

POLICY ENHANCEMENT SUMMARY

For policy holders

26 October 2022



HEALTHIER, LONGER,
BETTER LIVES

We've improved your cover from 26 October 2022

Thank you for continuing your insurance protection with AIA Australia.

We've improved your policy, providing you and your family with even more protection. Take a moment to understand the improvements to your cover.

Important notes

1. Your policy has been updated in response to the changes to Unfair Contract Terms (UCT) law. The latest enhancements which are being passed back to existing policy holders are listed in this document.
2. The improved terms and conditions apply to the products you hold with us. The improvements don't, however, apply to any medical conditions which the life insured already had as at **26 October 2022**.
3. It is important to read the improvements described below in this notice (which is a summary only) together with your existing policy document and any other policy notices previously provided in relation to it (together, the **Policy Document**). The enhancements outlined in this document now form part of your Policy.
4. The enhancements override your existing policy terms and conditions (except to the extent where you are disadvantaged in any way, in which case the previous policy wording will apply) and are subject to any pre-existing condition exclusions.
5. Except where otherwise indicated, words in italics in this document are defined in the Policy Document.
6. Where the change is limited to a word or phrase, it has been highlighted for ease of reading.
7. The enhancement still applies to you if your existing Product Disclosure Statement and Policy Document has a different description of this cover.
8. This summary illustrates the changes for your understanding and only includes the relevant parts of the policy wording that have changed, and in some instances an example only, rather than the entire policy clause/s.

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Table 1. Policy updates to lump sum cover

| Policy term and change | Prior to change | After change |
|---|---|---|
| Life Care, TPD Cover, Trauma Cover | | |
| Life Care Advance Payment benefit Added 'the Life Care benefit' | Advance Payment benefit An advance of up to \$30,000 to help with the cost of funeral expenses. | Advance Payment benefit An advance of the Life Care benefit up to \$30,000 to help with the cost of funeral expenses. |
| Life Care Nominating beneficiaries under Total Care Plan Clarified wording | Nominating beneficiaries under Total Care Plan ... <ul style="list-style-type: none"> a <i>nominated beneficiary</i> has no rights under the policy, other than to receive the relevant benefit proceeds after we have admitted a claim | Nominating beneficiaries under Total Care Plan ... <ul style="list-style-type: none"> a <i>nominated beneficiary</i> has no rights under the policy, other than to receive the relevant benefit proceeds after the claim has been admitted |
| TPD Cover What exclusions apply Misconduct Removed exclusion | Misconduct We won't pay a <i>TPD Cover benefit</i> for any condition arising solely from a permanent or temporary banning, deregistration or disqualification of the <i>life insured</i> which prevents them from pursuing, practicing or engaging in their occupation or profession. | |
| TPD Cover Option to convert When you can use this option Added 'apply to', removed 'Requirements' and 'unless we agree otherwise' | When you can use this option You can take out <i>Life Care</i> under a new individual policy without providing further medical evidence if we pay a <i>TPD Cover benefit</i> which ends your <i>TPD Cover</i> under the same policy and at that time you have neither <i>Life Care</i> nor <i>Trauma Cover</i> for the <i>life insured</i> . Requirements For the new individual policy, you or, where applicable, the <i>life insured</i> must meet our minimum policy issue and underwriting requirements. | When you can use this option You can apply to take out <i>Life Care</i> under a new individual policy without providing further medical evidence if we pay a <i>TPD Cover benefit</i> which ends your <i>TPD Cover</i> under the same policy and at that time you have neither <i>Life Care</i> nor <i>Trauma Cover</i> for the <i>life insured</i> . |
| | How we issue the policy We'll issue the <i>Life Care</i> policy to you: ... <ul style="list-style-type: none"> without the benefit of any of the optional features which can be selected under the individual policy, unless we agree otherwise | How we issue the policy We'll issue the <i>Life Care</i> policy to you: ... <ul style="list-style-type: none"> without the benefit of any of the optional features which can be selected under the individual policy |

| Policy term and change | Prior to change | After change |
|---|--|--|
| <p>Trauma Cover and Child Cover</p> <p>Other insurances</p> <p>Replaced 'may' with 'will' and updated the refund wording</p> | <p>Other insurances</p> <p>We may reduce the amount of the <i>Trauma Cover benefit/Child Cover benefit</i> payable (to nothing if necessary) if a benefit is payable on the <i>life insured's</i> life under any other policies of insurance similar to the <i>Trauma Cover/Child Cover</i>.</p> <p>We calculate the reduction on the basis that the amount of the <i>Trauma Cover benefit/Child Cover benefit</i> payable, when added to any other benefit payable on the <i>life insured's</i> life/for the <i>insured child</i>, doesn't exceed \$2 million/\$250,000 or a greater amount at our discretion. In calculating the reduction, we won't take into account any cover you told us about before the <i>Trauma/Child Cover</i> first started.</p> <p>If, having made the reduction, the amount of <i>Trauma Cover benefit/Child Cover benefit</i> paid is less than the amount for which you've been paying premiums, we'll refund the additional premium you've paid over the previous 12 months. We base this refund on the premium which would have applied to the <i>Trauma Cover benefit/Child Cover benefit</i> actually paid out.</p> | <p>Other insurances</p> <p>Any <i>Trauma Cover benefit/Child Cover benefit</i> payable under the policy will be reduced (to nothing if necessary) if a benefit is payable on the <i>life insured's</i> life/<i>insured child</i> under any other policies of insurance similar to the <i>Trauma Cover benefit/Child Cover</i>.</p> <p>The reduction is calculated on the basis the amount of the <i>Trauma/Child Cover benefit</i> payable, when added to any other benefit payable on the <i>life insured's</i> life/for the <i>insured child</i>, doesn't exceed \$2 million/\$250,000. In calculating the reduction, we won't take into account any cover you told us about before the <i>Trauma/Child Cover</i> first started.</p> <p>If, having made the reduction, the amount of <i>Trauma Cover benefit/Child Cover benefit</i> paid is less than the amount for which you've been paying premiums, we'll refund the additional premium you've paid. We base this refund on the premium which would have applied to the <i>Trauma Cover benefit/Child Cover benefit</i> actually paid out.</p> |
| <p>Trauma Reinstatement benefit and Trauma Reinstatement Booster option</p> <p>When we won't pay – exclusions</p> <p>Removed 'in our opinion' and 'we nominate'</p> | <p>When we won't pay – exclusions</p> <p>We won't pay a claim under the reinstated <i>Trauma Cover</i> for:</p> <p>...</p> <p>3. a <i>Trauma Cover</i> condition which, in our opinion (as confirmed by a <i>relevant medical specialist</i> we nominate):</p> | <p>When we won't pay – exclusions</p> <p>We won't pay a claim under the reinstated <i>Trauma Cover</i> for:</p> <p>...</p> <p>3. a <i>Trauma Cover</i> condition which (as confirmed by an <i>appropriate and relevant medical specialist</i>):</p> |
| <p>Trauma Cover and Child Cover</p> <p>Qualifying period</p> <p>When does it apply</p> <p>Clarified wording</p> | <p>When does it apply?</p> <p>The qualifying period applies if the procedure or the <i>symptoms or</i> diagnosis of the condition occurred, or the circumstances leading to the procedure or the condition became apparent, either before or within the first 90 days from:</p> | <p>When does it apply?</p> <p>The qualifying period applies if the procedure or the diagnosis of the condition occurred, or the <i>symptoms or</i> circumstances leading to the procedure or the condition became <i>reasonably</i> apparent, either before or within the first 90 days from:</p> |
| <p>Child Continuation option</p> <p>Clarified wording</p> | <p>Child Continuation option</p> <p>Replace Child Cover without providing more health information.</p> <p>If we receive such a request, we will issue the policy or the replacement cover under this policy, as applicable, without requesting medical evidence if:</p> <p>...</p> <ul style="list-style-type: none"> our minimum policy issue requirements are met for the new policy <p>...</p> <p>We issue the new death and trauma cover:</p> <p>...</p> <ul style="list-style-type: none"> without the benefit of any of the optional features which can be selected under the individual policy or this policy, as applicable, (including <i>Trauma Plus Cover</i>) unless we agree otherwise | <p>Child Continuation option</p> <p>Lets you apply to replace Child Cover without providing more health information.</p> <p>Acceptance of application under the <i>Child Continuation option</i> is subject to:</p> <p>...</p> <p>We issue the new death and trauma cover:</p> <p>...</p> <ul style="list-style-type: none"> without the benefit of any of the optional features which can be selected under the individual policy or this policy, as applicable, (including <i>Trauma Plus Cover</i>) |

