

# Adviser Guide

ONECARE | 1 JULY 2014

ANZ Wealth



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## Section 1 – OneCare at a glance

OneCare provides a range of insurance covers to suit your clients' financial circumstances, no matter what their life stage and personal situation. The flexible nature of OneCare allows you to tailor insurance to suit the individual needs of each of your clients, their family and their business – all under the one policy.

### All covers

The following features apply to all OneCare policies.

<b>Guaranteed update of benefits</b>	Any future improvements to OneCare will be automatically applied to existing policies where they do not result in an increase to premium rates. If certain exclusions were noted previously on a Policy Schedule these continue to apply. The improvements will apply to future claims, but not current claims or claims resulting from events which occurred before the improvements were made. Any pre existing conditions are also excluded from the upgrade.
<b>Guaranteed continuing cover</b>	The policy will continue each year regardless of changes to the health of each life insured, as long as the premium continues to be paid.
<b>Multiple lives</b>	Generally, there is no limit to the number of lives under one policy; however should the number of lives exceed 10, please contact your local office. OneCare Super and OneCare External Master Trust are limited to one life insured per policy. Refer to page 84 for details on premium discounts.
<b>Worldwide protection</b>	Cover is provided in accordance with the Policy Terms anywhere and any time.
<b>Minimum annual premium</b>	\$300 per life insured (including Policy Fee). \$150 per life insured for increases. No minimum annual premium applies to Child Cover.
<b>Policy Fee</b>	Applies to each life insured under each policy (not including insured children under Child Cover). Adjusted 1 May each year by the indexation factor.

Premium type

Stepped premiums – the premium is recalculated each policy anniversary based on the life insured’s age, the amount insured and the Policy Fee at that time.

Level premiums – the premium for a particular level of cover only changes if we change premium rates and/or the Policy Fee.

Please note, if the amount insured or monthly amount is increased (including due to indexation) the life insured’s age at the time of the increase will determine the level premium for the increase sum insured.

Premium payments

Payment frequency	Payment method				
	Cheque	Credit card	Direct debit	OnePath internal rollover*	OnePath external rollover*
Yearly	✓	✓	✓	✓	✓
Half yearly	✓	✓	✓	✓	-
Monthly	-	✓	✓	✓	-

\* Only available for OneCare Super.

## Life Cover

In the event of the life insured's death or terminal illness, Life Cover pays either a lump sum or an instalment amount. This benefit is commonly used to clear debt, assist family with living expenses, estate planning or business buyouts.

<b>General cover information</b>	
<b>Minimum amount insured</b>	\$50,000 lump sum or an equivalent amount.
<b>Maximum amount insured at application</b>	No maximum.
<b>Maximum amount insured that cover may index to</b>	No indexation limits apply.
<b>Benefit payment type</b>	<ul style="list-style-type: none"> <li>• Lump sum</li> <li>• Fixed term instalment* – 3, 5, 10 or 15 years.</li> </ul> <p>* OneCare non-superannuation only.</p>
<b>Premium type</b>	<ul style="list-style-type: none"> <li>• Stepped premium</li> <li>• Level premium</li> </ul>

## General cover information

### Entry age

	OneCare non-superannuation	OneCare Super OneCare – External Super (SMSF) OneCare – External Master Trust
Stepped premium	15 to 75	15 to 74
Level premium	15 to 60	15 to 60

### Expiry age

	OneCare non-superannuation	OneCare Super OneCare – External Super (SMSF) OneCare – External Master Trust
Stepped premium	N/A	75 <sup>†</sup>
Level premium	65*	65*

\* Automatically transferred to stepped premiums.

† May convert to non-superannuation policy via a change of ownership.

## TPD Cover

If the life insured becomes totally and permanently disabled, Total and Permanently Disablement (TPD Cover) pays either a lump sum or an instalment amount. The benefit is commonly used to pay ongoing medical expenses, make necessary home modifications and to hire homecare services such as nursing, cleaning and cooking.

### General cover information

**Minimum amount insured** \$50,000 lump sum or an equivalent instalment amount.

Maximum amount insured at application	TPD definition	Lump sum*
	Overall maximum	\$10 million
	Business TPD	\$10 million
	Any Occupation/Super Any Occupation	\$5 million <sup>^</sup>
	Own Occupation	\$5 million <sup>^</sup>
	SuperLink TPD	\$5 million
	Home-maker/Super Home-maker	\$2 million
	Non-working/Super Non-working	\$5 million
	Combination of Home-maker and Non-working (including Super Home-maker and Super Non-working)	\$3 million

\* Or an equivalent instalment amount.

