

Suncorp

Life Insurance

Combined Product Disclosure Statement and Financial Services Guide

This product and Product Disclosure Statement (PDS) is issued by TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life). TAL Life is not part of the Suncorp Group. TAL Life uses the Suncorp brand under licence.

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About this document

The Suncorp and TAL group of companies have entered into an agreement for TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life) to issue Life Insurance under the Suncorp brand (Suncorp Life Insurance).

This document is designed to help you decide whether to buy Suncorp Life Insurance. This document comprises the Product Disclosure Statement and Policy Document (together referred to as the PDS) and Financial Services Guide (FSG). The PDS contains information about the product's key features, premiums, *policy* benefits and limits, risks, the complaints handling procedure, and sets out the terms of the *policy*. The FSG outlines the financial services offered, including the fees and commissions, and is designed to assist you in deciding whether to use any of the financial services we offer. We are required to give you an FSG if we provide certain financial services to you.

The information in this document is general information only, which means it doesn't consider your individual objectives, financial situation or needs. Therefore, before acting on this information you should consider how appropriate this product is for you having regard to those factors and carefully read this PDS before deciding whether to buy or continue to hold this product. You may wish to consider seeking advice from a financial adviser or compare the product with products offered by other insurers.

If you take out a *policy*, please keep a copy of this document with your *policy schedule* in a safe place as, together with your application, they form the contract between TAL Life and the *policy owner*. The PDS sets out all the terms and conditions for the *policy* and the *policy schedule* sets out your *policy* details and any additional terms and conditions applicable to you. Please read the PDS and the *policy schedule* carefully to understand how your *policy* operates and to ensure all your details in the *policy schedule* are correct. If there is any inconsistency between this PDS and the *policy schedule*, the full terms and conditions contained in the *policy schedule* will prevail to the extent of the inconsistency. These documents will be required in the event of a claim. If the *policy* or sum insured is altered at any time,

including increases due to inflation protection, you will receive a new *policy schedule* confirming the changes.

All correspondence and notices about your *policy* will be sent to the email address you give to us unless you ask to receive this information in the post. You can nominate at any time to receive your *policy* correspondence by post instead of email. You should save or print a copy of any information or documents that we email to you and keep these in a safe place so that you can always refer to them. Some documents, such as your *policy schedule*, may be required in the event of a claim.

If you ever lose or misplace these documents and need another copy, just give us a call or send an email to customerservice@suncorplifeinsurance.com.au so a replacement can be organised.

Your Suncorp Life Insurance *policy* does not have a cash value. Like car and home insurance, it's not a savings plan. No premiums or refunds will be payable to you in the event of *policy* cancellation, except within the 30-day cooling-off period or as outlined within this document.

There are risks involved with taking out insurance and you should be aware of these. Please refer to page 42 for more information.

When you apply for Suncorp Life Insurance you will be asked a series of income, health and lifestyle questions. This underwriting process allows us to consider any pre-existing medical conditions, higher risk occupations and/or activities and the level of *cover* we can offer so that we can tell you exactly what we can cover you for before you purchase the insurance.

Up to date information

All the information in this PDS is current at the time of issue. From time to time we may change or update information about our products. If the change is not materially adverse to you, we may notify you by way of a website update at www.suncorp.com.au/policydocuments. If you'd like a free printed copy of this information, please call us on 13 11 55. If the change is a material or significant one, we will notify you within 3 months of the change occurring. We may also make improvements to your *policy* without any increase to your premium.

About the distributor of this product and issuer of the FSG

TAL Direct Pty Limited ABN 39 084 666 017 AFSL 243260 (TAL Direct) distributes this product and is responsible for the FSG. TAL Direct and TAL Life are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL).

Understanding what we mean

In this document, references to 'you' and 'your' mean the *life insured* and/or the *policy owner* as the context requires. References to 'we', 'us' and 'our' mean TAL Life.

In this document, some words and expressions have a special meaning. They have been italicised throughout this document and their meaning is explained in the glossary. Therefore, when reading this PDS, please refer to the glossary.

The singular includes the plural and vice versa. Words of one gender include the other gender. Headings are only for convenience. Apart from the glossary, headings don't affect the interpretation of the words of the *policy*.

You should be aware that some limitations and exclusions will apply under this insurance product. This means that in some cases we will not pay a claim or will pay a claim only in limited circumstances. Before you buy this insurance, please read this PDS carefully, including sections titled 'When is a benefit not payable?'



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Why Life Insurance?

No one likes to contemplate that they will ever need it, but life insurance safeguards your family's future and the life you've worked hard to build if you're no longer around. It allows you to create a safety net with a lump sum payment to your family that provides them with financial choices at a time of death or *terminal illness*. The payout can help with things like covering the mortgage or other debts, compensating for loss of earnings or contributing to keeping the household running.

With Suncorp Life Insurance, you can also choose from a range of Optional Illness Covers to help protect yourself and your family from temporary setbacks. These covers provide a lump sum payment that draws down on your main Life Insurance benefit (refer to diagrams on page 15 for further detail), to assist with medical and out-of-pocket expenses while you're recovering from certain *illnesses*. Later, your family or beneficiaries may be paid your remaining Life Protect Plus benefit in the event of your passing. It can help you in life, and your family in death.

Suncorp Life Insurance at a glance

LIFE PROTECT PLUS

Benefit payable for death or *terminal illness*
Cover up to \$1,500,000

One or more Optional Illness Covers can be added with a combined *sum insured* up to the lesser of:

- \$250,000; or
- the Life Protect Plus *benefit amount*

Optional Illness Covers

You must meet the specified severity criteria for the *insured condition*, as defined in this PDS, to qualify for a benefit payment.

Life Protect Major Illness Cover

Protection in the event of a specified critical *illness or injury*. See pages 18 to 27 for the list of *insured conditions*.

and
/or

Life Protect Cancer Cover

Protection in the event of life-threatening Cancer

These are the benefits you can expect. For complete details of each benefit please find further detail throughout this document.

Simple application	No complicated application process or medical exams required for <i>Australian residents</i> aged 18 to 65.
Comprehensive	You can choose to cover yourself and one additional adult for up to \$1,500,000 for death or <i>terminal illness</i> and up to \$250,000 for Optional Illness Covers.
Flexible	<p>Insurance that you can tailor and adjust to your requirements.</p> <p>Under Life Protect Plus <i>cover</i>, you can increase your life <i>cover benefit amount</i> without any evidence of your health or pastimes following a <i>significant life changing event</i>, such as having a baby or taking out a new mortgage.</p> <p>You can apply to increase or decrease your <i>cover</i> at any time, however, increases outside of a <i>significant life changing event</i> will be subject to you satisfying income, health and lifestyle criteria.</p>
Advanced payout	When a Life Protect Plus claim is approved by us, we can provide an advance payout of up to \$10,000, with the balance of the <i>benefit amount</i> payable once we have received all of the claims requirements and documentation. The advance payout can help your family with any immediate costs, such as the expense of legal fees involved with settling the estate.
Existing Suncorp customer discount	If you hold other Suncorp-branded insurance policies such as home or car insurance, we will apply a 5% discount on your Suncorp Life Insurance premium for the life of the <i>policy</i> .
Family discount	Add another adult to your <i>policy</i> and the youngest <i>life insured</i> will receive a 5% discount.
Optional benefits available (for customers aged 18 to 55)	
Life Protect Major Illness Cover	Helps protect you from temporary setbacks due to defined critical illness of specified severity such as Cancer, Stroke or Heart Attack.
Life Protect Cancer Cover	Designed to help protect you from temporary setbacks due to life-threatening Cancer as specified and defined in this document.

1. Taking out cover

Your Duty of Disclosure

Before you enter into a contract of insurance, you have a duty to tell us anything that you know, or could reasonably be expected to know, that may affect our decision to provide the insurance and on what terms. For this duty of disclosure section, 'you' includes both the *policy owner* and the *life insured*.

You have this duty until we agree to provide the insurance to you.

You have the same duty if you extend, vary or reinstate the contract.

You do not need to tell us anything that:

- reduces the risk we insure; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive the duty to tell us about.

If you do not tell us something

In exercising the following rights, we may consider whether different types of *cover* can constitute separate contracts of insurance. If they do, we may apply the following rights separately to each type of *cover* (each referred to as a contract).

If you do not tell us anything that you are required to, and we would not have provided the insurance if you had told us, we may avoid the contract within 3 years of entering it.

If we choose not to avoid the contract, we may, at any time, reduce the amount of insurance provided. This would be worked out using a formula that takes into account the premium that would have been payable if you had told us everything you should have. However, if the contract provides *cover* on death, we may only exercise this right within 3 years of entering into the contract.

