

Effective 19 September 2011

UPGRADE

Elevate Insurance gets better every year /



redefining / insurance

Regular improvements to Elevate make doing business easy/

AXA's Elevate is one of the leading insurance offers in the market.

Our consistent performance is based on our dedication to ongoing product development and innovation.

This year we have made a number of enhancements to our range of award-winning insurance products. These include the competitiveness of our premiums and updates to our income, trauma, TPD and life insurance plans, all of which are designed to offer more comprehensive and enduring protection.

Our recent enhancements build on the updates made to AXA's Elevate earlier this year and include:

- ✓ Enhancements to trauma definitions, specifically prostate cancer under cancer early payment, coma, benign brain tumour and severe burns, making it easier for your clients to claim for these trauma events.
- ✓ Split premium options giving you and your clients the flexibility to nominate different premium styles (stepped or level) for each component of a life insurance plan with trauma and/or total and permanent disability options.
- ✓ Business rewards, offering a five per cent discount on life, trauma and TPD insurance premiums when taken up by at least two people in a business relationship.
- ✓ Personal events under the Future insurability benefit now covering registration of a de facto relationship (whether the two persons are of the same or different gender), and separation of a marriage or de facto relationship.

Better protection through award-winning insurance

AXA has been recognised for quality products and service in the following industry awards:



Trauma, Life and TPD insurance Longevity and flexibility

WHAT'S NEW?

<p>Prostate cancer under cancer early payment enhanced (for Trauma Plus only)</p>	<p>Full payment will now be made for prostate tumours classified under the TNM (or equivalent) classification system as:</p> <ul style="list-style-type: none"> ▪ T1c or above, or ▪ T1a or T1b with a Gleason score of 6 or above, or ▪ T1a or T1b and considered untreatable or if the person insured is required to undertake major interventionist therapy. <p>A partial payment (the greater of 20 per cent of the benefit or \$10,000, up to a maximum of \$100,000) will be made for prostate tumours classified as T1a or T1b under the TNM (or equivalent) classification system with either a Gleason score less than 6, or where major interventionist therapy is not required.</p>
<p>Coma definition enhanced (for Trauma, Trauma Plus and the specific sickness benefit in income insurance plans)</p>	<p>Removal of the drug and alcohol abuse exclusion.</p>
<p>Benign brain tumour definition enhanced (for Trauma, Trauma Plus and the specific sickness benefit in income insurance plans)</p>	<p>Clients may qualify for a benefit if there is at least 25 per cent permanent impairment of whole body function, or cranial surgery is required for its treatment.</p> <p>The requirement to be unable to perform an activity of daily living has been removed.</p>
<p>Severe burns definition enhanced from partial to full payment (for Trauma, Trauma Plus and the specific sickness benefit in income insurance plans)</p>	<p>Clients can now receive a full benefit for severe burns (third degree burns) in the event the burns cover:</p> <ul style="list-style-type: none"> ▪ 20 per cent or more of the body surface as measured by the Lund and Browder Body Surface chart (or equivalent classification), or ▪ 50 per cent or more of the face requiring surgical debridement and/or grafting, or ▪ 50 per cent of both hands or both feet requiring surgical debridement and/or grafting.
<p>Cooling-off period for life, trauma and TPD plans increased</p>	<p>Cooling-off period has been extended to 28 days on all new life, trauma and TPD plans.</p>

More improvements made in 2011

<p>Cancer early payment benefit increased</p>	<p>Increased the partial payment from 10 per cent to 20 per cent of the sum insured amount subject to a maximum payment of \$100,000.</p>
<p>Simplified solutions</p>	<ul style="list-style-type: none"> ▪ Future insurability is now an inbuilt benefit (at no extra cost) to life (including superannuation), TPD (including ADL TPD) and trauma insurance. ▪ Extended interim cover period – increased from 45 to 90 days for all life, TPD and trauma plans.
<p>Trauma definition updates</p>	<ul style="list-style-type: none"> ▪ New improved cancer events in the cancer early payment benefit. ▪ Angioplasty partial benefit increased to 25 per cent of the sum insured, up to a maximum of \$100,000. ▪ New partial payment for the loss of a single limb (Trauma Plus Plan only) paying 25 per cent of the sum insured up to a maximum of \$100,000.

What does this mean for clients?

We've updated a number of our trauma definitions and their assessment criteria to ensure we offer your clients the best definitions.

Income insurance Affordable and enduring protection

WHAT'S NEW?

Attempted return to work waiting periods extended

(Not available for Income Insurance Senior Plan)

For 60, 90, 180 days or 1 or 2 year waiting periods

If the person insured returns to work during the waiting period in a full-time capacity for 10 consecutive days or less, we will extend the waiting period by that number of days. If they return to work during the waiting period for more than 10 consecutive days, the waiting period restarts.