<sup>^</sup> Note: Blue collar workers, \$5 million must be taken as a combination of a maximum \$3 million any/own and \$2 million Non-working TPD.

**Maximum amount insured that cover may index to** Business TPD, indexation will cease when the sum insured reaches \$10 million. For all other TPD covers, no indexation limits apply.

**Benefit payment type**

- Lump sum
- Fixed term instalment\* – 3, 5, 10 or 15 years

\* OneCare non-superannuation only.

## General cover information

### Entry age

	OneCare non-superannuation	OneCare Super OneCare External Super (SMSF) OneCare – External Master Trust
Stepped premium – Any, Own*, SuperLink, Business* and Home-maker	15 to 60	15 to 60
Stepped premium – Non-working	15 to 75	15 to 74
Level premium	15 to 60	15 to 60

\* Not available with OneCare Super or OneCare External Master Trust.

### Expiry age

	OneCare non-superannuation	OneCare Super OneCare External Super (SMSF) OneCare – External Master Trust
Stepped premium	65*	65*
Stepped premium – Non-working	100	75 <sup>†</sup>
Level premium	65* <sup>‡</sup>	65* <sup>‡</sup>

\* At the policy anniversary when the life insured is age 65, the client can apply to continue up to \$1 million of their existing TPD Any and/or Own Occupation if they are working in a white collar occupation. All other TPD, subject to a total maximum of \$3 million, converts to Non-working TPD definition. At age 70, all remaining TPD (Any/Own Occupation) converts to Non-working TPD.

<sup>†</sup> May convert to a non-superannuation policy.

<sup>‡</sup> Automatically transferred to stepped premiums.



## Trauma Cover

If the life insured meets the definition of a specified trauma condition, Trauma Cover pays either a lump sum or an instalment amount. This benefit is commonly used to assist with medical costs, extra nursing care and day-to-day living expenses. It may also be used to clear debts so that the life insured can focus on a full recovery at their own pace.

### General cover information

**Minimum amount insured** \$50,000 lump sum or an equivalent instalment amount.

**Maximum amount insured at application** \$2 million lump sum or an equivalent instalment amount.

**Maximum amount insured that cover may index to** No indexation limits apply.

**Benefit payment type**

- Lump sum\*
- Fixed term instalment<sup>‡</sup> – 3, 5, 10 or 15 years

\* This is the only payment type applicable to Trauma Premier and the Baby Care Option.

**Cover type**

- Trauma Comprehensive – 47 specified trauma conditions
- Trauma Premier – 61 specified trauma conditions

**Structuring Trauma**

- Trauma as an option to Life Cover
- Stand Alone Trauma with optional TPD Cover
- Stand Alone Trauma Cover
- SuperLink Trauma Cover<sup>^</sup>

### Entry age

	OneCare non-superannuation
Stepped premium	15 to 65
Level premium	15 to 60
Baby Care Option <sup>‡</sup>	16 to 40 (female only)
SuperLink Trauma	15 to 60

<sup>‡</sup> Not available with SuperLink Trauma.

<sup>^</sup> Non-Working TPD is not available within a SuperLink Trauma arrangement.

## General cover information

### Expiry age

	OneCare non-superannuation
Stepped premium	70*
Level premium	65†
Baby Care Option‡	45 (female only)
SuperLink Trauma	65^

\* Trauma Cover converts to TPD Cover with the non-working TPD definition, subject to a maximum of \$3 million lump sum or an equivalent instalment amount across all OnePath Life policies for the life insured.

^ SuperLink Trauma will have the option to move to a non SuperLink arrangement.

† Automatically transferred to stepped premium.

‡ Not available with SuperLink Trauma.

## Child Cover

If the insured child suffers a specified trauma condition or dies, Child Cover pays a lump sum benefit. This benefit is commonly used to help with medical expenses, rehabilitation and home modifications.

This cover must be taken in conjunction with Life Cover, TPD Cover, Trauma Cover, Income Secure Cover, Business Expense Cover or Living Expense Cover.

## General cover information

Minimum amount insured	\$10,000
Maximum amount insured at application	\$200,000
Maximum amount insured that cover may index to	No indexation limits apply.
Benefit payment type	Lump sum
Premium type	Stepped premium
Entry age	Age 2–15
Expiry age	Age 21*

\* Conversion option is available to an adult Life Cover with optional Trauma Comprehensive policy at the age of 21.

