

# Austbrokers Life Solutions

Product Disclosure Statement and Policy Document

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Issued By:

Suncorp Life & Superannuation Limited  
ABN 87 073 979 530, AFSL 229880

AAI Limited ABN 48 005 297 807, AFSL 230859  
(issuer of the Redundancy Benefit only)

Promoted By:

Austbrokers Life Pty Ltd ABN 23 614 273 915 AFSL 491816

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## Quick facts about Austbrokers Life Solutions

Sometimes it's tempting to not read insurance documents from cover to cover. We appreciate that, but we encourage *you* to read this document because understanding *your* Austbrokers Life Solutions *policy* is important. To help *you* out, below are some quick facts about *your* cover, we've also included references to where, in this document, *you* can find more detail.

### Recovery Support Plan (full details Section 4.1)

We want to help *you* get *your* life back on track after *illness* or *injury*. That's why Austbrokers Life Solutions *policy* can help support *your* recovery and rehabilitation with services to give *you* a helping hand on the road to recovery.

### Income Protection Cover (full details Section 4.2)

If *you* are ill or injured, *you* may be able to claim on *your* Disability Benefit. This *monthly payment amount* will provide an income so *you* can concentrate on getting better.

### Redundancy Benefit (full details Section 4.2.2)

This is an optional benefit that can be taken out in conjunction with Income Protection Cover. It can cover *you* in the case that *you* become *involuntarily unemployed*, allowing *you* to look for a new role while reducing *your* worry about day to day expenses.

### Death Cover (full details Section 4.3)

This cover pays a *lump sum payment* or can assist with services if *you* die or *you're terminally ill*, allowing *you* to arrange *your* financial affairs.

### Promise Benefit (full details Section 4.5)

This benefit is designed to pay \$10,000 if *you* die, regardless of the type or level of cover *you* have chosen. This means that if *you* have chosen Income Protection Cover but not Death Cover as well, we will pay *you* the benefit.

### Serious Illness Cover (full details Section 4.4)

This cover pays a lump sum benefit if *you* suffer a listed condition, which *you* can then use to help with recovery, such as the costs of medication and treatment.

### Kids Cover (full details Section 4.7)

This is an optional cover that can be added to *your policy*. It provides protection for *your* child (or children) in the unfortunate instance that they suffer a listed condition (including *fractures*) or pass away.

Now that *you* know the key facts, read on to learn more details about *your* cover and other benefits available.

# 1.0 Important Information

## Who are the insurers of Austbrokers Life Solutions?

This is the combined Product Disclosure Statement and Policy Document (PDS) for Austbrokers Life Solutions. It is issued by Suncorp Life & Superannuation Limited ABN 87 073 979 530 AFSL 229880 (*Suncorp*).

The insurance cover described in this PDS covers separate financial products provided as follows:

- *Suncorp* is the insurer of, and incurs solely the obligations relating to, the Income Protection, Death, Serious Illness and Kids Covers.
- *AAI Limited* ABN 48 005 297 807 AFSL 230859 (*AAI*) is the insurer of, and incurs solely the obligations relating to, the Redundancy Benefit. *AAI* is responsible for the wording in relation to the Redundancy Benefit.

*Suncorp* is not responsible for, or liable in respect of, insurance cover provided by *AAI* under this PDS. *AAI* is not responsible for, or liable in respect of, insurance cover provided by *Suncorp* under this PDS.

*Suncorp* has been authorised to advise that it has been appointed under a binder as an authorised representative of *AAI* to enter into contracts of general insurance, limited to the Redundancy Benefit, on behalf of *AAI*. *Suncorp* does not provide any financial product advice in relation to general insurance under the binder but may do so in relation to life insurance under its own AFSL authorisations. This same arrangement does not apply where financial services are provided by *AAI* through the *Suncorp* website.

*AAI* and *Suncorp* receive insurance *premiums* for the cover they issue in this PDS. Although *Suncorp's* staff members receive salaries, bonuses and other benefits from the Suncorp Group, neither *Suncorp* or *AAI*, nor any of *AAI's* staff members receive remuneration like commissions or other payments for the provision of this financial service.

*Suncorp* is also authorised to manage, and settle claims on behalf of, *AAI* in respect of the Redundancy Benefit.

## Suncorp-Metway and the Suncorp Group

*Suncorp* and *AAI* are each a related body corporate of Suncorp-Metway Limited ABN 66 010 831 722 (Suncorp-Metway). Various products and services are provided by different entities in the Suncorp Group. The different entities of the Suncorp Group are not responsible for, do not guarantee and are not liable in respect of products and services provided by other entities in the Suncorp Group. Suncorp-Metway does not guarantee and is not liable for Austbrokers Life Solutions. This product is not a bank deposit or other bank liability.

## What is the role of Austbrokers in relation to this PDS?

*Austbrokers Life Pty Ltd* ABN 23 614 273 915 AFSL 491816 (*Austbrokers Life*) may promote the Austbrokers Life Solutions product from time to time under its own Australian Financial Services Licence. *Austbrokers Life* is not a related body corporate of the Suncorp Group and its entities and does not act on their behalf in relation to this product. *Austbrokers Life* does not underwrite, sell, issue, guarantee or distribute Austbrokers Life Solutions or this PDS, nor does it guarantee the obligations of *Suncorp*, *AAI* or any member of the Suncorp Group. No Suncorp Group entities including *Suncorp* and *AAI*, are responsible for, guarantee or are liable in respect to services provided by *Austbrokers Life*.

*Suncorp* may pay remuneration to *Austbrokers Life*, however this is not an additional cost to *you*. For further details see the Austbrokers Life Solutions Financial Services Guide.

## Important terms and words

When reading this PDS, please refer to Section 12.0 Glossary which shows the meaning of various terms italicised throughout.

## Your contract with us

If *you* are issued an Austbrokers Life Solutions *policy*, this PDS, together with the information *you* provide in *your* application and the *schedule*, constitutes *your* insurance *policy* and is evidence of *your* insurance contract with *us*. *You* should read this document in conjunction with the *schedule* because together they contain important information relating to *your* *policy*. Please keep this PDS and *your* *schedule* in a safe place. *Your* *schedule* is issued to *you* based on the information provided by *you* to *us* on *your* application for insurance.

Austbrokers Life Solutions is not a savings plan. The primary purpose is to provide a benefit under the terms and conditions of the *policy* in the occurrence of a claimable event.

## Making changes to this PDS

All the information contained in this PDS is current at the time of issue. *We* may change or update any information in this PDS from time to time. If the change is not materially adverse, *we* may notify *you* about that change by preparing an update on *our* website, [www.lifeinsurance-solutions.com.au](http://www.lifeinsurance-solutions.com.au). *You* can also obtain a printed copy of this free of charge by contacting *us* (please refer to the back page for details). If the change is a material or significant one, *we* will generally notify *you* within 3 months of the change occurring.

*We* may also make improvements to *your* *policy* without any increase to *your* *premium*. If *we* make a change to *your* *policy* which in *your* opinion was adverse to *you*, *we* will, if *you* make a claim, assess *your* claim on the terms of the *policy* before the change took place.

## When you're covered

You are covered subject to the terms and conditions of *your policy* 24 hours a day, 365 days a year. If *premiums* payable under the *policy* are paid (please refer to Section 5.3 Your premium), *your policy* will continue unless *your policy* stops (please refer to Section 5.1 When your policy starts and ends).

Before *you* buy this insurance, please read this PDS carefully, including under each cover where *we* explain when a benefit would not be paid.

Any information contained in this PDS has been prepared by *Suncorp* without taking into account *your* particular objectives, financial situation or needs. So, before making a decision to purchase insurance, *you* should consider the appropriateness of the information in regard to *your* own circumstances.

For details on how to contact *us*, please refer to the back page.

## 2.0 Who can apply?

To apply for a Austbrokers Life Solutions *policy* you must:

- be aged between 18 and 60 years (inclusive)
- have received this PDS in Australia, and
- be an Australian or New Zealand Citizen or permanent resident, residing in Australia at the time of applying.

Once *you* have provided *us* with correct payment details and *we* have accepted *your* application, *you* will be covered for the benefits which are stated on *your schedule* and outlined in this document 24 hours a day, every day of the year.

## 3.0 Your cooling off period

From the *policy commencement date* you have 30 days to check that this insurance meets *your* needs. This is the cooling off period.

*You* can cancel *your policy* during this period by notifying *us*, and confirming *your* identity, in writing or verbally. If *you* haven't made a claim, *you* will receive a refund of any *premium* *you* have paid.

## 4.0 Details of cover and benefits

When you apply for an Austbrokers Life Solutions *policy*, you choose the combination of covers you believe best suits your needs at the time of application and the level of cover you think you need.

Cover type	Minimum	Maximum
Income Protection Cover	\$1,000 <i>monthly payment amount</i>	\$20,000 <i>monthly payment amount</i>
Optional – Redundancy Benefit	\$1,000 <i>monthly payment amount</i>	\$4,000 <i>monthly payment amount</i>
Death Cover (including Early Payment)	\$50,000	\$2,000,000
Serious Illness Cover	\$25,000	\$350,000 for a listed condition or upon death
Kids Cover (optional)	\$500 for <i>fractures</i>	\$25,000 for a listed condition or upon death

Payment of a cover or benefit is subject to our acceptance of your claim (please refer to Section 6.0 Making a claim). The most we will pay under this Austbrokers Life Solutions *policy* is the sum insured for each *insured person* plus any Promise Benefit that may be applicable (refer to Section 4.5).

### Ownership of your policy

#### Single life policies

If you are the only *insured person* listed on the *schedule*, you are the sole owner of the *policy*. As the sole owner of the *policy*, you will also be the *insured person*.

#### Joint life policies

Your *schedule* will show two *insured persons* who will be joint *policy owners*. The cover and sum insured or *monthly payment amount* for each *insured person* can be different.

As the joint owner of the *policy* and an *insured person*, you can change the details and benefits of the *policy* that are relevant to you without the need of the other *policy owner's* signature. For example, if you wish to decrease the level of your Death Cover sum insured, you can get in touch with our customer service team and they can help you.

However, there are some instances where both *policy owners* will need to approve changes, such as when altering a Kids Cover Benefit, if applicable.

Each *insured person* in an application for a joint life *policy* must meet the eligibility criteria. Each *policy owner* can choose different sums insured or monthly benefits that are suitable for them. In the case of Income Protection Cover, this means that the Disability Benefit (and Redundancy Benefit, if applicable) is payable only to the *policy owner* with which the particular benefit relates.

More information can be found throughout the PDS.



## Transfer of Ownership

While *you* hold this *policy*, *you* cannot assign ownership or transfer of this *policy* to any other person or party.

*You* may elect to remove one *policy owner* and life insured from the *policy* in the future, and this would require *you* to advise *our* customer service team in writing.

### 4.1 Recovery Support Plan

We want to help *you* and *your* family get *your* life back on track after *illness* or *injury*. That's why Austbrokers Life Solutions *policy* can help support restorative and rehabilitation services to give *you* a helping hand on the road to recovery.

The Recovery Support Plan includes but is not limited to:

- setting the return to work goals and/or date, or
- setting the date when *you* can return to *domestic duties*, and
- *you* receiving optimal medical treatment, including rehabilitation, identified, consistent with best practice guidelines for management for the condition.

