

Accelerated Protection Income Protection Insurance

KEY FACTS

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

This document is not a product disclosure statement and does not set out all terms, conditions and full definitions. The terms and conditions of cover (and related definitions) provided under TAL Accelerated Protection are set out in the TAL Accelerated Protection Combined Product Disclosure Statement and Policy Document (PDS), 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.

For key facts about the different types of cover we offer, please refer to the relevant Key Facts Sheet for the applicable cover type. TAL Accelerated Protection may be acquired through various distributors and without personal 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 Insurance?

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

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.

How does Income Protection Insurance work?

Income Protection 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 Australian residents who are gainfully employed and aged between 19 and 60 (age at next birthday) can generally apply for Income Protection Insurance. This age reduces to 55 (age next birthday) if in a blue collar or manual occupation.

You will need to complete an application for Income Protection Insurance which we will assess and determine what cover we can offer you and at what price (this is called underwriting).



Have questions about your cover 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 as if it were the insurer.

Summary of Income Protection Focus & Extend

When choosing Income Protection Focus or Extend, 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 claim is assessed over time.

Product		Income Protection Focus	Income Protection Extend	
Waiting Period Options		4, 8, or 13 Weeks	4, 8, or 13 Weeks	
Benefit Period Options		1, 2 or 5 Years	To age 65	
Maximum Benefit Amount		Up to 70% of your Earnings	Up to 70% of your Earnings	
Occupation Definition used in Totally Unable to Work definition	1-24 months on claim	Own Occupation ³	Own Occupation ³	
	After 24 months on claim	Own Occupation ³	Any Occupation ²	
Amount payable if you are Totally Unable to Work		The Benefit Amount ¹	The Benefit Amount ¹	
Amount payable if you are Partially Unable to Work		The Benefit Amount ¹ less 75% of Earnings when Partially Unable to Work	1-24 months on claim	The Benefit Amount ¹ less 75% of Earnings when Partially Unable to Work
			After 24 months on claim	The Benefit Amount ¹ less 100% of Earnings when Partially Unable to Work

1. If the claim started after the Policy anniversary before your 60th birthday, the amount used to calculate the benefit payable will be 2/3rds of the Benefit Amount after the Claim Period exceeds 24 months.
2. Any Occupation means an occupation that you are suited for after considering your work experience, training, education and transferable skills regardless of whether the work or employment is available. An occupation that you are reasonably suited for includes suitable alternate occupations where up-skilling is required, and the training course/program can be completed within 12 months on a full-time basis or 24 months on a part-time basis.
3. Own Occupation means the occupation or business in which you were working immediately before the start of the Waiting Period. However, Own Occupation will be replaced with Any Occupation if you have not been working for more than 12 months immediately before the claim starts.

How much benefit is payable?

Income Protection Insurance insures up to 70% of your annual income (up to \$300,000). In the event of a claim, you will have to provide evidence of your income in the 12 months (24 months if you're self-employed) before the claim starts. The maximum amount payable under Income Protection Insurance is the lesser of:

- The Benefit Amount (that you applied for); and
- 70% of your monthly income based on your annual salary earned in the 12 months (24 months if you're self-employed) before the claim started.

For example:

- Elsa's annual salary is \$86,000 and she took out Income Protection Insurance with a Benefit Amount of \$5000 per month.
- A few years down the track, Elsa reduces her work hours and as a result her annual salary reduces to \$60,000.
- If Elsa becomes Totally Unable to Work and makes a claim, the Benefit Amount payable will be \$3,500 per month ($\$60,000 / 12 \times 0.7$).

It is important that you review your Income Protection cover when your circumstances change.

What does Waiting Period mean?

Waiting Period means the period (in consecutive days) between the Life Insured becoming Totally Unable to Work or Partially Unable to Work, and the Totally Unable to Work Benefit or the Partially Unable to Work Benefit becoming payable.

Benefits start to accrue after the end of the waiting period and are payable at the end of each month.

What does Benefit Period mean?

Benefit Period means the maximum Claim Period for any one Sickness or Injury or related Sickness or Injury. The maximum Benefit Period is shown in your Policy Schedule.

If you have a one, two or five year Benefit Period, all benefits will stop on the Policy end date (even if the Benefit Period extends beyond the Policy end date).

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, income, lifestyle, medical history, and activities you enjoy doing. Underwriting is performed to assess your risk profile and ensure the premiums and cover terms for your insurance plan appropriately reflect this. This ensures that fair premiums are charged for everyone.