Improvements to some occupations for income insurance

- New: Computer industry consultant (professional, degree qualified) to occupation category AA.
- New: Management consultant (degree qualified, 100 per cent office) to occupation category AA.
- Reviewed: Plumber (trade qualified) from D to Plumber (trade qualified/domestic only) to C.
- New: Gym instructor (qualified, minimum 3 years experience, working in practice/sports club only)* to occupation category CY.
- New: Masseur/Masseuse (qualified, minimum 3 years experience, working in practice not from home)* to occupation category CY.
- New: Personal trainer (qualified, minimum 3 years experience, working in practice/sports club only)* to occupation category CY.

* These occupations now also have access to TPD insurance

Cooling-off period for income insurance plans increased

Cooling-off period has been extended to 28 days on all new income insurance plans.

LEADING EDGE

Benefits to age 70

Income insurance plans (excluding Income Insurance Senior Plan) now have an additional benefit period option to age 70 for clients with an MP, AA or A occupation rating.

Level premiums to age 70 are also available for income insurance plans.

Income Insurance Senior Plan

Clients with an MP, AA or A occupation rating can now elect at the expiry date of their existing AXA income insurance plan to convert their existing cover to the Income Insurance Senior Plan, which has an expiry age of 70 (subject to qualification criteria).

More improvements made in 2011

Income insurance advances

- Updated indemnity pre-disability definition – we now determine highest average monthly income for any consecutive 12 months over the 3 years, rather than 2, before a client's disability.
- Ability to reduce waiting period from 2 years to 90 days without medical evidence, upon the cancellation of a client's group insurance cover. Available to clients with existing salary continuance cover within their previous employer's superannuation fund.
- Reduced premiums for the Accelerated accident option.

Increases and extras

- Increased maximum monthly benefit up to \$60,000.
- Increased maximum daily accommodation benefit to \$300 per day.
- Increased death benefit, payable for income and business expenses insurances to six times the monthly benefit amount with a maximum amount payable of \$60,000.
- Extended interim cover period – increased from 45 to 90 days for all income insurance plans.

What does this mean for clients?

The extension of our attempted return to work waiting period to 10 consecutive days (for policies with waiting periods of 60 days and over), encourages your clients to return to work sooner knowing they will not be penalised if they are unsuccessful in their attempt.

And don't forget clients with occupations classified as MP, AA and A can obtain income insurance up to the age of 70 by transferring to AXA's Elevate Income Insurance Senior Plan (up to a maximum benefit of \$30,000).

This offers added security for clients who need to continue their insurance later in life.

Premium enhancements Competitive pricing and flexible premiums

WHAT'S NEW?

A new discount for business partners

A 5 per cent discount on AXA's Elevate life, trauma and TPD insurance will be offered if two or more clients who are in a business relationship apply for insurance together. The discount applies to both the premium and the plan fee for all new business applications submitted.

Policies that qualify for business rewards are also eligible for a plan fee waiver, ensuring further savings for your clients.

Note: AXA's Workplace Rewards and Family programme will continue to be available to existing groups, but new groups can no longer be created.

Flexible premium style

The introduction of split premiums provides you and your clients with even greater flexibility, and helps your clients maintain some of their insurances for the long term. TPD and trauma options on life insurance can now have a different premium style (stepped or level) to the life insurance plan.

For example life insurance at a stepped premium rate, with TPD and trauma options at level premium rates.

What does this mean for clients?

Our latest initiatives are designed to offer greater value for money and an affordable insurance solution. The enhancements mean you have even more choice when it comes to premium options, and with the available discounts you can structure insurance in a more cost effective manner for the long term.

We also make insurance affordable for longer with our market-leading level premiums to age 70 across our life, TPD, trauma and income insurance plans.

MARKET LEADING

Level premiums to age 70

AXA is the only company offering level premiums to age 70 for life, TPD, trauma and income insurance, which provides your clients with affordable long-term insurance options for when they need it most.

DON'T FORGET

AXA's upgrade of benefits – Pass backs

We will upgrade existing insurance plans and pass back product improvements made now and in the future, provided there is no significant price impact on customers.

Clients will not be detrimentally affected by these upgrades and at claim time we will always apply the definition that benefits your client the most.

For more detail on plan upgrades and how these may impact your clients, refer to the September 2011 upgrade booklet at axa.com.au/upgrades.

System enhancements – making it easier for you to do business

Don't forget to download the latest Desktop Premium Quoting Tool (PQT) version 6.1, effective 19 September 2011, which includes an automatic data transfer feature. It does away with the double handling of your clients' data and makes it even easier to quote and apply for insurance cover online.

AXA's Elevate latest Desktop PQT provides you with the same look and feel of AXA's Elevate Online quotation tool, providing consistency across our quotation software and greater ease of use.

Looking for more detail?

Review our latest insurance Product Disclosure Statement issue no. 11 date 19 September 2011

Visit axa.com.au/adviserinsurance

Contact your AXA business development representative on **1800 655 655**

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The National Mutual Life Association of Australasia Limited
ABN 72 004 020 437 AFS Licence No. 234649
Registered Office: 750 Collins Street Docklands Victoria 3008
axa.com.au

0947007415



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