognised fixed-scheduled, commercial fare-paying-passenger airline operating within Australia.
X	specialist risk medium*	Skilled occupations with a moderate amount of manual work in industries considered by us to be hazardous in nature, eg mining. Workers must possess a trade certificate or appropriate licence.
Y	specialist risk high*	Skilled occupations with a heavy amount of manual work in industries considered by us to be hazardous in nature, eg mining (with 10 per cent or more underground work), and where the potential for disability is high/or the potential for rehabilitation is low.

Note:

- Income Care Plus and Income Care Platinum are not available to occupation groups H and Y.
- Benefit period to age 70 is not available to occupation groups L, M, H, A, X and Y.
- Business Overheads Cover is not available to occupation groups A, H, X and Y.
- Benefit period of two years or five years are limited for occupation groups H, X and Y.
- Benefit periods of two years, five years or to age 60 is available to occupation group A.

Key

Reference	Description
Income Care	
D	decline
R	refer to underwriting
Y~	additional 20% occupation loading applies
TPD	
1	professional and clerical
2	light manual
3	manual, heavy manual and specialist risk – medium
4	domestic duties
D	decline
^	TPD own occupation available
Life	
S	standard
\$amt	loading per mille (ie per thousand dollars sum insured)
R	refer to underwriting
*	refer to underwriting
Trauma	
S	standard
\$amt	loading per mille (ie per thousand dollars sum insured)
R	refer to underwriting

Note: All TPD 1 references include both 'Own' and 'Any' occupations.

- Please note that the occupation list is not exhaustive. If you are unable to locate the occupation, please refer to our replacement quoting system, 'MyQuote' for more occupational ratings.

Occupation list

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
A					
Abalone diver	licensed, shallow water, < 15 m	D	D	\$2*	\$2
	licensed, deep sea, > 15 m	D	D	\$5*	\$5
Abattoir	inspector/manager – no manual work, no slaughtering	L	2^	S	S
	supervisor, no slaughtering (minimum 30 day waiting period)	M	3	S	S
	worker – including any form of slaughtering	D	D	S	S
Accountant/auditor	appropriate degree qualified	S	1	S	S
	not degree qualified	C	1	S	S
Account executive – managerial/supervisory		G	1	S	S
Accounts – clerk/bookkeeper		C	1	S	S
Acidizer		D	D	S	S
Acid polisher		M	3	S	S
Acrobat eg circus		D	D	S	S
Actor/actress	no stunt work	D	D	S	S
	stunt work	D	D	\$2*	D
Actuary – degree qualified		S	1	S	S
Acupuncturist	qualified, Australian registered, not working from home	P	1	S	S
	not qualified or working from home	D	D	S	S
Adjuster/assessor	Insurance, field work	L	2^	S	S
	Insurance, office only	C	1	S	S
Administrator/clerical/teller/bank clerk		C	1	S	S
Administration manager		C	1	S	S
Adventure holiday guide		D	D	R*	R

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Advertising	agent	C	1	S	S
	executive earning \$100,000 pa or more	P	1	S	S
	other, office only	C	1	S	S
	sales representative, no deliveries	C	1	S	S
Aerial erector	telecommunications, < 15 m	H	3	S	S
	telecommunications, > 15 m	D	D	\$2*	\$2
Aerial photographer		D	D	\$2	\$2
Aged care – admin/clerical only		C	1	S	S
Aged care worker – elderly		D	D	S	S
Agricultural	adviser/consultant – qualified, greater than 10 per cent field work	L	2^	S	S
	adviser/consultant – qualified less than 10 per cent field work	C	1	S	S
	contractor	D	D	S	S
	scientist	G	1	S	S
	technician	M	3	S	S
Agronomist – degree qualified		P	1	S	S
Air compressor operator		M	3	S	S
Air conditioning	installer/technician – qualified (minimum 30 day waiting period)	M	3	S	S
	supervisor – qualified, no manual work	L	2^	S	S
Airfreight clerk/manager		C	1	S	S
Alarm installer – qualified		M	3	S	S
Aluminium fixer/framer/installer		M	3	S	S
Ambulance	driver/officer (minimum 30 day waiting period)	M	3	S	S
Amusement parlour	employee	D	D	S	S
	owner/operator, established minimum 2 years	L	2	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Analyst/business analyst	degree qualified, earning \$100,000 pa or more	P	1	S	S
	other	C	1	S	S
Animal breeder/groomer/trainer	domestic pets only, not working from home	H	3	S	S
	all other animals or working from home	D	D	S	S
Annealer		M	3	S	S
Announcer – radio/television		D	D	S	S
Antenna installer/erector –	< 15 m heights	H	3	S	S
	> 15 m height	D	D	\$2*	\$2
Antique/arts dealer/shop	deliveries (minimum 30 day waiting period)	M	3	S	S
	restoration	M	3	S	S
	sales only	C	1	S	S
Apprentice	1st year – all trades (Carpenter, Chef, Builder, Electrician, etc)	D	D	S	S
	2 nd and 3 rd year – all trades (Carpenter, Chef, Builder, Electrician, etc)	H	3	S	S
	3 rd year complete or in 4 th year (all trades) – refer to relevant occupation and rate as trade qualified				
Aquarium shopkeeper		L	2 ⁺	S	S
Aquatic centre/swimming pool manager – admin. only, salaried, full time		C	1	S	S
Archaeologist	degree qualified, no field work	P	1	S	S
	field work	L	2 ⁺	S	S
Architect – degree qualified		S	1	S	S
Archivist		C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Armed forces	army, navy and air force – all ranks	D	D	R*	R
	(not ranking officer) army, navy and air force 100% admin. only	R	R	S	S
	reserves – army, navy and air force	R*	R*	R	R
	submariner	D	D	R*	R
Armoured car driver		D	D	S	S
Art dealer	(shop/gallery) – proprietor/employee	C	1	S	S
	working from home	D	D	S	S
Art gallery curator		C	1	S	S
Art supplies shop – proprietor/employee		C	1	S	S
Articled clerk – legal		C	1	S	S
Artificial inseminator		M	3	S	S
Artist – freelance		D	D	S	S
Asbestos worker		D	D	S	S
Asphalt layer		D	D	S	S
Assembly line worker		D	D	S	S
Assessor	insurance, office only	C	1	S	S
	insurance, field work	L	2^	S	S
Astronomer – degree qualified		S	1	S	S
Athlete		D	D	S	S
Attorney		J	1	S	S
Auctioneer	livestock	L	2^	S	S
	real estate	G	1	S	S
	other	C	1	S	S
Auditor	degree qualified	S	1	S	S
	other	C	1	S	S
Author/writer		D	D	S	S
Awning installer		H	3	S	S
Aviation aerial surveyor		D	D	\$2*	\$2

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Aviation air traffic controller		D	D	S	S
Aviation aircraft mechanic – qualified		M	3^	S	S
Aviation aircraft engineer – degree qualified		L	2^	S	S
Aviation aircraft engineer – technician, qualified		M	3^	S	S
Aviation baggage handler		H	D	S	S
Aviation balloonist		D	D	\$2*	\$2
Aviation clerical – airport worker		C	1	S	S
Aviation flight attendants/steward/stewardess, minimum 60 day WP, maximum 5 year BP		A	2	S	S
Aviation flight engineer		A	D	S	S
Aviation manager – airports		G	1	S	S
Aviation maintenance worker – airports		M	3	S	S
Aviation pilot	commercial aircraft	A	D	S	S
	crop dusting, mustering	D	D	R*	R
	helicopter – no mustering	D	D	R*	R
	other	D	D	R	R
	test pilot	D	D	R*	D
Aviation instructor		D	D	R*	R
Aviation radio operator – airports (not air traffic controller)		C	1	S	S
Aviation refueller, airport		H	D	S	S
B					
Backhoe/bobcat/bulldozer operator – domestic/general building site work only		H	D	S	S
Bailiff		L	2^	S	S
Baker	qualified	M	3^	S	S
	employee	H	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Bakery – owner/manager/supervisor (no baking)		L	2^	S	S
Bank manager	senior, degree qualified, earning \$100,000 pa up to \$159,999 pa	P	1	S	S
	senior, degree qualified, earning \$160,000 pa or more	S	1	S	S
	other	G	1	S	S
Bank security – armed/unarmed		D	D	S	S
Bar manager/ proprietor	hotel/motel/club/restaurant – full time, no bar work	L	2	S	S
	hotel/motel/club/restaurant – full time, with bar work (minimum 30 day waiting period)	M	3	S	S
Bar staff – hotel/motel/club/restaurant, full time		H	3	S	S
Barista – full time		L	2	S	S
Barrister		J	1	S	S
Battery	repairs and fitting (minimum 30 day waiting period)	M	3	S	S
	sales only	L	2^	S	S
Beach inspector		D	D	S	S
Beautician	qualified, salon based, not working from home or mobile	L	2^	S	S
	not qualified or working from home/mobile	D	D	S	S
Bedding shop – proprietor, sales only		L	2^	S	S
Beekeeper/apiarist		M	3	S	S
Bicycle	courier	D	D	S	S
	repairs	L	2^	S	S
	shopkeeper/sales employee	L	2^	S	S
Biochemist – degree qualified		P	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Biologist	marine	D	D	S	S
	non-marine, office based, degree qualified	P	1	S	S
	non-marine, field	C	1	S	S
Blacksmith/farrier		H	D	S	S
Blind installer		H	3	S	S
Boarding house – owner/staff		D	D	S	S
Boarding kennel proprietor/employee – domestic pets only		H	D	S	S
Boat/Yacht builder	supervisor, qualified/licensed	L	2 [^]	S	S
	licensed/trade qualified	M	3 [^]	S	S
	not qualified, minimum 3 years' experience	M	3 [^]	S	S
	other	D	D	R	R
Boat shop – sales only		L	2 [^]	S	S
Body piercer	not working from home	M	3	S	S
	working from home	D	D	S	S
Boilermaker – qualified (not mining)		M	3 [^]	S	S
Book/stationery shop	delivery	M	3	S	S
	owner/sales employee	C	1	S	S
Bookbinder/compositor		L	2 [^]	S	S
Bookkeeper		C	1	S	S
Bookmaker (licensed)		H	D	S	S
Botanist	degree qualified, office based	P	1	S	S
	degree qualified, field work	C	1	S	S
Bottle dealer		H	D	S	S
Bottle shop sales (full time) (minimum 30 day waiting period)		M	3	S	S
Bouncer – crowd control		D	D	R*	R

