

Accelerated Protection Insurance Policy Underwriting

KEY FACTS

This information sheet is designed to provide you with key facts about the underwriting process that applies when you make an application for either a new TAL Accelerated Protection policy or an alteration on your existing policy.

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). Persons interested in acquiring this product should carefully read those documents before deciding to purchase, or to continue to hold TAL Accelerated Protection.

This document contains general advice only and does not take into account any person's individual objectives, financial situation or needs.

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 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.



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

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.

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 to help you 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.



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. Most 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 (e.g. medical information confirming your illness or injury) but we will advise specifically what we need at the time of lodging a claim.

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 Benefit, 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.

If you have any questions about the cover you have taken out (including cover that you have applied for) 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.

I can no longer afford the cost of my insurance


To keep cover affordable, TAL offers a number of options to our existing 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 get anything 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 to ensure you can maintain your cover.

FOR MORE INFORMATION:

 Call TAL on 1300 209 088

 Email us at customerservice@tal.com.au

 Visit tal.com.au

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