We have a range of services that may be available to *you* during *disablement*, as recommended by *your* treating *registered medical practitioner* to assist *you* to return to work and/or *domestic duties* and agreed by *your* Case Manager.

Examples of what *your* Case Manager may help facilitate include:

- Transportation service. This could provide the transport (e.g. taxi) cost to assist with getting *you* to and from medical appointments
- Rehabilitation service. We may assist in contributing towards retraining and rehabilitation fees
- Counselling services. We may arrange counselling sessions for *you* and/or *your* family.

Unfortunately, we are not able to contribute towards the cost of any medical expenses.

If the Recovery Support Plan that is recommended by *your* treating *registered medical practitioner* and *your* Case Manager is not followed, *your* benefit payment may be stopped until *you* recommence the Recovery Support Plan.

### 4.2 Income Protection Cover

Income Protection Cover is designed to help *you* if *you* are *disabled*, regardless if *you* are working or not when *you* apply for cover.

If *you* are classified as *disabled* because *you* are ill or injured, *you* may be able to claim on *your* Disability Benefit.

In addition to the eligibility criteria in Section 2.0, Who can apply, if *you* are applying for the optional Redundancy Benefit (see Section 4.2.2) under Income Protection Cover, *you* also need to be working at least 20 hours a week in *your* *gainful occupation*, averaged over the last 3 consecutive months immediately prior to *your* *policy commencement date* and/or *cover commencement date*.

## 4.2.1 Disability Benefit

### Choosing your monthly payment amount

If *you* are working more than 20 hours a week at the time of *your* application, *you* can choose to insure up to 75% of *your* monthly income from \$1,000 up to a maximum monthly payment amount of \$20,000.

If *you* don't work, perform *domestic duties* full-time, or are working less than 20 hours a week at the time of *your* application, *you* can choose the level of cover *you* think *you'll* need with *monthly payment amounts* ranging from \$1,000 to \$5,000.

### Choosing your maximum payment period

*Your maximum payment period* is the maximum period for which *you* can be paid, for any one *illness* or *injury* under Income Protection Cover.

*You* can choose to be paid a benefit for an eligible claim for:

- up to 1 year
- up to 5 years, or
- up to age 70.

The *maximum payment period* that *you* can choose will be dependent on *your* occupation and hours worked per week.

If *you* select the *maximum payment period* of 5 years or to age 70, any claim as a result of *mental disorder* or *mental illness* will be limited to a *maximum payment period* of 2 years.

### Choosing your non-payment period

The *non-payment period* is the time that must pass before a monthly amount can be paid. However, it's really important to notify *us* of a potential claim as soon as possible, that way *we* can start helping *you* with *your* recovery by working with *you* and *your* registered medical practitioner on the best recovery support plan.

The *non-payment periods* *you* can choose for Income Protection Cover are 30 days or 90 days.

If *you* are eligible to be paid a *monthly payment amount*, payments are made monthly in arrears after the end of the *non-payment period*. Benefits will not be paid during the *non-payment period*.

The *non-payment period* starts when *you* first consult a *registered medical practitioner* for the *illness* or *injury* giving rise to *your* claim, and

- *you* cease all work due to that *illness* or *injury*, or
- when *you* first become unable to perform 3 out of 5 *domestic duties*.

*You* must be *disabled* for the entire *non-payment period*.

## How much will I receive and which definition will apply to an Income Protection Cover claim?

As shown in the below table, the benefit amount *you* are paid and the definition *you* will have *your* claim assessed against will depend upon:

- whether *you* were working more than 20 hours per week at the time of application, and
- whether *you* are working more than 20 hour per week immediately prior to the claim.

### If at the time of application, you were working more than 20 hours per week and you are still working at the date of *disability*.

We will pay the lesser of:

- 75% of your *annual earnings*, and
- the *monthly payment amount* shown on your *schedule*.

At the time of *disability*, the *monthly payment amount* will be payable from the end of the *non-payment period* if, solely due to *illness or injury*, you are:

- unable to perform all the *important income producing duties* of your *primary occupation*
- not working, whether remunerated or not (including volunteering), and
- under the care, treatment and following the advice of a *registered medical practitioner*.

*You* must also be following the Recovery Support Plan (see section 4.1).

### If at the time of application, you were working more than 20 hours per week and at the date of *disability* you're not working and haven't been receiving an income over the last 12 months or are performing *domestic duties* full-time for the last 12 months.

We will pay the lesser of:

- \$5,000, and
- the *monthly payment amount* shown on your *schedule*,  
for your *maximum payment period* up to 5 years.

At the time of *disability*, the *monthly payment amount* will be payable from the end of the *non-payment period* if, solely due to *illness or injury*, you are:

- unable to perform 3 of the 5 listed *domestic duties* (see Section 12.0 Glossary)
- not working, whether remunerated or not (including volunteering), and
- under the care, treatment and following the advice of a *registered medical practitioner*.

*You* must also be following the Recovery Support Plan (see section 4.1).

## If at the time of application, you were not working or working less than 20 hours per week.

We will pay the *monthly payment amount* shown on your schedule.

At the time of *disability*, the *monthly payment amount* will be payable from the end of the *non-payment period* if, solely due to *illness or injury*, you are:

- unable to perform 3 of the 5 listed *domestic duties* (see Section 12.0 Glossary)
- not working, whether remunerated or not (including volunteering), and
- under the care, treatment and following the advice of a *registered medical practitioner*.

You must also be following the Recovery Support Plan (see section 4.1).

Any *illness or injury* that causes you to be *disabled* must be diagnosed by a *registered medical practitioner*.

Where the Disability Benefit is payable for a period of less than a month, the benefit will be calculated as 1/30th of the amount for each day you are *disabled*.

### Are there any Disability Benefit limitations?

There are some circumstances when the *monthly payment amount* you receive may be altered or reduced.

The *monthly payment amount* you receive will be recalculated if, in relation to the *illness or injury* which caused your *disability*, you receive other payments by way of:

- other disability, group, sickness or accident insurance cover, including a mortgage replacement policy or through a superannuation fund
- workers' compensation schemes
- accident compensation schemes, or
- other statutory insurances payable for loss of income.

If any of the other payments listed above are received in the form of a lump sum payment in compensation for loss of earnings, we will convert that part of the compensation to income on the basis of 1% of the loss of earnings component and reduce the *monthly payment amount* you receive by that component.

We'll recalculate the benefit so that the amount we pay, when added to your *monthly income* and the other payments, listed above, to be taken into account, is no more than the greater of:

- 75% of your *annual earnings*, and
- the benefit otherwise payable.

The maximum amount we will provide cover for across all Austbrokers Life Solutions Income Protection Covers issued by us for the same *insured person* is \$20,000 per month (plus indexation).

## What happens if I'm self-employed and my business continues to operate while I'm disabled?

If *you* are entitled to receive a monthly amount and during that period are also entitled to receive income from businesses in which *you* have an interest:

- *we* will reduce *your monthly payment amount* by taking into account income received by *you* from any such businesses, including any ongoing profit generated by other employees of the businesses; and
- in all circumstances the sum of the *monthly payment amount* and any ongoing business profit *you* are entitled to receive will not exceed 75% of *your annual earnings* or the *monthly payment amount* as shown on *your schedule* (whichever is the lesser).

We will not however include income received from interest, dividends, rent or proceeds from the sale of assets.

## When do we stop paying the Disability Benefit?

Unless cover stops earlier (please refer to Section 5.1 When your policy starts and ends), payments will cease on the earliest of the following:

- *your maximum payment period* ends
- *you* are no longer *disabled*
- *your* 70th birthday, or
- *you* die.

## What happens if you are on leave or unemployed at the time of your disability?

If *you* have been on one of the following employer approved types of leave;

- annual
- long service
- parental
- sabbatical, or
- leave of absence excluding sick leave.
  - for less than 12 months at the date of *your disability*, *your annual earnings* will be calculated based on the 12 consecutive months immediately prior to *your* leave; or
  - for more than 12 months at the date of *disability*, *you* will be considered as not working.

## What happens if you are overseas at the time of your disability?

If *you* are overseas at the date of *your disability* or at any time while *you* are *disabled*, *your* monthly amount will only be payable for a maximum of 2 months while *you* are overseas, for a maximum of 12 months, but will recommence when *you* return to Australia as long as *you* are still *disabled* and an event has not occurred that ceases payment of *your* monthly amount (other than being overseas).

## What is recurring disability?

If *you* suffer from the same or related *illness* or *injury*;

- within 6 months of the end of *your* period of *disablement*
- *your* cover is still active, and
- *you* are *disabled*,

*we* will consider *your* *disablement* as recurring and therefore will recommence benefit payments without applying a new *non-payment period*. This applies only if *you* have not used the full *maximum payment period*.

This means any benefit payments will be added to the remaining *maximum payment period* and that the total *maximum payment period* for the same *illness* or *injury* cannot be exceeded.

If *you* do not make a *full recovery*, no *monthly payment amount* will be payable for the same or related *illness* or *injury* for which the previous claim was paid in full; i.e. for the entire *maximum payment period*.

## 4.2.2 Redundancy Benefit

The Redundancy Benefit is available as an optional cover with Income Protection Cover and is only offered if *you* are working 20 hours a week in *your* *gainful occupation*, averaged over the last 3 consecutive months, at the time of *your* application. *You* are only covered for the Redundancy Benefit if it is shown on *your* *schedule*.

The Redundancy Benefit is designed to provide a monthly amount to assist if *you* become *involuntarily unemployed*, subject to the conditions, exclusions and limits of *your* *policy*.

## What is the no claim period?

Eligibility to claim under the Redundancy Benefit starts 6 months after the *policy commencement date* (if *your* Redundancy Benefit started when *your* *policy* first started) or 6 months after the *cover commencement date* (if applicable) – the first 6 months is called the *no claim period*. If *you* become *involuntarily unemployed* during the *no claim period*, *you* will not be eligible to claim under the Redundancy Benefit. When the Redundancy Benefit is renewed, the 6 month *no claim period* does not start again.

## What is the Redundancy Benefit non-payment period?

The Redundancy Benefit has a 30 day *non-payment period*. Once *your* claim has been accepted, payments will commence monthly in arrears after the end of the *non-payment period*. This means *your* first benefit payment would be 60 days after the start of the *non-payment period*.

For the Redundancy Benefit, the *non-payment period* starts when both of the following events have occurred:

- *you* become *involuntarily unemployed*, and
- *you* are *actively seeking employment*.

You must have been *involuntarily unemployed* and *actively seeking employment* for the entire *non-payment period*.

No benefit will be paid during the *non-payment period*.

### **Your Redundancy Benefit maximum payment period**

The *maximum payment period* is 3 months for any one claim while you remain *involuntarily unemployed*. The total maximum benefit claimable for the same *insured person* during the life of the Redundancy Benefit is 12 months; for example, 4 lots of 3 months.

If a benefit is payable to you for less than a month, payments will be calculated as 1/30th of the amount for each day you are *involuntarily unemployed*.

### **Choosing your Redundancy Benefit monthly payment amount**

Your *monthly payment amount* for the Redundancy Benefit does not need to be the same as your Disability Benefit. You can choose to insure up to 75% of your *monthly income* from as little as \$1,000 per month, up to \$4,000 per month. The *monthly payment amount* that applies to you will be stated on the *schedule* and each year on your renewal notice.