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Bowen therapist – qualified, Australian registered, not working from home		K	1	S	S
Boxer – professional		D	D	R*	R
Boxing/Kick boxing instructor – full time, no competitions, minimum 3 years' experience (maximum benefit period 2 years)		H	D	S	S
Bread vendor (minimum 30 day waiting period)		M	3	S	S
Bread/cake shop – proprietor/sales employee (no baking)		C	1	S	S
Brewery/distillery	supervisor	L	2^	S	S
	worker	D	D	S	S
	chemist (qualified)	P	1	S	S
Bricklayer	trade qualified/licensed	H	3	S	S
	non-qualified/not licensed	D	D	S	S
Broker	insurance/finance, qualified	P	1	S	S
	insurance/finance, other	C	1	S	S
	land	L	2^	S	S
Builder	trade qualified/licensed	M	3^	S	S
	not licensed/qualified	D	D	S	S
	labourer	D	D	S	S
Building foreman	supervisory only, incidental light manual work only	L	2^	S	S
	supervisory with manual work	M	3^	S	S
Building inspector		L	2^	S	S
Building supply shop – proprietor/employee		L	2^	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Bus/coach driver	local, metropolitan only, under 200 km from base (minimum 30 day waiting period)	M	3	S	S
	mid distance, ie under 800 km from base, returning home within 24 hours (minimum 30 day waiting period)	M	3	S	S
	long distance, ie greater than 800 km from base	D	D	S	S
Business analyst	degree qualified, earning \$100,000 pa or more	P	1	S	S
	other	C	1	S	S
Business consultant	degree qualified, earning \$100,000 pa or more, office based only	P	1	S	S
	office only, other	C	1	S	S
Business development/sales manager	supervision of office staff, earning \$100,000 pa up to \$159,999 pa	P	1	S	S
	supervision of office staff, earning \$160,000 pa or more	S	1	S	S
	Office only, other	C	1	S	S
Business manager/ business executive manager	business degree qualified, office based only, earning \$100,000 pa up to \$159,999 pa	P	1	S	S
	business degree qualified, office only, earning \$160,000 pa or more	S	1	S	S
	manager – office only, other	G	1	S	S
Butcher	retail , qualified, no slaughtering of animals (minimum 30 day waiting period)	M	3	S	S
	wholesale, qualified, no slaughtering of animals (minimum 30 day waiting period)	M	3	S	S
Buyer – retail store – office only		C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
C					
Cabinet maker	trade qualified	M	3 [^]	S	S
	not qualified, minimum 3 years' experience	M	3 [^]	S	S
Cable joiner – electrical, qualified (no mining)		M	3	S	S
Cable maker – wire maker		H	D	S	S
Cable television installer – less than 15 metres		H	3	S	S
Cafe/coffee shop	proprietor	M	3	S	S
	employee (minimum 30 day waiting period)	M	3	S	S
Cameraperson	aerial	D	D	\$2*	\$2
	on location, full time, salaried television/film, no aerial, no overseas assignments (maximum 5 years benefit period)	M	3	S	S
	studio only, full time, salaried, radio/television/film	L	2 [^]	S	S
Cane harvester		D	D	S	S
Canner and preserver		D	D	S	S
Canvas goods manufacturer	other	H	3	S	S
	supervisory only	L	2 [^]	S	S
Caravan park	admin/owner (minimum 30 day waiting period)	M	3	S	S
	site worker	D	D	S	S
Card shop – proprietor/employee		C	1	S	S
Career adviser/consultant		C	1	S	S
Carer – personal/aged		D	D	S	S
Caretaker	live on premises	D	D	S	S
	live off premises	H	D	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Carpenter	trade qualified/licensed, not roofs	M	3 [^]	S	S
	roof – trade qualified/licensed, < 15 m	M	3	S	S
	roof – trade qualified/licensed, > 15 m	D	D	\$2*	\$2
Carpet cleaner		H	3	S	S
Carpet layer		H	3	S	S
Carpet shop – proprietor/employee, no carpet laying		L	2 [^]	S	S
Carport/Shed erector		M	3	S	S
Cartographer		G	1	S	S
Cartoonist		D	D	S	S
Cashier	finance institution	C	1	S	S
	shop/supermarket	L	2	S	S
Casino	licensed croupier – minimum 2 years' experience	M	3	S	S
	licensed croupier – other	D	D	S	S
	licensed manager/clerk	C	1	S	S
Caterer	qualified, not working from home	L	2 [^]	S	S
	not qualified, minimum 3 years' experience, not working from home	M	3	S	S
	working from home	D	D	S	S
Cattle or horse dealer		D	D	S	S
Ceiling fixer/gyprocker – trade qualified/licensed, or minimum 3 years' experience		H	3	S	S
Cellarman		H	3	S	S
Cement renderer – less than 15 metres, minimum 3 years' experience		H	D	S	S
Charter boat operator		D	D	S	S
Chauffeur/hire car driver – full time (minimum 30 day waiting period)		M	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Chef	qualified	L	2 [^]	S	S
	not qualified, minimum 3 years' experience	M	3	S	S
Chemist	pharmacist – degree qualified	P	1	S	S
	shop assistant	C	1	S	S
Chief executive officer (CEO) – degree qualified, earning \$160,000 pa or more		S	1	S	S
Child care	worker – registered, not working from home	L	2 [^]	S	S
	worker – registered, working from home	H	3	S	S
	other or not registered	D	D	S	S
China/glass shop – proprietor/sales employee		C	1	S	S
Choreographer/dancer/dancing instructor		D	D	S	S
Cinema	electrician	M	3 [^]	S	S
	projectionist	L	2 [^]	S	S
	technician	L	2 [^]	S	S
Claims adjuster/ claims assessor/loss adjuster/loss assessor	office only	C	1	S	S
	field work	L	2 [^]	S	S
Cleaner	brick	D	D	S	S
	commercial, full time	H	3	S	S
	hotel/motel	H	3	S	S
	domestic/household, full time	H	3	S	S
Clergyman		C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Clothing	machinist	D	D	S	S
	pattern maker – not working from home, full time	L	2^	S	S
	shop – proprietor/employee	L	2^	S	S
Club – registered	bar person, full time	H	3	S	S
	hostess	H	3	S	S
	manager, no bar work, full time	L	2^	S	S
	manager, bar work, full time	M	3	S	S
	receptionist/clerical only, full time	C	1	S	S
	security staff	D	D	S	S
Coach	Golf/Swimming/Tennis, not professional player, established minimum 2 years, maximum 5 years BP (minimum 30 day WP)	M	3	S	S
	other than Golf/Swimming or Tennis, established minimum 2 years	D	D	S	S
Coastguard		D	D	S	S
Commentator TV/radio		D	D	S	S
Commercial artist	qualified, full time, not working from home	R	R	S	S
	other (not qualified)	D	D	S	S
Commodities broker – degree qualified		P	1	S	S
Company secretary	degree qualified, office based only, earning \$100,000 pa up to \$159,999 pa	P	1	S	S
	degree qualified, office based only, earning \$160,000 pa or more	S	1	S	S
Composer		D	D	S	S
Compositor		C	1	S	S
Computer supplies proprietor		L	2^	S	S
Computer Consultant/analyst	degree qualified	P	1	S	S
	not degree qualified	C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Computer Designer/ programmer	degree qualified	P	1	S	S
	not degree qualified	C	1	S	S
Computer Network administrator		C	1	S	S
Computer Network support		C	1	S	S
Computer Operator, office based only		C	1	S	S
Computer Sales		C	1	S	S
Computer Systems engineer – degree qualified		P	1	S	S
Computer Technician		C	1	S	S
Computer Web – content administrator/analyst/manager designer		C	1	S	S
Concierge – 4 or 5 star hotel, no manual work		L	2^	S	S
Concrete contractor – maximum benefit 2 years		H	D	S	S
Confectionery shop owner/sales employee		C	1	S	S
Container terminal operator		D	D	S	S
Cook – minimum 3 years' experience		M	3	S	S
Coroner		J	1	S	S
Courier	bicycle/motor bike	D	D	S	S
	car/van	H	3	S	S
Crane/derrick/hoist operator/driver		D	D	S	S
Curator/ groundsperson	no lawn mowing (minimum 30 day waiting period)	M	3	S	S
	lawn mowing	H	3	S	S
Curtain shop – proprietor/sales employee		C	1	S	S
Customer service consultant – office based		C	1	S	S
Customs	agent – clerical	C	1	S	S
	officer	L	2^	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
D					
Dairy delivery driver		H	3	S	S
Dairy farming – process worker		D	D	S	S
Data entry operator		C	1	S	S
Dean – university, degree qualified		P	1	S	S
Debt collector	office work, no repossessions	C	1	S	S
	field work, repossessions	D	D	S	S
Deck hand – merchant navy		D	D	S	S
Delicatessen	employee (minimum 30 day waiting period)	M	3	S	S
	manager/proprietor	M	3	S	S
Delivery person – van/car		H	3	S	S
Demolition	worker, no explosives	D	D	S	S
	worker, explosives	D	D	\$2*	D
Dental	dentist	K	1	S	S
	nurse/hygienist	C	1	S	S
	orthodontist	K	1	S	S
	prosthodontist	C	1	S	S
	surgeon	K	1	S	S
	technician	C	1	S	S
Department store	manager/clerical only	C	1	S	S
	sales assistant	C	1	S	S
	store person/back dock	H	3	S	S
Developer – real estate		D	D	S	S
Diamond cutter/polisher/setter		M	3	S	S
Diemaker/caster		M	3	S	S
Diesel fitter – qualified (no mining)		M	3^	S	S
Diesel/Plant mechanic – qualified (no mining)		M	3^	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Dietician	degree qualified	P	1	S	S
	certified	C	1	S	S
Disc jockey		D	D	S	S
Disposal shop – proprietor/sales employee		C	1	S	S
Ditcher/drainer – licensed or minimum 3 years' experience		H	D	S	S
Diver – professional		D	D	R*	R
Dockyard labourer/worker/stevedore		D	D	S	S
Dog groomer – domestic pets only, established minimum 2 years, not working from home (minimum 30 day waiting period)		H	3	S	S
Dogman		D	D	\$2 *	\$2
Draftsperson		C	1	S	S
Drainage contractor		H	D	S	S
Dredger – harbour or river		H	D	S	S
Dressmaker	full time, salaried, in shop, not working from home	L	2 [^]	S	S
	working from home	D	D	S	S
Driving examiner		L	2 [^]	S	S
Driving instructor – established minimum 2 years (minimum 30 day waiting period)		M	3	S	S
Drover		D	D	S	S
Dry-cleaning shop	assistant, manual work (minimum 30 day waiting period)	M	3	S	S
	proprietor/manager, incidental light manual work	L	2 [^]	S	S
Duty free shop – proprietor/sales employee		C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
E					
Earth mover/Dump truck operator – domestic/general building site work only		H	D	S	S
Economist – degree qualified		P	1	S	S
Editor	newspaper/magazines	G	1	S	S
	publish/proofreading	C	1	S	S
Electrical inspector – climbing poles		D	D	S	S
Electrical inspector/meter reader – not climbing poles		L	2^	S	S
Electrical linesperson	< 15 m	D	D	S	S
	> 15 m	D	D	\$2*	\$2
Electrical shop – proprietor/employee		L	2^	S	S
Electrical substation operator		H	3	S	S
Electrical switch operator		M	3	S	S
Electrician	trade qualified (no mining)	M	3^	S	S
	supervisor (no mining)	L	2^	S	S
Electro plater/typer/enameller		M	3	S	S
Electronic technician		M	3	S	S
Elevator mechanic/installer – qualified		H	3	S	S
Embalmer		M	3	S	S
Employment agency	consultant	C	1	S	S
	principal	P	1	S	S
Enameller		M	3	S	S
Engineer	agricultural	G	1	S	S
	civil/structural – degree qualified (no mining)	S	1	S	S
	electrical – qualified/no manual work (no mining)	M	3^	S	S
	degree qualified (no mining)	S	1	S	S
	mechanical – qualified, no manual work (no mining)	M	3^	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
	ship's engineer – armed forces or working at sea	D	D	S	S
	ship's engineer – not armed forces and not working at sea	M	3	S	S
	ships, not armed forces, working at sea	D	D	R	R
	sound/recording – qualified, full time, salaried	L	2 [^]	S	S
Engraver/etcher		L	2	S	S
Entertainer/singer		D	D	S	S
Equipment hire	receptionist only	C	1	S	S
	repair/service	M	3	S	S
Escalator mechanic/installer – qualified		M	3	S	S
Excavator operator/driver – domestic/general building site work only (no mining)		H	D	S	S
Explosives transporting		D	D	\$2*	D