If we choose not to avoid the contract or reduce the amount of insurance provided, we may, at any time vary the contract in a way that places us in the same position we would have been in if you had told us everything you should have. However, this right does not apply if the contract provides cover on death.

If the failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

To assess whether we can provide you with life insurance cover under this product we rely on your complete and accurate disclosures. Therefore, where relevant to your application or to any claim you make, we have the right to request you to provide access to relevant medical, financial, employment and other relevant records. We also have the right to request you to provide your consent or grant us authority to obtain access to such records.

If you do not provide the above relevant records or you do not provide consent or authority for us to access relevant records, we may not be able to provide this product to you or assess any claim you make (in which case we may not pay a claim which we have not been able to assess).

Who can apply?

If you're an *Australian resident* aged 18 to 65, you can request more information and take out Suncorp Life Insurance over the phone or online. Just call 13 11 55 or go to www.suncorp.com.au/life-insurance for more information. All *Australian residents* aged 18 to 55 are also eligible to apply for Optional Illness Covers.

2. Choosing the right policy

Life insurance can be a simple, cost-effective way to help your family manage the financial impacts of your passing. For the cost of the premiums each year, they'll have access to a lump sum cash payout to financially help keep their lives on track when you're no longer around. There are no hidden fees and charges with Suncorp Life Insurance. You'll know exactly what you're paying for. You can get discounts for higher levels of *cover* and a family discount when adding a partner to your *policy* (maximum two people per *policy*).

Upon approval of a death claim, an advance payment of up to \$10,000 can be made available to assist with the immediate legal and other expenses that are likely to arise, with the balance of the *benefit amount* payable once we have received all of the required paperwork and the claim is accepted by us.

Step 1: Choose the amount of life cover

You can select an amount of life *cover* that suits your circumstances. Choose up to \$1,500,000 for each person insured on the *policy*.

When choosing the amount of *cover*, work out how much money your family will need if you aren't able to provide for them. It's important that you have the right level of *cover*, so be sure to consider things like all living expenses and any debts such as the mortgage, as well as future costs like education. If you're a single parent or a sole-income family, you might need to factor in extra child-care, transport and housekeeping.

And don't worry about changes in your circumstances – we know these happen. Alterations to your Life Insurance *policy* can be made, subject to you satisfying income, health and lifestyle criteria or under a *significant life changing event*.

Step 2: Choose to add Optional Illness Covers

There are two different types of optional *covers* you can add to your *policy* for additional peace of mind – Life Protect Major Illness Cover and/or Life Protect Cancer Cover. All *Australian residents* aged 18 to 55 are eligible to apply for these Optional Illness Covers. For more detail about these

covers and how they work, please see Section 4 – ‘Optional Illness Covers’. There are additional premiums charged for Optional Illness Covers. If you choose to purchase Optional Illness Covers these will be shown on your *policy schedule*. No *cover* exists for Cancer, Heart Attack, Stroke or Coronary Artery Bypass Surgery arising during the 90 days following *cover commencement date*. For full details, see page 16.

Step 3: Choose to add additional lives

You can add an additional *life insured* to your *policy*. If you add an additional *life insured*, the youngest *life insured* will get a 5% discount on the *life cover* premium.

3. Benefit terms and conditions – Life Protect Plus

A lump sum benefit is payable in the event of the death of a *life insured*, or their diagnosis with a *terminal illness*. All *Australian residents* aged 18 to 65 are eligible to apply. A *benefit amount* of up to \$1,500,000 is available per *life insured*, subject to meeting underwriting criteria. The maximum *benefit amount* that can result after inflation protection is \$2,500,000.

Maximum benefit payable per *life insured*

If a *life insured* is covered under more than one *policy* issued by TAL, or any of its related companies, including a:

- TAL Life life insurance *policy*; and/or
- life insurance *policy* under a Suncorp Group brand (Suncorp, AAMI, GIO);

the maximum total benefit that can be paid under all term life policies issued by TAL and any of its related companies is \$1,700,000 plus any increases due to inflation protection.

Cover expiry age

Your Life Protect Plus *cover* expires on the *policy anniversary* following the *life insured*'s 99th birthday unless *cover* ends earlier due to one of the reasons listed in Section 5 – ‘When does cover start and end?’.

When is a benefit not payable?

A Suncorp Life Protect Plus benefit is not payable in the event of intentional self-injury or suicide within 13 months of:

- the *cover commencement date*;
- the date of any *benefit amount* increase applied by you including under the Life Events feature, but only in respect to that increase; or
- the date of any reinstatement of *cover*.

No payments will be made under Suncorp Life Protect Plus if the event giving rise to the claim occurs while you are visiting a country for which the Australian Department of Foreign Affairs and Trade (DFAT) has issued a 'Do Not Travel' warning advice that is in force during the time of your stay in that country.

We will also not pay a Suncorp Life Protect Plus benefit where we have agreed with you a special term in respect of your *cover* that specifically excludes the event or condition causing or contributing directly or indirectly to the claim. Any such special term will be agreed with you before your *policy* is issued and will appear on your *policy schedule*.

Life Events feature

With this feature you can increase your Suncorp Life Protect Plus *benefit amount* without any evidence of your health or pastimes following a *significant life changing event*, such as having a baby or taking out a new mortgage (see page 50 for full list of events). This feature can be exercised once every 12 months and the amount of each increase is up to the lesser of \$100,000 or 20% of the Suncorp Life Protect Plus *benefit amount* when you apply for this feature. Total increases under the Life Events feature cannot exceed 100% of your original *benefit amount*. Applications must be made within 90 days of a *significant life changing event* occurring and before the *life insured's* 60th birthday.

The Life Events feature is not available:

- if you have a *policy* with a special term (for example a loading or an exclusion due to your health); or
- if you have made a claim or are eligible to make a claim on this *policy* or any other *policy* issued by us.

Who receives the benefit payment?

If a claim is paid, the payment will be made to the surviving *policy owner* of the *policy* or the beneficiary/ies where one has been nominated. Where there is no living *policy owner*, the benefit will be paid to the nominated beneficiary or beneficiaries, if there are beneficiaries named, or the estate of the *policy owner* if there are no beneficiaries named.

On a single life *policy*, where the *policy owner* is also the insured person, they can nominate to whom a benefit will be paid – these people are called the beneficiaries. Any nomination of a beneficiary or beneficiaries is binding on us once we receive it and send written confirmation of the nomination back to you. You can ask us to change or revoke a nomination at any time except after a claimable event has occurred. If a nomination is made, details of each beneficiary will be shown in the *policy schedule*. If a change or revocation is made in relation to a nomination, a new *policy schedule* will be issued as confirmation of the change or revocation.

You cannot nominate a beneficiary on a joint life *policy*; the payment will be made to the surviving *policy owner* of the *policy*. If there is no surviving *policy owner*, the payment will be made to the estate of the *policy owner*.

In the event a beneficiary dies before the *life insured*, the allocated portion for that beneficiary may be paid to your estate. If there are other surviving beneficiaries, their benefits will be paid as allocated. If there are no surviving beneficiaries, then the benefit will be paid to you, or if you have died, to your legal personal representative or a person we are permitted to pay under the Life Insurance Act 1995.

4. Optional Illness Covers

Once you have provided a safeguard for your family with Suncorp Life Protect Plus, protect them further by adding an Optional Illness Cover. The total value of the Optional Illness Cover/s cannot exceed the Life Protect Plus *benefit amount* or \$250,000, whichever is lower, for each *life insured*.

The Optional Illness Cover/s benefit will be paid as a lump sum from the total life *benefit amount*, upon the diagnosis of an *insured condition* covered by the *policy* or on the *life insured* undergoing one of the medical procedures covered by the *policy*. The definition of the *insured condition* or medical procedure must be met for an Optional Illness Cover benefit to be payable. Evidence of the *insured condition* or medical procedure must be provided by a *medical practitioner*. See pages 18 to 27 for the *insured conditions* and procedures covered by each of the *cover options*, their definitions and any exclusions that apply.

There are two Optional Illness Cover options. All *Australian residents* aged 18 to 55 are eligible to apply for either or both Optional Illness Covers. There are additional premiums charged for the Optional Illness Covers and if you choose to purchase the Optional Illness Covers these will be shown on your *policy schedule*.

Life Protect Major Illness Cover

Life Protect Major Illness Cover is designed to help protect you and your family from a major setback due to defined critical *illnesses* such as certain life-threatening Cancer, Stroke or Heart Attack. You must meet the specified severity criteria for critical *illness*, as defined in this *policy*, to qualify for a benefit payment.

Life Protect Cancer Cover

Life Protect Cancer Cover is designed to help protect you and your family from a major setback due to certain life-threatening Cancer. You must meet the specified severity criteria for Cancer, as defined in this *policy*, to qualify for a benefit payment.