## Extra Care Cover

If the life insured needs more protection, Extra Care Cover pays a lump sum in the event of a claim. This benefit is commonly used to provide extra cover for the life insured if they die in an accident, and can be used to top up the terminal illness protection offered through Life Cover and other covers. It can also provide additional cover for medical professionals for HIV, Hepatitis B and C.

This cover must be taken in conjunction with Life Cover, TPD Cover, Trauma Cover, Income Secure Cover, Business Expense Cover or Living Expense Cover.

General cover information	
Minimum amount insured	\$50,000
Maximum amount insured at application	\$1 million
Maximum amount insured that cover may index to	No indexation limits apply.
Benefit payment type	Lump Sum
Cover types	Extra Care Accidental Death Benefit Extra Care Terminal Illness Benefit Extra Care Extended Needle Stick Benefit* <small>*Not available under SMSF, OneCare Super or an External Master Trust.</small>
Entry age	Age 15–60
Expiry age	65

### Income Secure Cover

Income Secure Cover is income protection insurance that pays up to 75% (or up to 80% if the Priority Income Option is selected) of the life insured's monthly earnings while they are unable to work due to injury or illness. It pays the monthly amount insured until the life insured is no longer disabled, or until the end of the benefit period. These monthly payments can help the policy owner to meet their regular expenses and maintain lifestyle while the life insured is unable to work.

OneCare offers four types of Income Secure Cover for non superannuation policies plus one Income Secure Cover for policies held under super. These options offer different levels of protection for different premium amounts.

**Income Secure Basic** – provides core cover which is suitable for policies held through superannuation. The insured events are consistent with specified conditions of release under the Superannuation Industry (Supervision) Regulations. This provides peace of mind for those with affordability issues that want to fund their cover through super.

**Income Secure Standard** – provides core income protection for those who want to feel secure that they can meet their bills if they are unable to work due to illness or injury. This is the most affordable cover in our range outside of super.

**Income Secure Comprehensive** – extends on Income Secure Standard by offering additional benefits to assist with expenses incurred as a result of illness or injury such as special care, rehabilitation and child care assistance.

**Income Secure Professional** – offers income protection that is designed for certain professional white collar occupations. This cover offers an extensive range of built-in benefits and features.

**Income Secure Special Risk** – provides basic income protection for those who are in Special Risk occupations.

Refer to the following table for the benefits, features and options applications for each cover type.

General information	
The following attributes apply to Income Secure Basic, Standard, Comprehensive and Professional with occupation classes A, C, D, E, F, I, P, L, M, S, T, H, HH	
Minimum monthly amount insured	\$1,250
Maximum monthly amount insured at application	\$60,000 – any amount above \$30,000 is limited to a 2 years benefit period.
Maximum monthly amount insured that cover may index to	No indexation limits apply.

## General information

### Benefit payment type

- Guaranteed\*
- Indemnity

\* Not available for Income Secure Basic. Refer to the financial evidence requirements for the guaranteed benefit payment type on page 27.

The following attributes apply to Income Secure Basic, Standard, Comprehensive and Professional only

### Waiting periods

- 14 days
- 30 days
- 60 days
- 90 days
- 180 days
- 1 year
- 2 years

### Benefit periods<sup>^</sup>

- 2 years
- 6 years
- To age 55
- To age 60
- To age 65
- To age 70\* (Available to occupations categorised as A, C, D, E, F, I, P)

\* Refer to OnePath's Occupation Guide at [onepath.com.au](http://onepath.com.au) or in OnePath Illustrator.

<sup>^</sup> Some HH (heavy duties) occupations are restricted to a maximum 6 year benefit period, check with your state office for more information.

### Eligibility\*

- Income Secure Professional is available to occupation categorised as A, C, D, E, F, I, P.
- Income Secure Comprehensive, Income Secure Standard and Income Secure Basic are available to occupation A, C, D, E, F, I, P, L, M, S, T, H, HH.

\* Refer to OnePath's Occupation Guide at [onepath.com.au](http://onepath.com.au) or in OnePath's Illustrator.

### Entry age

Benefit period	Entry age
2 years	19–60 (19–54 for monthly benefits greater than \$40,000)
6 years	19–60
To age 55	19–50
To age 60	19–55
To age 65	19–60
To age 70	19–60

## General information

### Expiry age

Benefit period	Expiry age*
2 years	65
6 years	65
To age 55	55
To age 60	60
To age 65	65
To age 70	70

\* Conversion to Living Expense Cover may apply at expiry.

The following attributes apply to Income Secure Basic and Income Secure Special Risk where the occupation class is R

Minimum monthly amount insured \$1,250

Maximum monthly amount insured at application \$10,000

Maximum monthly amount insured that cover may index to No indexation limits apply.