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
F					
Factory	hand/worker	D	D	S	S
	manager – no manual work	G	1	S	S
Farmer	Aquaculture – owner/manager, established minimum 2 years, full time	H	3	S	S
	Banana – owner/manager, established minimum 2 years, full time	H	3	S	S
	Cane – owner/manager, established minimum 2 years, full time	H	3	S	S
	Cattle/Sheep – owner/manager, established minimum 2 years, full time	H	3	S	S
	Dairy – owner/manager, established minimum 2 years, full time	H	3	S	S
	Fish – owner/manager, established minimum 2 years, full time	H	3	S	S
	Fruit – owner/manager, established minimum 2 years, full time	H	3	S	S
	Oyster – owner/manager, established minimum 2 years, full time	H	3	S	S
	Vegetable – owner/manager, established minimum 2 years, full time	H	3	S	S
Farm labourer/employee	D	D	S	S	
Fast food/take away	employee (minimum 30 day waiting period)	M	3	S	S
	proprietor	M	3	S	S
Fencing	agriculture industry	D	D		S
	contractor/subcontractor, domestic	H	3	S	S
	worker/labourer	D	D	S	S
Fibreglass moulder		H	3	S	S
Fibre optic technician – qualified (no mining)		M	3 [^]	S	S
Film distributor		C	1	S	S
Finance adviser/ consultant/planner	degree qualified	P	1	S	S
	other	G	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Fire fighter	airport, town, city only, no explosives	D	D	S	S
	mining, oil and natural gas wells, bush fire fighting, no explosives	D	D	S	R
Fish and chip shop	employee (minimum 30 day waiting period)	M	3	S	S
	proprietor	M	3	S	S
Fisherman		D	D	S	S
Fitness	centre – proprietor/manager, admin/office only, no instructing, no manual work	C	1^	S	S
	instructor – full time, no competitions, minimum 3 years' experience, maximum 2 year BP	H	D	S	S
Fitter and turner – trade qualified or minimum 3 years' experience (no mining)		M	3^	S	S
Floor sander/polisher		H	D	S	S
Florist	deliveries (minimum 30 day waiting period)	M	3	S	S
	sales only	C	1	S	S
Food technologist qualified		C	1	S	S
Football	coach, established minimum 2 years	D	D	S	S
	professional	D	D	S	S
Footwear shop – proprietor/employee		C	1	S	S
Forester		D	D	S	S
Fork lift driver – no docks		H	3	S	S
Foundry worker		D	D	S	S
Freezing works employee		D	D	S	S
French polisher		M	3	S	S
Fruit and vegetable shop/wholesaler	proprietor/manager	M	3	S	S
	employee	H	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Fruit picker		D	D	S	S
Funeral	director, admin. only	C	1	S	S
	driver/pallbearer	M	3	S	S
	embalmer	M	3	S	S
	undertaker	M	3	S	S
Furnace attendant		D	D	S	S
Furniture removalist	no interstate driving	H	D	S	S
	interstate driving	D	D	S	S
Furniture restorer		M	3	S	S
Furniture new/used	delivery	H	D	S	S
	sales only	L	2 [^]	S	S
Furrier		L	2 [^]	S	S
G					
Garage door installer		M	3	S	S
Garage/service station	attendant full time	H	3	S	S
	proprietor, full time, sales only, no manual work	L	2 [^]	S	S
	cashier/console operator, full time, sales only, no manual work	L	2	S	S
Garbage – collector/driver		H	3	S	S
Gardener/ horticulturist	unqualified, minimum 3 years' experience	H	D	S	S
	qualified, no lawn mowing	M	3	S	S
Gardener – lawn mowing		H	3	S	S
Gas fitter – trade qualified/licensed		M	3 [^]	S	S
Gas inspector/meter reader		L	2 [^]	S	S
Gas mechanic – trade qualified or minimum 3 years' experience		M	3 [^]	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Gas meter reader		L	2^	S	S
Gas pipe laying		D	D	S	S
Gemcutter/setter		L	2^	S	S
General insurance agent/broker		G	1	S	S
General store – proprietor/sales employee		L	2^	S	S
Geologist	office duties only, degree qualified	P	1	S	S
	office duties only, not degree qualified	C	1	S	S
Gift shop – proprietor/sales employee		C	1	S	S
Glass blower – furnace		D	D	S	S
Glass cutter – hand		M	3	S	S
Glazier/beveller/cutter/polisher		M	3	S	S
Goldsmith/silversmith – trade qualified		L	2^	S	S
Golf	coach – full time, established minimum 2 years, maximum 5 years BP (minimum 30 day WP)	M	3	S	S
	professional – tuition and/or touring/tournaments	D	D	S	S
	shop proprietor/employee – shop only	L	2^	S	S
Grader operator/driver – general road works and construction		H	D	S	S
Graphic artist/designer – qualified, full time, not working from home		C	1	S	S
Grave digger		D	D	S	S
Greengrocer shop	proprietor	M	3	S	S
	employee (minimum 30 day waiting period)	M	3	S	S
Greenkeeper	no lawn mowing	M	3	S	S
	lawn mowing	H	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Grocery shop	proprietor	L	2^	S	S
	employee, full time, (minimum 30 day waiting period)	M	3	S	S
Groundsperson	curator/greens, no lawn mowing, full time	M	3	S	S
	curator/greens, lawn mowing, full time	H	3	S	S
Guest house – proprietor/employee		D	D	S	S
Gunsmith – proprietor/employee		M	3	S	S
Gym instructor – full time, no competitions, minimum 3 years' experience, maximum 2 year BP		H	D	S	S
H					
Haberdasher/drapery shop – proprietor/sales employee		C	1	S	S
Hairdresser/barber	fully qualified, not working from home or mobile	L	2^	S	S
	fully qualified, working from home or mobile	D	D	S	S
Handyman – minimum 3 years' experience		H	3	S	S
Harbour pilot/tug boat operator – harbour only		H	3	S	S
Hardware supplies	sales only, no yard work	L	2^	S	S
	yard work	H	3	S	S
Headmaster/headmistress – degree qualified		P	1	S	S
Health food shop – proprietor/employee		L	2	S	S
Health inspector		C	1	S	S
Herbalist – qualified, not working from home		C	1	S	S
Home duties/homemaker – Domestic duties definition to apply		D	4	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Homeopath	qualified, Australian registered, not working from home	K	1	S	S
	other	D	D	S	S
Horse	breaker	D	D	S	S
	breeder/dealer	D	D	S	S
	riding instructor	D	D	S	S
	strapper	D	D	S	S
	trainer	D	D	S	S
	bookmaker	D	D	S	S
	jockey	D	D	R	R
Hospital	administrator/manager, earning over \$100,000 pa	P	1	S	S
	clerical/admin. worker only	C	1	S	S
	orderly/wardsperson	H	3	S	S
	porter	H	3	S	S
	worker/domestic	H	3	S	S
Hotel/motel/club	manager – no bar work	L	2 [^]	S	S
	manager – with bar work (minimum 30 day waiting period)	M	3	S	S
Housekeeper/maid – full time employee		H	3	S	S
Human resources personnel	not qualified	C	1	S	S
	degree qualified	P	1	S	S
Hypnotherapist	qualified, Australian registered	C	1	S	S
	other	D	D	S	S
I					
Ice cream	shop – proprietor	L	2 [^]	S	S
	shop – employee (minimum 30 day waiting period)	M	3	S	S
	van driver	D	D	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Importer/exporter – admin. only		C	1	S	S
Instrument maker		M	3	S	S
Insulation installer		H	3	S	S
Insurance	agent/broker/consultant – degree qualified	P	1	S	S
	agent/broker/consultant – other	G	1	S	S
	investigator, employed by insurance company, salaried	L	2 [^]	S	S
	investigator – freelance	D	D	S	S
	loss assessor/adjuster – office only	C	1	S	S
	loss assessor/adjuster – field work	L	2 [^]	S	S
Interior decorator/designer	not qualified, minimum 3 years' experience	M	3	S	S
	qualified, no manual work	C	1	S	S
Interpreter	not qualified	C	1	S	S
	degree qualified	G	1	S	S
Investigator – private detective		D	D	S	S
Investment adviser	degree qualified	P	1	S	S
	other	G	1	S	S
Investor – property/developer		D	D	S	S
Ironing contractor		D	D	S	S
Ironmonger – metal dealer		D	D	S	S
J					
Jackaroo/jillaroo		D	D	S	S
Janitor	live off premises	H	D	S	S
	live on premises	D	D	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Jeweller	cutter/setter/engraver	L	2 [^]	S	S
	manufacture/repair	L	2 [^]	S	S
	sales only	C	1	S	S
Joiner	trade qualified/licensed	M	3 [^]	S	S
	not qualified, minimum 3 years' experience	M	3	S	S
Journalist	radio/TV/newspaper, full time, no overseas assignments	L	2 [^]	S	S
	newspaper, freelance or some overseas assignments	D	D	R	R
Judge		J	1	S	S
Juice shop vendor – proprietor/employee		L	2 [^]	S	S
K					
Kennel operator/proprietor/employee		D	D	S	S
Keyboard operator		C	1	S	S
Kindergarten	qualified, Australian registered, not working from home	C	1	S	S
	other	D	D	S	S
Kitchen hand		D	D	S	S
L					
Laboratory chemist – degree qualified		P	1	S	S
Laboratory technician		C	1	S	S
Labourer		D	D	S	S
Land broker		L	2 [^]	S	S
Landscape architect – qualified, no manual work		C	1	S	S
Landscape gardener	qualified/licensed, no lawn mowing	M	3	S	S
	not qualified, minimum 3 years' experience	H	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Lathe operator		M	3	S	S
Laundry	staff	D	D	S	S
	proprietor/employee, no manual	L	2 [^]	S	S
Lawnmower contractor, minimum 3 years' experience, full time		H	3	S	S
Lawnmower retailer – service/repairs		M	3	S	S
Lawnmower shop – proprietor/employee, sales only		L	2 [^]	S	S
Lawyer		J	1	S	S
Lecturer	university, degree qualified, full time, salaried	P	1	S	S
	other, full time, salaried	C	1	S	S
Legal secretary		C	1	S	S
Librarian	degree qualified	P	1	S	S
	other	C	1	S	S
Library curator		C	1	S	S
Lifeguard – amateur or professional		D	D	S	S
Light fittings shop – proprietor/sales employee		C	1	S	S
Linesperson	electrical, < 15 m	D	D	S	S
	electrical, > 15 m	D	D	\$2*	\$2
Lingerie shop – proprietor/sales employee		C	1	S	S
Linotyper/lithographer		L	2 [^]	S	S
Liquor store – proprietor/employee		M	3	S	S
Livestock auctioneer/buyer/broker		L	2 [^]	S	S
Livestock chiropractor		K	1	S	S
Locksmith – trade qualified or minimum 3 years' experience		L	2 [^]	S	S
Log hauler		D	D	S	S
Lumber merchant – office/sales		C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
M					
Machinery equipment hire – sales/admin, no manual work		C	1	S	S
Machinist	clothing	D	D	S	S
	metal, trade qualified	M	3 [^]	S	S
	repair and maintenance, trade qualified	M	3 [^]	S	S
	sail making – trade qualified	H	3	S	S
	wood – trade qualified	M	3 [^]	S	S
Magistrate		J	1	S	S
Mail	contractor/sorter	H	3	S	S
	van driver	H	3	S	S
Make-up artist – filmmaking/theatre/television, no overseas assignment, full time employee		L	2 [^]	S	S
Management consultant	degree qualified	P	1	S	S
	other	C	1	S	S
Manager – office/admin. only, no manual		G	1	S	S
Managing director	qualified, office based, earning \$100,000 pa up to \$159,999 pa	P	1	S	S
	qualified, office based, earning \$160,000 pa or more	S	1	S	S
Manicurist	not working from home	L	2 [^]	S	S
	working from home	D	D	S	S
Manufacturing	production line	D	D	S	S
	skilled trade qualified	M	3	S	S
	senior executive	G	1	S	S
	supervisor, no manual work	L	2 [^]	S	S
Marina proprietor/employee		M	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Marine	architect – degree qualified	S	1	S	S
	architect – other	C	1	S	S
	engineer – trade qualified, not working at sea	M	3	S	S
	engineer – trade qualified, working at sea	D	D	R*	R
	surveyor – trade qualified, not working at sea	M	3	S	S
Market gardener		H	3	S	S
Market researcher, office only		C	1	S	S
Market stall holder		D	D	S	S
Marketing	degree qualified, earning \$100,000 pa up to \$159,999 pa	P	1	S	S
	executive/manager – degree qualified, earning \$160,000 pa or more	S	1	S	S
	sales manager – office only, other	G	1	S	S
Martial arts instructor		D	D	S	S
Mason – trade qualified		H	3	S	S
Meat	boner	D	D	S	S
	inspector	L	2 [^]	S	S
	worker – abattoir worker/slaughterer	D	D	S	S
	worker – packer	D	D	S	S
Mediator		C	1	S	S
Medical Anaesthetist		K	1	S	S
Medical Audiologist – degree qualified		P	1	S	S
Medical Audiometrist – degree qualified		P	1	S	S
Medical Cardiologist		K	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Medical Chiroprapist	qualified, Australian registered, not working from home	K	1	S	S
	other	R	1	S	S
Medical Chiropractor	qualified, Australian registered, not working from home	K	1	S	S
	other	R	1	S	S
Medical Dermatologist		P	1	S	S
Medical Endocrinologist		K	1	S	S
Medical Gastroenterologist		P	1	S	S
Medical General practitioner		K	1	S	S
Medical Geriatrician		K	1	S	S
Medical Gynaecologist		P	1	S	S
Medical Haematologist		P	1	S	S
Medical Imaging technologist		C	1	S	S
Medical Intensivist		K	1	S	S
Medical Laboratory technician/phlebotomist		L	2 [^]	S	S
Medical Massage therapist	registered/qualified, not working from home/mobile (minimum 30 day waiting period)	M	3	S	S
	working from home/mobile	D	D	S	S
Medical Masseur	Australian registered/trade qualified, not working from home/mobile (minimum 30 day waiting period)	M	3	S	S
	unqualified/working from home/mobile	D	D	S	S
Medical Naturopath	qualified, Australian registered, not working from home	P	1	S	S
	other	D	D	S	S
Medical Nephrologist		P	1	S	S
Medical Neurologist		P	1	S	S
Medical Neurosurgeon		K	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Medical Nurse	clinical, educator, classroom duties only	C	1	S	S
	dental	C	1	S	S
	director of nursing	C	1	S	S
	midwife, qualified	L	2 [*]	S	S
	nurses' aide, certified	H	3	S	S
	psychiatric, registered	L	2 [^]	S	S
	registered	L	2 [^]	S	S
	state enrolled/endorsed	M	3	S	S
	unit manager, admin. only	C	1	S	S
Medical Obstetrician	K	1	S	S	
Medical Oncologist	P	1	S	S	
Medical Ophthalmologist	P	1	S	S	
Medical Optician – degree qualified	P	1	S	S	
Medical Optometrist – degree qualified	P	1	S	S	
Medical Orthodontist	K	1	S	S	
Medical Orthopaedic surgeon	K	1	S	S	
Medical Osteopath – qualified, Australian registered only, not working from home	K	1	S	S	
Medical Paediatrician	P	1	S	S	
Medical Paramedic	M	3	S	S	
Medical Pathologist	P	1	S	S	
Medical Pathology analyst	degree qualified	S	1	S	S
	other	C	1	S	S
Medical Periodontist	K	1	S	S	
Medical Physiotherapist – degree qualified	K	1	S	S	
Medical Plastic surgeon	K	1	S	S	