How Optional Illness Covers work

The Optional Illness Covers are attached to your Suncorp Life Protect Plus cover, and any payment under the Optional Illness Covers will reduce your Suncorp Life Protect Plus benefit by the amount of the payment. Your premiums will reduce accordingly. The diagrams below show examples of how a claim for Optional Illness Covers impacts the Suncorp Life Protect Plus cover once the benefit is paid:

Policy before claim of Life Protect Major Illness Cover	
Life Protect Plus  \$1,000,000	Life Protect Major Illness Cover  \$100,000

In the event you suffered an *insured condition* and we pay you \$100,000, your Life Protect Plus *benefit amount* would reduce by \$100,000 to \$900,000 and your Life Protect Major Illness Cover would end.

Policy after payout of claim of Life Protect Major Illness Cover	
Life Protect Plus  \$900,000	Life Protect Major Illness Cover  \$0

Policy before claim of Life Protect Cancer Cover	
Life Protect Plus  \$250,000	Life Protect Cancer Cover  \$250,000

In the event you suffered Cancer as defined in the PDS and we pay you \$250,000, your Life Protect Plus benefit amount and Life Protect Cancer Cover would reduce to \$0 and cover for the *life insured* under the *policy* would end.

Policy after payout of claim of Life Protect Cancer Cover	
Life Protect Plus  \$0	Life Protect Cancer Cover  \$0

Cover expiry age

Your Optional Illness Covers expire on the *policy anniversary* following the *life insured's* 65th birthday unless cover ends earlier due to one of the reasons listed in Section 5 - 'When does cover start and end?'.

When is a benefit not payable?

The Optional Illness Covers benefit is not payable in any of the following circumstances:

- an *accidental injury* which occurred prior to the *cover commencement date*;
- any intentionally self-inflicted act (including attempted suicide);
- the *life insured's* participation in any criminal or unlawful activity;
- the *life insured* being under the influence of alcohol (over the prescribed legal driving limit according to relevant state or territory limit whether driving or not), or any drug not prescribed by a *medical practitioner*, or any drug prescribed by a *medical practitioner* and not taken in the correct dosage;
- any *injury* directly brought about by any cause other than an *accidental injury*; or
- war, hostilities or war-like operations (whether war is declared or not), civil commotion, civil war or rebellion, but not terrorism, outside of Australia or New Zealand.

No benefit will be payable for Cancer, Heart Attack, Stroke and Coronary Artery Bypass if the condition occurred or was diagnosed, or the circumstances leading to diagnosis became apparent, within 90 days after:

- the Optional Illness Covers' commencement date;
- the date of an applied for increase but only in respect of the increase;
- the date a *life insured* was added to the *policy*, in respect of that *life insured*; or
- the most recent date that we have agreed to reinstate the *policy*.

No payments will be made if the event giving rise to the claim occurs while you are visiting a country for which the Australian Department of Foreign Affairs and Trade (DFAT) has issued a 'Do Not Travel' warning advice that is in force during the time of your stay in that country.

We will not pay any benefits where we have agreed with you a special term in respect of your *cover* that specifically excludes the event or condition leading to the claim. Any such special term will be agreed with you before your *policy* is issued and will appear in your *policy schedule*.

Insured conditions

The condition must satisfy the *policy* definition (including the specified severity level) for a benefit to be paid.

Details of *Insured conditions* and exclusions under Optional Illness Covers:

			Optional Illness Covers	
Insured condition	We will pay for	We won't pay for	Life Protect Major Illness Cover	Life Protect Cancer Cover
Cancer	<p>Cancer (excluding early stage cancers) means any malignant tumour diagnosed with histological or cytological confirmation and characterised by:</p> <ul style="list-style-type: none"> a) the uncontrolled growth of malignant cells; and b) invasion and destruction of normal tissue beyond the basement membrane. <p>The term malignant tumour includes lymphoma (including Hodgkin's and non-Hodgkin's disease), leukaemia, multiple myeloma and malignant bone marrow disorders.</p> <p>Carcinoma in situ of the breast which requires:</p> <ul style="list-style-type: none"> - the removal of the entire breast due to any malignant tumour diagnosed with histological or cytological confirmation; <p>or</p> <ul style="list-style-type: none"> - breast conserving surgery with either radiotherapy or chemotherapy. <p>Carcinoma in situ of the testicle that requires the removal of the entire testicle and malignant tumour requires histological and cytological confirmation.</p> <p>Melanoma that:</p> <ul style="list-style-type: none"> a) has evidence of metastasis; b) is at least Clark level 3; c) is showing signs of ulceration; or d) is greater than 1.0mm maximum thickness using the Breslow method. <p>Non-melanoma skin cancers that have spread to the bone, lymph node or other distant organs.</p> <p>Chronic lymphocytic leukaemia that has progressed to Rai stage 1 or more.</p> <p>Prostate cancer that:</p> <ul style="list-style-type: none"> a) has a Gleason score of 6 or more; or b) requires major interventional therapy including radiotherapy, chemotherapy, biological response modifiers or any other major treatment to arrest the spread of malignancy. <p>If a surgical procedure is performed, it must be considered appropriate and necessary to arrest the spread of malignancy.</p>	<p>In addition to 'When is a benefit not payable?' on page 16:</p> <p>All tumours which are histologically described as any of the following:</p> <ul style="list-style-type: none"> a) pre-malignant; b) non-invasive; c) high-grade dysplasia; or d) borderline or low malignant potential. <p>All Carcinoma in situ except the examples provided in the 'We will pay for' column.</p> <p>All melanomas except the examples provided in the 'We will pay for' column.</p> <p>All non-melanoma skin cancers except the examples provided in the 'We will pay for' column.</p> <p>Chronic lymphocytic leukaemia that has not progressed to Rai stage 1 or more.</p> <p>All prostatic cancers except the examples provided in the 'We will pay for' column.</p> <p>Any Cancer that occurs, is diagnosed, or the circumstances leading to the diagnosis become apparent within the first 90 days of the <i>cover commencement date</i>, an increase in the <i>benefit amount</i> applied for by you (for the increased portion only), or the date of any reinstatement of <i>cover</i>.</p>	Yes	Yes

			Optional Illness Covers	
Insured condition	We will pay for	We won't pay for	Life Protect Major Illness Cover	Life Protect Cancer Cover
Coronary Artery Bypass Surgery	Coronary Artery Bypass Surgery means bypass grafting surgery performed to correct or treat coronary artery disease.	In addition to 'When is a benefit not payable?' on page 16: Coronary Artery Bypass Surgery which takes place or the circumstances leading to the procedure become apparent within the first 90 days of the <i>cover commencement date</i> , an increase in the <i>benefit amount</i> applied for by you (for the increased portion only), or the date of any reinstatement of <i>cover</i> .	Yes	No
Heart Attack	Heart Attack (with evidence of severe heart muscle damage) means the death of a portion of the heart muscle as a result of inadequate blood supply, where the diagnosis is supported by the detection of a rise and/or fall of cardiac biomarker values with at least one value above the 99th percentile upper reference limit (URL) and with at least three of the following: a) Symptoms of ischaemia. b) New significant ST-segment-T wave (ST-T) ECG changes or new left bundle branch block (LBBB). c) Development of new pathological Q waves in the ECG. d) Imaging evidence of new regional wall motion abnormality present at least six weeks after the event. If the tests specified in a) to d) above are inconclusive, other appropriate and medically recognised tests will be considered or the definition will be met if at least three months after the event the insured's left ventricular ejection fraction is less than 50 per cent.	In addition to 'When is a benefit not payable?' on page 16: – Heart attack caused directly or indirectly by use of illegal drugs; – A rise in biological markers because of an elective percutaneous procedure for coronary artery disease; – Other acute coronary syndromes including but not limited to angina pectoris; or – Any heart attack that occurs, is diagnosed, or the circumstances leading to the diagnosis become apparent within the first 90 days of the <i>cover commencement date</i> , an increase in the <i>benefit amount</i> applied for by you (for the increased portion only), or the date of any reinstatement of <i>cover</i> .	Yes	No