### **When do we pay the Redundancy Benefit?**

After the *no claim period* (see What is the *no claim period*? above) has ended, your claim will be payable from the end of the *non-payment period* if you become *involuntarily unemployed* as a result of either:

- *involuntary redundancy*
- dismissal by no choice of your own
- a business you have a beneficial interest in is placed into insolvency administration, or
- your fixed term employment contract of 12 months or more ceasing prior to the agreed termination date by no choice of your own,

and you continue to be unemployed after the *non-payment period*.

In the event of a claim, we pay the lesser of:

- 75% of your *annual earnings*, and
- the *monthly payment amount* shown on your *schedule*.

### **When do we stop paying the Redundancy Benefit?**

Unless cover ceases earlier (please refer to Section 5.1 When your policy starts and ends), ongoing payments will cease when:

- you return to work
- you are no longer *actively seeking employment*
- your *maximum payment period* ends
- you reach your 65th birthday, or
- you die.

If *you* have the Redundancy Benefit, we will advise *you* prior to each *policy anniversary* whether we will:

- offer renewal of the Redundancy Benefit
- offer to renew the Redundancy Benefit but on different terms and conditions, or
- not renew the Redundancy Benefit.

If we offer renewal and *your premium* payment continues, the Redundancy Benefit will continue automatically for a further one (1) year at each *policy anniversary*. Payment of *your next premium* payment is deemed to be acceptance of an offer of renewal for that year. When the Redundancy Benefit is renewed, the 6 month *no claim period* does not start again.

There are some circumstances when we will not pay the Redundancy Benefit, please see Section 4.2.6 When we won't pay the Redundancy Benefit.

## What happens if you are on leave when you become involuntarily unemployed?

If *you* have been on leave such as; annual, long service, parental, sabbatical or leave of absence for **less than 12 months** at the date of *your involuntary unemployment*, *your annual earnings* will be calculated based on the 12 consecutive months immediately prior to commencing *your* leave.

If *you* have been on leave such as; annual, long service, parental, sabbatical or leave of absence for **12 months or more** at the date of *your involuntary unemployment*, the *monthly payment amount* will not be payable. If *you* intend to take leave for longer than 12 months it is important that *you* contact us.

### 4.2.3 Waiver of Premium

If we are paying *you* a *monthly payment amount* while *you* are either *disabled* or *involuntarily unemployed*, we will waive *your premiums* for all covers for the period while *you* are on claim.

If *you* return to work full time or return to *domestic duties* full-time on the direction of a *registered medical practitioner* and our claims consultant the Waiver of Premium will end and *premiums* will be payable again.

The Waiver of Premium does not apply to *premiums* paid during the *non-payment period*.

Unless cover ceases earlier (please refer to Section 5.1 When your policy starts and end) the Waiver of Premium will end on the earliest of:

- the end of *your maximum payment period*
- the date *you* are no longer *disabled* or *involuntarily unemployed*
- the date *you* are no longer *actively seeking employment*, or
- the date *your policy* ends.

While *you* are receiving the Waiver of Premium *you* cannot apply for any increase to the Covers under *your* Austbrokers Life Solutions *policy*.



The Waiver of Premium only applies to the portion of all *premiums* which relates to the *policy owner/insured person* receiving the benefit. The *policy owners* will continue to be jointly responsible for the payment of all *premiums* not waived.

#### 4.2.4 Concurrent Benefits

We will only pay one benefit at a time under Income Protection Cover. If *you* are eligible to receive both the Disability and Redundancy Benefits under this *policy* at the same time, we will pay the benefit that is higher.

For example, if *you are* eligible for a Disability Benefit of \$4,000 per month and a Redundancy Benefit of \$3,000 per month and *you* are eligible to receive a payment under both the Disability and Redundancy Benefits at the same time, we will pay the higher amount, in this case *your* \$4,000 Disability Benefit.

If the benefit amounts are equal, we will pay the benefit with the longest *maximum payment period*, that being the Disability Benefit while *you* continue to be *disabled*.

#### 4.2.5 When we won't pay the Disability Benefit

We will not pay a benefit or refund any *premiums* for the Disability Benefit under the Income Protection Cover if the claim was caused directly or indirectly by:

- *your* intentional self-inflicted act
- *you* attempting to engage in or engaging in:
  - diving below 40 metres, pot-holing, wreck diving and cave diving
  - competitive cycling, or
  - competitive motor sports.
- the use of drugs, other than medication prescribed by a *registered medical practitioner* and taken as directed
- being under the influence of alcohol, where *your* blood alcohol content is over the prescribed legal limit for driving
- pregnancy, miscarriage or childbirth, unless the *disability* continues for more than: 3 months from the later of the date
  - the pregnancy finishes, and
  - the *disablement* starts,the later date being the date we will consider *your disablement* to have started,
- *you* not following the Recovery Support Plan (see Section 4.1), or
- *you* engaging in any *criminal activity*.

No benefit under Income Protection Cover will be payable for any period *you* are incarcerated.

## 4.2.6 When we won't pay the Redundancy Benefit

We will not pay a benefit or refund any *premium* if *involuntary unemployment* was caused directly or indirectly by:

- an intentional self-inflicted act
- a *war or an act of war*, whether or not war has been declared
- the use of drugs, other than medication prescribed by a medical practitioner and taken as directed
- voluntary resignation, retirement or abandonment of employment
- misconduct, dishonesty or criminal activities
- poor performance as documented by *your* employer, in carrying out *your* usual occupation
- any strike or labour disturbance in which the *insured person* or their employer is involved
- the loss, currency or maintenance of any licence, authorisation or permit required to operate the business, including loss of drivers licence, trade or professional certification
- the seasonal nature of *your* employment
- the cessation of a fixed term contract of employment on the agreed termination date
- *illness or injury*, or
- *elective surgery*.

We will also not pay a benefit or refund any *premium* if:

- *you* were notified in writing, verbally or otherwise, of impending *involuntary unemployment* prior to the *policy commencement date* or Redundancy Benefit cover commencement date (whichever is applicable)
- *your* employer has announced to the public, or publicised in the media, before the *policy commencement date* or *cover commencement date*, an intention to reduce staff numbers by way of redundancy
- *you* have not been in employment or self-employed with an Australian registered business for a continuous period of 3 months prior to *your policy commencement date* or *cover commencement date*
- *you* have not been working at least an average of 20 hours per week in *your gainful occupation* over the last 3 consecutive months immediately prior to *your involuntary unemployment*
- *you* are *involuntarily unemployed* during the first 6 months of *your policy commencement date* (if *your* Redundancy Benefit started when *your policy* first started) or within 6 months after the *cover commencement date* (if applicable)
- *you* are no longer *actively seeking employment*, or
- *you* are incarcerated.

## 4.2.7 When does your Income Protection Cover start and stop?

As long as *you* satisfy the eligibility requirements (please refer to Section 2.0 Who can apply?) cover will commence on the date *we* accept *your* application and receive correct payment details. This date will be shown on *your schedule*.

Once *we* accept *your* application for Income Protection Cover (and any other cover *you* take out under Austbrokers Life Solutions), *we* will send *you* a *schedule* confirming *our* acceptance and *your policy commencement date*. If *you* take out the Redundancy Benefit after *you* first start *your policy*, *your* Redundancy Benefit may have a different commencement date to *your policy*.

The Disability Benefit under Income Protection Cover will stop on the earliest of the following events:

- *your 70th birthday*
- *your request to cancel the policy*
- the date *your policy* is cancelled due to the non-payment of outstanding *premiums*
- the date *you* retire, or
- the date of *your death*.

In addition to the above, cover under the Redundancy Benefit will also stop on the earlier of:

- the date *you* have been paid the benefit for a total of 12 months, or
- the date *you* or *we* choose not to renew this benefit.

All benefit payments will cease when cover stops.

*We* will not consider any claim, unless the *disability* occurred while *your policy* was still active. *We* may also cancel this *policy* on any grounds permitted under relevant law by telling *you* in writing.

## 4.3 Death Cover

Death Cover pays a *lump sum payment* if *you* die or are diagnosed with a *terminal illness* – helping *your family* eliminate any debts and assist in providing financial security.

### 4.3.1 Death Benefit

If *you* die during the life of this *policy*, *we* will pay the Death Benefit sum insured for *your policy* as a *lump sum payment* to either:

- The surviving *policy owner*, or
- *your nominated beneficiaries*, or
- to *your estate*.

Depending on the level of cover *you* think *you* need, *you* can apply for a sum insured from \$50,000 to a maximum \$2,000,000.

## When do we not pay the Death Benefit?

We will not pay a benefit or refund any *premium* under the Death Cover if the claim was caused directly or indirectly by *your* intentional self-inflicted act within 13 months of the *policy commencement date, cover commencement date, reinstatement date* or increase date (in respect of the increase only).

## Are there any Death Benefit limitations?

The maximum amount we will pay across all Austbrokers Life Solutions policies for the same *insured person* is \$2,000,000 (plus indexation).

### 4.3.2 Early Payment

If *you* are *terminally ill*, we will advance *your* full Death Benefit amount, helping *you* to arrange *your* financial affairs.

*Terminal Illness* is defined as:

An *illness* which *you* have been diagnosed with, that in *our* opinion, having considered any evidence we may require, means that *you* will not survive more than 24 months, regardless of any available treatment.

We must receive notice of any claim for Early Payment as soon as reasonably possible.

### 4.3.3 Future Life Event Changes

We understand life is always changing. To help keep *your* insurance in line with *your* changing lifestyle, *you* can increase *your* sum insured by \$100,000 without having to provide any medical information if *you* are under the age of 60 and *you*:

- reach the 2<sup>nd</sup> *policy anniversary*
- get married
- or *your* partner gives birth to or adopt a child
- have a child starting high school for the first time
- purchase a home, and/or
- suffer the death of *your* spouse.

To apply for this increase, simply contact *us* for a Future Life Event Changes Application Form.

This benefit will stop on *your* 60th birthday, unless cover stops earlier (please refer to Section 5.1 When your policy starts and ends).

Increases to *your* sum insured using this Benefit must occur within 90 days of *your* *policy anniversary* following the event and will be offered on the same terms as *your* original insurance with *us*. Once we accept *your* application, we will confirm *your* increased sum insured and advise *you* of *your* new *premium*.

Please note:

- the 13 month intentional self-inflicted act exclusion will apply to the increased portion from the date we accept *your* increase (please refer to Section 4.3.1 Death Benefit),

- *you* will not be able to apply for this Benefit if *you* are in the process of, or currently on, a claim under any other Cover under Austbrokers Life Solutions *policy*,
- Maximum Limits apply – *you* can only use this increase 5 times over the life of the *policy*.

#### 4.3.4 Nomination of Beneficiaries

Nominating beneficiaries to receive the proceeds from *your policy* may help avoid any potential delay in the payment of *your* Death Cover, Serious Illness Benefit for death (or the Promise Benefit). *You* can nominate up to five beneficiaries by completing the Nomination of Beneficiaries form.

If *you* change *your* mind, *you* can alter *your* beneficiary nomination at any stage by completing a new Nomination of Beneficiaries form. A nomination is effective once it is confirmed by *us* in writing.