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Medical Podiatrist – degree qualified		K	1	S	S
Medical Proctologist		K	1	S	S
Medical Psychiatrist – degree qualified		K	1	S	S
Medical Psychologist – degree qualified		K	1	S	S
Medical Radiographer – qualified		K	1	S	S
Medical Radiologist – degree qualified		P	1	S	S
Medical Radiotherapist – degree qualified		K	1	S	S
Medical Registrar		K	1	S	S
Medical Reflexologist – qualified, Australian registered, not working from home		K	1	S	S
Medical Rehabilitation consultant – qualified		K	1	S	S
Medical Rheumatologist		P	1	S	S
Medical Specialist physician		K	1	S	S
Medical Speech therapist/pathologist – qualified, Australian registered, not working from home		P	1	S	S
Medical Surgeon		K	1	S	S
Medical Urologist		K	1	S	S
Medical X-ray technician – qualified		C	1	S	S
Merchant banker	degree qualified	G	1	S	S
	other	C	1	S	S
Metal industry – supervisor, no manual work		L	2 ¹	S	S
Metal roofer	trade qualified/licensed, < 15 m	H	3	S	S
	trade qualified/licensed, > 15 m	D	D	\$2*	\$2
Metal worker – trade qualified or minimum 3 years' experience		H	3	S	S
Metallurgist – degree qualified (no mining)		P	1	S	S
Metals dealer – scrap		D	D	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Meteorologist – degree qualified		P	1	S	S
Meter reader – gas/electrical		L	2^	S	S
Microbiologist – degree qualified		P	1	S	S
Milk delivery/vendor		H	3	S	S
Milkbar	proprietor	L	2^	S	S
	employee (minimum 30 day waiting period)	M	3	S	S
Millinery shop – proprietor/employee		L	2^	S	S
Mining Airleg		Y	D	S	S
Mining Asbestos		D	D	R	D
Mining Assayer	qualified, no underground or up to 10 per cent only	C	1	S	S
	qualified, underground more than 10 per cent	X	3	S	S
Mining Backhoe/ bobcat/bulldozer operator	no underground or up to 10 per cent only	H	D	S	S
	underground more than 10 per cent	Y	D	S	S
Mining Blast crew		Y~	D	\$5*	D
Mining Blast hole driller	explosives	Y~	D	\$5*	D
	no explosives	Y	D	S	S
Mining Bogger driver/operator		Y	D	S	S
Mining Boilermaker	no underground or up to 10 per cent only	M	3^	S	S
	qualified, underground more than 10 per cent	X	3	S	S
Mining Cable joiner	electrical, qualified, no underground or up to 10 per cent only	M	3	S	S
	electrical, qualified, underground more than 10 per cent	X	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Mining Civil/ Structural engineer	degree qualified, no underground or up to 10 per cent only	S	1	S	S
	degree qualified, underground more than 10 per cent	X	3	S	S
Mining Continuous/longwall operator		Y	D	S	S
Mining Crane operator		Y	D	S	S
Mining Crusher operator		Y	D	S	S
Mining Diesel fitter	qualified, no underground or up to 10 per cent only	M	3^	S	S
	qualified, underground more than 10 per cent	X	3	S	S
Mining Diesel loader operator		Y	D	S	S
Mining Diesel/Plant mechanic	qualified, no underground or up to 10 per cent only	M	3^	S	S
	qualified, underground more than 10 per cent	X	3	S	S
Mining Earth mover/ Dump truck operator	no underground or up to 10 per cent only	H	D	S	S
	underground more than 10 per cent	Y	D	S	S
Mining Electrical engineer	qualified, no underground or up to 10 per cent only	M	3^	S	S
	qualified, underground more than 10 per cent	X	3	S	S
Mining Electrician	trade qualified, no underground or up to 10% only	M	3^	S	S
	trade qualified, underground more than 10%	X	3	S	S
Mining Engineer	degree qualified, no underground or up to 10% only	S	1	S	S
	degree qualified, underground more than 10%	X	3	S	S
Mining Excavator operator/driver	no underground or up to 10% only	H	D	S	S
	underground more than 10%	Y	D	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Mining Explosives handler		Y~	D	\$5*	D
Mining Face worker – no explosives		Y	D	S	S
Mining Fibre optic technician	qualified, no underground or up to 10% only	M	3^	S	S
	qualified, underground more than 10%	X	3	S	S
Mining Fitter and turner	trade qualified or minimum 3 years' experience, no underground or up to 10% only	M	3^	S	S
	trade qualified, underground more than 10%	X	3	S	S
Mining Geologist – no underground or up to 10% only, not offshore		P	1	S	S
Mining Gig rise miner		Y	D	S	S
Mining Grader operator/driver	no underground or up to 10% only	H	D	S	S
	underground more than 10%	Y	D	S	S
Mining Haul truck driver/operator – underground more than 10%		Y	D	S	S
Mining Hydraulic hose fitter	no underground or up to 10% only	M	3	S	S
	underground more than 10%	X	3	S	S
Mining Jumbo/Longhole drill operator		Y	D	S	S
Mining Labourer/Mine worker – no explosives		Y	D	S	S
Mining Maintenance/repair worker	qualified, no underground or up to 10% only	H	3	S	S
	qualified, underground more than 10%	Y	D	S	S
Mining Mechanic	trade qualified/licensed, no underground or up to 10% only	M	3^	S	S
	trade qualified, underground more than 10%	X	3	S	S
Mining Mechanical engineer	qualified, no underground or up to 10% only	M	3^	S	S
	qualified, underground more than 10%	X	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Mining Metallurgist	degree qualified, underground more than 10%	X	3	S	S
	degree qualified, no underground or up to 10% only	P	1	S	S
Mining Open cut mining	surface, no explosives	Y	D	S	S
	surface, with explosives	Y~	D	\$5*	D
Mining Physicist	degree qualified, no underground or up to 10% only	P	1	S	S
	degree qualified, underground more than 10%	X	3	S	S
Mining Plant operator	no underground or up to 10% only	H	D	S	S
	underground more than 10%	Y	D	S	S
Mining Project manager	onsite, no manual work, no underground or up to 10% only	L	2*	S	S
	onsite, no manual work, underground more than 10%	X	3	S	S
Mining Quarry worker	no explosives	Y	D	S	S
	with explosives	Y~	D	\$5*	D
Mining Rock driller		Y	D	S	S
Mining Scraper operator		Y	D	S	S
Mining Sheet metal worker	trade qualified, no underground or up to 10% only	H	3	S	S
	trade qualified, underground more than 10%	Y	D	S	S
Mining Shot firer		Y~	D	\$5*	D
Mining Surface worker – explosives (maximum BP 2 years)		Y~	D	\$5*	D
Mining Surveyor	qualified, no underground or up to 10% only	M	3*	S	S
	qualified, underground more than 10%	X	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Mining Truck driver	under 200 km from base, no underground or up to 10% only	H	3	S	S
	under 200km from base, underground more than 10%	Y	D	S	S
	mid distance under 800km from base, underground more than 10%, no explosives, no loading or unloading. Maximum 2 year BP	Y	D	S	S
Mining Welder	trade qualified/licensed, no underground or up to 10% only, no pipeline	M	3 [^]	S	S
	trade qualified/licensed, underground more than 10%	X	3	S	S
	not qualified, no underground or up to 10% only, no pipeline	M	3	S	S
	other, pipeline	D	D	S	S
Minister of religion		C	1	S	S
Model – clothes/catwalk/photography		D	D	S	S
Monumental mason – trade qualified		H	3	S	S
Motel	proprietor/employee, not serving liquor	L	2 [^]	S	S
	proprietor/employee, serving liquor	M	3	S	S
	cleaner	H	3	S	S
Motor vehicle Accessories and spare parts – proprietor/employee		L	2 [^]	S	S
Motor vehicle Auto-electrician	trade qualified	M	3 [^]	S	S
	not qualified	D	3	S	S
	apprentice 1st year	D	D	S	S
	apprentice 2nd year and over	H	3	S	S
Motor vehicle Car park attendant		H	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Motor vehicle	Car rental – admin/office only	C	1	S	S
Motor vehicle	Car wash attendant – minimum 2 years' experience	H	D	S	S
Motor vehicle	Dealer	L	2*	S	S
Motor vehicle	Detailer (minimum 30 day waiting period)	H	3	S	S
Motor vehicle	Hydraulic hose fitter	M	3	S	S
Motor vehicle Industry	production work	D	D	S	S
	qualified tradesperson	M	3	S	S
Motor vehicle	Mechanic – trade qualified	M	3*	S	S
Motor vehicle	Muffler fitter – established minimum 2 years	M	3	S	S
Motor vehicle beater	Panel trade qualified/licensed	M	3*	S	S
	not qualified	M	3	S	S
Motor vehicle	Spray painter	M	3	S	S
Motor vehicle	Salesperson	L	2*	S	S
Motor vehicle Tyre	sales only	L	2*	S	S
	repairs and fitting	H	3	S	S
Motor vehicle	Windscreen fitter/glazier	M	3*	S	S
Motor vehicle	Wrecker	D	D	S	S
Motorcycle	courier	D	D	S	S
Moulder	trade qualified	M	3*	S	S
	not qualified, minimum 3 years' experience	M	3	S	S
Museum	curator	C	1	S	S
Music teacher	full time, qualified, in school, university or college	C	1	S	S
	full time, qualified, working from home	D	D	S	S
Musical equipment shop – proprietor/employee		L	2*	S	S
Musician	orchestra, full time, salaried, maximum benefit 5 years (minimum 30 day WP)	L	2*	S	S
	other	D	D	S	S
Mustering by land/plane/helicopter		D	D	R*	R