| Policy term and change | Prior to change | After change |
|---|--|---|
| <p>Life Care, TPD Cover and Trauma Cover</p> <p>Financial Planning benefit</p> <p>When we pay it</p> <p>Added reasonableness</p> | <p>When we pay it</p> <p>For us to pay this benefit, the person claiming it must provide proof of the cost of the financial planning advice for which reimbursement is sought.</p> | <p>When we pay it</p> <p>To receive this benefit, the person claiming it must provide reasonable proof of the cost of the financial planning advice for which they're seeking reimbursement.</p> |
| <p>Life Care, TPD Cover and Trauma Cover</p> <p>Loyalty Bonus</p> <p>If the policy is reinstated or replaced</p> <p>Clarified and added reasonableness</p> | <p>If the policy is reinstated or replaced</p> <p>If this policy is reinstated or replaced by another policy (and we agree it's a replacement policy), we treat the reinstated or replacement policy (or this policy, if it's the replacement policy) as a continuation of the original policy to work out whether the fifth anniversary has occurred.</p> <p>We won't pay a benefit for any condition that first occurred, or the circumstances leading to which first became apparent, while the policy was not in force.</p> | <p>If the policy is reinstated or replaced</p> <p>If this policy is reinstated or replaced by another equivalent Tailored Protection policy, we treat the reinstated or replacement policy (or this policy, if it's the replacement policy) as a continuation of the original policy to work out whether the fifth anniversary has occurred.</p> <p>We won't pay a benefit for any condition that first occurred, or the circumstances leading to which first became apparent or you would have been reasonably aware of, while the policy was not in force.</p> |

Table 2. Policy updates to Income Protection and Business Overheads Cover

| Policy term and change | Prior to change | After change |
|---|--|--|
| Income Protection and Business Overheads Cover | | |
| <p>Income Protection</p> <p>Partial Disability benefit</p> <p>Removed 'in our opinion' and 'we're satisfied' and added 'reasonably'</p> | <p>Income Care Platinum – If, for reasons other than <i>sickness or injury</i>, the <i>life insured</i> has not in our opinion been working to their capability for at least two consecutive months, 'B' also includes any <i>monthly income</i> the <i>life insured</i> could reasonably be expected to earn if they were working to the extent of their capability. In determining this, we will consider all available medical evidence and any other relevant matters.</p> <p>...</p> <p>If income is reduced to less than 20%</p> <p>We'll only continue to pay the Total Disability benefit while we're satisfied the <i>life insured</i> remains <i>partially disabled</i> in the terms described on page 74.</p> | <p>Income Care Platinum – If, for reasons other than <i>sickness or injury</i>, the <i>life insured</i> has not been working to their capability for at least two consecutive months, 'B' also includes any <i>monthly income</i> the <i>life insured</i> could reasonably be expected to earn if they were working to the extent of their capability. In determining this, we will reasonably consider all available medical evidence and any other relevant matters.</p> <p>...</p> <p>If income is reduced to less than 20%</p> <p>We'll only continue to pay the Total Disability benefit while the <i>life insured</i> remains <i>partially disabled</i> in the terms described on page 74.</p> |
| <p>Income Protection</p> <p>Boosted Total Disability benefit</p> <p>When it applies</p> <p>Removed 'we agree to pay a' and 'we're satisfied'</p> | <p>When it applies</p> <p>This benefit applies if we agree to pay a <i>total disability</i> claim and we're satisfied the <i>life insured's total disability</i> is such that they are in a <i>serious medical condition</i>.</p> | <p>When it applies</p> <p>This benefit applies if the <i>life insured</i> qualifies for a benefit under a <i>total disability</i> claim and the <i>life insured's total disability</i> is such that they are in a <i>serious medical condition</i>.</p> |
| <p>Income Protection</p> <p>Medical Professionals benefit</p> <p>When it applies</p> <p>Removed last bullet point</p> | <p>When it applies</p> <p>The cover applies while the <i>life insured</i> is practising a medical profession in terms of these requirements and, in practising their medical profession, they have been:</p> <ul style="list-style-type: none"> performing or assisting in <i>exposure-prone medical procedures</i> monthly on average or more frequently making reasonable efforts to comply with relevant and readily available current state and Commonwealth departmental guidelines dealing with infection of health care workers. | <p>When it applies</p> <p>The cover applies while the <i>life insured</i> is practising a medical profession in terms of these requirements and, in practising their medical profession, they have been:</p> <ul style="list-style-type: none"> performing or assisting in <i>exposure-prone medical procedures</i> monthly on average or more frequently. |
| <p>Income Protection</p> <p>Medical Professionals benefit</p> <p>When we pay it</p> <p>Removed 'persistent'</p> | <p>When we pay it</p> <p>We pay this benefit if:</p> <ul style="list-style-type: none"> the <i>life insured</i> contracts a persistent infection of the Human Immunodeficiency Virus (HIV), Hepatitis B or Hepatitis C and | <p>When we pay it</p> <p>We pay this benefit if:</p> <ul style="list-style-type: none"> the <i>life insured</i> contracts an infection of the Human Immunodeficiency Virus (HIV), Hepatitis B or Hepatitis C and |

Policy term and change**Prior to change****After change****Income Protection****Rehabilitation benefit**

Clarified and removed 'we've approved in advance and agrees'

Added 'Which types of rehabilitation programs are covered' and 'When we won't pay'

Rehabilitation benefit

You can claim this benefit if:

- if you already have Accidental Death Cover, it we pay you a Total Disability benefit or a Partial Disability benefit for a period of *disability* before the *cover expiry date* for income protection and
- during that period, the *life insured* is actively participating and co-operating in an *approved occupational rehabilitation program* which *we've approved in advance and agrees* is designed to assist the *life insured* return to the paid work they were performing in their own occupation before their disability (or, where medically necessary, a new occupation).

Rehabilitation benefit

You can claim this benefit if:

- we pay you a Total Disability benefit or a Partial Disability benefit for a period of *disability* before the *cover expiry date* for income protection and
- during that period, the *life insured* is actively participating and co-operating in an *approved occupational rehabilitation program* which is designed to assist the *life insured* return to the paid work they were performing in their own occupation before their disability (or, where medically necessary, a new occupation).

...

Which types of rehabilitation programs are covered

We will pay this benefit for the following types of programs:

- graded exercise programs
- wellness programs
- business coaching
- graded return-to-work programs
- work-related counselling
- career advice and redirection
- re-skilling or retraining
- other types of programs which we reasonably approve from time to time.

...

When we won't pay

We won't pay the costs of your participation in certain types of rehabilitation programs.

For example, we will not reimburse costs of participating in the following types of programs:

- Programs which provide treatment as defined by the Life Insurance and Health Insurance Acts
- Ongoing services that do not lead to an increase in function
- Programs that do not have the primary purpose of returning you to paid employment
- Programs that do not have goals incorporated into the plan that can be measured
- Programs that are for general wellbeing and are not part of an occupational rehabilitation program.

