

Accelerated Protection Income Protection Focus Insurance

KEY FACTS

This information sheet is designed to provide you with key facts about your Income Protection Focus 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 Income Protection Focus Insurance?

Income Protection Focus Insurance may provide a benefit if you suffer a loss of income due to a Sickness or Injury and you're totally or partially unable to work.

You must be employed in a gainful (paid) occupation and working at least 20 hours per week (depending on your occupation) to apply for Income Protection.

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.



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

How does Income Protection Focus Insurance work?

Income Protection Focus Insurance provides worldwide cover 24 hours a day and may provide you with a monthly payment, after the Waiting Period, for a nominated period of time (this is known as the Benefit Period). Income protection Insurance can help you keep your household up and running and provide for your loved ones while you recover.

That's what Income Protection is really about: taking the financial pressure off so you can concentrate on getting back on your feet.

All Australians who are gainfully employed and aged between 19 and 60 (age at next birthday) can apply for Income Protection Focus Insurance.

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

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 as if it were the insurer.

Summary of Income Protection Focus

When choosing Income Protection Focus, you will need to select your Waiting Period, Benefit Period and Benefit Amount. The following table summarises the options available as well as any changes to how your policy is assessed over time in the event of a claim.

Product	Income Protection Focus	
Waiting Period Options	4, 8, or 13 Weeks	
Benefit Period Options	1, 2 or 5 Years	
Maximum Benefit Amount	Up to 70% of your Earnings	
Occupation Definition used in Totally Unable to Work definition	1-24 months on claim	Own Occupation
	After 24 months on claim	Own Occupation
Amount payable if you are Totally Unable to Work.	1-6 months on claims	The Benefit Amount
	7-24 month on claim	The Benefit Amount
	After 24 months on claim	The Benefit Amount
Amount payable if you are Partially Unable to Work	The Benefit Amount less 75% of Earnings when Partially Unable to Work	

What does waiting period mean?

Waiting Period is the amount of time you must wait before your payments start. This is the period of time between the Life Insured becoming Totally Unable to Work or Partially Unable to Work, and benefit payment becoming payable.

What does Benefit Period mean?

Benefit Period is how long the monthly benefit payments will last if you remain unable to work due to your Sickness or Injury. This is the maximum period of time we will pay a claim for any one Sickness or Injury or related Sickness or Injury.

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.

Will my health and lifestyle be assessed?

You will be asked questions related to your occupation, health and lifestyle. This allows us to determine if you have increased risk factors that need to be considered before we issue the Policy to you.

In some cases, we will be unable to provide you with all or some parts of the cover for which you have applied because you are not in the target market for that cover. In other cases, cover may be subject to conditions such as:

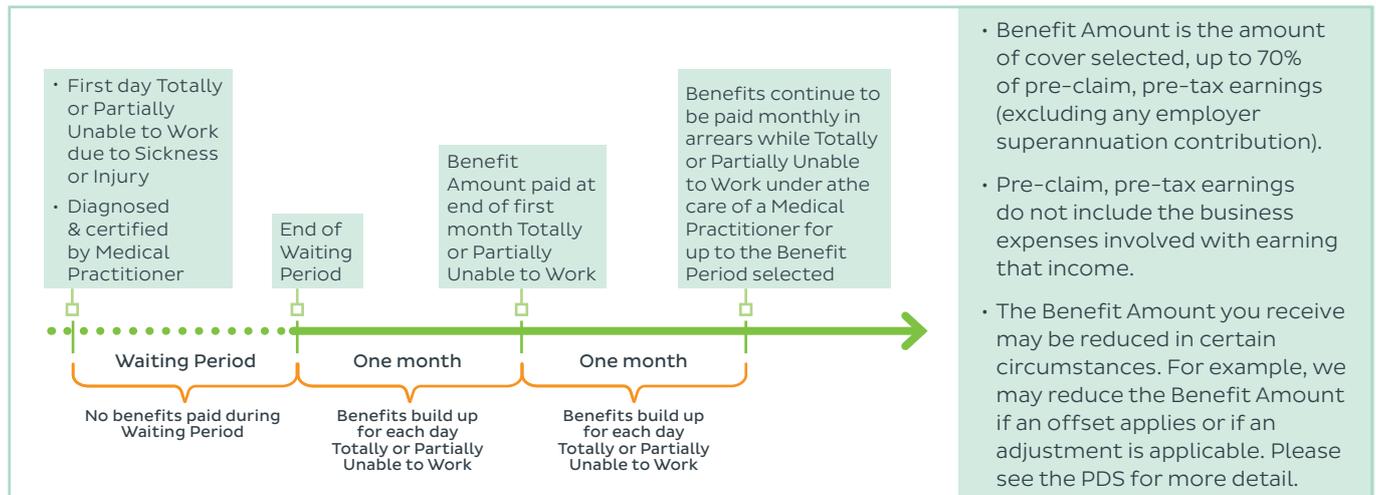
- **Premium Loading** will mean that you pay a higher premium for the cover.
- **Exclusion** will mean that you will not be covered if you suffer or die from a specified excluded medical condition, or you are injured or die as a result of participating in an excluded pastime or activity.

How to make a claim

When making a claim, we will endeavour to make the claims process as easy as possible for you. You can call us on **1300 209 088** and we will explain the claim requirements to you. Some information can be taken over the phone but we'll require information from you that confirms your identity (e.g. driver's licence or passport) and medical information regarding the illness or injury you're claiming for and proof of your income immediately prior to your claim (e.g. medical information confirming your illness or injury and tax returns.) 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.



When will I be paid my Income Protection Benefit?



What's included in Income Protection Focus Insurance?

Key features

Total Unable to Work Benefit means a benefit payment after the end of the Waiting Period and paid monthly in arrears if you are Totally Unable to Work because of a Sickness or Injury.

Partially Unable to Work Benefit means a portion of the Benefit Amount is payable after the end of the Waiting Period and monthly in arrears if you are Partially Unable to Work because of a Sickness or Injury.

Inflation Protection Benefit means your Benefit Amount will automatically increase on the Policy anniversary date by the Indexation Factor to help keep pace with inflation. Your premiums will also increase as a result of the Benefit Amount increasing, so you have the option to remove this benefit. The Inflation Protection Benefit does not apply when you are on claim.

Waiver of Premium Benefit means your Income Protection Focus premiums will not be payable when the Totally Unable to Work Benefit or Partially Unable to Work Benefit is payable.

What does Totally Unable To Work mean?

Totally Unable to Work means that solely because of Sickness or Injury, the Life Insured is:

- not working in any capacity (this includes fulltime, part-time and casual, whether or not for remuneration),
- following the advice and treatment plan of a Medical Practitioner in relation to the Sickness or Injury, and
- unable to perform all the duties necessary to generate income in the Life Insured's Own Occupation (if the Life Insured is able to perform any duties necessary to generate income in their Own Occupation, they are not Totally Unable to Work).

What does Partially Unable To Work mean?

Partially Unable to Work means that solely because of Sickness or Injury, the Life Insured is:

- Working (whether or not for remuneration) in a reduced capacity or capable of working in a reduced capacity,
- Following the advice and treatment plan of a Medical Practitioner in relation to the Sickness or Injury, and
- Not capable of working more than 80% of the Life Insured's usual average working hours in the 12 months immediately before the start of the Waiting Period. The usual average working hours immediately before the start of the Waiting Period will be limited to 40 hours a week (if the Life Insured is working more than 40 hours a week).

Paying your premiums

Your cover only continues while premiums are up to date. Income Protection Focus 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. A Premium Loading will mean that you pay a higher premium for the cover.

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.

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 Income Protection Focus 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.

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



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