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
N					
Nanny – qualified, full time, no domestic duties		L	2	S	S
Newsagent	proprietor/employee – sales only	C	1	S	S
	deliveries	H	3	S	S
Newspaper	compositor	L	2^	S	S
	editor	G	1	S	S
	journalist – full time, no overseas assignment	L	2^	S	S
	journalist – freelance or some overseas assignments	D	D	R	R
	photographer – no overseas assignments, full time, salaried (minimum 30 day waiting period)	M	3	S	S
	photographer – freelance or some overseas assignments	D	D	R	R
	photographer – aerial	D	D	\$2*	\$2
Nursery – sales only		L	2	S	S
Nursery person – other (minimum 30 day waiting period)		M	3	S	S
Nutritionist – qualified, not working from home		C	1	S	S
O					
Occupation therapist – qualified		K	1	S	S
Office – clerical/typist		C	1	S	S
Office equipment – repairs		L	2^	S	S
Office supplies – stationery, sales only		C	1	S	S
Office worker	administration	C	1	S	S
	bookkeeper	C	1	S	S
	government employee, benefit offset may apply	R	R	S	S
	reception/secretary/personal assistant	C	1	S	S
Oil and gas Admin/management, not on rig		C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Oil and gas Delivery		D	D	S	S
Oil and gas Distributor		M	3	S	S
Oil and gas Driller/ tool pusher	onshore, oil and gas, coal, water and mineral	H	3	S	S
	offshore – oil and gas	D	D	\$2*	\$2
Oil and gas Exploration, offshore		D	D	\$2*	D
Oil and gas Geologist	no underground or up to 10% only, not offshore	P	1	S	S
	full time, field work >20%, not offshore, degree qualified	M	3^	S	S
	full time, field work <20%, not offshore, degree qualified	L	2^	S	S
	offshore	D	D	S	S
Oil and gas Laboratory technician – offshore		D	D	S	S
Oil and gas Platform worker offshore		D	D	\$2*	D
Oil and gas Pipeline worker onshore		D	D	S	S
Oil and gas Pipe layer – gas		D	D	S	S
Oil and gas Refinery worker/labourer		D	D	S	S
Oil and gas Welder, qualified – pipeline		D	D	S	S
Optical dispenser		C	1	S	S
Outdoor supplies – tents, BBQs, sales only		C	1	S	S
Overseer – stock or station		H	3	S	S
P					
Packer	D	D	S	S	
Paint/wallpaper shop – proprietor/ employee	L	2^	S	S	