Insured condition	We will pay for	We won't pay for	Life Protect Major Illness Cover	Life Protect Cancer Cover
Stroke	Stroke (resulting in neurological deficit) means a cerebrovascular event producing neurological deficit. This requires clear evidence on a CT, MRI or similar, appropriate scan or investigation that a stroke has occurred and of infarction of brain tissue, intracranial and/or subarachnoid haemorrhage.	In addition to 'When is a benefit not payable?' on page 16: <ul style="list-style-type: none"> - Transient ischaemic attacks. - Non-stroke related reversible neurological deficit. - Cerebral symptoms due to migraine. - Cerebral <i>injury</i> resulting from trauma or hypoxia. - Vascular disease affecting the eye or optic nerve. - Ischaemic disorders of the vestibular system. - Migraine. - Hypoxic events. - Any stroke that occurs, is diagnosed, or the circumstances leading to the diagnosis become apparent within the first 90 days of the <i>cover commencement date</i>, an increase in the <i>benefit amount</i> applied for by you (for the increased portion only), or the date of any reinstatement of <i>cover</i>. 	Yes	No
Paralysis	Paralysis means the total and permanent loss of function of two or more <i>limbs</i> through <i>illness</i> or <i>injury</i> causing permanent damage to the nervous system. This includes, but is not limited to, quadriplegia, paraplegia, diplegia and hemiplegia.	In addition to 'When is a benefit not payable?' on page 16: Conditions which are directly or indirectly caused or exacerbated by alcohol abuse or the use of drugs other than as prescribed by a <i>medical practitioner</i> .	Yes	No
Major Organ Transplant	Major Organ Transplant means either the undergoing of a major organ transplant or upon the advice of an appropriate specialist <i>medical practitioner</i> , the placement on a waiting list of a Transplantation Society of Australia and New Zealand recognised transplant unit for the human to human transplant from a donor to the <i>life insured</i> of: <ul style="list-style-type: none"> - bone marrow; or one of the following organs: <ul style="list-style-type: none"> - kidney; - heart; - lung; - liver; - pancreas; or - small bowel. 	In addition to 'When is a benefit not payable?' on page 16: Conditions which are directly or indirectly caused or exacerbated by alcohol abuse or the use of drugs other than as prescribed by a <i>medical practitioner</i> . The transplant of all other organs, parts of organs or any other tissue transplant is excluded.	Yes	No

			Optional Illness Covers	
Insured condition	We will pay for	We won't pay for	Life Protect Major Illness Cover	Life Protect Cancer Cover
Major Organ Failure	<p>Major Organ Failure means either:</p> <ul style="list-style-type: none"> - Chronic lung failure (requiring permanent oxygen therapy) means end-stage lung disease with a consistent pulmonary function test result of: <ul style="list-style-type: none"> - FEV1 less than 40% predicted; or - a DLCO less than 40% predicted; and - requiring permanent oxygen therapy. - Chronic liver failure (resulting in permanent symptoms) means end-stage liver failure resulting in permanent jaundice, ascites and/or encephalopathy; or - Chronic kidney failure (requiring permanent dialysis) means impairment of total kidney function to a severity constituting end stage kidney failure that in the opinion of a renal physician requires permanent renal dialysis. 	<p>In addition to 'When is a benefit not payable?' on page 16:</p> <p>Conditions which are directly or indirectly caused or exacerbated by alcohol abuse or the use of drugs other than as prescribed by a <i>medical practitioner</i>.</p>	Yes	No
Major Physical Impairment	<p>Major Physical Impairment means either:</p> <ul style="list-style-type: none"> - Loss of use of <i>limbs</i> - total and permanent loss of the use of two or more <i>limbs</i> due to an <i>accidental injury</i>; - Blindness (permanent) means the total and irrecoverable loss of sight in both eyes (whether aided or unaided) as a result of <i>illness or injury</i> to the extent that: <ul style="list-style-type: none"> a) visual acuity in both eyes, on a Snellen Scale after correction by suitable lens is less than 6/60, or b) the visual field is reduced to 20 degrees or less of arc; or - Deafness (permanent) means the irreversible loss of hearing, both natural and assisted, in both ears, where each ear has an auditory threshold of 91 decibels or greater, averaged at frequencies 500, 1000 and 3000 hertz. Deafness must be as a result of <i>illness or injury</i> and diagnosed by an appropriate specialist <i>medical practitioner</i>. 	<p>In addition to 'When is a benefit not payable?' on page 16:</p> <p>Conditions which are directly or indirectly caused or exacerbated by alcohol abuse or the use of drugs other than as prescribed by a <i>medical practitioner</i>.</p>	Yes	No

Optional Illness Covers

Insured condition	We will pay for	We won't pay for	Life Protect Major Illness Cover	Life Protect Cancer Cover
Burns	<p>Burns means tissue <i>injury</i> caused by thermal, electrical or chemical agents resulting in third degree or full thickness burns. Must be a result of an <i>accidental injury</i>. This requires:</p> <ul style="list-style-type: none"> - 20% of the body surface area as measured by the Lund and Browder Body Surface Chart; - 50% of both hands requiring surgical debridement and/or grafting; or - 50% of the face requiring surgical debridement and/or grafting. 	See 'When is a benefit not payable?' on page 16.	Yes	No
Major Head Trauma	<p>Major Head Trauma means head <i>injury</i> due to an accident resulting in a neurological deficit. This requires:</p> <ul style="list-style-type: none"> - at least a permanent 25% of Whole Person Impairment as defined in the latest edition of the 'Guides to the evaluation of Permanent Impairment, American Medical Association'. 	See 'When is a benefit not payable?' on page 16.	Yes	No

5. When does cover start and end?

If we accept your application and you have paid the first premium, we will issue you a *policy schedule*. Your *policy* starts at the *cover commencement date* set out in your *policy schedule*.

Your *cover* in respect of a *life insured* ends when the earliest of the following events occurs:

- for Life Protect Plus, the *policy anniversary* immediately following the *life insured's* 99th birthday;
- for Optional Illness Covers, the *policy anniversary* immediately following the *life insured's* 65th birthday;
- the death of the *life insured*;
- the payment of the *terminal illness* benefit or the full payment of the sum insured for Life Protect Major Illness or Life Protect Cancer Cover options where the Optional Illness Covers is the same as the Life Protect Plus benefit;
- your *policy* is cancelled due to:
 - non-payments of premiums; or
 - you making a fraudulent claim;
- the date we receive a written request from the *policy owner* to cancel the *policy*;
- for a joint *policy* the date we receive a written request from both *policy owners* to cancel the *policy*; or
- your *policy* is avoided due to you making a non-disclosure or misrepresentation at the time of application.

6. About your premiums

How premiums are calculated

Premiums take into account some or all of the following:

- any optional benefits you have selected (generally, the more *cover* option/s selected, the higher the premium);
- the amount of benefit (generally, the higher the sum insured, the higher the premium);
- Inflation protection increases in the *benefit amount*;
- the *life insured's* age (premiums generally increase each year as you get older);
- risks involved in your lifestyle (generally, the higher the risk, the higher the premium); and
- other factors including gender, smoking status and health (generally, the better the state of health, the lower the premium. Additionally, life expectancy and *illness* rates differ between men and women which can result in different premiums).

In addition to the *policy* cost, government duties and charges are included in your premium. Sometimes discounts may apply to certain policies, however these may not apply for the full term of your *policy*.

Inflation protection

Unless otherwise requested, *benefit amounts* increase each year up to the *policy anniversary* after age 70 in line with changes in the Consumer Price Index (CPI) as last published by the Australian Bureau of Statistics or its successors in respect of the 12 month period ending 30 September in each year or by 5%, whichever is greater. Premiums will also increase accordingly. If the CPI is not published, we will select another similar indicator of inflation.

The maximum *benefit amount* that can result after inflation protection is \$2,500,000.

When do you or don't you have to pay?

The premium is due on the date and at the frequency shown in the *policy schedule*. All premiums are payable by the due date shown in your *policy schedule* (unless otherwise advised). You can change the frequency of premium payments at any time.

If you are paying by direct debit, the premium will be deducted from the account that you have authorised us to debit, on the agreed date and frequency. If the agreed date falls on a weekend or public holiday, the deduction will be made on the next business day.

Changes in premiums

Premium rates are not guaranteed. Your premium will change when any of the following events occur:

- your premium will increase each year in accordance with your age and any increase to your benefits (including increases to your benefits through inflation protection);
- if you make any changes to your *policy*;
- if your *benefit amount* is increased or decreased;
- if you add or remove a *cover* or option;
- if you change your premium frequency from yearly, then you will lose the annual premium payment discount;
- if there are changes in government duty or taxes and we choose to pass on these additional costs. If this happens, we will give you 30 days' written notice; or
- if there are circumstances impacting the cost of providing *cover* across Suncorp Life Insurance *policy* holders (for example, where more people make a claim on their *policy* than expected) and we choose to increase underlying premium rates on our Suncorp Life Insurance portfolio. If this happens, we will give you 30 days' written notice. You will never be singled out for a premium rate increase and we cannot change your premium just because your health changes.

Payment frequency

You can pay your premium fortnightly, monthly or annually via a direct debit from your nominated account or credit card. If you pay annually, you get 12 months of *cover* for the price of 11.

The total first year premium, or the first instalment of the premium you must pay is shown in your *policy schedule*.

We also provide you with a payment schedule, which lists the regular payment dates for the coming year. This schedule is included with your *policy schedule*.