We recommend you seek our approval of the program prior to your participation otherwise there is the risk that you'll be out of pocket for the costs incurred. We won't unreasonably delay letting you know whether or not we'll reimburse you for the proposed rehabilitation program.

...

Policy term and change

Removed 2nd requirement under 'When it ends'

Prior to change**When it ends**

The benefit ends on the first of the following:

- we've paid the maximum amount of the benefit
- when the provider of the *approved occupational rehabilitation program* indicates the rehabilitation goal is unlikely to be achieved in the expected timeframe.
- the *benefit period* ends
- the *life insured* is no longer disabled
- this policy ends
- the *cover expiry date* for income protection
- the *life insured* dies
- the *life insured* unreasonably refuses to undergo medical treatment for the disability recommended by their *medical practitioner*, including participation in an *approved occupational rehabilitation program*
- we pay a *Permanent Disablement benefit* for the *life insured* under the Permanent Disablement Cover option (see page 86).

After change**When it ends**

The benefit ends on the first of the following:

- we've paid the maximum amount of the benefit
- the *benefit period* ends
- the *life insured* is no longer disabled
- this policy ends
- the *cover expiry date* for income protection
- the *life insured* dies
- the *life insured* unreasonably refuses to undergo medical treatment for the disability recommended by their *medical practitioner*, including participation in an *approved occupational rehabilitation program*
- we pay a *Permanent Disablement benefit* for the *life insured* under the Permanent Disablement Cover option (see page 86)

Essential Cover (accidents only)**What exclusions apply**

Clarified wording

What exclusions apply

The following are excluded:

...

- an injury which is caused directly or indirectly by attempt at suicide, self-inflicted infection, participation in criminal activity, an act of war (whether declared or not), the taking of alcohol or the taking of drugs other than prescribed by a *medical practitioner* or
- an injury in connection with a condition which first occurred, or first became apparent, before the cover under this policy or an increase in cover came into effect (for this purpose, a condition includes, but is not limited to, a disease, infection, hernia or cerebral vascular accident).

What exclusions apply

The following are excluded:

...

- an injury which is caused directly or indirectly by attempt at suicide, self-inflicted infection, participation in criminal activity, an act of war (whether declared or not), the taking of alcohol, or the taking of drugs other than **in the manner** prescribed by a *medical practitioner* or
- an injury in connection with a condition which first occurred, or **which a reasonable person in the circumstances could be expected to have been aware of**, before the cover under this policy or an increase in cover came into effect (for this purpose, a condition includes, but is not limited to, a disease, infection, hernia or cerebral vascular accident).

Income Protection**Specific Injuries benefit****Lump sum option**

Removed 'agree to'

Lump sum option

If we **agree to** pay a Specific Injuries benefit for an event for which the payment period is 24 months or less, you can choose to receive that benefit as a lump sum instead of as monthly payments.

Lump sum option

If we pay a Specific Injuries benefit for an event for which the payment period is 24 months or less, you can choose to receive that benefit as a lump sum instead of as monthly payments.

| Policy term and change | Prior to change | After change |
|--|--|---|
| <p data-bbox="76 241 292 268">Income Protection</p> <p data-bbox="76 288 408 315">Rehabilitation Expenses benefit</p> <p data-bbox="76 331 316 358">Updated 'When we pay'</p> <p data-bbox="76 488 399 515">Added 'What we will reimburse'</p> <p data-bbox="76 875 399 927">Replaced 'What we won't pay' with 'What we won't reimburse'</p> | <p data-bbox="448 241 608 268">When we pay it</p> <p data-bbox="448 284 970 394">We pay this benefit if we're paying the Total Disability benefit for the <i>life insured's total disability</i> and the <i>life insured</i> is paying rehabilitation expenses as a direct result of:</p> <ul data-bbox="448 400 970 488" style="list-style-type: none"> • participating in an <i>approved occupational rehabilitation program</i> or • engaging in or trying to engage in an occupation. <p data-bbox="448 501 970 611">Some examples of rehabilitation expenses covered by this benefit are the cost of travelling to attend an approved occupational rehabilitation program or the cost of structural changes to your office.</p> <p data-bbox="448 875 647 902">What we won't pay</p> <p data-bbox="448 916 660 943">We won't reimburse:</p> <ul data-bbox="448 949 970 1025" style="list-style-type: none"> • money spent without our prior approval or • the cost of the <i>approved occupational rehabilitation program</i> itself. | <p data-bbox="994 241 1137 268">When we pay</p> <p data-bbox="994 284 1516 371">If we're paying the Total Disability benefit for the <i>life insured's total disability</i> and the <i>life insured</i> is paying rehabilitation expenses as a direct result of:</p> <ul data-bbox="994 378 1516 465" style="list-style-type: none"> • participating in an <i>approved occupational rehabilitation program</i> or • engaging in or trying to engage in an occupation. <p data-bbox="994 488 1241 515">What we will reimburse</p> <p data-bbox="994 528 1516 582">We'll reimburse the following types of reasonable rehabilitation expenses:</p> <ul data-bbox="994 589 1516 846" style="list-style-type: none"> • modification of work environments • travelling to attend an <i>approved occupational rehabilitation program</i> • the supply of ergonomic equipment • other rehabilitation expenses which we reasonably approve from time to time that are a direct result of participating in an <i>approved occupational rehabilitation program</i> or engaging in or trying to engage in an occupation. <p data-bbox="994 875 1262 902">What we won't reimburse</p> <p data-bbox="994 916 1445 943">We won't reimburse the following expenses:</p> <ul data-bbox="994 949 1516 1120" style="list-style-type: none"> • the cost of the <i>approved occupational rehabilitation program</i> itself • structural changes to your home unless they are a modification of your work environment • equipment that assists the <i>life insured</i> with <i>activities of daily living</i> <p data-bbox="994 1126 1516 1202">which are not a direct result of participating in an <i>approved occupational rehabilitation program</i> or engaging in or trying to engage in an occupation.</p> <p data-bbox="994 1218 1516 1420">We recommend you seek our approval of the rehabilitation expenses prior to purchasing otherwise there is the risk that you'll be out of pocket for the costs incurred. We won't unreasonably delay letting you know whether or not we'll reimburse you for the rehabilitation expenses.</p> |
| <p data-bbox="76 1451 292 1478">Income Protection</p> <p data-bbox="76 1498 336 1525">Bed Confinement benefit</p> <p data-bbox="76 1541 236 1568">When we pay it</p> <p data-bbox="76 1583 387 1637">Removed 'totally disabled and' and the first requirement</p> | <p data-bbox="448 1451 708 1478">Bed Confinement benefit</p> <p data-bbox="448 1494 970 1603">Helps cover the additional costs incurred if you are <u>totally disabled and confined to bed for at least three days continuously during the waiting period.</u></p> <p data-bbox="448 1637 608 1664">When we pay it</p> <p data-bbox="448 1680 671 1706">We pay this benefit if:</p> <ul data-bbox="448 1713 970 1966" style="list-style-type: none"> • due to <i>sickness or injury</i> which confines the <i>life insured</i> to bed they can't perform at least one <i>income-producing duty of their occupation</i> and • the <i>life insured</i> is confined to bed continuously for at least three days during the <i>waiting period</i> and • a <i>medical practitioner</i> certifies that the <i>life insured</i> needs the continuous care of a registered nurse. | <p data-bbox="994 1451 1254 1478">Bed Confinement benefit</p> <p data-bbox="994 1494 1516 1581">Helps cover the additional costs incurred if you are confined to bed for at least three days continuously during the waiting period.</p> <p data-bbox="994 1603 1153 1630">When we pay it</p> <p data-bbox="994 1646 1217 1673">We pay this benefit if:</p> <ul data-bbox="994 1680 1516 1854" style="list-style-type: none"> • the <i>life insured</i> is confined to bed continuously for at least three days during the <i>waiting period</i> and • a <i>medical practitioner</i> certifies that the <i>life insured</i> needs the continuous care of a registered nurse. |