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Painter/decorator	trade qualified/licensed, < 15 m, trade qualified or minimum 3 years' experience	M	3 [^]	S	S
	> 15 m heights	D	D	\$2*	\$2
Pallbearer		M	3	S	S
Parking meter officer/ranger		L	2 [^]	S	S
Pastry cook	trade qualified	L	2 [^]	S	S
	not qualified, minimum 3 years' experience	M	3	S	S
Paver – trade qualified/licensed or minimum 3 years' experience		H	3	S	S
Pawnbroker – proprietor/employee		M	3	S	S
Pay TV/antenna installer	< 15 m	H	3	S	S
	> 15 m	D	D	\$2*	\$2
Payroll guard		D	D	S	S
Personal trainer – full time, no competitions, minimum 3 years' experience, maximum 2 year BP		H	D	S	S
Personnel consultant	degree qualified	P	1	S	S
	other	C	1	S	S
Pest controller		H	3	S	S
Pet/aquarium shop – proprietor/employee		L	2 [^]	S	S
Petrol attendant		H	3	S	S
Petroleum driver		D	D	S	S
Pharmacist/chemist – degree qualified		P	1	S	S
Photo processing operator		C	1	S	S
Photocopying – sales/repairs		L	2 [^]	S	S
Photoengraver		M	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Photographer	aerial	D	D	\$2*	\$2
	on location, full time, salaried, no aerial, no overseas assignments	R	R	S	S
	on location, freelance or some overseas assignments	D	D	R	R
	studio only, full time, not working from home	L	2^	S	S
Photographic shop	proprietor/employee, sales only	C	1	S	S
	proprietor/employee, repairs and maintenance	L	2^	S	S
Piano tuner		L	2^	S	S
Picture framer		M	3	S	S
Pilates instructor – full time, no competitions, minimum 3 years' experience, maximum 2 year BP		H	D	S	S
Pipeline – repairman/trench		D	D	S	S
Plant operator – domestic/general building site work		H	D	S	S
Plasterer – trade qualified/licensed or minimum 3 years' experience		H	3	S	S
Playwright		D	D	S	S
Plumber	trade qualified/licensed, not roofs	M	3^	S	S
	supervisor – trade qualified/licensed, up to 20% manual only, not roofs	L	2^	S	S
	Roof – trade qualified/licensed, < 15 m	H	3	S	S
	Roof – trade qualified/licensed, > 15 m	D	D	\$2*	\$2
Poker/gaming staff – hotel/club, no bar work, minimum 2 years' experience		H	3	S	S
Police	all ranks	D	D	S	S
	(not ranking officer) office/admin only	R	R	S	S
Polishers – French		M	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Porter – hotel/motel/club		H	3	S	S
Post office	agent	C	1	S	S
	postal delivery	H	3	S	S
	postal sorter	H	3	S	S
	postal manager/clerk	C	1	S	S
Pottery/ceramics	potter – commercial, not working from home	M	3	S	S
	potter – freelance or working from home	D	D	S	S
Preschool teacher – qualified, Australian registered, not working from home		C	1	S	S
Priest		C	1	S	S
Printer	skilled, minimum 3 years' experience	L	2 [^]	S	S
	other	M	3	S	S
Printing bookbinder		L	2 [^]	S	S
Prison	officer/warden/guard	D	D	S	S
	admin./clerical only, no prisoner contact	C	1	S	S
Process worker – all industries		D	D	S	S
Professional sportsperson		D	D	R	R
Professor – university, degree qualified, full time, salaried		P	1	S	S
Project manager	admin./office only, earning \$100,000 pa up to \$159,999 pa	P	1	S	S
	senior, admin./office only, earning \$160,000 pa or more	S	1	S	S
	admin./office only	G	1	S	S
Projectionist – cinema		L	2 [^]	S	S
Proofreader		C	1	S	S
Property – investor/developer		D	D	S	S
Property manager – real estate, office only		C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Property maintenance – minimum 3 years' experience		H	3	S	S
Public relations consultant	degree qualified	P	1	S	S
	tertiary qualified, other	C	1	S	S
Public servant/government employee – benefit offset may apply		R	R	S	S
Publican	manager/proprietor, full time	M	3	S	S
	employee, full time	H	3	S	S
Publisher		C	1	S	S
Purchasing officer – office only		C	1	S	S
Q					
Quality controller	office only	C	1	S	S
	other	R	R	S	S
Quantity surveyor		C	1	S	S
Quarantine officer		L	2 [^]	S	S
R					
Rabbi		C	1	S	S
Radar/speed camera technician/installer		H	3	S	S
Radio	announcer	D	D	S	S
	director/editor/producer – full time, salaried, no overseas assignments	C	1	S	S
	journalist – full time, salaried, no overseas assignments	L	2 [^]	S	S
	journalist – freelance or some overseas assignments	D	D	R	R
Railway worker	admin./office only	C	1	S	S
	platform	D	D	S	S
	tracks	D	D	S	S
Ranger – forest/park (minimum 30 day waiting period)		M	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Real estate	principal of agency, minimum 5 sales staff, earning \$100,000 pa or more	P	1	S	S
	agent, qualified	C	1	S	S
	auctioneer, qualified	G	1	S	S
	developer	D	D	S	S
	valuer, Australian registered, full time	G	1	S	S
Receptionist		C	1	S	S
Record and CD shop – proprietor/employee		C	1	S	S
Refineries – worker		D	D	S	S
Refrigeration mechanic	trade qualified	M	3 [^]	S	S
	not qualified, minimum 3 years' experience	M	3	S	S
Removalist	no interstate driving	H	D	S	S
	interstate driving	D	D	S	S
Repair/service person	office equipment only, qualified	L	2 [^]	S	S
	machinery/white goods only, trade qualified	M	3	S	S
Research chemist – degree qualified		S	1	S	S
Restaurant maître d/ manager/proprietor	no cooking or waiting tables	L	2 [^]	S	S
	some cooking or waiting tables (minimum 30 day waiting period)	M	3	S	S
Retired		D	D	S	S
Rigger/scaffolder/ steel fixer	qualified/licensed or minimum 3 years' experience, < 15 m	H	D	S	S
	qualified/licensed, >15 m	D	D	\$2*	\$2
Road	builder/marker	D	D	S	S
	maintenance/construction	D	D	S	S
	sweeper driver	H	3	S	S
Roadie – music/recording		D	D	S	S
Roller door installer		M	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Roof builder	trade qualified/licensed, < 15 m	H	3	S	S
	trade qualified/licensed, > 15 m	D	D	\$2*	\$2
Roof carpenter	trade qualified/licensed, < 15 m	H	3	S	S
	trade qualified/licensed, > 15 m	D	D	\$2*	\$2
Roof tiler	trade qualified/licensed or minimum 3 years' experience, < 15 m	H	D	S	S
	trade qualified, > 15 m	D	D	\$2*	\$2
S					
Sail maker – trade qualified or minimum 3 years' experience		H	3	S	S
Sales assistant/department store		C	1	S	S
Sales representative	car only, metropolitan area, no deliveries, installations or repairs of goods	C	1	S	S
	car only, metropolitan area, up to 20% deliveries, no lifting greater than 5 kg	L	2^	S	S
	car/light van only, metropolitan area, > 20% deliveries* (minimum 30 day waiting period, max BP 5 yrs)	M	3	S	S
Sand blaster		D	D	S	S
Saw and knife sharpener – established minimum of 2 years (minimum 30 day waiting period)		M	3	S	S
Sawmill	manager/supervisor only	M	3	S	S
	worker	D	D	S	S
Scaffolder	qualified/licenced or minimum 3 years' experience, < 15 m	H	D	S	S
	> 15 m	D	D	\$2*	\$2

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
School	inspector	C	1	S	S
	principal – degree/diploma qualified	P	1	S	S
	teacher – degree/diploma qualified, (not physical education or technical subjects)	C	1	S	S
	teacher – physical education/technical subjects, degree/diploma qualified	L	2 [^]	S	S
	teachers' aide – qualified, full time, salaried	C	1	S	S
	teachers' aide – not qualified, full time or salaried	D	2	S	S
Scientific officer – degree qualified, no field work		P	1	S	S
Scientist	degree qualified, field work	L	2 [^]	S	S
	degree qualified, no field work	P	1	S	S
Scrap dealer		D	D	S	S
Scrapmetal worker		D	D	S	S
Screen installer		H	3	S	S
Screen printer		M	3	S	S
Scriptwriter	full time, salaried, not working from home, minimum 3 years' experience	C	1	S	S
	freelance or working from home	D	D	S	S
Sculptor		D	D	S	S
Secondhand goods proprietor/employee	with deliveries	H	3	S	S
	no deliveries, sales only	L	2 [^]	S	S
Secretary	government employee (benefit offset may apply)	R	R	S	S
	non-government employee	C	1	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Security guard – armed/unarmed		D	D	S	S
Security systems installer – qualified		M	3	S	S
Service station/garage – attendant, full time		H	3	S	S
Sewage plant worker		D	D	S	S
Sewing machinist		D	D	S	S
Sex shop/adult books – proprietor/employee		D	D	S	S
Sharebroker – earning \$100,000 pa or more, full time, not working from home		P	1	S	S
Shearer		D	D	S	S
Shed/carport erector		M	3	S	S
Sheep classer		D	D	S	S
Sheet metal worker	trade qualified or minimum 3 years' experience (no mining)	H	3	S	S
	not qualified	D	D	S	S
Shipwright	trade qualified	M	3 [^]	S	S
	other, minimum 3 years' experience	M	3	S	S
Shipyards worker		D	D	S	S
Shoe shop – proprietor/employee		L	2 [^]	S	S
Shoemaker/bootmaker/repairer		L	2 [^]	S	S
Shop fitter	trade qualified/licenced	M	3 [^]	S	S
	not qualified, minimum 3 years' experience	M	3	S	S
Shower screen installer		M	3	S	S
Signwriter	> 15 m	D	D	\$2 *	\$2
	trade qualified, < 15 m	M	3 [^]	S	S
	not qualified, minimum 3 years' experience, < 15 m	M	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Skylight fitter	< 15 m	H	3	S	S
	> 15 m	D	D	\$2 *	\$2
Social media	analyst	C	1	S	S
	consultant/specialist – degree qualified, earning \$100,00 pa or more	P	1	S	S
	designer	C	1	S	S
	developer/programmer	C	1	S	S
	manager	C	1	S	S
Social worker	qualified, office only	C	1	S	S
	qualified, field visits	L	2 [^]	S	S
Soil technician – qualified		L	2 [^]	S	S
Solicitor		J	1	S	S
Spirit merchant		L	2 [^]	S	S
Sport centre proprietor/manager – office only, no instructing, no manual work		C	1	S	S
Sporting shop – proprietor/employee, sales only		C	1	S	S
Sports gymnasium instructor – full time, no competitions, minimum 3 years' experience, maximum 2 year BP		H	D	S	S
Sportsperson – professional		D	D	R	R
Squash court – proprietor/manager, office only, no instruction		C	1	S	S
Stablehand/strapper		D	D	S	S
Stage hand – roadie, music/recording		D	D	S	S
Stage manager – theatre, full time, salaried		L	2 [^]	S	S
Statistician – degree qualified		P	1	S	S
Steel erector/fixer	< 15 m, trade qualified or minimum 3 years' experience	H	D	S	S
	> 15 m	D	D	\$2*	\$2
Steeplejack		D	D	\$2*	\$2