##### Single owner

If *you* have made valid nominations, the Death Benefit, Serious Illness Benefit for death (if cover is selected) or the Promise Benefit will be payable to *your nominated beneficiary/ies*.

If *you* have made valid nominations and a nominee cannot be located or they die before *you*, the Death Benefit or Serious Illness Benefit for death (if selected) or the Promise Benefit otherwise payable to the *nominated beneficiaries* will be payable to *your* estate.

If *you* do not nominate a beneficiary, any benefit payable on *your* Death Cover or Serious Illness Benefit for death (if selected) or the Promise Benefit will be paid to *your* estate.

##### Joint owner

Under a joint ownership *policy*, if the Death Cover or Serious Illness Benefit for death is applicable for an *insured person*, the payment of the Death Cover or Serious Illness Benefit for death (if selected) or the Promise Benefit will be to the surviving *policy owner*.

If joint owners die at the same time the payment of the Death Benefit or Serious Illness Benefit for death (if selected) or Promise Benefit will be paid in the following order:

1. to the *nominated beneficiaries*, if applicable, of the *insured persons*, or
2. if a beneficiary/ies has not been nominated or the nomination is not valid, to the claiming *insured person's* estate.

## 4.4 Serious Illness Cover

Serious Illness Cover pays a lump sum if *you* become sick from one of the listed *illnesses* below. This benefit provides *you* with financial assistance while *you* receive treatment.

## 4.4.1 Serious Illness Benefit

You can choose how much you're covered for—from \$25,000 to \$350,000 in increments of \$25,000. You'll be either paid a full payment, or a partial payment depending on the type of *illness*.

### When can I claim on the Serious Illness Cover?

We'll pay you a lump sum if you die or you're diagnosed by a *registered medical practitioner* as suffering from one of these serious *illnesses*:

- *Cancer\**
- *Severe Heart Attack\**
- *Stroke\**
- *Coronary Artery Bypass\**
- *Carcinoma in situ of female organs\*^*
- *Early stage prostate cancer\*^*
- *Paralysis`*
- *Motor Neurone Disease`*
- *Muscular Dystrophy`*
- *Parkinson's Disease`*
- *Alzheimer's Disease`*
- *Major organ failure; or`*
- *Multiple Sclerosis.`*

### What do all these little flags mean?

\* means a 90 day qualifying period applies from the *cover commencement date*. This means that *you can't* make a claim for these *illnesses* during this time.

^ means a partial payment that is the greater of 20% of *your* sum insured or \$10,000 will be made for these conditions. Only one partial payment is payable across the life of the *policy* for the applicable *insured person*. Any partial payment made will reduce the Serious Illness sum insured accordingly for the applicable *insured person*. To keep *your* payment in line with this, *your premium* will be reduced to reflect the reduced sum insured.

` means payable on diagnosis by a *registered medical practitioner*.

### Why only a partial payment?

You may wonder why we limit the full payment for the listed early stage *cancers*, or those described as 'in situ'. This is because these types of *cancers* have been caught early and haven't spread, and can usually be managed with less invasive treatments. These treatments often result in a much quicker recovery time as well as lower out of

pocket-expenses. In the unfortunate situation of the *cancer* spreading, and therefore meeting *our* full *cancer* definition, the remaining level of cover will be payable.

### When we will not pay for Serious Illness Cover

We will not provide a payment if *your* serious *illness* is as a direct or indirect result of *your* intentional self-inflicted act.

We will not pay a benefit for death under the Serious Illness Cover if the death is as a result of an intentional self-inflicted act within 13 months of the *cover commencement date*, the date of *your* reinstatement or the date *you* increase *your* Serious Illness Cover (in relation to the increased portion only).

### When does Serious Illness Cover end?

*Your* Serious Illness Cover will end on the earliest of the date:

- *you* ask for *your* Serious Illness Cover to be cancelled
- *your* *policy* ends
- *you* reach *your* 70th birthday, or
- *your* Serious Illness Cover has been paid in full.

## 4.5 Promise Benefit

The Promise Benefit allows *us* to pay a *lump sum payment* in the event of death, regardless of the cover *you* have chosen under *your* Austbrokers Life Solutions *policy*. This is provided at no extra cost to *you*.

The benefit amount of \$10,000 will be generally paid within 2 business days of *us* receiving the death certificate or copy of Medical Certificate of Cause of Death and completed claim form. We will pay the Promise Benefit to either the surviving *policy* owner, *your* *nominated beneficiaries* or to *your* estate. Refer to Section 4.3.4 for more information.

The Promise Benefit can be paid as a *lump sum payment* or can be used for services provided (such as counselling); see Section 4.1 Recovery Support Plan for more information.

The Promise Benefit will cease on the date that all other covers under *your* Austbrokers Life Solutions *policy* ceases.

Note that the Promise Benefit is not payable on any Kids Cover claims.

## 4.6 Cover for Inflation

To give *you* the control over *your* *policy* each year, at each anniversary we will offer *you* the opportunity to increase *your* benefit level in line with the *indexation factor* that year.

We will not automatically increase these benefits; we will only increase the benefits if *you* contact *us*. We will let *you* know of the increase offered in *your* renewal notice.

If *you* choose to accept this increase, we'll recalculate *your* *premium* to reflect this new level of cover. *You* will not need to answer any medical questions to accept the increase.

## 4.7 Kids Cover

Kids Cover provides a one-off *lump sum payment* to you depending on the event that occurs – helping with expenses while *your* child/children recover, or in the event of death. This is an optional cover that can be taken out in conjunction with any of the main covers under Austbrokers Life Solutions, i.e. Income Protection Cover, Death Cover and/or Serious Illness Cover. Each *policy owner* will need to consent to Kids Cover being added to the *policy*.

There's no limit to the number of children you choose to cover but they must be aged between 2 and 17 (inclusive). If you'd like to add more children to *your policy* in the future, you simply complete an application for each additional child. A separate *premium* will be charged for each insured child.

### 4.7.1 Kids Cover Benefit

There is no need to select a specific benefit level as the Kids Cover Benefit pays a *lump sum payment* of \$25,000 depending on the event that occurs.

#### When you can claim a payment

We'll pay a *lump sum payment* if the insured child dies or is diagnosed by a *registered medical practitioner* with any of the following:

- *Blindness*
- *Brain damage*
- *Cancer (including leukaemia)\**
- *Cardiomyopathy*
- *Chronic kidney failure*
- *Deafness*
- *Encephalitis*
- *Benign brain tumour*
- *Loss of speech*
- *Major head trauma*
- *Major organ failure*
- *Meningitis*
- *Meningococcal disease*
- *Paralysis*
- *Serious accidental injury*
- *Severe burns*
- *Single loss of limb or eye*
- *Terminal illness*



\* Indicates cover for this *illness* won't start until 90 days after the *policy* or *cover commencement date* as shown on *your schedule*.

Please refer to Section 11.2 Kids Cover Medical Definitions for definitions of the events listed above.

## Fracture Benefit

We'll pay you a lump sum payment of \$500 for each *fracture* of the arm, leg or skull the insured child suffers. You can claim for up to 10 *fractures* while the cover is active.

Multiple *fractures* of the same bone will only receive one payment of \$500.

For example, if *your* child insured under Kids Cover suffered two *fractures* to the same leg bone and also *fractured* an arm in the same *accident*, the maximum amount payable for these *injuries* under the same claim would be \$1,000.

In the case of *your* child *fracturing* different body parts (arm, leg or skull) in the same *accident*, we will pay a benefit for each *fracture*.

Payments for *fractures* will not reduce the level of payments for the medical conditions listed above, or in the event of death.

## Increases to Kids Cover

If you decide to accept an increase to *your policy* under the Cover for Inflation Benefit (refer to Section 4.6), this will also apply to Kids Cover. Please note, this will not apply to the Fracture Benefit.

## When we won't pay under the Kids Cover Benefit

We will not pay a benefit or refund any *premium* under Kids Cover if the event giving rise to the claim was caused directly or indirectly by:

- the intentional act of *you* or *your* partner, the child's parent, legal guardian or their partners, or
- a *congenital condition* affecting the insured child.

## When does Kids Cover end?

Kids Cover will end on the earliest of the date:

- *you* ask for Kids Cover to be cancelled;
- when all other covers under *your policy* end;
- the insured child turns 21 years old;
- a listed event (not including *fractures*) is paid in full, or
- the insured child dies.

## Transfer option

When *your* child turns 18 and before their 21st birthday, they have the option to obtain cover to a comparable insurance product, as decided by *us*, without the need for further evidence of health.

The sum insured for the new *policy* will be the same Kids Cover sum insured for the insured child as at the date when the comparable cover is provided. *Premiums* will be calculated based on the rates applying at the time for the new *policy*.

This option can be exercised from the insured child's 18th birthday or within 30 days of the expiry of the Kids Cover.

## 5.0 Your Policy

### 5.1 When your policy starts and ends

*Your policy* will start on the *policy commencement date* shown on *your schedule*, subject to us having received correct payment details.

Each cover *you* apply for will start and end on the dates shown on *your schedule*. Some covers may have their own *cover commencement date*, in which an endorsement will be provided to *you*.

In addition to the circumstances explained under each of the cover types throughout this document, *your policy* will end on the earliest of the date:

- when all covers listed under *your policy* end
- *you* ask for *your policy* to be cancelled
- we cancel *your policy* because *you* haven't paid *your premiums*, or
- *you* die.

If there is more than one *insured person* listed on the *schedule* and cover stops for one of them, the *policy* will continue for the remaining *policy owner* (who is also the *insured person*) and the *premium* will be adjusted to cover the remaining *insured person*.

### 5.2 When we won't pay

As well as the other circumstances when we won't pay as set out in this PDS, we won't pay a benefit for all covers if the claim was caused directly or indirectly while travelling to, or remaining in, a country with an alert level of 'Reconsider your need to travel' or 'Do not travel' (or their equivalents from time to time) by the Department of Foreign Affairs and Trade at the time of death, *injury* or *illness*.

## 5.3 Your Premium

Your *premium* pays for your cover, government fees and charges, and any administration costs.

How much you pay depends on:

- your age and gender
- the cover(s) you've chosen
- the level(s) of cover you've chosen
- factors personal to you such as your health and smoking status, and
- whether you're eligible for any discounts.

If you have a joint life *policy*, whilst the *premiums* will be calculated separately for each individual cover chosen and for each *policy owner*, both *policy owners* will be responsible for the payment of all *premiums* under the *policy*.

### Premium options

There are two *premium* structures that you can choose from, Stepped *premiums* and Level *premiums*, which are explained below. Please note, the *premium* structure is applicable for the whole *policy* (except Kids Cover and the Redundancy Benefit, please see below). This means if you elect to have two *policy owners*, you will only be able to choose one of the *premium* options, stepped or level.