You can change the frequency of premium payments at any time. An updated payment schedule will be sent for your records.

Payment method

Premiums may be paid by:

- direct debit; or
- credit card.

The premium will be deducted from the account that you have authorised us to debit, on the agreed date and frequency. Depending on weekends and public holidays, the deduction will be made on the next business day. If we are unable to debit on the agreed date due to insufficient funds we will, subject to the relevant debit authority, attempt to debit again.

Unpaid premium and premium dishonours

To ensure your *cover* continues you must pay your premiums when due.

If you don't pay the premium when due or the premium deduction from your account can't be made, then:

- if the unpaid premium is the first premium, the *policy* will be cancelled and treated as if it had not existed at all; or
- if the unpaid premium is a premium other than the first premium, we will allow 30 days from the due date to make this payment. If we have not received payment by this time, we will send you a notice telling you that we will cancel your *policy* if the premium then due is not paid by the date shown in the notice. This date will be at least 28 days from the date of the giving of this notice. If you do not pay the premium by that date, we will cancel the *policy*; or

- if any benefit under the *policy* becomes payable, any unpaid premium due to us will be deducted from the benefit paid to you. No benefit will be paid if the *policy* is cancelled.

What happens if I stop paying?

Your *cover* is only valid while premiums are paid when due, so if you stop paying, your *cover* will end in accordance with the process outlined above in the 'Unpaid premium and premium dishonours' section above. Suncorp Life Insurance is an insurance *policy*, and like other insurance policies such as car insurance, it is not a savings plan. If you stop paying or cancel outside of the first 30 days, there will be no refund of any of the money you've paid in premiums except where outlined otherwise within this document.

If you are having trouble meeting your premium payments, we may be able to offer you options to assist. Please call us to discuss the options that might be available to you.

Taxation

If you are considering the tax implications of purchasing and receiving benefits under Suncorp Life Insurance, it is important you seek independent, professional taxation advice. The complexity of taxation laws and rulings is such that this advice should be specific to your circumstances. For comprehensive advice regarding the taxation implications of paying premiums or receiving any of the benefits under the *policy* that takes into account your personal circumstances, please contact a registered tax agent, tax (financial) adviser or the Australian Taxation Office.

The following general information only applies to *Australian resident* individuals who are both the *policy owner* and the *life insured* and the recipient of any benefits and who are not taking out the insurance for business purposes. It is based on the Australian tax law as at the date this PDS was prepared. The tax law and its interpretation are subject to change. Where the law requires an amount to be withheld or deducted from a benefit payment, we will withhold or deduct the required amount from the payment and forward it to the relevant authority.

Generally, the premiums you pay will not be tax deductible. Benefits payable under the *policy* may be assessed under the capital gains tax provisions, if you are not the original *policy owner* and you acquired the interest in the *policy* for consideration.

This taxation information is based on the continuation of present laws and their current interpretation and is a general statement only. For advice regarding taxation please contact your registered accountant or the Australian Taxation Office.

Suncorp Life Insurance is treated as input taxed under the Australian Goods and Services Tax (GST) law and premiums are not subject to GST. The premium rates are inclusive of any GST costs incurred in relation to the *policy*. An input tax credit will not be available to the *policy owner*.

Reinstatement

If this *policy* lapses, *cover* may be reinstated at our sole discretion, on such terms and conditions as we may require, including, but not limited to, the following:

- outstanding premiums will need to be paid before a *policy* can be reinstated;
- reinstatement may be in the form of a new *policy*, with a new *policy* number and contract conditions.

Reinstatement is not guaranteed.

Government duties

We reserve the right to pass on to you any Government duties, taxes or other charges that are or become payable by us or you in respect of this *policy*.

Premium and commission

TAL Life may pay commissions and other benefits to companies within the Suncorp Group of companies and/or TAL Direct. Any amounts paid are factored into the cost of your *policy*. Suncorp and/or TAL Direct will provide details of the benefits they will receive in the FSG given to you.

7. Making a claim

How do I make a claim if I ever need to?

Suncorp Life Insurance helps take the financial difficulty out of what can be a very stressful time. That's why we've kept the process as straightforward as possible. To claim a benefit, we require claim documentation in support of benefit entitlement. We may ask for additional information to ensure that the terms and conditions of the *policy* as set out in this PDS are satisfied.

Step 1

If you or your legal representative need to make a claim, please contact us on 1300 618 255 as soon as you can. Delays could potentially affect our ability to pay your claim. You or your legal representative will need to provide us with claim details and our claims staff will provide a list of all requirements needed to assess your claim. We will help you understand the claims process, what to expect for the assessment of your claim and to make the claim as easy as possible for you.

Suncorp Life Insurance Claims

Telephone: 1300 618 255

Email: claims@suncorplifeinsurance.com.au

In writing: Suncorp Life Insurance
Claims Department
Reply Paid GPO Box 5380, Sydney NSW 2001

Step 2

You or your legal representative will need to collate all the relevant information and return it to us. Depending on the claim, we'll let you know if any additional requirements (including relevant health records) are needed once the initial information is reviewed.

Duty of Disclosure

Claims may be declined in full or in part and the *policy* may be avoided in full or varied if the *policy owner* and/or the *life insured* fails to comply with the duty of disclosure as stated on page 8 or makes a misrepresentation while applying for *cover* or any alteration in *cover*.

We will require relevant information from you or your legal representative to assess your claim and to be satisfied of our liability under your *policy*. Where relevant to assessing any claim you make, we have the right to request you or your legal representative to provide access to medical, and other relevant records. We also have the right to request you to provide your consent or grant us authority to obtain access to such records.

If you or your legal representative do not provide the above relevant records or you do not provide consent or authority for us to access relevant records to assess your claim, we may not be able to assess any claim you make (in which case we may not pay a claim which we have not been able to assess).

Fraudulent claims

We will refer any suspected fraudulent claims or illegal activity to the relevant law enforcement authorities and will, to the extent permissible by law, seek to recover any monies paid, expenses or damages incurred in obtaining such evidence as may be required to protect our rights. We can cancel your *policy* and no claim will be payable if you or your legal representative make a fraudulent claim.

Information we will need

You or your legal representative must provide us, at your own expense, with any completed claim forms, information or certified copies of documentation supporting the claim that we reasonably require. We will contact you or your legal representative within a reasonable time from the date you submit your claim and inform you of any additional information and/or documentation that we require in order to assess your claim. We require the following for all claims:



- certified copy of proof of age of the *life insured*;
- certified copy of identification document of the *policy owner*; and
- completed initial claim form.

Authority to obtain information

To obtain all relevant evidence and to assess your claim, we will require you or your legal representative to provide us with written authority to receive information relevant to the assessment of the claim from third parties. For example, we may use this authority to seek information from *medical practitioners* who have treated you, including historical medical records which are relevant to determining whether you have complied with your duty of disclosure when you applied for, reinstated or modified your *policy*.

If you or your legal representative choose to withhold your consent and do not complete your authority, we may not be able to process your claim and your claim will be declined until we are able to obtain the information and evidence we reasonably require.

For Optional Illness Covers claims, we will require proof of the *illness* for which a claim is being made, supported by (but not limited to):

- evidence of the date and location of where the event leading to the *injury* occurred (if applicable); and
- appropriate evidence from a *medical practitioner*, including confirmatory investigations such as clinical, radiological, histological and laboratory evidence.

Diagnostic criteria

If the method for diagnosing the specified medical condition has been superseded or, in our opinion, the results of applying that method are not conclusive, we will consider the relevant revised clinical protocol as recognised by the appropriate Australian medical body to verify the specified medical condition is conclusively diagnosed and to at least the same severity.

Claim requirements at our expense

We reserve the right to obtain any additional information that we deem necessary. Should we request any further information in excess of the initial and progress claim requirements in order to assess your entitlement to a benefit, these requirements will be met at our expense.

Depending on the type of claim, you may be required to provide or participate in some or all the following:

- additional medical examination(s) which may involve imaging studies and clinical, histological and laboratory evidence to confirm the occurrence of the condition;
- confirmatory assessment and diagnosis of current functional and vocational capacity by a qualified *medical practitioner* or an appropriately qualified person selected by us;
- access to details of the *life insured's* previous medical consultations; and
- interviews with various parties including you, in relation to your claim by a member of our staff or someone appointed by us, as often as is required.

Payment of claims

We will pay your claim once we have received all the claim requirements and established proof acceptable to us of your entitlement to be paid a benefit under this *policy*.

Misstatement of age

If the age of the *life insured* has been understated on the application for this *policy*, then the benefit payable in respect of a *life insured* will be recalculated based on the benefit that the premium would have purchased if the correct age had been provided. If the age of the *life insured* has been overstated, we will refund any excess premium paid. Where the terms and conditions of a benefit vary by the age of the *life insured*, the correct age of the *life insured*, if applicable, will be used to determine whether a benefit is payable.