| Policy term and change | Prior to change | After change |
|---|--|---|
| <p>Income Protection</p> <p>Super Continuance option</p> <p>What we pay</p> <p>Removed 'generally' and 'or another super plan we approve'</p> | <p>What we pay</p> <p>We pay this benefit as part of the Total, Partial or other relevant disability benefit.</p> <p>For the benefit, we generally pay the lesser of:</p> <p>...</p> <p>The plan you nominate must be:</p> <ul style="list-style-type: none"> • a regulated super fund • a retirement savings account or • another super plan we approve. | <p>What we pay</p> <p>We pay this benefit as part of the Total, Partial or other relevant disability benefit.</p> <p>For the benefit, we pay the lesser of:</p> <p>...</p> <p>The plan you nominate must be:</p> <ul style="list-style-type: none"> • a regulated super fund or • a retirement savings account. |
| <p>Income Protection</p> <p>Waiving premiums for personal circumstances</p> <p>When we waive premiums</p> <p>Added new wording to convey reasonableness</p> | <p>When we waive premiums</p> | <p>When we waive premiums</p> <p><u>New wording added</u></p> <p>When determining whether you meet the above requirements AIA Australia will act reasonably.</p> |
| <p>Income Protection</p> <p>Waiving premiums for personal circumstances</p> <p>Requirements</p> <p>Removed the 30-day requirement to provide evidence and added 'reasonably'</p> | <p>Requirements</p> <p>What you'll need to provide us and when depends on the event for which you're requesting the premium waiver:</p> <p>What you need to provide...</p> <p>For involuntary unemployment</p> <p>Statements from the <i>life insured's</i> former employer and, if applicable, the employment agency with which they're registered.</p> <p>When you need to provide it...</p> <p>Within 30 days of the date the <i>life insured</i> first became <i>involuntarily unemployed</i>.</p> | <p>Requirements</p> <p>What you'll need to provide us and when depends on the event for which you're requesting the premium waiver:</p> <p>What you need to provide...</p> <p>For involuntary unemployment</p> <p>Reasonable evidence of the <i>life insured's</i> <i>involuntary unemployment</i> which can include statements from the <i>life insured's</i> former employer and, if applicable, the employment agency with which they're registered.</p> |
| <p>Income Protection</p> <p>Waiving premiums for personal circumstances</p> <p>Requirements</p> <p>Removed the 30-day requirement to provide evidence and added 'reasonably'</p> | <p>What you need to provide...</p> <p>For parental leave</p> <p>Statements from the <i>life insured's</i> employer and, if applicable, <i>medical practitioner</i>. If the <i>life insured</i> is <i>self-employed</i>, you must also provide us with any additional information we require about the <i>self-employment</i>.</p> <p>When you need to provide it...</p> <p>30 days before the <i>parental leave</i> begins.</p> | <p>What you need to provide...</p> <p>For parental leave</p> <p>Reasonable evidence of the <i>life insured's</i> <i>parental leave</i> which can include statements from the <i>life insured's</i> employer and, if applicable, <i>medical practitioner</i>. If the <i>life insured</i> is <i>self-employed</i>, you must also provide us with any additional information we reasonably require about the <i>self-employment</i>.</p> |
| <p>Income Protection</p> <p>Waiving premiums for personal circumstances</p> <p>Requirements</p> <p>Removed the 30-day requirement to provide evidence and added 'reasonably'</p> | <p>What you need to provide...</p> <p>For financial hardship</p> <p>If the <i>financial hardship</i> is due to the <i>life insured's</i> <i>spouse's involuntary unemployment</i>:</p> <ul style="list-style-type: none"> • Statements from the <i>life insured's</i> <i>spouse's</i> former employer and, if applicable, the employment agency with which they're registered. <p>If the <i>financial hardship</i> is due to the death of the <i>life insured's</i> <i>spouse</i>:</p> <ul style="list-style-type: none"> • the death certificate of the <i>life insured's</i> <i>spouse</i>. <p>When you need to provide it...</p> <p>Within 30 days of the date the <i>life insured's</i> <i>financial hardship</i> began.</p> | <p>What you need to provide...</p> <p>For financial hardship</p> <p>Reasonable evidence of <i>financial hardship</i> if the <i>financial hardship</i> is due to the <i>life insured's</i> <i>spouse's involuntary unemployment</i> which can include:</p> <ul style="list-style-type: none"> • Statements from the <i>life insured's</i> <i>spouse's</i> former employer and, if applicable, the employment agency with which they're registered. <p>If the <i>financial hardship</i> is due to the death of the <i>life insured's</i> <i>spouse</i>:</p> <ul style="list-style-type: none"> • the death certificate of the <i>life insured's</i> <i>spouse</i>. |

| Policy term and change | Prior to change | After change |
|--|---|--|
| <p>Income Protection</p> <p>Guaranteed insurability</p> <p>Requesting the increase</p> <p>Added 'reasonably'</p> | <p>Requesting the increase</p> <p>You must apply within 30 days before or after the <i>policy anniversary date</i> which occurs immediately after the date on which the <i>life insured's monthly income</i> is to be increased. You must provide any financial information we request about the <i>life insured's monthly income</i> (including a statement of the <i>life insured's</i> income over the previous two years).</p> | <p>Requesting the increase</p> <p>You must apply within 30 days before or after the <i>policy anniversary date</i> which occurs immediately after the date on which the <i>life insured's monthly income</i> is to be increased. You must provide any financial information we reasonably request about the <i>life insured's monthly income</i> (including a statement of the <i>life insured's</i> income over the previous two years).</p> |
| <p>Income Protection</p> <p>Reduced waiting period</p> <p>What it does</p> <p>When to apply</p> <p>Added 'reasonably/reasonable'</p> | <p>What it does</p> <p>While we won't require updated medical evidence, our acceptance of your application is subject to your current occupation and income details being satisfactory to us.</p> <p>When to apply</p> <p>You must apply to reduce your <i>waiting period</i> within 30 days after cover ends for the <i>life insured</i> under the <i>group income protection policy</i>. If you have met our requirements and we accept your application, we'll then reduce your <i>waiting period</i> from the next <i>premium due date</i>.</p> | <p>What it does</p> <p>While we won't require updated medical evidence, our acceptance of your application is subject to your current occupation and income details being reasonably satisfactory to us.</p> <p>When to apply</p> <p>You must apply to reduce your <i>waiting period</i> within 30 days after cover ends for the <i>life insured</i> under the <i>group income protection policy</i>. If you have met our reasonable requirements and we accept your application, we'll then reduce your <i>waiting period</i> from the next <i>premium due date</i>.</p> |
| <p>Income Protection</p> <p>Exclusions</p> <p>Misconduct</p> <p>Removed exclusion</p> | <p>Misconduct</p> <p>We won't pay a benefit for any condition arising solely from a permanent or temporary banning, deregistration or disqualification of the <i>life insured</i> which prevents them from pursuing, practicing or engaging in their occupation or profession.</p> | |
| <p>Income Protection and Business Overheads Cover</p> <p>Limitations</p> <p>Geographical limits</p> <p>Removed 'which are acceptable to us' and 'without or prior written consent' and added a recommendation</p> | <p>Geographical limits</p> <p>If the <i>life insured</i> travels or resides outside Australia before or during a claim, we won't pay benefits for more than six months in total, unless the <i>life insured</i> is unable to return to Australia for medical reasons which are acceptable to us.</p> <p>...</p> <p>If we're paying benefits for a <i>life insured</i> and the <i>life insured</i> leaves Australia without our prior written consent, we may stop payments after six months in total.</p> | <p>Geographical limits</p> <p>If the <i>life insured</i> travels or resides outside Australia before or during a claim, we won't pay benefits for more than six months in total, unless the <i>life insured</i> is unable to return to Australia for medical reasons.</p> <p>...</p> <p>If we're paying benefits for a <i>life insured</i> and the <i>life insured</i> leaves Australia, we will stop payments after six months in total.</p> <p>We recommend you discuss your plans with us prior to leaving Australia to understand whether there is a possibility for payments to continue after six months in total. We won't unreasonably delay letting you know whether payments can continue during this period.</p> |

Policy term and change**Prior to change****After change****Business Overheads Cover****Business expenses we don't cover**

Increased clarity by adding an exhaustive list of what is and is not covered

Business expenses we don't cover

The business expenses we don't cover include (but aren't limited to):

- 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:
 - (a). the costs were the costs of hiring the employee after the *life insured* became *totally disabled* and
 - (b). 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.