Benefit payment type Indemnity

Waiting periods

- 30 days
- 60 days
- 90 days
- 180 days
- 1 year
- 2 years

Benefit periods

- 2 years
- 6 years

Eligibility\* Only available to occupations which have an occupation category of R.

\* Refer to OnePath's Occupation Guide at [onepath.com.au](http://onepath.com.au) or in OnePath's Illustrator.

### Entry age

Benefit period	Entry age
2 years	19–60
6 years	19–60

### Expiry age

Benefit period	Expiry age*
2 years	65
6 years	65

\* Conversion to Living Expense Cover may apply at expiry.

## Business Expense Cover

Business Expense Cover can insure up to 100% of the life insured's monthly business expenses. It pays the monthly amount insured if the life insured is totally or partially disabled and unable to work. It's commonly used to assist with the day-to-day running expenses of the life insured's business such as business loan repayments, rent, utility bills and many other allowable business expenses.

### General cover information

Minimum monthly amount insured	\$1,250 stand alone \$500 with Income Secure Cover
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Maximum monthly amount insured at application	\$60,000
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Maximum monthly amount insured that cover may index to	No indexation limits apply.
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Benefit payment types	<ul style="list-style-type: none"> <li>Guaranteed*</li> <li>Indemnity</li> </ul> <p>* Guaranteed benefit payment type is only available if Business Expense Cover is selected with Income Secure Cover with the guaranteed benefit payment type with financial evidence provided.</p>
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Waiting period	<ul style="list-style-type: none"> <li>14 days</li> <li>30 days</li> <li>60 days</li> <li>90 days</li> </ul>
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Benefit	<p>12 months</p> <p>We may extend the benefit period for a further 12 months until the cumulative total of benefits paid is equal to 12 times the monthly amount insured.</p>
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Eligibility	Self-employed and working a minimum of 30 hours per week in their principal occupation.
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Entry age	Age 19 to 60
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Expiry age	Age 65
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## Living Expense Cover

If the life insured becomes significantly disabled, Living Expense Cover pays the monthly amount insured. It is designed for casual employees, home-makers, retirees, those not eligible for Income Secure Cover, or those who just want a basic level of cover. This benefit is commonly used to pay day-to-day living expenses which can enable the life insured to stay in their own home longer. It can also help pay the costs of either in-home carers or a long-term care facility.

General cover information		
Minimum monthly amount insured	\$1,250	
Maximum monthly amount insured	\$5,000	
Maximum monthly amount insured that cover may index to	No indexation limits apply.	
Benefit payment type	Guaranteed, based on household income.	
Waiting period	<ul style="list-style-type: none"><li>• 30 days</li><li>• 90 days</li><li>• 1 year</li><li>• 2 years</li></ul>	
Benefit period	<ul style="list-style-type: none"><li>• 2 years</li><li>• To age 80</li><li>• To age 65</li></ul>	
Entry age	Benefit period	Entry ages
		Stepped premium      Level premium
	2 years	19–75      19–60
	To age 65	19–60      19–60
	To age 80	19–75      19–60

### Expiry age

Benefit period	Entry ages	
	Stepped premium	Level premium
2 years	80	65*
To age 65	65	65
To age 80	80	65*

\* The life insured will automatically be transferred to stepped premiums at age 65.



## Section 2 – Underwriting: Medical requirements

### Life, TPD and Trauma Cover

Please refer to the tables below to see the medical requirements that apply to the specified lump sum amounts insured, or where an instalment benefit payment type is selected, an equivalent instalment amount.

### Total risk (Life, stand alone TPD Cover and stand alone Trauma Cover)

The underwriting medical limits are based on the total risk for each life insured.

Total risk is calculated by adding the lump sum amounts insured (or where an instalment benefit payment type applies, the lump sum equivalent) across all policies where the life insured has any Life Cover, stand alone Trauma Cover, Trauma Cover with optional TPD Cover or stand alone TPD Cover.

Refer to pages 19–20 for treatment of Double Trauma, Double TPD and the Business Guarantee Option.

Extra Care benefits (Accidental Death, Terminal Illness or Extended Needle Stick Benefits) are not included in the 'Total risk' calculation.

The example on page 19 illustrates how the calculation is applied to establish the life insured's medical requirements.