### Stepped premiums

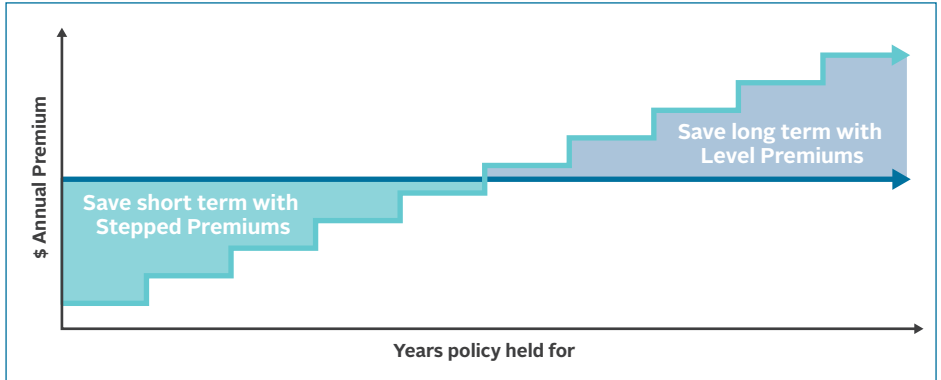
If you choose a stepped *premium*, the *premium* stated on your *schedule* applies during the first 12 months after your *policy commencement date*. Ongoing *premiums* will be recalculated each year based on your age at the time of each *policy anniversary*. This means your *premiums* will generally increase with your age.

### Level premiums

If you choose a level *premium*, the *premium* stated on your *schedule* will not increase each year until you reach age 70. Your *premium* will only increase before age 70 if you decide to utilise the Cover for Inflation (see Section 4.6) or increase your sum insured amounts.

If you increase your sum insured amounts, the increased portion of the sum insured will be calculated based on the applicable *premium* rate for your age at the time of applying for the increase. If you have had a birthday since your *policy commencement date*, the *premium* rate that applies to the increased sum insured amount will generally be higher than when you applied for the original sum insured amount.

After age 70, your *premium* will then increase each year at your anniversary to reflect your age.



(For illustration purposes only. The changes to *your premium* will vary depending on *your* individual circumstances, including whether *you* utilise Cover for Inflation.)

## For Kids Cover and the Redundancy Benefit

*Your premium* for these two benefits are not calculated using *your age*. This means that the *premiums* for these covers will not change unless *you* increase *your cover* amount through Cover for Inflation (see section 4.6).

## Our premium guarantee

We guarantee that *your premium* won't change for 12 months from *your policy commencement date*. After this, *your premium* will increase if *you* choose the stepped premium option, accept Cover for Inflation or if *you* make any changes to *your Covers* (ie increases or decreases).

## Changing your premium

We can also change *premiums* for all policies of the same kind from time to time. We won't single *your policy* out for a *premium* increase. If we do apply an increase to *your policy*, we'll provide *you* with at least 30 days' notice and *you'll* be charged the new *premium* from *your next policy anniversary*.

We'll send *you* a notice prior to each *policy anniversary* confirming *your new premium*, if applicable.

For the Redundancy Benefit, any change to *your premium* for the next 12 months will be shown on *your renewal notice*.

## Our statutory fund

All *premiums* received, except for a portion of the *premium* for the Redundancy Benefit, are paid into *our* No.1 statutory fund. A portion of the *premium* for the Redundancy Benefit is paid into *AAI's* Technical Reserves. A *policy* issued in relation to Austbrokers Life Solutions is not eligible to participate in any profits or surplus arising in *our* statutory funds.

## Taxes and charges

*Premiums* are subject to Commonwealth and state taxes and/or charges, including GST and stamp duty. The amount of these taxes and/or charges will be shown on *your policy schedule* and renewal notices.

### 5.3.1 Paying your premium

*You* can choose to pay *your premium* fortnightly, monthly or annually by credit card or direct debit. *Your first premium* will be deducted within 5 working days from *your policy commencement date*. Each subsequent *premium* deduction will follow as per the frequency *you* have nominated.

*You* have up to 30 days (or 14 days if *you* pay fortnightly) from the date each *premium* is due to pay *your premiums*. This period is the grace period. If *you're* entitled to claim within the grace period, *we'll* pay the benefit if otherwise payable on the terms explained in this PDS, less the amount of any unpaid *premium*.

If *you* don't pay *your premium* by the end of the grace period, *we'll* send a notice to *you* specifying the date *we'll* cancel *your policy* without any refund of *premium*. If the *premium* remains unpaid, *we'll* also provide written notice of cancellation to *you* at the address last advised to *us*. *We'll* not be liable for any claims after the date of cancellation.

### 5.3.2 Reinstatement of your policy

If *we* cancel *your policy* because *you* haven't paid *your premiums*, *you* can request for *your policy* to be reinstated within 30 days of the *policy's* cancellation date. To reinstate, *we* may ask for information relating to (but not limited to) *your* health and occupation and all outstanding *premiums* must be paid by *you*. Reinstatements are not guaranteed and *we'll* let *you* know of *our* decision in writing.

### 5.3.3 Discounts

*We* believe *you* should be getting the best value out of Austbrokers Life Solutions, as such; there are a variety of discounts available depending on the cover *you* take out.

## Large Sum Insured and/or Monthly payment amount Discount

### Income Protection Cover

Monthly payment amount from	Premium Discount
0	0.0%
\$7,500	5.0%
\$10,000	12.5%
\$15,000	15.0%
\$17,500	17.5%

### Death Cover

Lump sum insured amount from	Premium Discount
0	0%
\$500,000	10.0%
\$750,000	12.5%
\$1,000,000	15.0%
\$1,500,000	17.5%

### Serious Illness Cover

Lump sum insured amount from	Premium Discount
\$300,000	5%

## Multi Cover Discount

If you take out any 2 covers of Income Protection Cover, Death Cover, and/or Serious Illness Cover you'll be eligible for 5% off your premium each year you continue to hold these covers.

If you take out all 3 covers your discount will be 10%.

If you add or remove covers while your policy is active, your premiums will be adjusted accordingly.

Please note, the Redundancy Benefit and Kids Cover Benefit are not included in the Multi Cover Discount.

## Annual Premium Discount

If you elect to pay your premium annually, you will be entitled to a 5% discount.

## Multi-Life Discount

If you apply for an Austbrokers Life Solutions *policy* as a joint *policy*, you'll be entitled to a 5% discount.

If you decide to remove one of the joint *policy owners* from the *policy*, this discount will also be removed.

### 5.3.4 Changing your cover

Life changes over time, and so can *your policy*. We've made it easy for you to adjust *your policy* as *your* life changes. You can apply to add or remove any types of cover, adjust the level of cover you're insured for, or change *your* personal details by contacting us. We'll let you know if you have to complete any forms. If we agree to make changes to *your policy*, we'll advise you of *your* new *premium* and terms.

### 5.3.5 Taxation

Usually *premiums* for Death, Serious Illness and Kids Cover are not tax deductible, and any benefit payments are not assessable for tax purposes.

The tax treatment of Income Protection Cover will depend on *your* individual circumstances. If you are working, *premiums* are usually tax deductible and any benefit payments received are generally assessable for tax purposes.

These comments are a guide only and do not take into account changes in taxation laws or *your* particular circumstances. Please ask *your* tax adviser or the Australian Taxation Office about *your* own circumstances. GST does not apply to the Disability Benefit but it does to the Redundancy Benefit. If tax laws are altered, we reserve the right to increase *premiums* to reflect any applicable GST or any other Government taxes and charges that may be introduced. Any increase would be in accordance with *our* legal obligations.

## 6.0 Making a claim

To make a claim *you, your nominated beneficiaries or your legal personal representative* need to contact *us* as soon as reasonably possible so that we can start helping *you* recover and provide the relevant claim forms.

A claim for Death Cover, Serious Illness Benefit for death or the Promise Benefit will be paid in accordance with *your policy*, subject to any relevant terms which may apply as explained on *your* nomination of beneficiaries form (if applicable).

We will ask for information we reasonably need, including medical and other records to ensure that the terms of the *policy* as set out in this PDS are satisfied.

Below is a list of information that is generally requested at claim time.

Type of Cover	Examples of information required
Income Protection Cover	<ul style="list-style-type: none"> <li>• Claim form completed by <i>you</i> and a <i>registered medical practitioner</i></li> <li>• Any supporting evidence required by <i>us</i> (e.g. medical reports)</li> <li>• Evidence of employment in the form of an Employer’s Statement (unless self-employed where proof of income will indicate evidence of them being engaged in their <i>primary occupation</i>)</li> <li>• Copy of proof of identity (birth certificate, driver’s licence or passport)</li> <li>• Proof of income (personal and/or business tax return for the 12 months prior to incapacity, group certificate or letter from <i>your</i> employer or other evidence that is satisfactory to <i>us</i>).</li> </ul>
Redundancy Benefit	<ul style="list-style-type: none"> <li>• an initial claim form completed by <i>you</i> which will include details of <i>your involuntary unemployment</i> for which the claim is being made and when it occurred</li> <li>• proof of <i>your</i> unemployment (Separation Certificate, letter of Redundancy, letter of Termination of Contract)</li> <li>• proof of <i>you actively seeking employment</i> (e.g. registration with Centrelink or a recognised Australian recruitment or personnel agency)</li> <li>• if <i>you</i> were self-employed, proof that <i>your</i> business has ceased to operate due to actual insolvency (ASIC deregistration, Wind up Court Order, appointment of an insolvency administrator, Notice of Bankruptcy, Notice of Liquidation); or</li> <li>• if <i>you</i> were self-employed, a letter from <i>your</i> accountant detailing the date and reason the business has ceased to operate due to insolvency, with supporting evidence such as last Business Activity Statement (BAS).</li> </ul>



Type of Cover	Examples of information required
Death Cover (to claim for death)	<ul style="list-style-type: none"> <li>• Claim form completed by the surviving <i>policy owner, your nominated beneficiaries or legal personal representative</i></li> <li>• Certified copy of the deceased's death certificate with cause of death or other evidence satisfactory to us eg. Medical Certificate of Cause of Death</li> <li>• Certified copy of proof of identity (birth certificate, driver's licence or passport) of the party making the claim</li> <li>• Certified copy of the deceased's Will</li> <li>• Certified copy of Probate or Letters of Administration if a valid nomination of beneficiary form has not been received by us.</li> </ul>
Death Cover (to claim for terminal illness)	<ul style="list-style-type: none"> <li>• Claim form completed by <i>you and a registered medical practitioner</i></li> <li>• Certified copy of <i>your</i> proof of identity (birth certificate, driver's licence or passport).</li> </ul>
Serious Illness Cover	<ul style="list-style-type: none"> <li>• Claim form completed by <i>you (the insured person suffering the illness) and a registered medical practitioner</i></li> <li>• Any other supporting medical information including test results and/or imaging</li> <li>• Certified copy of proof of identity (birth certificate, driver's licence or passport).</li> </ul>
Serious Illness Cover (to claim for death)	<ul style="list-style-type: none"> <li>• Claim form completed by the surviving <i>policy owner, your nominated beneficiaries or legal personal representative</i></li> <li>• Certified copy of the deceased's death certificate with cause of death or other evidence satisfactory to us eg. Medical Certificate of Cause of Death</li> <li>• Certified copy of proof of identity (birth certificate, driver's licence or passport) of the party making the claim</li> <li>• Certified copy of the deceased's Will</li> <li>• Certified copy of Probate or Letters of Administration if a valid nomination of beneficiary form has not been received by us.</li> </ul>
Promise Benefit	<ul style="list-style-type: none"> <li>• Claim form completed by the surviving <i>policy owner, your nominated beneficiary or legal personal representative</i></li> <li>• Certified proof of identity (birth certificate, driver's licence or passport) of the party making the claim</li> <li>• Certified copy of the deceased's Will.</li> <li>• Certified copy of Cause of Death Certificate.</li> </ul>