Business expenses we don't cover

The business expenses we don't cover are any of the following amounts paid to the *life insured*, *immediate family member* or to any joint owner of the *business*:

- salary and associated costs
- superannuation
- bonuses
- commissions
- overtime payments
- allowances
- fringe benefits
- director's fees
- consulting fees
- contract payments
- amounts paid where the recipient is self-employed.

Other business expenses we don't cover are any of the following amounts paid to income generating employees:

- salaries, wages, bonuses, commission, employee benefits, allowances, fringe benefits, overtime, fees, superannuation, and associated costs 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.

Also, the following business expenses aren't covered:

- 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.

Business Overheads Cover**What benefit we pay**

Removed 'we're satisfied that'

What benefit we pay

- if a covered business expense was paid before the *life insured* was *totally disabled*, but we're satisfied that the business expense relates to a complete month during which the *life insured* was *totally disabled*, then we treat a proportion of that business expense (as we consider appropriate) as if it had been paid during that month.

What benefit we pay

- if a covered business expense was paid before the *life insured* was *totally disabled*, but the business expense relates to a complete month during which the *life insured* was *totally disabled*, then we treat a proportion of that business expense (as we consider appropriate) as if it had been paid during that month.

Business Overheads Cover**Change of ownership**

Removed 'you must tell us' and clarified the impact relating to underlying ownership and their share in the business

Change of ownership

You must tell us if the underlying ownership of the *business* changes. Underlying ownership means a beneficial interest in the *business* held directly or through any interposed corporation, partnership or trust. If this changes, we may change the *Business Overheads monthly benefit* in a way that reflects those changes.

Change of ownership

If the underlying ownership and your share of the *business* changes, we may change the *Business Overheads monthly benefit* in a way to reflect those changes. Underlying ownership means a beneficial interest in the *business* held directly or through any interposed corporation, partnership or trust.

Table 3. Policy updates to Guaranteed Insurability options

| Policy term and change | Prior to change | After change |
|--|---|--|
| <p>Personal events</p> <p>Requirements</p> <p>Removed 'satisfactory to us' and added 'reasonable'</p> | <p>Requirements</p> <p>To use this option you must give us written notice within 30 days before or after the personal event or the next policy anniversary date. If we ask for it, you must give us proof, satisfactory to us, that the personal event has occurred and the date it occurred. The increase in cover takes effect from the date we notify you in writing, which will be within 30 days of the date our requirements are met.</p> | <p>Requirements</p> <p>To use this option you must give us written notice within 30 days before or after the personal event or the next policy anniversary date. If we ask for it, you must give us reasonable proof that the personal event has occurred and the date it occurred. The increase in cover takes effect from the date we notify you in writing, which will be within 30 days of the date our requirements are met.</p> |
| <p>Personal events</p> <p>Change of policy owner</p> <p>Removed 'if we agree or'</p> | <p>Change of policy owner</p> <p>If the original policy owner is no longer the beneficial owner of this policy, this option can only be used if we agree or if the policy owner or beneficial owner is:</p> | <p>Change of policy owner</p> <p>If the original policy owner is no longer the beneficial owner of this policy, this option can only be used if the policy owner or beneficial owner is:</p> |
| <p>Business events and Business Safe Cover option</p> <p>Eligibility</p> <p>What does the business event involve?</p> <p>Key person</p> <p>Removed 'in our opinion'</p> | <p>What does the business event involve?</p> <p>Key person</p> <p>In our opinion, the <i>life insured</i> is crucial to the operation of the business in which the policy owner is involved.</p> | <p>What does the business event involve?</p> <p>Key person</p> <p>The <i>life insured</i> is crucial to the operation of the business in which the policy owner is involved.</p> |
| <p>Business events and Business Safe Cover option</p> <p>Valuing the increase</p> <p>Clarified and removed:</p> <ul style="list-style-type: none"> • 'we have approved' • 'acceptable to us' | <p>Valuing the increase</p> <p>If an increase in cover is applied for business growth, key person or financial interest, a qualified accountant or valuer we have approved must calculate the revised valuation of the business, the value of the <i>life insured</i> to the business or the <i>life insured's</i> financial interest in the business, as applicable.</p> <p>For a business loan, you must provide us with loan documentation, acceptable to us, evidencing the increase in the business loan.</p> | <p>Valuing the increase</p> <p>If an increase in cover is applied for business growth, key person or financial interest, a qualified accountant or qualified valuer must calculate the revised valuation of the business, the value of the <i>life insured</i> to the business or the <i>life insured's</i> financial interest in the business, as applicable.</p> <p>For a business loan, you must provide us with loan documentation evidencing the increase in the business loan.</p> |
| <p>Business events and Business Safe Cover option</p> <p>Change of policy owner</p> <p>Removed 'if we agree or'</p> | <p>Change of policy owner</p> <p>If the original policy owner is no longer the beneficial owner of this policy, the option can only be used if we agree or if the policy owner or beneficial owner is:</p> | <p>Change of policy owner</p> <p>If the original policy owner is no longer the beneficial owner of this policy, the option can only be used if the policy owner or beneficial owner is:</p> |
| <p>Business events and Business Safe Cover option</p> <p>Information to be provided</p> <p>Added 'reasonably'</p> | <p>Information to be provided</p> <p>We must be given all the financial information we request about:</p> | <p>Information to be provided</p> <p>We must be given all the financial information we reasonably request about:</p> |