In some cases, we will be unable to provide you with all or some parts of the cover for which you have applied. In other cases, cover may be subject to conditions such as:

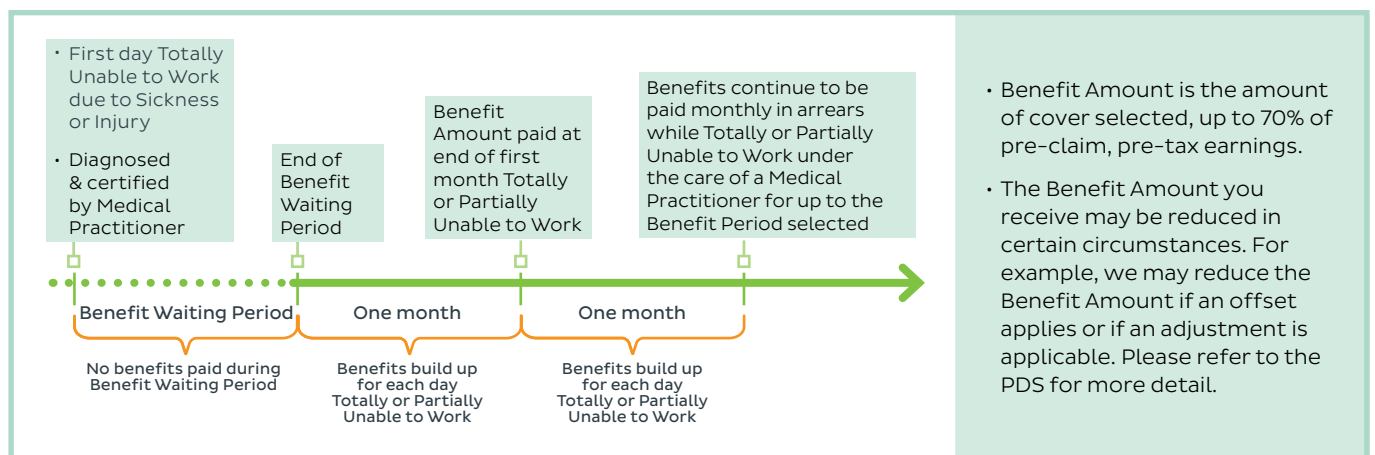
- **Premium loading** will mean that you pay a higher premium for the cover.
- **Exclusion** will mean that you will not be covered if you suffer or die from a specified excluded medical condition, or you are injured or die as a result of participating in an excluded pastime or activity.

For more information about underwriting, please refer to the 'Insurance Policy Underwriting Key Facts' available at 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. 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), 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 Insurance?

Key features

Totally Unable to Work Benefit is the monthly benefit payable when you are Totally Unable to Work because of a Sickness or Injury.

Partially Unable to Work Benefit is the monthly benefit payable when you are Partially Unable to Work because of a Sickness or Injury (i.e. you are working at a reduced capacity because of a Sickness or Injury). The amount payable will depend on how much income you're earning when working at a reduced capacity.

Inflation Protection Benefit increases your Benefit Amount automatically 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. You have the option to remove this benefit. The Inflation Protection Benefit does not apply when you are on claim.

Waiver of Premium Benefit waives your Income Protection premiums when the Totally Unable to Work Benefit or Partially Unable to Work Benefit is payable.

Refer to the PDS for full details.

What does Totally Unable To Work mean?

For Income Protection Focus

Totally Unable to Work means that solely because of Sickness or Injury, you are:

- 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 your Own Occupation.

For Income Protection Extend

Totally Unable to Work means that solely because of Sickness or Injury, you are:

- 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
- For the first 24 months on claim:
 - unable to perform all the duties necessary to generate income in your Own Occupation
- After 24 months on claim:
 - unable to perform all the duties necessary to generate income in Any Occupation.

What does Partially Unable To Work mean?

Partially Unable to Work means that solely because of Sickness or Injury, you are:

- 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 your 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 you are working more than 40 hours a week).

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.

Paying your premiums

Your cover only continues while premiums are paid up to date. Income Protection 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.

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

TAL offers a number of options to help make cover more affordable.

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.

Cancelling your cover

You have 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 refer to 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 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.

FOR MORE INFORMATION:

 Call TAL on 1300 209 088

 Email us at customerservice@tal.com.au

 Visit tal.com.au