

# Accelerated Protection Life Insurance

## KEY FACTS

This information sheet is designed to provide you with key facts about your Life Insurance cover available directly from TAL.

This document is **not** a Product Disclosure Statement (PDS). The terms and conditions of cover provided under TAL Accelerated Protection are set out in the TAL Accelerated Protection PDS and Policy Document, along with any Policy Schedule (if applicable).

This document contains general advice only and does not take into account your individual objectives, financial situation or needs. Before you decide to buy or continue to hold TAL Accelerated Protection, you should carefully read the PDS and Policy Document.

For key facts about the different types of cover we offer, please refer to the relevant Key Fact Sheet for the applicable cover type. TAL Accelerated Protection may be acquired through various distributors and without personal financial product advice (it may be purchased directly online or over the phone). Certain benefits and features of TAL Accelerated Protection are not available when purchasing the product directly. Your distributor will inform you if any features (such as options, benefits or sum insured limits) you seek are not available to you.

## What is Life Insurance?

Life insurance is a way for you to provide for your loved ones, should you die in an accident or from an illness. It protects the people who depend on you to look after them. If your family relies on your income, Life Insurance can help make sure your family's home and lifestyle are secure if something was to happen to you.

This product is insurance. It is not a savings product. No refunds are provided when the plan ends, and it does not accumulate a cash value. Like other insurances, the premium you pay provides protection if the insured event happens.

## How does Life Insurance work?

Life Insurance provides worldwide cover 24 hours a day and may provide a lump sum payment in the event of either death or diagnosis with a terminal illness. All Australians aged between 19 and 75 (age at next birthday) can apply for Life Insurance.

You will need to complete an application for Life Insurance which we will consider (this is called underwriting) to ensure we can offer you cover.

## What is a beneficiary?

A beneficiary is the person who will receive your life insurance payment should you pass away.

When choosing your beneficiary, it's important to think about who you would want to take care of financially should something happen to you. For most people, this is their spouse or children.

The person you nominate will be listed on your Policy Schedule. If you're yet to nominate your beneficiary, you can easily do so. Please call us on **1300 209 088** to nominate or change your Beneficiary at any time.



Have questions about your life insurance or this information? Call us on **1300 209 088**.

This document is a guide only and contains a summary of information available in the Accelerated Protection Combined Product Disclosure Statement and Policy Document (PDS) issued to you at the time you joined. It is not a substitute for your careful reading of the PDS which contain important information to help you understand the product, including what's covered and what's not covered, and you should decide whether it is appropriate for you and whether to use any of the services we offer. This information is general advice only and does not take into account your individual needs, objectives, or financial situation. The Target Market Determination (TMD), where applicable, for the product is available on our website. Insurance is issued by TAL Life Limited ABN 70 050 109 450 AFSL 237848 (the insurer). TAL Direct Pty Limited ABN 39 084 666 017 AFSL 243260 (TAL Direct) has been authorised under an arrangement with the insurer to enter into, vary or cancel insurance cover on behalf of the insurer.

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## What is underwriting?

Underwriting is a term used to describe the process of assessing insurance risk prior to issuing a policy. It usually takes the form of questions about your occupation, medical history and activities you enjoy doing. Underwriting is designed to ensure the premiums and cover terms for your insurance plan are appropriate for your own medical situation, lifestyle and occupation, and for the insurer to assess if insurance can be provided to you and if so on what terms.

For more information about the different underwriting, please refer to the 'Insurance Policy Underwriting Key Facts' available at [tal.com.au](http://tal.com.au).

## How to make a claim

When making a claim, we will endeavour to make the claims process as easy as possible for you and your Beneficiary. They just call us on **1300 209 088** and we will explain the claim requirements to them. Some information can be taken over the phone but we'll require information from your Beneficiary that confirms their identity and your identity (e.g. driver's licence or passport) and that you have passed away (e.g. medical certificate confirming your death). We will advise specifically what information and requirements we need at the time of lodging a claim. Our assessment of a claim may require obtaining information such as medical, employment, lifestyle, pastime or financial evidence, that we require to make our decision on your claim.

## Whats included in life insurance?

### Key features

**Death Benefit** means a lump sum payment paid to your Nominated Benefit Recipient or the Policy Owner if you pass away.

**Terminal Illness Benefit** means the Benefit Amount payable when the Life Insured is diagnosed as Terminally Ill. If the Terminal Illness Benefit is paid, we will cancel any Attached or Linked Plans.

**Inflation Protection Benefit** means your Benefit Amount will automatically increase on the Policy anniversary by the greater of 5% and the Indexation Factor to help keep pace with inflation. Increased cover affects your premium, so you have the option to remove this benefit.

**Guaranteed Future Insurability Benefit** means you can apply to increase your cover by up to \$200,000 without providing additional health information when a significant life event occurs such as getting married, childbirth and taking out a mortgage.

**\$10,000 of Child's Critical Illness Benefit built in** means a lump sum payment of \$10,000, if your child (aged between 2 and 19 next birthday) suffers a Child's Critical Illness Event listed under the Child's Critical Illness Insurance. The severity criteria set out in the PDS must be met in order for a benefit to be payable. Pre-existing conditions are excluded, and certain conditions are excluded if they occur or were diagnosed within three months of the Policy commencing.

## Paying your premiums

Your cover only continues while premiums are up to date. Life Insurance is an insurance policy, not a savings plan. In this sense, it works in the same way as many other insurances, such as car insurance. Other than if you claim, if you stop paying, your cover will end and there will be no refund of any of the money you've paid in premiums. Premiums can be paid monthly, quarterly, half-yearly or annually by direct debits from your bank account, Visa or Mastercard.

In some cases, cover may be subject to conditions such as a premium loading, or an exclusion.

For more information about the different premium loadings and exclusions, please refer to the 'Life Insurance Premiums Key Facts' and 'Insurance Policy Underwriting Key Facts' available at [tal.com.au](http://tal.com.au).



## Cancelling your cover

You have the benefit of a 30-day 'cooling off' period which means you can take out cover and if you change your mind or cancel the policy within 30 days, we'll provide you a full refund. If you cancel your cover after the first 30 days (the cooling off period), there will be no refund of money you've paid. For full details on this, please see the PDS.

You can cancel your cover at any time, however once your cover is cancelled you will not be able to make a claim for events that occur after your cover is cancelled.

## What if i can no longer afford the cost of my insurance?

To keep cover affordable, TAL offers a number of options to our customers. We recommend if our customers are concerned about losing their cover that they contact us.

As life insurance is an insurance policy and not a savings product, if you don't keep your premium payments up to date, you may not receive any money back – as is the case for many insurance policies. If you are worried about your ability to afford your premium, please call us and we will try to help find a way for you to maintain your cover.

## What is the Life Insurance Code of Practice?



TAL is committed to the Life Insurance Code of Practice (the Code). The Code outlines the life insurance industry's key commitments and obligations to our customers, ensuring that we act with honesty, fairness and transparency.

For more information on the Code, please visit [tal.com.au/code-of-practice](http://tal.com.au/code-of-practice).

If you have any questions about the cover you have taken out or the information provided here, please give us a call on **1300 209 088** between 8am and 6pm (AEST) Monday to Friday. We're happy to step you through your Policy and answer any questions you might have.

### FOR MORE INFORMATION:



Call TAL on 1300 209 088



Email us at [customerservice@tal.com.au](mailto:customerservice@tal.com.au)



Visit [tal.com.au](http://tal.com.au)