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Stenographer		C	1	S	S
Stevedore – dockyard labourer		D	D	S	S
Stock and station agent – agriculture (minimum 30 day waiting period)		M	3	S	S
Stockbroker	earning less than \$100,000 pa and not working from home	G	1	S	S
	earning \$100,000 pa or more and not working from home	P	1	S	S
Stockman		D	D	S	S
Stockyard worker/drover		D	D	S	S
Stonemason – trade qualified		H	3	S	S
Storeperson – department/supermarket store		H	3	S	S
Student		D	D	S	S
Stuntperson – film/theatre/TV		D	D	\$2*	D
Substation operator		H	3	S	S
Supermarket	cashier only	L	2^	S	S
	deliveries	H	3	S	S
	proprietor/employee	L	2^	S	S
Surfer		D	D	S	S
Surveyor	qualified, consulting/office based only	C	1	S	S
	qualified, office worker	C	1	S	S
Swimming coach – full time, established minimum 2 years, maximum 5 year benefit period (minimum 30 day waiting period)		M	3	S	S
Swimming pool – attendant		D	D	S	S
Swimming pool builder	excavation	H	3	S	S
	not qualified, minimum 3 years' experience	M	3	S	S
	trade qualified/licensed	M	3^	S	S
Swimming pool shop – proprietor/employee, no manual work		L	2^	S	S
Switch operator/repairer		M	3	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
T					
TAB agent	manager/proprietor, full time	C	1	S	S
	salaried staff, full time	L	2^	S	S
Tailor	trade qualified, not working from home	L	2^	S	S
	not qualified, minimum 3 years' experience, not working from home	M	3	S	S
	working from home	D	D	S	S
Tanker driver		D	D	S	S
Tanner		H	3	S	S
Tattoo artist/Tattooist		D	D	S	S
Taxation consultant	degree qualified	S	1	S	S
	other	C	1	S	S
Taxi owner/driver – established minimum 2 years		H	3	S	S
Taxidermist		M	3	S	S
Technical college/school teacher – degree/diploma qualified, full time, salaried		L	2^	S	S
Technician	cinema	L	2^	S	S
	music recording/radio/TV, full time, salaried	L	2^	S	S
	radio/television, full time, salaried	L	2^	S	S
Telephone	linesperson	D	D	S	S
	technician	L	2^	S	S
Telephonist/switch operator		C	1	S	S
Television	announcer	D	D	S	S
	cameraperson – full time, salaried, studio based, no overseas assignments	L	2^	S	S
	cameraperson – overseas assignments	D	D	R	R
	director/producer/editor – full time, salaried, no overseas assignments	C	1	S	S
	journalist – full time, salaried, no overseas assignments	L	2^	S	S
	journalist – freelance or some overseas assignments	D	D	R	R
	newsreader	D	D	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Television repairperson – qualified		M	3	S	S
Tennis coach – full time, established minimum 2 years, maximum 5 year benefit (minimum 30 day WP)		M	3	S	S
Tiler – floor/wall, trade qualified or minimum 3 years’ experience		H	3	S	S
Timber merchant	sales/office duties only	C	1	S	S
	other – employees	M	3	S	S
Tobacconist – proprietor/employee		C	1	S	S
Toolmaker – trade qualified , or minimum 3 years’ experience		M	3*	S	S
Tour guide/operator		D	D	S	S
Tow truck driver		D	D	S	S
Town planner – qualified		G	1	S	S
Toy shop – proprietor/employee, sales only		L	2*	S	S
Trades assistant – minimum 3 years’ experience		H	3	S	S
Train	driver	D	D	S	S
	guard	D	D	S	S
	inspector	L	2*	S	S
Tram driver		D	D	S	S
Tramway worker		D	D	S	S
Travel agent/consultant		C	1	S	S
Tree	felling/lopping	D	D	S	S
	surgeon – qualified	H	D	S	S
Trotting driver		D	D	S	S
Truck driver	mid distance, under 800 km from base, returning home within 24 hours, no loading or unloading, maximum benefit period 2 years	H	D	S	S
	long distance, ie greater than 800 km from base	D	D	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
Tunneller	explosives	D	D	\$2*	D
	no explosives	D	D	S	S
Tupperware salesperson – full time, salaried, no deliveries		L	2^	S	S
Tutor – university, degree qualified, full time, salaried		P	1	S	S
Typesetter		L	2^	S	S
Typist		C	1	S	S
U					
Undertaker		M	3	S	S
Underwriter	manager/senior, earning less than \$100,000 pa	G	1	S	S
	manager/senior, earning \$100,000 pa or more	P	1	S	S
	junior/trainee	C	1	S	S
Unemployed		D	D	S	S
Upholsterer	trade qualified	M	3^	S	S
	not trade qualified, minimum 3 years' experience	M	3^	S	S
V					
Veterinarian	domestic pets only, degree qualified	P	1	S	S
	livestock – degree qualified	G	1	S	S
Veterinary nurse – qualified		L	2^	S	S
Video duplicator/editor – full time, salaried		L	2^	S	S
Video shop – proprietor/employee, sales only		C	1	S	S
Vignerone – qualified wine maker		L	2^	S	S
Viticulturalist – owner/manager, established minimum 2 years, full time		L	2^	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
W					
Waiter/waitress restaurant – full time, salaried		H	3	S	S
Wallpaper	hanger (minimum 30 day waiting period)	M	3	S	S
	shop – proprietor/employee	L	2^	S	S
Wardrobe – film/theatre/TV, full time, salaried		L	2^	S	S
Warehouse person		H	3	S	S
Washing machine mechanic – trade qualified or minimum 3 years' experience		M	3^	S	S
Watchmaker		L	2^	S	S
Waterproofers – established minimum 2 years		H	3	S	S
Welder – trade qualified/licensed (no mining, no pipeline)		M	3^	S	S
Welfare officer	qualified, field visits	L	2^	S	S
	qualified, office only	C	1	S	S
Wharf/waterside worker		D	D	S	S
Window cleaner	heights < 15 m	H	3	S	S
	heights > 15 m	D	D	\$2*	\$2
Window dresser		L	2^	S	S
Wine merchant		L	2^	S	S
Wire maker – qualified		H	D	S	S
Wool – buyer		L	2^	S	S
Wool – classer		M	3^	S	S
Writer/author		D	D	S	S

Occupation description		Income protection	TPD Cover	Life Care	Trauma Cover
XYZ					
Yoga instructor – full time, no competitions, minimum 3 years' experience, maximum 2 year BP		H	D	S	S
Youth worker – qualified, field visits		L	2	S	S
Zookeeper		H	3	S	S
Zoologist	field work, degree qualified, no overseas assignments	L	2^	S	S
	no field work, degree qualified, no overseas assignments	P	1	S	S

General occupation information

Apprentices

We don't offer TPD Cover or income protection to first year apprentices. We will consider apprentices in their second or third year, but if we accept them we will categorise them as a group 'H' occupation (heavy risk).

Apprentices who've completed their third year or are in their fourth year can be categorised under their relevant trade.

Armed forces

For clients who are members of the Australian Armed Forces Reserves, individual consideration will be required. While the availability of cover will generally be based on the client's main occupation there may be special circumstances which will need to be considered and factored in.

We don't offer income protection, TPD Cover, Accidental Death Cover, Business Overheads Cover or Plan Protection to personnel of the armed forces (army, navy and air force).

We will consider applications for Life Care and Trauma Cover on an individual basis.

Note: If they are likely to be sent on active duty we will not be able to provide any cover.

An Armed Forces Questionnaire (005-777) must be completed in all cases.

Aviation

For commercial pilots and flight engineers we will consider Income Care, Income Care Plus, Income Care Platinum and, Income Care Super (indemnity).

To be eligible these clients must:

- be an Australian citizen residing permanently in Australia
- hold an Australian airline transport licence (pilots) or Australian flight engineer licence (flight engineers)
- be employed by a recognised fixed-schedule, commercial fare-paying passenger airline operating out of Australia
- we will obtain a copy of current Civil Aviation Safety Authority (CASA) medical examination and any additional tests or reports.

Our cover is subject to the following restrictions:

- it must be standard life (no loadings or exclusions)
- level commission only
- stepped premium rate only
- Permanent Disablement Cover option (within income protection) is not available
- minimum entry age 20 (next birthday)
- maximum entry age 55 (next birthday)
- expiry age 60 (minimum five year policy duration)
- minimum 30-day waiting period
- no transfer terms are allowed.

Note: For occupation Group A (aviation) the maximum total payment for the life of the policy is limited to \$2,000,000.

Note: Our usual medical requirements apply, but we don't usually need a medical examination if the CASA medical examination was within the last 12 months and a copy can be provided to us.

Flight attendants

We consider Income Care, Income Care Plus or Income Care Platinum and also TPD Cover for flight attendants.

To be eligible they must:

- be an Australian citizen residing permanently in Australia
- be employed by a recognised fixed-schedule commercial fare-paying passenger airline operating out of Australia.

Our cover is subject to the following restrictions:

- level commission only
- stepped premium rate only
- maximum +50 per cent loading or one exclusion
- Permanent Disablement Cover option (within income protection) not available
- Accident option not available
- minimum 60-day waiting period
- maximum five-year benefit period
- minimum entry age 20 (next birthday)
- maximum entry age 55 (next birthday)
- expiry age 60 (minimum five year policy duration)
- no transfer terms allowed.

Fire fighters

We will consider Life Care, Accidental Death Cover and Trauma Cover for all fire fighters.

We rate fire fighters at airports, cities and towns as 'fireman' occupation. Fire fighters working in mining, explosives, oil or natural gas will only be considered on an individual basis. We may apply premium loadings and also exclude some trauma events.

Part time workers

To be eligible for TPD Cover, a part time worker must work at least 20 hours per week outside the home. If they work less than 20 hours and spend the rest of their time looking after the home and caring for dependants, we may consider them under our specific homemaker/domestic duties definition.

For income protection and Business Overheads Cover, clients must:

- work at least 20 hours per week in their main occupation, and
- meet the minimum level of benefit/income.

Miners

Both income protection and TPD Cover is available for many occupations within the mining industry.

To be eligible these clients must:

- be an Australian citizen residing permanently in Australia
- work at a mine site located in Australia only
- have been working in their current role on a mine site within Australia for at least 12 months.

Our income protection cover has the following restrictions (for occupation groups X and Y only):

- Permanent Disablement Cover option (within income protection) is not available
- Accident option is not available
- maximum entry age 50 (next birthday)
- minimum 30-day waiting period
- maximum five year benefit period
- no transfer terms allowed.

Note: for TPD Cover, only the 'any occupation' TPD definition is available.

New in business

When someone starts a new occupation in a different field of expertise, or becomes self-employed in their usual field, it typically takes them a while to establish the new business set-up.

Unfortunately, a large percentage of small businesses fail in the first two years, so we'll usually only consider income protection to people in this situation once they've been in their new occupation for at least 12 months.

However, we will still consider them for income protection, if they:

- have a consistent work history
- have steady income levels over the past three years
- are not working from home in their new occupation
- have no history of bankruptcy or insolvency
- have not had any break in employment (three months or more) within the previous two years.

In the following circumstances, and depending on the above, the following situations may be considered:

- Newly self-employed where your client has had previous and well established experience in a similar occupation, and has attained professional qualifications.
- Newly self-employed in a franchise business where professional commitment can be displayed (professional qualifications or prior experience in industry is demonstrated and also business plans can be provided).
- Existing successful business or franchise where the background of the business is provided with full accounts indicating sound.

- cash flow projections and a high likelihood of a profitable business endeavour.
- Starting a business in a field of expertise where long-term contracts have been established and these contract details are made available to the underwriter.
- People contracting back to their employer with no change in occupation in the interim.
- Final year trade apprentices contracting to their employer or contemplating becoming self-employed once qualified.
- New graduates, recently employed in an occupation suited by their education and training.

Cover will not be considered if your client cannot meet the above criteria and has an unstable work history. In these circumstances we will only consider once the business has been successful in its operation for at least 12 months. We will also only consider new permanent residents once their business has been established for 12 months.

What terms will we consider?

- A minimum 30 day waiting period.
- Maximum benefit period of two or five years, which can be reviewed in a further 12 months' time.
- Indemnity contract only.
- Applying the 'new in business' endorsement. This means that if your client becomes totally or partially disabled within 12 months, the monthly benefit payable is based on the average monthly earnings since the commencement of the policy and the date of disability, to a maximum benefit not exceeding the amount on the Policy Schedule.

What special considerations would we consider in extending the benefit period?

Once the minimum requirements listed above have been met, we will consider extending the benefit period to age 65, in the following circumstances:

- well established (minimum two years) trade or relevant tertiary-qualified occupations or professions simply contracting back to their employer or firm with no change in occupation and where a minimum 12 month contract of employment is in place
- newly employed graduates (after the probation period is passed or established a minimum three months in occupation) in accountancy, legal, dentistry, medicine, physiotherapy and radiotherapy.

Note: A letter from the employer/firm needs to be provided to the underwriter confirming employment details and duration, otherwise a maximum five year benefit period must apply. The new-in-business clause would also apply to this policy.

Professional sportspeople

We don't offer TPD Cover or income protection to professional sportspeople. Refer to the Pastimes guide on page 74 for Life and Trauma Cover.

Public servants

Federal, state, local government and large organisation employees may be eligible for various forms of employer-sponsored disability or extended sick pay benefits.