Table 4. Updates to definitions

| Definition and change | Prior to change | After change |
|---|--|---|
| <p>relevant medical specialist(s)</p> <p>Replaced 'we consider to be' with 'who is'</p> | <p><i>relevant medical specialist(s)</i></p> <p>A medical practitioner we consider to be a specialist in the relevant field of medicine.</p> | <p><i>relevant medical specialist(s)</i></p> <p>A medical practitioner who is a specialist in the relevant field of medicine.</p> |
| <p>terminally ill/terminal illness</p> <p>Removed 'we are satisfied' and clarified wording</p> | <p><i>terminally ill/terminal illness</i></p> <p>The <i>life insured</i> is terminally ill if all of the following apply:</p> <ul style="list-style-type: none"> • two <i>medical practitioners</i> each certify in writing the <i>life insured</i> has a <i>sickness</i> or <i>injury</i> that, despite reasonable medical treatment in the <i>life insured's</i> circumstances, is likely to result in their death within a period (the certification period) that ends not more than 24 months after the date of the certification • at least one of the <i>medical practitioners</i> is a specialist practising in an area related to the <i>life insured's sickness</i> or <i>injury</i> • based on such medical or other evidence we reasonably require to be provided, we are satisfied <ul style="list-style-type: none"> - with the prognosis reached in each of the certifications and - that the prognosis was first made while <i>Life Care</i> applied to the <i>life insured</i> • for each of the certificates, the certification period has not ended. | <p><i>terminally ill/terminal illness</i></p> <p>The <i>life insured</i> is terminally ill if all of the following apply:</p> <ul style="list-style-type: none"> • two <i>medical practitioners</i> each certify in writing the <i>life insured</i> has a <i>sickness</i> or <i>injury</i> that, despite reasonable medical treatment in the <i>life insured's</i> circumstances, is likely to result in their death within a period (the certification period) that ends not more than 24 months after the date of the certification • at least one of the <i>medical practitioners</i> is a specialist practising in an area related to the <i>life insured's sickness</i> or <i>injury</i> • based on such medical or other evidence we reasonably require, provided the prognosis was first made while <i>Life Care</i> applied to the <i>life insured</i> and • for each of the certificates, the certification period has not ended. |
| <p>income producing duty/income producing duties</p> <p>Removed 'we consider'</p> | <p><i>income producing duty/income producing duties</i></p> <p>An income producing duty is a duty of the <i>life insured's</i> main <i>occupation</i> we consider primarily essential to producing the <i>life insured's</i> monthly income.</p> <p>Income producing duties are all the duties of the <i>life insured's</i> main <i>occupation</i> we consider primarily essential to producing the <i>life insured's</i> monthly income.</p> | <p><i>income producing duty/income producing duties</i></p> <p>An income producing duty is a duty of the <i>life insured's</i> main <i>occupation</i> which is primarily essential to producing the <i>life insured's</i> monthly income.</p> <p>Income producing duties are all the duties of the <i>life insured's</i> main <i>occupation</i> which are primarily essential to producing the <i>life insured's</i> monthly income.</p> |
| <p>indexation factor</p> <p>Added 'reasonably'</p> | <p><i>indexation factor</i></p> <p>The most recent annual percentage change in the Consumer Price Index (CPI) (all groups – eight capital cities combined) published by the Australian Bureau of Statistics. If no CPI is published, we use a figure we consider most nearly replaces it.</p> <p>Where the <i>indexation factor</i> is applied to the indexation of cover it's the last change that occurred three months before the <i>policy anniversary date</i> of the policy.</p> | <p><i>indexation factor</i></p> <p>The most recent annual percentage change in the Consumer Price Index (CPI) (all groups – eight capital cities combined) published by the Australian Bureau of Statistics. If no CPI is published, we use a figure we reasonably consider most nearly replaces it.</p> <p>Where the <i>indexation factor</i> is applied to the indexation of cover it's the last change that occurred three months before the <i>policy anniversary date</i> of the policy.</p> |
| <p>offset payments</p> <p>Clarified wording</p> | <p><i>offset payments</i></p> <p>The offset payments are:</p> <p>...</p> <ul style="list-style-type: none"> • payments from any other insurance that provide income payments due to sickness or injury and | <p><i>offset payments</i></p> <p>The offset payments due to same sickness or injury are:</p> <p>...</p> <ul style="list-style-type: none"> • payments from any other insurance that provide income payments and |

| Definition and change | Prior to change | After change |
|--|---|--|
| <p>parental leave</p> <p>Removed 'by us' and added 'reasonably'</p> | <p><i>parental leave</i></p> <p>Parental leave means:</p> <p>...</p> <p>or</p> <p>...</p> <ul style="list-style-type: none"> they take temporary leave from their <i>self-employment</i> for the care of a new born or new adopted child and, had they been employed by an employer, they would have been considered by us to be on parental leave and | <p><i>parental leave</i></p> <p>Parental leave means:</p> <p>...</p> <p>or</p> <p>...</p> <ul style="list-style-type: none"> they take temporary leave from their <i>self-employment</i> for the care of a new born or new adopted child and, had they been employed by an employer, they would have been reasonably considered to be on parental leave and |
| <p>pre-existing condition</p> <p>Clarified wording</p> | <p><i>pre-existing condition</i></p> <p>A pre-existing condition is any condition:</p> <ul style="list-style-type: none"> that first occurred or the circumstances leading to which first became apparent before the cover under this policy started or increased. | <p><i>pre-existing condition</i></p> <p>A pre-existing condition means a health condition:</p> <ul style="list-style-type: none"> that first occurred before the commencement, reinstatement or increase of the relevant cover; and which you had at the relevant time been aware of, or which a reasonable person in your position could have been expected to have been aware of. <p>If, in relation to a health condition, you had suffered symptoms which, to a reasonable person, would have indicated the presence of that health condition or the need to seek medical treatment or investigation that would have revealed the presence of that health condition prior to the commencement, reinstatement or increase of the relevant benefit, that health condition will be a pre-existing condition notwithstanding that you were not in fact aware of it and you will not be covered in respect of it if we would have declined to cover you in respect of it if we had knowledge of it.</p> |
| <p>relevant age</p> <p>Removed 'we are satisfied'</p> | <p><i>relevant age</i></p> <p>The age in years the <i>life insured</i> will reach on their next birthday after the date the <i>Permanent Disablement benefit</i> first becomes payable for the <i>life insured</i>. The date the <i>Permanent Disablement benefit</i> first becomes payable can't be a date earlier than the date on which we are satisfied the <i>life insured</i> is <i>permanently disabled</i> and we have been asked to pay the <i>Permanent Disablement benefit</i>.</p> | <p><i>relevant age</i></p> <p>The age in years the <i>life insured</i> will reach on their next birthday after the date the <i>Permanent Disablement benefit</i> first becomes payable for the <i>life insured</i>. The date the <i>Permanent Disablement benefit</i> first becomes payable can't be a date earlier than the date on which the <i>life insured</i> is <i>permanently disabled</i> and we have been asked to pay the <i>Permanent Disablement benefit</i>.</p> |

Table 5. Updates to medical definitions

| Definition and change | Prior to change | After change |
|--|---|---|
| <p>cardiac arrest</p> <p>Removed 'we consider'</p> | <p><i>cardiac arrest</i></p> <p>Cardiac arrest which meets all of the following:</p> <p>...</p> <ul style="list-style-type: none"> its occurrence is confirmed by an electrocardiogram or, if an electrocardiogram is not available, by such alternative medical evidence we consider reasonable in the circumstances (for example, ambulance or hospital medical reports). | <p><i>cardiac arrest</i></p> <p>Cardiac arrest which meets all of the following:</p> <p>...</p> <ul style="list-style-type: none"> its occurrence is confirmed by an electrocardiogram or, if an lectrocardiogram is not available, by such alternative medical evidence reasonable in the circumstances (for example, ambulance or hospital medical reports). |
| <p>loss of independent existence</p> <p>Removed 'we consider'</p> | <p><i>loss of independent existence</i></p> <p>A person won't be considered unable to perform an <i>activity of daily living</i> if they can still perform the activity with the assistance of an artificial aid we consider reasonable for the person to use.</p> | <p><i>loss of independent existence</i></p> <p>A person won't be considered unable to perform an <i>activity of daily living</i> if they can still perform the activity with the assistance of an artificial aid reasonable for the person to use.</p> |
| <p>medically acquired HIV</p> <p>Added 'reasonably'</p> | <p><i>medically acquired HIV</i></p> <p>If we consider it necessary, we must, for independent testing:</p> | <p><i>medically acquired HIV</i></p> <p>If we consider it reasonably necessary, we must, for independent testing:</p> |
| <p>multiple sclerosis with impairment</p> <p>and</p> <p>multiple sclerosis of limited extent</p> <p>Removed 'acceptable to us' and added 'accepted medical'</p> | <p><i>multiple sclerosis with impairment</i></p> <p>The diagnosis of multiple sclerosis as certified by a <i>relevant medical specialist</i> and evidenced by magnetic resonance imaging or other investigations acceptable to us and has resulted in persisting neurological abnormalities.</p> <p><i>multiple sclerosis of limited extent</i></p> <p>The diagnosis of multiple sclerosis as certified by a <i>relevant medical specialist</i> and evidenced by magnetic resonance imaging or other investigations acceptable to us and has not resulted in persisting neurological abnormalities.</p> | <p><i>multiple sclerosis with impairment</i></p> <p>The diagnosis of multiple sclerosis as certified by a <i>relevant medical specialist</i> and evidenced by magnetic resonance imaging or other accepted medical investigations and has resulted in persisting neurological abnormalities.</p> <p><i>multiple sclerosis of limited extent</i></p> <p>The diagnosis of multiple sclerosis as certified by a <i>relevant medical specialist</i> and evidenced by magnetic resonance imaging or other accepted medical investigations and has not resulted in persisting neurological abnormalities.</p> |