Type of Cover	Examples of information required
Kids Cover (to claim for fractures)	<ul style="list-style-type: none"> <li>• Medical certificate from the insured child's <i>registered medical practitioner</i></li> <li>• Certified copy of proof of identity (birth certificate, driver's licence or passport) for <i>you</i> and the insured child</li> <li>• Copies of test results eg, x-rays, ultrasound reports, CT scan or MRI reports to verify the <i>fracture</i>.</li> </ul>
Kids Cover (to claim for <i>illness, injury or terminal illness</i> )	<ul style="list-style-type: none"> <li>• Claim form completed by the <i>policy owner(s)</i> and the insured child's <i>registered medical practitioner</i></li> <li>• Any other supporting medical information including test results and/or imaging</li> <li>• Certified copy of proof of identity (birth certificate, driver's licence or passport) for the <i>policy owner(s)</i> and the insured child.</li> </ul>
Kids Cover (to claim for death)	<ul style="list-style-type: none"> <li>• Claim form completed by the <i>policy owner(s)</i> or their <i>legal personal representative</i></li> <li>• Certified copy of proof of the <i>policy owner(s)</i> identity (birth certificate, driver's licence or passport)</li> <li>• Certified copy of the insured child's birth certificate and death certificate, or other evidence satisfactory to <i>us</i>.</li> </ul>

A few things to note:

- The list above isn't exhaustive - In some circumstances, we may require further information to help *us* assess *your* claim
- *You* (or *your nominated beneficiary* or *legal personal representative*) are responsible for the costs associated with satisfying these claim requirements, unless we tell *you* otherwise
- To assess the claim promptly, we need to ensure the information provided to *us* at the time *you* made *your* application for cover is correct, for example *your* age and smoking status. If we have received any false information, we may refuse the claim; adjust the *premiums* paid by *you* or the amount payable by *us*
- If we are disadvantaged by any delay in notifying *us* of a claim we may refuse the claim
- All payments are made in Australian currency
- We'll not consider any claim, unless the event occurred while *your policy* was still active
- From time to time we may make improvements to *your policy* without any increase to *your premium*. If we make a change to *your policy* which in *your* opinion was adverse to *you* and *you* make a claim, we'll assess *your* claim on the terms of the *policy* before the change took place, subject to any requirement of or limitations imposed by law at the time of claim.

## **Increases to your Income Protection Cover and the Redundancy Benefit while receiving a benefit**

If we accept *your* claim and *you're* receiving *your* benefits, *you* will find at renewal the *monthly payment amount* will increase with the *indexation factor*, up to a maximum of 10%. Once *your* claim is finished, *your monthly payment amount* will stay at the level that *you* reached during the claim. This will in turn increase *your premium* to reflect the higher *monthly payment amount*. *You* can choose to decrease this by getting in touch with *our* customer service team.

## **7.0 Risks**

*You* should be aware of the risks involved before buying a life insurance *policy*. Some of the risks associated with holding this life insurance *policy* include:

- *your policy* may not suit *your* needs
- *your* level of cover may not be appropriate, or
- a payment may not be paid if in the event of a claim, an exclusion applies.

To ensure the *policy* meets *your* needs and suits *your* personal circumstances both now and in the future, *you* may need to seek assistance from a financial adviser. Give us a call, we can help *you* with this!

## **8.0 How to contact us**

### **8.1 Administration queries and changes**

If *you* would like to make any changes to (e.g. apply to increase or decrease *your* level of cover) or have any questions about *your policy*, including a change to *your* address or to *your* payment type, please contact *us* (please refer to the back page for contact details). A change to this *policy* will only apply if we confirm the change in writing.

If *you* wish to apply for an increase to *your* level of cover, the maximum benefit limits will apply (please refer to the relevant cover sections in this PDS).

### **8.2 Complaints Resolution**

If *you* have a complaint about this product or *our* services, *you* can contact *our* Customer Relations team at [lifecustomerrelations@suncorp.com.au](mailto:lifecustomerrelations@suncorp.com.au) or through the contact details found on the back page.

If *you're* not happy with *our* decision or the way we handled *your* complaint, *you* can also contact the Financial Ombudsman Service (FOS) Australia. FOS is an external dispute resolution scheme that provides free services to customers, and is a totally independent and impartial body that will deal with *your* complaint directly, or follow up the matter on *your* behalf in accordance with its terms of reference.

You can contact FOS by:

- phoning 1800 367 287 or (03) 9613 7366
- faxing (03) 9613 6399
- emailing [info@fos.org.au](mailto:info@fos.org.au)
- writing to:
  - Financial Ombudsman Service Limited
  - GPO Box 3
  - MELBOURNE VIC 3001
- visiting [www.fos.org.au](http://www.fos.org.au)

## 9.0 Privacy Statement

### Your privacy is important

Suncorp and AAI are members of the Suncorp Group, which we'll refer to simply as "the Group". In this Privacy Statement all references to "We/Us/Our" mean Suncorp and AAI.

### Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- identify you and conduct appropriate checks
- understand your requirements and set up, administer and manage our products and services
- determine eligibility for a family discount where applicable
- manage and administer underwriting and claims, including any investigation and assessment of claims
- manage, train and develop our employees and representatives
- manage complaints and disputes, and report to dispute resolution bodies, and
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

## What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

## How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers.

Under various laws, we may be authorised or required to collect your personal information. These laws include the, Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999 Australian Securities and Investments Commission Act 2001; and Life Insurance Act 1995 as those Acts are amended and any associated regulations. From time to time other Acts may require, or authorise us to collect your personal information.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- other companies within the Group and other trading divisions or departments within the same company (please see our Privacy Policy for a list of brands/companies)
- hospitals and medical, health or wellbeing professionals
- other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers
- a third party that we've contracted to provide financial services, financial products or administrative services – for example:
  - information technology providers
  - print/mail/digital service providers
  - marketing agencies and other marketing services
  - imaging and document management services,
- a third party claimant or witnesses in a claim
- third parties authorised by you
- policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an *insured person* but not the policy or product holder
- the Financial Ombudsman Service or any other external dispute resolution body
- legal and any other professional advisers or consultants such as accountant;
- customer, product, business or strategic research and development organisations

- data warehouse, strategic learning organisations, data partners, analytic consultants
- social media and other virtual communities and networks where people create, share or exchange information
- government, statutory or regulatory bodies and enforcement bodies
- any of our Group joint ventures where authorised or required
- any intermediaries, including your agent, adviser, a broker, representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers and our agents; and
- in the case of a relationship with a corporate partner.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

## **Collection of personal information for use by Austbrokers Life**

Any information collected may be provided to Austbrokers Life, which may use it to: develop, market and offer its products and services (and those of its related bodies corporate and third parties that it has an association with), to you; administer any such products or services provided; and improve its services and products.

## **Overseas Disclosure**

Sometimes, we provide your personal information to – or get personal information about you from – persons located overseas, for the same purposes as in 'Why do we collect personal information?'

The countries we usually disclose your personal information to have been outlined on our website [suncorpgroup.com.au/privacy](http://suncorpgroup.com.au/privacy) or you can give us a call and we will provide you a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

## **Your personal information and our marketing practices**

Every now and then, we and any related companies that use the Suncorp brand might let you know – including via mail, SMS, email, telephone or online – about news, special offers, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. You can contact us to update your marketing preferences at any time.

In order to carry out our direct marketing we collect your personal information from and disclose it to others that provide us with specialised data matching, trending or analytical services, as well as general marketing services (you can see the full list of persons and organisations under 'How we handle your personal information'). We may also collect your personal information for marketing through competitions.

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 our Group, or our service providers already hold about you. We may also use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

### **How to access and correct your personal information or make a complaint**

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact detail in Contact Us.

### **Contact us**

For more information about our privacy practices including overseas disclosure or to tell us about your marketing preferences you can contact us:

- Suncorp 13 11 55
- [suncorplife@suncorp.com.au](mailto:suncorplife@suncorp.com.au)
- [suncorp.com.au/privacy](https://suncorp.com.au/privacy)

# 10.0 Your Duty of Disclosure

## Life Insurance

Before *you* enter into a contract of life insurance with *us*, *you* have a duty, under the Insurance Contracts Act 1984, to disclose to *us* every matter that *you* know, or could reasonably be expected to know, that is relevant to *our* decision whether to accept the risk of the insurance and, if so, on what terms.

*Your* duty, however, does not require disclosure of a matter:

- that diminishes the risk to be undertaken by *us*
- that is of common knowledge
- that *we* know, or in the ordinary course of *our* business, ought to know, or
- as to which compliance with *your* duty is waived by *us*.

## 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 life insurance. If they do, *we* may apply the following rights separately to each type of cover.

If *you* fail to comply with *your* duty of disclosure and *we* would not have entered into the contract if the failure had not occurred, *we* may avoid the contract within 3 years of entering into it.

*We* may elect not to avoid *your* contract but to vary it by:

- reducing the sum insured in accordance with a formula that takes into account the *premium* that would have been payable if *you* had complied with *your* duty of disclosure. If *your* contract provides cover on death, *we* may only exercise this right within 3 years of entering into the contract with *you*; or
- placing *us* in the position in which *we* would have been in if *you* had complied with *your* duty of disclosure. This right does not apply if *your* contract provides cover on *your* death.

The options to vary the contract are available to *us* while the contract remains in force.

This duty continues to apply until the insurer notifies *you* that the risk has been accepted. It also applies when *you* extend, vary or reinstate a contract of life insurance.