We may also vary the end date of the *policy* to what it would have been had the correct date of birth been provided by the *life insured*.

When we will not pay a claim

We are not liable to pay a claim or may reduce a benefit arising from or in any way connected with anything we have specifically excluded or adjusted in the *policy schedule*.

For the avoidance of doubt, we will also not pay a claim:

- where your claim does not meet the relevant *policy* terms and conditions for a benefit to be paid;
- where the *life insured* did not comply with their duty of disclosure when they applied for the *policy*, and we apply a remedy available under the Insurance Contracts Act;
- where you or your legal representative have not provided us with all the information we have reasonably requested to assess your claim;
- where there is insufficient evidence to support your claim; and
- where we do not receive any authority that we require to obtain the information, records and evidence we reasonably require to assess your claim and compliance with the *life insured's* duty of disclosure.

8. Important things you need to know about your cover

We encourage our customers to make sure they understand all aspects of their Suncorp Life Insurance, so here's what you need to know before and after you take out your *cover*.

How we communicate with you

All correspondence and notices about your *policy* will be sent to the email address you give to us unless you ask to receive this information in the post. You can nominate at any time to receive your *policy* correspondence by post instead of email. You should save or print a copy of any information or documents that we email to you and keep these in a safe place so that you can always refer to them. Some documents, such as your *policy schedule*, may be required in the event of a claim.

If you change your mind (cooling-off period)

We offer a 30-day money-back guarantee, giving you time to review your *policy*, and make sure it's the right one for you. This is commonly referred to as a cooling-off period. If you cancel your *policy* within 30 days of the *cover commencement date* and you haven't made a claim, we'll refund the premium you've paid.

You can cancel your *policy* at any time after the cooling-off period. Cancellation can be effective as of the next premium due date, which means you're covered until then, or it can be effective as of the date you notify us, which means you're no longer covered, and we'll refund any unused premium.

More than one *life insured*

You can have two *lives insured* on the same *policy*, subject to them meeting entry age and *Australian resident* requirements and satisfying income, health and lifestyle criteria. Each *life insured* can have a different amount of Life Protect Plus *cover*.

Both *lives insured* will be shown individually on your *policy schedule* along with their respective premium.

If more than one *life insured* is covered under this *policy*, a reference to a *life insured* means each respective *life insured* individually.

You may add a new *life insured* to your *policy* after the *cover commencement date* (if you did not add one at the *cover commencement date*), subject to the *life insured* meeting entry age requirements, and satisfying health and lifestyle criteria, where applicable. If a new *life insured* is added, a new *policy schedule* will be sent to you listing both the *lives insured* covered under the *policy*, effective as of the issue date of the *policy schedule*.

The 30-day cooling-off period only applies when the *policy* is first issued. No further cooling-off period applies when a *life insured* is added to an existing *policy*.

Any alteration to a joint *policy* will require both *policy owners'* approval.

Alterations to existing cover

We understand that circumstances change, and you may need to make changes to your *cover*. You can make the following changes:

- update your contact details;
- add or remove a *life insured*;
- increase or decrease your *benefit amount*;
- add or remove optional *cover*;
- change the premium frequency or the date we debit your bank account or credit card; and
- change how you pay your premiums.

You may increase the Life Protect Plus *benefit amount* for each *life insured* up to the maximum amount prior to the *life insured* reaching 65 years of age, subject to the *life insured* satisfying health and lifestyle criteria, or under a *significant life changing event*. You may increase the Optional Illness Covers *benefit amount* for each *life insured* up to the maximum amount prior to the *life insured* reaching 55 years of age, subject to the *life insured* satisfying health and lifestyle criteria.

Premiums for the increased portion of cover will be based on the premium rate applying to the *life insured's* age at the time of increase. Alterations to your *policy* may have an impact on your premium.



No cash value

Your Suncorp Life Insurance *policy* does not have a cash value. Like your car and home insurance, it's not a savings plan. No premiums or refunds will be payable to you in the event of *policy* cancellation, except within the 30-day cooling-off period or as outlined within this document.

Guaranteed renewal of cover

As long as you continue to pay your premiums when due, we guarantee to continue your *policy* each year until *cover* ends. This guarantee to continue applies regardless of any changes to your health or personal circumstances.

Currency

All payments in connection with this *policy* must be made in Australian dollars.

Statutory fund

The assets of TAL Life's Statutory Fund Number 1 will alone be liable for the payment of the benefits under this *policy*. You have no rights to the assets of TAL Life or any other TAL Life statutory fund.

Variations

This *policy* can only be changed by TAL Life in writing. No other person or company including an agent of TAL Life has the right to change any part of the *policy*.

Special conditions and exclusions

It is important that you read the *policy schedule* to confirm the details are correct and to note any special conditions or exclusions which may apply to this *policy*.

Risks

There are risks involved with taking out insurance that you should be aware of. These include:

- you may not select the right insurance product and cover level for your needs;
- it is possible to pay more in premiums than the amount you are covered for;
- if you are replacing another insurance contract, you should consider the terms and conditions of each insurance contract before deciding to make the change;
- our *policies* do not contain a savings or investment component, which means that if you cancel your *policy* after the 30-day cooling-off period, you may not receive any money back.

You should consider if the *policy* meets your needs both now and in the future. You may need to seek assistance from a financial adviser to assist you to determine if the terms are consistent with your objectives, financial situation and needs.

Complaints process

We offer an internal complaints department to assist with any concerns you may have about your *policy*, our services or your privacy. If you have a complaint about your *policy* or our services, please contact us on the details below:

Telephone: 13 11 55

Email: customerservice@suncorplifeinsurance.com.au

In writing: Suncorp Life Insurance
Reply Paid GPO Box 5380
Sydney NSW 2001

If you are not satisfied with our initial response, please ask to speak to a manager or a representative from the Complaints Team.

We will attempt to resolve your complaint within 45 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

Life Insurance Code of Practice

As a member of the Financial Services Council, we have adopted the Life Insurance Code of Practice (the Code). The Code is the life insurance industry's commitment to mandatory customer service standards.

The Code sets out the life insurance industry's key commitments and obligations to customers on standards of practice, disclosure and principles of conduct for their life insurance services, such as being open, fair and honest. It also sets out timeframes for insurers to respond to claims, complaints and requests for information from customers. The Code covers many aspects of a customer's relationship with their insurer, from buying insurance to making a claim, to providing options to those experiencing financial hardship or requiring additional support.

The Code can be found at www.fsc.org.au

Contacting us

If there's anything we haven't answered for you here, or even if there's anything you're not completely sure about, please don't hesitate to contact us on the details below:

Telephone: 13 11 55
Email: customerservice@suncorplifeinsurance.com.au
In writing: Suncorp Life Insurance
Reply Paid GPO Box 5380
Sydney NSW 2001

9. Your privacy

This Privacy Statement is given on behalf of both TAL Life and Suncorp. In this section 'TAL Life' means TAL Life Limited ABN 70 050 109 450 and its related companies that assist it to provide its services, 'Suncorp' means a member of the Suncorp Group of companies (Suncorp), 'we'/'us'/'our' means TAL Life and Suncorp collectively (or singularly/separately where the context requires) and 'you'/'your' means the *life insured* and/or the *policy owner* as the context requires.

Personal and sensitive information is collected from you or about you to enable us to provide insurance products or services to you. Further information may be requested from you at a later time, such as if you want to make alterations to your insurance *policy* or at claim time when financial and health information about you may need to be collected to assess the claim. If you do not supply the information that is required, then it may not be possible to provide the product to you or pay the claim.

Privacy policy

The ways in which your personal information is collected, used, secured and disclosed are set out in the respective privacy policies which are available at www.tal.com.au/privacy and www.suncorp.com.au/privacy, and are free of charge on request.

A privacy policy contains details about the following:

- the kinds of personal information that we collect and hold;
- how we collect and hold personal information (including sensitive information such as health and lifestyle information);
- the purposes for which we collect, hold, use and disclose personal information (including sensitive information);
- how our customers may access personal information about them which is held by us and how they can correct that information; and
- how we deal with any complaints that our customers may have regarding privacy issues.

Contacting us about privacy matters

If you have any questions regarding privacy related matters, including how we manage your information, or a privacy related complaint, please contact us on the details below:

Telephone: 13 11 55

Email: customerservice@suncorplifeinsurance.com.au

In writing: The Privacy Officer
Suncorp Life Insurance
Reply Paid GPO Box 5380
Sydney NSW 2001

TAL Life and Suncorp rely on the accuracy of the information you provide. If you think the information held about you is incorrect, please let us know using the communication methods above.