Table 6. Updates to other policy conditions

The following table shows examples of changes to certain phrases and expressions throughout the PDS. Examples are shown for illustration.

| Policy term and change | Prior to change | After change |
|--|---|--|
| Stepped Other premium increases Clarified wording | Other premium increases A stepped premium doesn't just increase with age. It can also increase for other reasons. For example, because your cover increases or we increase our premium rates for all our policy owners, which is something we can do at any time but we'll tell you before it happens. | Other premium increases A stepped premium doesn't just increase with age. It can also increase for other reasons. For example, because your cover increases or we increase our premium rates for all our policy owners, which is reasonably necessary to protect our legitimate business interests. This is something we can do at any time but we'll tell you before it happens. |
| Level When we'll calculate premium using your current age Clarified wording | When we'll calculate premium using your current age If you've chosen a level premium and: ... <ul style="list-style-type: none"> • you make any other change to the policy that increases the premium we calculate the premium for the change in cover using the <i>life insured's</i> age next birthday on the date we agreed to the change. | When we'll calculate premium using your current age If you've chosen a level premium and: ... <ul style="list-style-type: none"> • you make any other change to the policy that increases the premium we calculate the premium for the change in cover using the <i>life insured's</i> age next birthday on the effective date of the change. |
| Premium rate increases Clarified wording | Premium rate increases We don't guarantee premium rates in later years will be the same as current rates. We, as insurer, can change the rates for all policies in a group whether a stepped or level premium applies, but we won't change the rates for a policy by itself. We will give you at least 30 days' notice before any increase in premium rates. | Premium rate increases We don't guarantee premium rates in later years will be the same as current rates. We, as insurer, can change the rates for all policies in a group whether a stepped or level premium applies provided the premium rate changes are reasonably necessary to protect our legitimate business interests. This includes (without limitation) in circumstances where there are increases in the costs we incur or are reasonably likely based on actuarial analysis to incur, in providing the insurance cover set out in this PDS or where we become liable for any tax or other charges levied by any Commonwealth, state or territory government, authority or body in connection with the Policy. We won't change the rates for a policy by itself. We will give you at least 30 days' notice before any increase in premium rates. |
| Factors which affect your premium Table (Stamp duty) Removed 'we believe is' and clarified wording | Stamp Duty Where charged, stamp duty increases your premium as the premium reflects the duty we believe is payable, according to stamp duty laws and practices. | Stamp Duty Where charged, stamp duty increases your premium as the premium reflects the duty payable, according to stamp duty laws and practices. Your premium may change as a result of changes to stamp duty law. If this results in an increase in premium, we will increase your premium in accordance with 'Premium rate increases'. |

| Policy term and change | Prior to change | After change |
|---|--|--|
| <p>Stamp duty</p> <p>Added additional Stamp Duty information</p> | <p>N/A</p> | <p>Stamp duty</p> <p>Stamp duty is a government charge that can vary depending on the state or territory in which you live and the type of benefit you select.</p> <p>For some rider cover, the amount of stamp duty payable is included in the premium and is not an additional charge to you.</p> <p>For other cover, it is not included in the premium and is an additional charge to you. Your financial adviser can provide you with a personalised premium quotation showing the amount of any stamp duty that is payable as an additional charge under your policy.</p> <p>If the amount of the stamp duty payable is increased or decreased by a state or territory, the stamp duty charged under your policy may be changed as set out under 'Premium rate increases'.</p> |
| <p>Changing the frequency charge and policy fee</p> <p>Clarified wording</p> | <p>Changing the frequency charge and policy fee</p> <p>We, as insurer, can increase the policy fee and frequency charge at any time but you'll be given at least 30 days' notice before any such increase.</p> | <p>Changing the frequency charge and policy fee</p> <p>We, as insurer, can increase the policy fee and frequency charge, which are reasonably necessary to protect our legitimate business interests, at any time but you'll be given at least 30 days' notice before any such increase.</p> |
| <p>Policy fee waiver</p> <p>Removed 'as determined by us' and 'we choose'</p> | <p>Policy fee waiver</p> <p>If we issue two or more policies under the same application, we'll only charge a policy fee on one of them as determined by us.</p> <p>If the policy on which we are charging the policy fee ends, we'll start charging the policy fee on one of the other in force policies we choose. We'll do this from the next <i>policy anniversary date</i> under that policy.</p> | <p>Policy fee waiver</p> <p>If we issue two or more policies under the same application, we'll only charge a policy fee on one of them.</p> <p>If the policy on which we are charging the policy fee ends, we'll start charging the policy fee on one of the other in force policies. We'll do this from the next <i>policy anniversary date</i> under that policy.</p> |
| <p>If we cancel insurance</p> <p>Removed 'to our satisfaction' and added 'as reasonably requested'</p> | <p>If we cancel insurance</p> <p>The following conditions apply:</p> <ul style="list-style-type: none"> we must receive, to our satisfaction, evidence of health, occupation, pastimes or other relevant information | <p>If we cancel insurance</p> <p>The following conditions apply:</p> <ul style="list-style-type: none"> we must receive evidence of health, occupation, pastimes or other relevant information as reasonably requested |
| <p>How to make a claim</p> <p>Changed to a recommendation and added '(where relevant)'</p> | <p>How to make a claim</p> <p>You must promptly tell us in writing of any claim or potential claim.</p> <p>You and the <i>life insured's</i> attending <i>medical practitioner(s)</i> must complete the claims kit and return it to us.</p> | <p>How to make a claim</p> <p>We recommend you tell us as soon as practicable of any claim or potential claim.</p> <p>You and the <i>life insured's</i> attending <i>medical practitioner(s)</i> must complete the claims kit (where relevant) and return it to us.</p> |
| <p>What we need from you</p> <p>Changed 'our' to 'the'</p> | <p>What we need from you</p> <p>We won't pay a claim unless you meet our claims requirements.</p> | <p>What we need from you</p> <p>We won't pay a claim unless you meet the claims requirements.</p> |
| <p>Proof of age</p> <p>Removed 'which is satisfactory to us'</p> | <p>Proof of age</p> <p>We won't pay any benefit until we receive proof of the <i>life insured's</i> age which is satisfactory to us.</p> | <p>Proof of age</p> <p>We won't pay any benefit until we receive proof of the <i>life insured's</i> age.</p> |

Policy term and change**Prior to change****After change****Financial and other information**

Added 'reasonably' and changed 'regular' to 'monthly'

Financial and other information

We may also ask you to give us, at your expense, other information we consider necessary to assess the claim. This may include an examination of the *life insured's* financial records and tax returns.

If the *life insured* is *self-employed*, a working director or a partner in a partnership, we may also examine the accounting records of the *business* or practice if we consider this necessary.

We may also ask you to keep a record of your daily activities and provide us with this information on a **regular** basis.

Financial and other information

We may also ask you to give us, at your expense, other information we consider **reasonably** necessary to assess the claim. This may include an examination of the *life insured's* financial records and tax returns.