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



# 11.0 Medical Definitions

## 11.1 Serious Illness Cover Medical Definitions

Term	Meaning
Accident	An event which solely and directly causes <i>injury</i> as a result of violent, external and visible means.
Alzheimer's disease	We will pay a claim for <i>Alzheimer's disease</i> when <i>registered medical specialist</i> opinion confirms the unequivocal diagnosis of <i>Alzheimer's disease</i> , and that it is severe enough that it requires <i>you</i> to be under continual 24 hours care and supervision by someone else.
Cancer	<p>We will pay a claim for <i>Cancer</i> if <i>you</i> have been diagnosed and treated for malignant tumours as per the following criteria:</p> <p>The tumour must be characterised by:</p> <ul style="list-style-type: none"> <li>• the uncontrolled growth and spread of malignant (<i>cancer</i>) cells, and</li> <li>• the invasion and destruction of normal tissue by those cells.</li> </ul> <p>The tumour must also:</p> <ul style="list-style-type: none"> <li>• require treatment by surgery, radiotherapy, chemotherapy, or any other major treatment, or</li> <li>• be totally incurable.</li> </ul> <p>If the above tests and/or treatments are superseded by technology advances, we will consider other appropriate and medically recognised tests in support of a conclusive diagnosis of equal severity.</p> <p>The following tumours are excluded:</p> <ul style="list-style-type: none"> <li>• Tumours which are described as pre-malignant or show the changes of 'carcinoma in situ';</li> <li>• Melanomas which: <ul style="list-style-type: none"> <li>– are less than Clark Level 3, or</li> <li>– are less than 1.0mm depth of invasion, as determined by histological examination.</li> </ul> </li> <li>• All other types of skin <i>cancers</i> unless they have metastasised (spread elsewhere);</li> <li>• Prostate <i>cancers</i> which have a Gleason score of 5 or less.</li> </ul> <p>Carcinoma in situ of the breast is covered if</p> <ul style="list-style-type: none"> <li>• <i>you</i> have a mastectomy to remove the entire breast, or</li> <li>• <i>you</i> have other surgery and adjuvant therapy (such as radiotherapy, endocrine therapy and/or chemotherapy), and the procedure(s) is the appropriate and necessary treatment as recommended by a registered doctor.</li> </ul>

Term	Meaning
Carcinoma in situ of female organs	<p>We will pay a claim for Carcinoma in situ of the following female body part where it has been confirmed as Tis according to TNM staging method.</p> <ul style="list-style-type: none"> <li>• breast</li> <li>• cervix</li> <li>• uterus</li> <li>• fallopian tubes</li> <li>• ovaries</li> <li>• vagina, or</li> <li>• vulva.</li> </ul> <p>If the above tests and/or treatments are superseded by technology advances, we will consider other appropriate and medically recognised tests in support of a conclusive diagnosis of equal severity.</p>
Coronary artery bypass	<p>We will pay a claim if you undergo <i>Coronary artery bypass</i> surgery for treatment.</p> <p><i>Coronary artery bypass</i> does not include angioplasty, intraarterial procedures or other non-surgical techniques.</p>
Early stage prostate cancer	<p>We will pay a claim for <i>Early stage prostate cancer</i> which has a Gleason score of 5 or less.</p> <p>If the above staging/grading classifications are superseded by technology advances, we will consider other appropriate and medically recognised classifications in support of a conclusive diagnosis of equal severity.</p>
Major organ failure	<p>We will pay a claim for <i>Major organ failure</i> if you require an organ transplant, or upon specialist medical advice you are placed on an official Australian hospital waiting list to undergo organ transplant, from a human donor of one or more of the following organs only:</p> <ul style="list-style-type: none"> <li>• kidney</li> <li>• heart</li> <li>• liver</li> <li>• lung</li> <li>• pancreas, or</li> <li>• bone marrow.</li> </ul>
Motor neurone disease	<p>We will pay a claim for <i>Motor neurone disease</i> if an unequivocal diagnosis of <i>Motor neurone disease</i> has been confirmed by <i>registered medical specialist</i> opinion.</p>

Term	Meaning
Multiple sclerosis	We will pay a claim for <i>Multiple sclerosis</i> if an unequivocal diagnosis of <i>Multiple sclerosis</i> has been confirmed by an appropriate <i>registered medical specialist</i> , with evidence of persisting neurological deficit.
Muscular dystrophy	We will pay a claim for <i>Muscular dystrophy</i> if an unequivocal diagnosis of <i>Muscular dystrophy</i> has been confirmed by an appropriate <i>registered medical specialist</i> opinion.
Paralysis	We will pay a claim for <i>Paralysis</i> if you have suffered the total and permanent loss of use of at least one whole limb resulting from spinal cord <i>injury</i> or <i>illness</i> , or from brain <i>injury</i> or <i>illness</i> .
Parkinson's disease	We will pay a claim for <i>Parkinson's disease</i> if an unequivocal diagnosis of degenerative idiopathic <i>Parkinson's disease</i> has been confirmed by an appropriate <i>registered medical specialist</i> . All other types of Parkinsonism are excluded (e.g. secondary to medication).
Severe heart attack	<p>We will pay a claim for a <i>Severe heart attack</i> that is evidenced by the following:</p> <ul style="list-style-type: none"> <li>• confirmation of new electrocardiogram (ECG) changes which show a heart attack, or</li> <li>• Left ventricular ejection fraction of less than 50%,</li> <li>• and</li> <li>• elevation (other than as a result of cardiac or coronary artery procedure) of cardiac enzymes <ul style="list-style-type: none"> <li>– Troponin I greater than 2.0 micrograms per litre, or</li> <li>– Troponin T greater than 0.6 micrograms per litre, or their equivalent.</li> </ul> </li> </ul> <p>If the above tests are superseded by technology advances, we will consider other appropriate and medically recognised tests in support of the diagnosis of equal severity.</p>
Stroke	<p>We will pay a claim for <i>Stroke</i> if you suffer a cerebrovascular accident or incident producing neurological sequelae lasting more than 24 hours as evidenced by neuro-imaging. This includes infarction of brain tissue, and intracranial or subarachnoid haemorrhage.</p> <p>Transient ischaemic attacks and cerebral events and symptoms due to reversible neurological deficits and migraine are excluded.</p>

## 11.2 Kids Cover Medical Definitions

Term	Meaning
Accident	An event which solely and directly causes <i>injury</i> as a result of violent, external and visible means.
Blindness	We will pay a claim for <i>Blindness</i> where there is the complete and permanent loss of the sight of both eyes (whether aided or unaided) as a result of <i>illness</i> or <i>injury</i> .
Brain damage	We will pay a claim for <i>Brain damage</i> as a result of an <i>accident</i> , <i>illness</i> or <i>injury</i> , the insured child suffers <i>brain damage</i> , which results in the insured child requiring 10 consecutive days in <i>intensive care</i> .
Cancer	<p>We will pay a claim for <i>Cancer</i> if the child has of one or more malignant tumours as per the following criteria:</p> <p>The tumour must be characterised by:</p> <ul style="list-style-type: none"> <li>• the uncontrolled growth and spread of malignant (<i>cancer</i>) cells, and</li> <li>• the invasion and destruction of normal tissue but those cells.</li> </ul> <p>The following tumours are excluded:</p> <ul style="list-style-type: none"> <li>• Tumours which are histologically described as pre-malignant or show the malignant changes of ‘carcinoma in situ’;</li> <li>• Melanomas which : <ul style="list-style-type: none"> <li>– have no evidence of ulceration</li> <li>– are less than Clark Level 3, and</li> <li>– are less than 1.5mm depth of invasion, as determined by histological examination.</li> </ul> </li> <li>• All other types of skin <i>cancers</i> unless they have metastasised (spread elsewhere).</li> </ul>
Cardiomyopathy	We will pay a claim for <i>Cardiomyopathy</i> if the child suffers impaired ventricular function resulting in permanent and irreversible heart impairment.
Chronic kidney failure	We will pay a claim for <i>Chronic kidney failure</i> if the child suffers irreversible failure of the function of both kidneys.
Congenital condition	One which develops or is known during pregnancy or is diagnosed or known shortly after birth.
Deafness	We will pay a claim for <i>Deafness</i> if the child suffers the total and permanent loss of hearing, both natural and assisted, from both ears as a result of <i>illness</i> or <i>injury</i> . Assisted hearing is not excluded if the loss of hearing is treated by cochlear implant.

Term	Meaning
Fracture	<p>The disruption in the continuity of the bone, with or without displacement, confirmed by radiographic or scanning technique. Stress fractures are excluded.</p> <p>The arm is defined from wrist joint and above to shoulder joint and below.</p> <p>The leg is defined from ankle joint and above to thigh (excluding the hip) and below.</p> <p>The skull is defined as, including jaw, but excluding teeth and bones of nose and face.</p>
Encephalitis	<p>We will pay a claim for a diagnosis of <i>Encephalitis</i> that results in the insured child requiring 10 consecutive days in <i>intensive care</i>.</p>
Benign brain tumour	<p>We will pay a claim for <i>Benign brain tumour</i> if the child has a diagnosis of a non-cancerous tumour in either the brain tissue or between the brain tissue and the cranium giving rise to symptoms of increased intracranial pressure as confirmed by <i>registered medical specialist</i> opinion.</p>
Loss of speech	<p>We will pay a claim for <i>Loss of speech</i> if the child suffers complete and irrecoverable <i>loss of speech</i> as a result of disease, <i>illness</i> or <i>injury</i> as confirmed by consultant neurologist opinion.</p> <p><i>Loss of speech</i> related to any psychological cause is excluded.</p>
Major head trauma	<p>We will pay a claim for an <i>injury</i> to the head which results in the insured child requiring 10 consecutive days in <i>intensive care</i>.</p>
Major organ failure	<p>We will pay a claim for <i>Major organ failure</i> if the child suffers <i>major organ failure</i> resulting in either an organ transplant, or upon specialist medical the insured child is placed on an official Australian Hospital waiting list to undergo organ transplant, from a human donor of one or more of the following organs only:</p> <ul style="list-style-type: none"> <li>• kidney</li> <li>• heart</li> <li>• liver</li> <li>• lung</li> <li>• pancreas, or</li> <li>• bone marrow.</li> </ul>
Meningitis	<p>We will pay a claim for diagnosis of <i>Meningitis</i> that results in the insured child requiring 10 consecutive days in <i>intensive care</i>.</p>

Term	Meaning
Meningococcal disease	We will pay a claim for Meningococcal septicaemia (meningococcal infection) which results in the insured child requiring 10 consecutive days in <i>intensive care</i> .
Paralysis	We will pay a claim for <i>Paralysis</i> if the child has suffered the total and permanent loss of use of at least one whole limb resulting from spinal cord <i>injury</i> or disease, or from brain <i>injury</i> or disease.
Serious accidental injury	We will pay a claim for <i>Serious accidental injury</i> caused by an <i>accident</i> which has resulted in the insured child being confined to an acute care hospital for a period of 30 consecutive days (24 hours per day) under the full-time care of a <i>registered medical practitioner</i> .
Severe burns	We will pay a claim for <i>accidental</i> burns if the child has suffered burns that involve damage or destruction of the skin to its full depth through to the underlying tissue.
Single loss of limb or eye	We will pay a claim for the total and permanent loss of use of: <ul style="list-style-type: none"> <li>• one foot;</li> <li>• one hand; or</li> <li>• sight in one eye.</li> </ul>
Terminal illness	We will pay a claim for <i>Terminal illness</i> if the insured child has a diagnosed illness, having considered any evidence we may require, means that the insured child life expectancy will not survive more than 24 months, regardless of any available treatment.