Additional information about privacy issues

The website of the Privacy Commissioner which is available at www.oaic.gov.au is a useful source of additional information about both the privacy rights of individuals and the privacy laws imposed on organisations like the providers of this product. This website also contains sensible steps that individuals can take to protect their information when dealing with organisations and when using modern technology. We take no responsibility for the contents of this government run website.

Access to information held about you

Under the current privacy laws and regulations, you are generally entitled to access the personal information held about you. To access that information, simply make a request in writing to TAL. This process enables us to confirm your identity for security reasons and to protect your personal information from being sought by a person other than yourself.

If, for any reason your request to access and/or update your information is declined, you'll be provided with details of the reasons. In some circumstances it may be appropriate to provide copies of complex medical information to a treating *medical practitioner* rather than directly to the customer so that the medical terminology can be explained.

There are some limited exemptions where you are unable to access the personal information held about you. These are not limited to but include the following circumstances:

- if the access would have an unreasonable impact on the privacy of other people;
- if the access request is frivolous or vexatious; and
- if giving access would be unlawful.

Disclosure of information

In processing and administering your insurance (including at the time of claim) your personal information may be disclosed to other parties such as organisations to whom the providers of this product outsource mailing and information technology, government regulatory bodies, as well as disclosed to and received from companies within the TAL and Suncorp groups (if applicable). Your personal information (including health information) may also be disclosed to other bodies such as reinsurers, health professionals, investigators, lawyers and external complaints resolution bodies.

Generally, customer information will not be used or disclosed for any purpose other than providing the products and services unless:

- you consent to the use or disclosure of the information;
- the use or disclosure is required or authorised under an Australian law or a court/tribunal order;
- the use or disclosure of the information is reasonably necessary for one or more enforcement-related activities conducted by, or on behalf of, an enforcement body, e.g. the police.

Sometimes we need to get personal information from or provide it to parties located overseas for the purposes outlined in this privacy statement. For more information on this including a list of countries where personal information may be disclosed, refer to our respective privacy policies.

Our marketing practices and opt-out

We and our related bodies corporate, affiliate companies and their partners, service providers and agents who operate and/or offer products (including life and general insurance, banking and superannuation) and services under the Suncorp brand may use your personal information (including your telephone number and your email or other electronic addresses) to keep you informed about other products (including general insurance, banking and superannuation), services and offers which may be of interest to you.

We may do this by phone, mail, email and SMS or other electronic messages. These consents shall remain in effect unless and until you notify us that you do not want to receive such direct marketing communications from the Suncorp brand.

In order to keep you informed about products (including life insurance), services and offers which may be of interest to you as well as improving our products and services that we may provide to you, we collect your personal information from and disclose it to others (including between the TAL and Suncorp group of companies) that provide us with specialised data warehousing, matching, trending or analytical services, as well as customer feedback, general marketing and product development services.

We may use online targeted marketing, data and audience matching, and market segmentation to improve advertising relevance to you. We may also collect your personal information for marketing through competitions and by purchasing contact lists.

We, and other people who provide us with services, may combine the personal information collected from you or others, with the information we, or companies in the Suncorp group, or our service providers already hold about you.

If, in relation to the Suncorp brand, you do not wish to receive direct marketing communications including via telephone calls), or do not want your personal information to be used or disclosed for marketing purposes, please call us on 13 11 55 or email customerservice@suncorplifeinsurance.com.au. You can update your marketing preferences at any time.

10. Glossary

The Glossary defines expressions used in the PDS and the *policy*.

Accidental injury or Injury: means a bodily *injury* directly and solely caused by violent, external and visible means, where the *injury* is not self-inflicted and has occurred after the *cover commencement date* and/or reinstatement date.

Australian resident: means an Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia who has received the PDS in Australia.

Benefit amount: means the *benefit amount* you apply for and which is accepted by us at the start of the *policy* (the *cover commencement date*) together with any requested increase, which we have accepted in writing, or any increases that we have automatically applied to your *policy* such as inflation protection increases.

Cover: means the *cover* you have applied for and which we have accepted in writing. The *cover* we have accepted will be shown in your *policy schedule*.

Cover commencement date: means the date you first take out *cover* (this date will be shown in your *policy schedule*).

Cover expiry date: means the date at which *cover* ceases. The *cover expiry date* for each type of *cover* and your *policy* will be set out in your *policy schedule*.

Illness: means an *illness* or disease that first manifests itself or is first suffered by the *life insured* after the *cover commencement date* or in the case of an increase to a benefit, after the commencement of the increase, and which is diagnosed by a *medical practitioner*.

Immediate family member: means a spouse, partner (same or opposite sex), de facto partner, child, parent and/or sibling of a *life insured* or *policy owner*.

Injury: means *accidental injury*.

Insured condition: means the medical condition, *injury* or medical procedure covered under the Life Protect Major Illness Cover or Life Protect Cancer Cover as specified and defined in this PDS.

Life insured: means the person whose circumstances we assess and accept as a *life insured* and who is named as such in the *policy schedule*.

Limb: means an arm, hand, leg or foot.

Medical practitioner: means a person who is registered as a *medical practitioner* in Australia, other than:

- you or the *life insured*;
- a business partner of you or the *life insured*; or
- an *immediate family member* of you or the *life insured*.

If practising other than in Australia, the *medical practitioner* must be approved by us and have qualifications equivalent to Australian standards.

Note: Chiropractors, physiotherapists and alternative therapy providers are not considered *medical practitioners* unless also registered to practise medicine in Australia.

Policy: means the legal contract between the *policy owner* and us. This document, the application (whether in writing, verbally or online), the personal statements, the *policy schedule* and any special conditions or endorsements make up the *policy*.

Policy anniversary: means the anniversary of the *cover commencement date* of your *policy*.

Policy commencement date: means the date you first take out the *policy* (this date will be shown in your *policy schedule*).

Policy owner: means the person who applies and is accepted for this *policy* and who is so named in the *policy schedule* (also described as 'you' or 'your'). The *policy owner* is the only person who may extend, vary, cancel or otherwise exercise any rights under the *policy*.

Policy schedule: means the document we send you titled '*policy schedule*' which sets out the details of your particular *policy* including who is the *policy owner*, who is the *life insured*, which benefits you have applied and been accepted for, any special terms we have agreed with you, the premium payable and your *cover commencement date* and *cover expiry date*.

Significant life changing event: means marriage, having a baby or adopting a child, taking out a new mortgage, the death of an *immediate family member* or your child starting school.

Terminal Illness: means an *illness* or condition where, after having regard to the current treatment or such treatment as the *life insured* may reasonably be expected to receive and their response thereto, the *life insured* has a life expectancy of less than 12 months.

For *terminal illness* benefit claims, two treating *medical practitioners* must certify the extent of the *illness* or *injury*, one being the appropriate specialist *medical practitioner* treating the condition and the other being a *medical practitioner* nominated by us who must confirm the diagnosis and life expectancy. The assessment process will include review of medical information regarding treatment and response to treatment.

We, us, our, TAL, the insurer: means TAL Life Limited, ABN 70 050 109 450 AFSL 237848.

11. Direct debit request service agreement

This Direct Debit Request Service Agreement is issued by TAL. It sets out the conditions for using direct debit to pay your insurance premiums. Please keep this agreement in a safe place for future reference.

How direct debit works

On the day your premiums are due, we send a request to your financial institution to debit the payment from your nominated account.

It usually takes between 1 to 3 days for the funds to be deducted — so make sure you keep enough money in your account during this time. If there are insufficient funds in your account to cover your premium payment, your bank may charge you a dishonour fee, and your insurance premiums will become overdue. TAL does not charge a dishonour fee for missed payments, but we may cancel your *cover* if your premiums remain unpaid.

When we deduct your payments

Usually we'll deduct your payment on the day it is due. Here are the exceptions:

- weekends — we'll deduct your payment the next business day, usually Monday; and
- public holidays — we'll deduct your payment the next business day. For public holidays that do not apply in all states, we'll deduct your payment the day it's due.

Our promise to you

We promise to:

- give you at least 14 business days written notice of changes to this agreement; and
- keep your nominated account information confidential, except where conducting direct debits with your financial institution, or otherwise as required by law.

Your commitment to us

You agree that:

- you've given us the correct account details (please check a recent account statement to confirm);
- the account you've nominated can accept direct debits through the Bulk Electronic Clearing System (BECS). Please be aware that not all accounts allow direct debits through BECS. If you are unsure please check with your financial institution before completing your direct debit request form;
- all account holders are party to this agreement; and
- sufficient funds will be available on the due dates to cover your direct debit payments.

How to make changes

To make a change to your direct debit arrangement, please contact us on 13 11 55. We can help you with:

- changing your nominated account details;
- delaying, stopping or suspending any debits; and
- cancelling the agreement completely.