If the *life insured* is *self-employed*, a working director or a partner in a partnership, we may also examine the accounting records of the *business* or practice if we consider this **reasonably** necessary.

We may also **reasonably** ask you to keep a record of your daily activities and provide us with this information on a **monthly** basis.

Medical and other examinations

Clarified wording and added 'reasonably'

Medical and other examinations

We only pay a benefit if the *life insured* undergoes, at our expense, any medical or other examination we consider necessary. **Medical examinations are conducted** by a *medical practitioner* of our choice.

If an income protection or Business Overheads Cover claim is on-going, you must at your expense give us regular **evidence** of the *life insured's* **state of health**.

We also require the *life insured's* authority to obtain further medical information about them.

In **certain** circumstances, we may ask a *medical practitioner* of our choice to independently review the available medical evidence to confirm the findings of other *medical practitioners* as to the existence of the relevant medical condition (e.g. **terminal illness**).

Medical and other examinations

We only pay a benefit if the *life insured* undergoes, at our expense, any medical or other examination we **reasonably** consider necessary. **We may reasonably require you to be examined** by a *medical practitioner* of our choice.

If an income protection or Business Overheads Cover claim is on-going, you must at your expense give us regular **updates** of the *life insured's* **health and recovery**.

We also require the *life insured's* authority to obtain further medical information about them.

In **reasonable** circumstances, we may ask a *medical practitioner* of our choice to independently review the available medical evidence to confirm the findings of other *medical practitioners* as to the existence of the relevant medical condition.

Regular reporting

Clarified wording and added 'reasonably'

Regular reporting

If you're being paid an income protection or Business Overheads Cover claim, we'll ask you to give us regular **evidence** of the *life insured's* **state of health**, at your own expense. From time to time we'll also ask you to provide medical reports, proof of earnings and receipts of any business expenses you claim.

Regular reporting

If you're being paid an income protection or Business Overheads Cover claim, we'll **reasonably** ask you to give us regular **updates** of the *life insured's* **health and recovery**, at your own expense. From time to time **we may** also **reasonably** ask you to provide medical reports, proof of earnings and receipts of any business expenses you claim.

| Policy term and change | Prior to change | After change |
|--|---|---|
| Changes in the law | Changes in the law | Changes in the law |
| Removed | <p>We can immediately change any of the terms and conditions of the policy, including premiums, if there is a material change to the law and as a result:</p> <ul style="list-style-type: none"> it becomes impossible or impractical to carry out our obligations under the policy the basis of taxation on us or the policy is changed government levies relating to us or the policy are imposed or changed or the provisions of the policy would otherwise become inconsistent with the law. <p>This doesn't apply to the extent it would prevent the policy from being treated as life insurance business under the Life Insurance Act 1995 (or any legislation that replaces it).</p> <p>We'll notify you of any variation of the policy we make.</p> | |
| Notices | Notices | Notices |
| Added communication methods | <p>Unless you and we otherwise agree:</p> <ul style="list-style-type: none"> you must give any notices to us in writing any notice which we give to you must also be given in writing and is effective if it's delivered personally or delivered or posted to the address last known to us. | <p>Unless you and we otherwise agree:</p> <ul style="list-style-type: none"> you must give any notices to us in writing. Notices can be sent to us by mail or email or in any other manner permitted by law any notice which we give to you must also be given in writing and is effective if it's delivered personally, sent via email, or posted, to the address last known to us. |
| Upgrade provision | Upgrade provision | Upgrade provision |
| Clarified wording | <p>If we introduce future versions of the policy, we'll upgrade all policies in a group to include the improved terms and conditions within a reasonable time frame, but only if no policy in the group is disadvantaged.</p> | <p>If we introduce future versions of the policy, we'll upgrade all policies in a group to be administered under the improved terms and conditions within a reasonable time frame, but only if no policy in the group is disadvantaged.</p> |
| New policy issued under Continuation option | New policy issued under Continuation option | New policy issued under Continuation option |
| Removed 'that we accept' and 'we consider' | <p>The new policy issued under the Continuation option:</p> <p>...</p> <ul style="list-style-type: none"> when aggregated with all similar benefits under any other policy or policies we've issued on the <i>life insured's</i> life, the total amount would not exceed the maximum benefit that we accept. <p>...</p> <ul style="list-style-type: none"> may include extra premiums and/or special provisions or conditions we consider correspond to those we've applied under this policy. | <p>The new policy issued under the Continuation option:</p> <p>...</p> <ul style="list-style-type: none"> when aggregated with all similar benefits under any other policy or policies we've issued on the <i>life insured's</i> life, the total amount would not exceed the maximum benefit. <p>...</p> <ul style="list-style-type: none"> may include extra premiums and/or special provisions or conditions which correspond to those we've applied under this policy. |

Policy term and change**Prior to change****After change****When cover starts and ends**

Added communication methods, removed 'for any other reason' and added last paragraph

When cover starts and ends

Cover for the *life insured* ends on the first of:
...

- the date we cancel the cover:
 - because you request us to cancel your cover (you must do this in writing) or
 - for non-payment of premium or
 - for any other reason.

If the cover is income protection and Business Overheads Cover doesn't apply, the cover also ends if the *life insured* suffers *permanent disablement* and a *Permanent Disablement benefit* is paid.

When cover starts and ends

Cover for the *life insured* ends on the first of:
...

- the date we cancel the cover:
 - because you request us to cancel your cover (you must do this in writing. Notices can be sent to us by mail or email or in any other manner permitted by law) or
 - for non-payment of premium.

If the cover is income protection and Business Overheads Cover doesn't apply, the cover also ends if the *life insured* suffers *permanent disablement* and a *Permanent Disablement benefit* is paid.

If the cover is held under an SMSF Plan policy, the cover also ends on the first of:

- the SMSF has been wound up, or
- the *life insured* ceases to be a member of the SMSF.

Refunds

Replaced 'may' with 'will' and added communication methods

Refunds

We may refund premiums if we receive a written request from you to cancel cover. This depends on when your premiums are paid up to.

Refunds

We will refund premiums if we receive a written request from you to cancel cover. Cancellation requests can be sent to us by mail or email or in any other manner permitted by law. Your refund amount is based on the unexpired portion of premium and will depend on when your premiums are paid up to.

Confirmation of Alternative Policy Terms under electronic applications

Removed as electronic applications no longer apply

Confirmation of Alternative Policy Terms under electronic applications

This policy terminates at midnight on the date which is 28 days after the *date insured from* ('termination date') if:

- this policy was applied for electronically via our online application process and, before the application was made, alternative policy terms applied to the application as part of the process; and
- we did not receive, on or before the termination date, a Confirmation of the Alternative Policy Terms in the form, and signed by the persons, required by us.

Table 7. Other updates throughout the PDS

| Policy term and change | Prior to change | After change |
|--|--|---|
| <p>Accidental Death Cover option</p> <p>What exclusions apply</p> <p>Removed all instances of 'directly or indirectly' throughout the PDS (except for Essential Cover and Interim Accident certificates)</p> <p><i>Example included for illustration only.</i></p> | <p>What exclusions apply</p> <p>We won't pay this benefit if death is caused directly or indirectly by:</p> <ul style="list-style-type: none"> • suicide or any attempt at suicide • self-inflicted injury or infection • the taking of drugs other than prescribed by a <i>medical practitioner</i> • the taking of alcohol • participation in criminal activity or • an act of war (whether declared or not). | <p>What exclusions apply</p> <p>We won't pay this benefit if death is caused by:</p> <ul style="list-style-type: none"> • suicide or any attempt at suicide • self-inflicted injury or infection • the taking of drugs other than prescribed by a <i>medical practitioner</i> • the taking of alcohol • participation in criminal activity or • an act of war (whether declared or not). |