## 12.0 Glossary

Term	Meaning
AAI Limited	<i>AAI Limited</i> ABN 48 005 297 807 AFSL 230859.
Actively seeking employment	means <ul style="list-style-type: none"> <li>• registered as being unemployed with Centrelink or equivalent government authority</li> <li>• job seeking via a recognised recruitment or personnel agency</li> <li>• job seeking on any other continuous basis which <i>you</i> can reasonably provide evidence, and/or</li> <li>• seeking to trade in a new business on a continuous basis which <i>you</i> can reasonably provide evidence.</li> </ul>
Allied health professional	means a psychologist, physiotherapist, chiropractor or any other health care professional <i>you</i> are taking advice from. This person cannot be <i>you</i> , <i>your</i> business partner or any members of <i>your</i> immediate family.
Annual earnings	means <i>your</i> average <i>monthly income</i> during the 12 consecutive months before the start of <i>your disablement</i> or the start of <i>your involuntary unemployment</i> .
Austbrokers Life	means <i>Austbrokers Life Pty Ltd</i> ABN 23 614 273 915 AFSL 491816
Criminal activity	means any crime for which <i>you</i> are convicted where <i>you</i> could receive a custodial sentence, whether or not <i>you</i> do in fact receive a custodial sentence for that crime.
Cover commencement date	means the date(s) each individual cover type (i.e. Income Protection Cover, Redundancy Cover, Death Cover, Serious Illness Cover or Kids Cover or other cover(s) offered in the future) begins and is shown on <i>your policy schedule</i> or endorsement for any cover added after the <i>policy commencement date</i> .
Disabled, Disablement or Disability	means that solely due to <i>illness</i> or <i>injury</i> <i>you</i> are: <ul style="list-style-type: none"> <li>• unable to perform all the <i>important income producing duties</i> of <i>your primary occupation</i> or unable to perform 3 of the 5 listed <i>domestic duties</i>; and</li> <li>• not working whether remunerated or not, including volunteer work; and</li> <li>• under the care, treatment and following the advice of a <i>registered medical practitioner</i>.</li> </ul>

Term	Meaning
Domestic Duties	<p><i>Domestic duties</i> are defined as:</p> <p><b>Cooking and preparing meals</b> meaning the ability to move unassisted and prepare meals at home using basic ingredients and regular kitchen appliances.</p> <p><b>Cleaning the house</b> meaning the ability to independently maintain the household using various tools such as a mop and vacuum cleaner.</p> <p><b>Washing and drying clothes</b> meaning the ability to maintain the household's laundry by using the washing machine and being able to hang clothes on an outdoor washing line unassisted.</p> <p><b>Shopping for groceries</b> meaning the ability to physically attend a grocery store and purchase grocery items that are required to maintain a home unassisted, such as food, laundry items and household cleaning products.</p> <p><b>Looking after children</b> (if <i>you</i> do this as part of <i>your</i> everyday activities at home) meaning the ability to independently care for and supervise children up to the age of 12 years old, including but not limited to, the preparation of meals, bathing, dressing, getting the child to and from school by car or walking, settling for sleep times and general care.</p>
Elective surgery	<p>means cosmetic surgery to alter or improve <i>your</i> appearance unless recommended by a medical practitioner to improve <i>your</i> physical health related to an underlying <i>illness</i> or <i>injury</i>.</p>
Expiry date	<p>means the date <i>your policy</i> ends as stated on <i>your policy schedule</i> or, in relation to the Redundancy Benefit (if applicable), on the renewal notice <i>we</i> send <i>you</i>.</p>
Full recovery	<p>means for a continuous period of 6 months, <i>you</i> have returned to work and <i>you</i> have:</p> <ul style="list-style-type: none"> <li>• performed all the <i>important income producing duties</i> of <i>your primary occupation</i> or all of the listed <i>domestic duties</i>;</li> <li>• not been suffering from the <i>illness</i> or <i>injury</i> <i>you</i> were previously claiming for;</li> <li>• not required or received advice, care or treatment, from a <i>registered medical practitioner</i>, for the <i>illness</i> or <i>injury</i> <i>you</i> were previously claiming for; and</li> <li>• not been receiving Income Protection Cover payments.</li> </ul>
Gainful occupation	<p>means the occupation in which <i>you</i> work as an employee for a salary, wages or commission, or the occupation in which <i>you</i> are self-employed, working in a business or professional practice in a way that is capable of generating income for the business or professional practice.</p>



Term	Meaning
Illness	means a sickness or disease <i>you</i> suffer while this <i>policy</i> is in force.
Important income producing duties	means those duties which could reasonably be considered primarily essential to producing <i>your monthly income</i> .
Indexation factor	<p>means the percentage change in the consumer price index (CPI) which is the weighted average of the 8 Australian capital cities combined as published by the Australian Bureau of Statistics or any body which succeeds it and in respect of the 12 month period finishing on 30 September.</p> <p>The <i>indexation factor</i> will be applied from 1 March the following year. If the CPI is not published by this date, the <i>indexation factor</i> will be calculated upon a retail price index which <i>we</i> consider most nearly replaces it.</p>
Injury	means the physical damage to <i>your</i> body which occurs as a result of violent, external and visible means while this <i>policy</i> is active.
Insured person	means the person(s) who has been accepted by <i>us</i> and is listed on <i>your schedule</i> as the <i>insured person(s)</i> and the <i>policy owner(s)</i> under the <i>policy</i> .
Intensive care	meaning <i>illness</i> that has resulted in <i>you</i> requiring continuous mechanical ventilation by means of tracheal intubation for 10 consecutive days, (24 hours a day) in an <i>intensive care</i> unit.
Involuntarily unemployed or involuntary unemployment:	<p>means:</p> <ul style="list-style-type: none"> <li>• if <i>you</i> are an employee, <i>you</i> have been terminated from <i>your gainful occupation</i> by no choice of <i>your</i> own;</li> <li>• If <i>you</i> are and employee, where <i>you</i> had a fixed term employment contract of 12 months or greater, it ceased prior to the agreed termination date by no choice of <i>your</i> own; or</li> <li>• if <i>you</i> are self-employed, <i>your business you</i> have a beneficial interest in that pays <i>your</i> primary source of income has ceased trading as a direct result of actual or imminent insolvency or bankruptcy.</li> </ul>
Legal personal representative	means any person(s) who is authorised by law to administer and distribute <i>your</i> estate or act on <i>your</i> behalf.
Lump sum payment	means the amount payable in relation to the Death Cover, Early Death Cover Payment and Promise Benefit included in <i>your policy</i> and <i>we</i> accept as varied (for example through decreases and increases) by agreement.
Maximum payment period	means the maximum period of time during which a payment will be paid.

Term	Meaning
Mental disorder or mental illness	<p>means any fatigue disorder, motivational disorder or mental health disorder as defined in the American Psychiatric Association, Diagnostic and Statistical Manual of Mental Disorder, Volume V (or as amended). These include but are not limited to depressive disorders, anxiety disorders, adjustment disorders, somatoform disorders, psychotic disorders, bipolar disorders, personality disorders, Attention Deficit Hyperactivity Disorder or any complications thereof.</p>
Monthly payment amount	<p>means the amount stated in the <i>schedule</i> as varied under this <i>policy</i> by agreement with <i>us</i> (for example if <i>you</i> apply for a decrease or increase).</p> <p>Where <i>we</i> have agreed to change the <i>monthly payment amount</i>, the new <i>monthly payment amount</i> will be as stated in our latest correspondence to <i>you</i>.</p>
Monthly income	<p>means the income before tax earned each month by <i>your</i> own personal exertion. <i>Monthly income</i> is <i>your</i> total remuneration package including:</p> <ul style="list-style-type: none"> <li>• salary</li> <li>• wages</li> <li>• reportable fringe benefits</li> <li>• regular commissions</li> <li>• regular bonuses</li> <li>• overtime payments, and</li> <li>• superannuation contributions.</li> </ul> <p>If <i>you</i> are a self-employed person who has ownership interest in the business which is operating as a sole trader, or under a partnership, company and/or trust structure (including an employee of <i>your</i> own company or trust), <i>monthly income</i> is <i>your</i> share of the net income before tax of the business (<i>your</i> share of business income less business expenses), directly due to <i>your</i> personal exertion. Business expenses include (but are not limited to) motor vehicle expenses and depreciation.</p> <p><i>Monthly income</i> does not include:</p> <ul style="list-style-type: none"> <li>• income that <i>you</i> will continue to receive from <i>your</i> business, even if <i>you</i> are unable to work, including any ongoing profit generated by other employees of the business;</li> <li>• other unearned income such as dividends, interest, rental income or proceeds from the sale of assets; or</li> <li>• on-going trailing commission or royalties.</li> </ul>

Term	Meaning
No claim period	means 6 months from the <i>policy commencement date</i> (if your Redundancy Benefit started when <i>your policy</i> first started) or 6 months after the <i>cover commencement date</i> (if applicable); the amount of time <i>you</i> must hold the Redundancy Benefit before becoming eligible to claim.
Nominated beneficiary or nominated beneficiaries	The person(s) <i>you</i> nominate under the Death Cover, Serious Illness Cover and/or Promise Benefit to receive the Death Cover, Serious Illness Cover and/or Promise Benefit payment using a nomination of beneficiaries form.
Non-payment period	means the period of time that must pass before a claim can be paid.
Policy	means <i>your cover</i> , which consists of this combined Product Disclosure Statement and Policy Document (PDS), the <i>schedule</i> , and any endorsement, and the information provided in <i>your application</i> .
Policy anniversary	means the anniversary of <i>your policy commencement date</i> .
Policy commencement date	means the date the first cover starts as shown on <i>your schedule</i> .
Policy owner	means the person(s) listed on the <i>schedule</i> as the owner of this <i>policy</i> .
Premium	means the amount <i>you</i> pay <i>us</i> for the insurance. This can be either stepped or level, as shown on <i>your schedule</i> .
Primary occupation	means the occupation in which <i>you</i> were predominantly engaged immediately prior to <i>you</i> becoming <i>disabled</i> or <i>involuntarily unemployed</i> . If <i>you</i> were unemployed at the time of <i>disablement</i> , <i>primary occupation</i> means the occupation in which <i>you</i> were predominantly engaged immediately prior to unemployment.
Registered Medical Practitioner or Registered Medical Specialist	<p>means a doctor who is legally qualified and properly registered in Australia. The doctor cannot be <i>you</i> or an immediate member of <i>your family</i> (e.g. partner, parents, siblings or children).</p> <p>If practicing outside Australia, the medical practitioner or specialist must have qualifications equivalent to Australian Standards and approved by <i>us</i>.</p> <p>A medical practitioner could be <i>your general practitioner</i> or treating medical specialist.</p>

Term	Meaning
Schedule	means the latest document issued by <i>us</i> which shows important information about <i>your policy</i> , including <i>your policy</i> number, <i>your premium</i> , any special conditions (if applicable), <i>your policy commencement date</i> and <i>your expiry date</i> . If there are any changes to <i>your policy</i> , we will confirm the change to <i>you</i> in writing and send <i>you</i> an endorsement which forms part of <i>your schedule</i> .
Suncorp	means Suncorp Life & Superannuation Limited, ABN 87 073 979 530 AFSL 229880.
Terminal Illness / Terminally Ill	Means an <i>illness</i> which <i>you</i> have been diagnosed with, that in <i>our</i> opinion, having considered any evidence we may require, means that <i>you</i> will not survive more than 24 months, regardless of any available treatment.
War or an act of war	means armed aggression by a country resisted by another country or organisation.
We, us and our	means <i>Suncorp</i> or <i>AAI</i> (whichever is appropriate).
You and your	means the <i>policy owner(s)</i> who is also the <i>insured person(s)</i> who has been accepted by <i>us</i> and is shown on the <i>schedule</i> .

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Austbrokers Life Solutions and this PDS are issued by:

*Suncorp Life & Superannuation Limited*  
ABN 87 073 979 530, AFSL 229880

Disability Benefit, Death Benefit, Serious Illness Benefit and Kids Cover Benefit:

*Suncorp Life & Superannuation Limited*  
ABN 87 073 979 530, AFSL 229880

Redundancy Benefit:

*AAI Limited*  
ABN 48 005 297 807, AFSL 230859

Austbrokers Life Solutions and this PDS may be promoted by:

*Austbrokers Life Pty Ltd*  
ABN 23 614 273 915 AFSL 491816

## Contact Details

If you would like to enquire about applying for an Austbrokers Life Solutions *policy* or if you have an existing *policy*, you can contact us by:

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