We'll need at least 2 business days' notice before your next payment for these changes to take effect. If you delay, suspend, stop or cancel your direct debit payment you'll need to make alternative payment arrangements to ensure your insurance *cover* can continue.

12. Financial Services Guide

This Financial Services Guide (FSG) is provided by TAL Direct Pty Limited ABN 39 084 666 017 (TAL Direct, the Licensee, we, us and our). TAL Direct holds an Australian Financial Services Licence (AFSL 243260) and is related to the insurers TAL Life Limited ABN 70 050 109 450, AFSL 237848 (TAL Life) and Asteron Life & Superannuation Limited ABN 87 073 979 530, AFSL 229880 (Asteron). TAL Direct, TAL Life and Asteron are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL).

Purpose of this Financial Services Guide

This FSG is designed to assist you in deciding whether to use any of the services we offer. It contains important information about:

- the services we are authorised to provide under our Australian Financial Services Licence (AFSL);
- the remuneration received by us and any other relevant parties;
- who we act for when providing the financial services;
- how we handle your personal information;
- our internal and external dispute resolution services; and
- our compensation arrangements.

TAL Direct is responsible for the content of this FSG and has authorised its distribution.

Our services

TAL Direct is authorised under its AFSL to:

- provide financial product advice on life risk, and superannuation to retail clients;
- provide general advice only on general insurance products to retail clients;
- deal in life risk, superannuation and general insurance products to retail clients; and
- arrange superannuation products for retail clients.

About our representatives

A number of representatives have been appointed by TAL Direct to provide a financial service over the telephone and via webchat. These people have received specialist training to discuss the products we offer. They are only authorised to provide general advice. TAL Direct is responsible for any financial service provided by a representative over the telephone or via webchat.

General advice warning

It's important that you understand and are happy with your purchase decision. Any advice you receive is general advice only and has been prepared without considering your objectives, financial situation or needs, so you should consider whether it is appropriate for you, having regard to those factors. Before acting on the advice, you should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider it carefully before deciding whether or not to acquire the product.

Who we act for?

TAL Direct is acting for itself when it provides a financial service.

When our representatives provide general financial product advice, or arrange for the insurer to issue policies, they act for TAL Direct.

TAL Direct has been authorised under an arrangement called a 'binder':

- by TAL Life, for life cover;
- by Asteron, for life cover;

to:

- enter into, vary or cancel insurance cover; and
- manage, administer and settle claims;

on behalf of these insurers as if it was the insurer. This means that TAL Direct is acting for the insurer in these circumstances.

TAL Direct's authority is subject to the limits of authority agreed to with these insurers.

The insurers' registered addresses are:

- TAL Life Limited – Level 16, 363 George Street, Sydney NSW 2000
- Asteron Life & Superannuation Limited – Level 16, 363 George Street, Sydney NSW 2000

Our associations and relationships

It's important that you are aware of the relationships we have with other service providers so you can decide on the services you wish to use. Given that we are a TAL group company, we are affiliated with TAL Life and Asteron.

If our representatives provide general advice or recommend a product issued by a TAL group company, the TAL group company may benefit from this by receiving fees (including product, administration, investment or management fees) charged on that product. The amount and calculation of those fees are shown in the relevant PDS. Further, we and our representatives may also benefit if a TAL group company product is issued to you, or a TAL group company product you hold is varied, as a result of the general advice provided to you. You can request details of this remuneration from us before you apply for your TAL group product – see the 'How to contact us' section for details.

Companies in the TAL group may provide services and obtain fees and charges or other benefits from the product issuer or service provider if you obtain a product or service from a company in the TAL group. These relationships will be detailed in the relevant disclosure document. Where we enter into transactions with related parties, we operate in accordance with the related party protocols and TAL policies and procedures which require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

Dispute resolution process

If you have a complaint about your *policy*, our services or your privacy, please contact us on the details below:

Telephone: 13 11 55

Email: customerservice@suncorplifeinsurance.com.au

In writing: Suncorp Life Insurance
Reply Paid GPO Box 5380
Sydney NSW 2001

If you are not satisfied with our initial response, please ask to speak to a manager or a representative from the Complaints Team. We will attempt to resolve your complaint within 45 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

AFCA is an independent body and its service to you is free. Different terms of reference are applied by AFCA depending on whether your complaint relates to a life insurance product or a general insurance product. Please refer to the AFCA website for details.

Personal information

Personal and sensitive information (together 'personal information') is collected from you to enable TAL Direct and the insurers to provide their products or services to you. Further information may be requested from you at a later time, such as during the underwriting assessment, if you want to make alterations to your insurance *policy*, or when you make a claim.

The way in which we collect, use and disclose your information is described in our Privacy policy which is available at www.tal.com.au, and is free of charge on request. If you have any questions or complaints relating to your privacy, please contact us using the contact details below. Generally, you are entitled to gain access to information we hold about you. If you wish to request access, please let us know.

If you do not supply the requested information to us, we may not be able to provide our products and services to you such as issue a *policy* or assess a claim. In processing and administering your insurance (including at the time of claim) your personal information may be collected from, or disclosed to, the insurer and AFSL as well as any related bodies corporate including the third parties if it is legally permitted or authorised to do so. For example, we may need to collect information from, or disclose information to, general practitioners or health services providers to verify any health information you provide. Other examples include financial advisers, our related bodies corporate and other companies with which we have a business arrangement such as organisations to whom we outsource our mailing, administration and information technology, investigators, reinsurers, government agencies and law enforcement bodies if required or authorised to do so, or any person acting on your behalf such as a lawyer or accountant.

Information regarding the privacy rights of individuals is available at oaic.gov.au which is the website of the Office of the Australian Information Commissioner.

Opt-out

From time to time we and TAL group of companies may use your information to promote and market (by all communication channels, including telephone) our products (including life insurance) and services to you. If you do not want to receive telemarketing calls, or any information on other products (including life insurance) or services offered under the relevant brand by us or the insurer, please contact us on 13 11 55.

Remuneration

When life insurance is arranged for you, you will be required to pay a premium and this will be paid to the insurer of the product. The premium includes any commission payable by the insurer for distributing the product, so you do not need to pay any extra.

Where a representative arranges a *policy* for you over the telephone, that representative may in addition to their salary receive additional variable remuneration from TAL. The amount of this remuneration is dependent on a number of factors including the number of policies issued and the quality of the representative's conduct.

If we provide you with a financial service, you are entitled to request details of this remuneration and may do so by contacting us on the number specified in this FSG. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid, and these will accrue from time to time. These are not an additional cost to you. TAL may also pay referral fees or commissions to people or organisations that refer new customers to us. The referral fee may be paid in the form of an upfront commission fee and/or periodical trail fees. This will be at no additional cost to you. In addition to paying referral fees, TAL may from time to time give other non-cash benefits to referral partners.

Direct Debit Request summary

This summary describes how the Direct Debit Request system works. The full Direct Debit Request Service Agreement (Agreement) is available to you at www.suncorp.com.au/policydocuments. You should read the Agreement carefully as it explains your rights and obligations relating to your ongoing direct debits.

When you complete your bank details and sign the authority, you are authorising the direct debit of the appropriate premiums from your nominated account. Your authority will always be kept confidential. If your premium cannot be paid (for example there's not enough money in your nominated account), your bank may dishonour that payment, in which case your *policy* may lapse. Insurance *cover* ceases when the *policy* has lapsed.

If you have concerns about its operation or you subsequently need to change any aspects of the authority, please contact us. From time to time updates about our services which are subject to change and which are not materially averse to you may be found at www.suncorp.com.au/policydocuments and if you request a paper copy of any updated information, this will be provided to you without charge.

Compensation arrangements

TAL Direct is part of TAL and we confirm that TAL retains professional indemnity (PI) insurance to cover the activities of licensees within TAL, including TAL Direct. This PI cover is maintained in accordance with the law, is subject to its terms and conditions and provides indemnity up to the sum insured for the activities of the representatives of TAL and TAL Direct.

How to contact us

Telephone: 13 11 55

Email: customerservice@suncorplifeinsurance.com.au

In writing: Suncorp Life Insurance
Reply Paid GPO Box 5380, Sydney NSW 2001

How to contact us



13 11 55



*Suncorp Life Insurance, Reply Paid
GPO Box 5380, Sydney NSW 2001*



customerservice@suncorplifeinsurance.com.au

Issuer of the PDS:

TAL Life Limited

ABN 70 050 109 450, AFSL 237848

Level 16, 363 George Street, Sydney NSW 2000

Issuer of this FSG:

TAL Direct Pty Limited

ABN 39 084 666 017, AFSL 243260

Reply Paid GPO Box 5380, Sydney NSW 2001