These benefits vary between state, government and private organisations.

If these clients are deemed eligible for income protection and will continue to receive payments under sick leave entitlements (for an extended period of time if they become disabled beyond the waiting period) then we will generally apply a sick leave offset clause.

The following basic rules apply for public servants:

- we consider all government employees on an individual basis
- we may ask for a copy of a current superannuation benefit entitlement statement
- if an employee has any accrued sick leave longer than the waiting period they apply for, we will either extend the waiting period to a maximum of 90 days, or apply a sick leave offset clause so the combined benefits don't exceed 75 per cent of pre-disability monthly earnings.

Seasonal workers

Income protection and TPD Cover are generally not available to clients who don't work a full 12 months of the year, such as fruit pickers, fishermen or tour operators.

Multiple occupations

If your client has more than one occupation:

- we will generally designate their more hazardous occupation as their Occupational rating
- we will request a separate signed and dated statement describing all occupational duties where deemed necessary
- we will usually calculate the maximum monthly benefit using income from the principal occupation only
- we will not be able to offer income protection to clients who are employed in three or more occupations.

Working hours

Clients who work more than 60 hours a week will be considered for income protection on an individual basis, as working excessive hours on a consistent basis is unsustainable and can have long term health impacts.

If we do offer cover, we may reduce the monthly benefit and benefit period and also offer an indemnity contract only.

Unqualified tradespeople

If your client has acquired the skills of a trade over a long time, without actually completing the specific trade qualifications for that trade, we will consider offering them income protection and TPD Cover if they have:

- established at least three years' experience in their job
- been with the same employer for the duration of their experience.

Where your client does not meet the above criteria, TPD and income protection will not be available.

Volunteers

Generally, we will consider all insurance covers for volunteers of State Emergency Services (SES), Rural Fire Services (RFS) and Ambulance Services such as the Red Cross. In these cases we will base their occupational rating category on their main occupation.

Working from home

If your client works from home rather than from a separate location, it can be difficult to establish actual disability if they make a claim. There are some work from home situations that are unable to be considered for Income Protection or Business Overheads Cover.

Please call the Underwriting Hotline on 1800 257 328 to discuss your Client's particular work from home situation, so that we can assess their eligibility for cover.

Claims

Our approach to claims

We understand that your clients claim when they're in a crisis, so we try as hard as we can to assess their claim quickly and pay it promptly.

We're in the business of paying claims as promised by our. We will treat you and your clients with empathy, compassion and respect and guide you through the claim process as quickly and simply as we can. This is our claims philosophy, and was designed with input from our customers and our people. It is a true reflection of the role we play in supporting you and your clients when needed most.

We've devoted a lot of resources to developing our processes and staffing our claims team with well-trained professionals. We invite you to contact us at any stage in the claims process to discuss your client's claim.

For every claim we assess, we aim to:

- manage the claim efficiently and effectively
- make consistent and fair decisions
- treat all claims and associated documentation confidentially
- confirm that your client disclosed all the relevant information when they applied
- check that the policy ownership has not been transferred and that cover is in force
- ensure policy terms and conditions are applied to all claims
- pay benefits to the right person
- communicate effectively to you and your clients, and
- meet our obligations as outlined in the FSC Life Insurance Code of Practice.

Our claims management process can be labour-intensive, but we believe it works for the benefit of everyone. For example, obtaining as much relevant information as possible up-front enables us to decide quickly whether we can pay the claim through our FastTrack process.

We assign a Case Manager

For claims of any size or complexity, we assign a Case Manager to look after your client and be the single point of contact throughout the process. Our Case Managers can maintain a high level of service because we don't overload them.

We work efficiently

We pay all genuine claims as soon as possible after we've received and assessed the documents we need. Wherever possible we run income protection, Trauma and Terminal illness claims through our FastTrack process to resolve them quickly.

We stay in touch

We contact your clients regularly, either by phone or in person, through our representatives. This gives us a better understanding of their circumstances, and keeps them up to date with the progress of the claim. In all our written and verbal correspondence we strive for high-quality and accurate communication.

We know that every claim is unique

We assess each claim on its individual merits under the terms and conditions of the relevant policy.

We respect privacy

To maintain the confidentiality of all claim information and documentation, we always identify callers and obtain authorisation before releasing information to anyone.

We work as a team

For income protection claims, we work actively with you and your clients, their doctors, rehabilitation specialists and other service providers to support their return to work and wellness.

Above all, we're professional

The members of our claims team are all experienced, skilled professionals, who receive regular training.

Our team includes full-time professional support comprising doctors, rehabilitation consultants and accountants. These professionals work with our Case Managers to help them make accurate, timely and informed decisions for your client throughout the duration of the claim.

Our claim requirements

Life Care

To make a Life claim, you/your client will generally need to provide:

- an original Policy Document
- an application for policy payment
- a full death certificate – showing cause of death
- documentary evidence of the deceased's date of birth
- a Medical Attendant's Statement – completed by the deceased's personal doctor(s) for the five-year period ending risk commencement date
- Medical Information authority
- Health Insurance Commission (HIC) authority
- a Tax File Number (for superannuation claims)
- any other information required by the Trustee (for Total Care Plan Super).

Where an estate is claiming:

- up to \$50,000 – a Will (if applicable) + section 211/212 Statutory Declaration
- over \$50,000 – Probate or Letters of Administration.

Following the initial assessment, we may have further requirements, such as:

- a Health Insurance Commission (HIC) report
- a police report and/or a full coroner's report
- a doctor/s' report.

TPD Cover

To make a TPD claim, you/your client will generally need to provide:

- an initial claim form, which includes sections for your client, their treating GP and their treating specialist to complete
- their original Policy Document
- Medical Release form
- Health Insurance Commission (HIC) authority
- Employer Statement – completed by their last employer or a self-employed questionnaire
- proof of age
- copies of their tax returns for the last three financial years.

For 'any occupation' claims, we also require a full resume including details of your client's education, training and work experience for assessment.

Following the initial assessment, we may have further requirements, such as:

- a Health Insurance Commission (HIC) report
- additional medical reports from treating doctor/s
- a referral for an independent medical examination and/or vocational or functional assessment or employability assessment.

Trauma Cover

To make a Trauma claim, you/your client will generally need to provide:

- an initial claim form, which includes sections for your client, their treating GP and their treating specialist to complete
- copies of pathology and/or test results
- the original Policy Document
- Medical Release form
- Health Insurance Commission (HIC) authority
- proof of age.

Following the initial assessment, we may have further requirements, such as:

- a Health Insurance Commission (HIC) report
- additional medical reports from treating doctor/s
- a referral for an independent medical examination.

Income Protection/Business Overheads Cover

To make an income protection or Business Overheads claim, you/your client needs to provide an initial claim form which includes sections for them and their treating doctor to complete, as well as relevant authorities, identification and any information specified in our requirements letter. Following the initial assessment, we may have further requirements, such as:

- further information from a treating doctor or specialist
- an independent examination
- financial information, including full copies of business and personal taxation returns
- information from an employer
- details of medical history
- information from any other insurer, such as Workers Compensation.

Once the claim forms have been reviewed, the Case Manager will conduct an assessment interview with your client by telephone. In some instances, the case manager may then arrange for an external consultant to conduct a face-to-face interview.

The claims process

1. Notify us of your client's claim as soon as possible after they become disabled or pass away. The claim will be directed to a Case Manager, who will spend some time discussing your client's situation and explaining how we assess the claim and what information we may need.
2. We send either you or your client a claim kit, generally by email or post, within 48 hours. This pack will include a letter explaining the next steps, relevant claim forms and FAQs.
3. Our Case Managers will review the information provided in the claim form and start the assessment of the claim.
4. We let you and your client know the outcome of their claim. For accepted claims, we pay the benefit.

We aim to assess all claims within five business days of receiving the completed form. The claim decision may be deferred if we need additional information to complete the claim assessment.

We form a claims management strategy from the initial assessment stage on what additional information we require to enable a decision to be made on your client's claim. We consider each claim individually, as each client and their circumstances are unique.

On occasion we may need to decline a claim, which happens when a client doesn't meet the definitions within a policy. For declined claims, we will let you and your client know the reason why, and we are happy to review any extra information which may impact our decision.

We will also inform you of independent internal and external bodies for you to contact if you wish to raise your concerns or resolve any dispute.

Ongoing management of income protection claims

The Case Manager will continue to monitor and update the claims management strategy as appropriate throughout the claims duration. Our focus is always on supporting a return to work and wellness, and the claim strategy assists us in being proactive and planning ahead to prevent unnecessary difficulties during the recovery process.

The claims management strategy:

- outlines all necessary steps and support for your client's return to work and wellness
- is designed for your client's condition and individual needs
- may include discussions with your client's doctor, physiotherapist, or other treating practitioners, referrals for vocational retraining or independent specialist assessments.

FastTrack claims

Some income protection, Trauma and Terminal Illness claims are eligible for our FastTrack process, significantly reducing the time required to assess your client's claim.

Trauma and Terminal Illness

Claims are more likely to be FastTracked if:

- they are lodged on a clean-skin policy over five years old
- they are lodged on a fully underwritten policy (ie with PMAR, medical, bloods, etc) over three years old
- they have a sum insured amount under \$500,000.

To make it more likely that the claim will be FastTracked:

When your client applies for the policy...	When they claim...
Ask your client to provide the details of their regular treating doctor on the Personal Statement	Ask your client to submit a PMAR from their usual GP, including details of all consultations during the preceding five years
Make sure they provide a full and accurate disclosure of their actual medical history, family history, height/weight and smoker status when completing the Personal Statement	<p>For Trauma: Attach all pathology, test results and operation reports (eg cancer, heart attack, angiogram)</p> <p>For Terminal Illness: Attach all test results (eg MRI, CT scan, laboratory tests etc).</p>

Income protection

To make it more likely that an income protection claim will be FastTracked:

When your client applies for the policy...	When they claim...
Ensure the accuracy and completeness of their medical disclosures	Make sure the Medical Attendants' Statements are complete and accurate
Ensure they understand the meaning of 'annual income' and 'personal exertion'	Financials – provide with indemnity contract or agreed-value within three years

Tele-claims for income protection

A typical customer takes approximately 76 days from the date they become disabled to contacting AIA Australia to lodge their claim. Traditionally a claim pack is sent out to the customer to complete, this involves their completion of a claim form as well and their treating doctors completion of a claim form.

On average it can take a customer a further two weeks to complete and return the forms, the entire process now reaching three months (89 days) from the initial contact.

With AIA Australia's tele-claims process, for income protection claims that pass some basic triage questions, we can complete the claim forms in real time with the customer on the phone. So while AIA Australia cannot influence the 76 days from incident to the customer notifying us, we have been able to reduce the next phase significantly. This removal of the paperwork piece from the claims process enables us to obtain important information up-front and ultimately make a much faster benefit payment to the customer in their time of need.

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