Current age	Mediquick*	Fasting MBA 20 incl Hep B and C <sup>‡</sup>	PMAR	HIV <sup>†</sup> Full Blood Count including ESR	Specialist medical (replaces mediquick) Exercise ECG	Stress Echo <sup>‡</sup> PSA <sup>§</sup> (male) Mammogram (female) <sup>#</sup>
15–44	\$2,500,001	\$2,500,001	\$3,000,001	\$5,000,001	\$5,000,001	\$10,000,001
45–49	\$1,500,001	\$2,000,001	\$3,000,001	\$5,000,001	\$5,000,001	\$10,000,001
50–54	\$1,000,001	\$1,000,001	\$3,000,001	\$5,000,001	\$5,000,001	\$10,000,001
55–59	\$750,001	\$750,001	\$3,000,001	\$5,000,001	\$5,000,001	\$5,000,001 <sup>A</sup>
60–65	\$500,001	\$500,001	\$3,000,001	\$5,000,001	\$5,000,001	\$5,000,001 <sup>A</sup>
66+	\$250,001	\$500,001	\$3,000,001	\$5,000,001	\$5,000,001	\$5,000,001 <sup>A</sup>

## Trauma risk

Trauma risk is calculated by adding the lump sum amounts insured (or where an instalment benefit payment type applies, the lump sum equivalent) of all Trauma Covers for a life insured, regardless of whether the Trauma Cover is stand alone or optional.

The example below illustrates how this is then applied to establish the life insured's medical requirements for total and trauma risks.

Current age	Mediquick*	Fasting MBA 20 including Hep B & C†‡	Full Blood Count including ESR	Exercise ECG	PSA levels/ Mammogram results§ #	GP medical exam (replaces mediquick)
15–44	\$1,000,001	\$1,000,001	\$1,500,001	**	**	**
45–49	\$1,000,001	\$1,000,001	\$1,500,001	**	**	\$1,500,001
50–54	\$1,000,001	\$1,000,001	\$1,500,001	**	\$1,500,001	\$1,500,001
55–59	\$500,001	\$500,001	\$1,500,001	\$1,000,001	\$1,500,001	\$1,500,001
60–65	\$500,001	\$500,001	\$1,500,001	\$1,000,001	\$1,000,001	\$1,500,001

\* MediQuick is a simplified paramedical examination. The life insured is examined by a paramedical service provider (PSP) at their workplace or home. Under MediQuick, the PSP will collect height, weight and blood pressure measurements and conduct a urinalysis. The PSP will also take blood samples if required at the appropriate limits for HIV, Hepatitis B and C, Fasting MBA-20 and Full Blood Count tests. If the life insured would prefer, they can choose to go to their General Practitioner (GP) for these tests. When arranging a MediQuick, it is necessary for all the applicable Personal Statement questions in the OneCare Application Form to be completed.

† HIV antibodies tests, or the Fasting MBA20 with Hepatitis B and C serology, can be arranged either with the life insured's GP, or directly at a pathology clinic. If arranging the test for HIV antibodies directly at a pathology clinic, please refer to OnePath Life's 'AIDS and Insurance' brochure for details.

‡ A Fasting MBA-20 is a Multiple Biochemical Analysis. The Fasting MBA-20 must include HDL/LDL cholesterol levels.

It is essential that the life insured has fasted for at least eight hours before a blood sample is taken. The most convenient time for any appointment is usually before any meal. This test can be arranged either with the PSP as part of MediQuick, the life insured's GP or directly at a pathology clinic.

§ Current Prostate Specific Antigen (PSA) level requirements for males only.

# Result of current mammogram (i.e. one conducted within the last 12 months) for females only.

\*\* Indicates that the procedure is not required.

Δ OnePath Life requires a stress echocardiogram, which will incorporate the stress ECG, for amounts insured over \$10,000,000 (all ages).

Example – John is applying for the following insurance:

Cover type	Amount insured	Total risk	Trauma risk
Life Cover	\$900,000	\$900,000	
Optional Trauma Cover	\$900,000		\$900,000
Optional TPD Cover	\$900,000		
Stand alone Trauma Cover	\$750,000	\$750,000	\$750,000
Stand alone TPD	\$250,000	\$250,000	
<b>Total</b>		<b>\$1.9 million</b>	<b>\$1.65 million</b>

John is 52 years old. To establish his medical requirements, we check the 'total risk' table on page 22 and see his total risk requirements are:

- MediQuick
- Hepatitis B and C
- Fasting MBA-20

Checking the 'trauma risk' table on page 23, we see that additional 'trauma risk' requirements are:

- PSA Test
- Full Blood Count (including ESR)
- General Practitioner (GP) exam\*

\* Where indicated as a requirement, the more comprehensive GP exam will render the MediQuick exam unnecessary.

### Double Trauma and Double TPD option

The medical requirements for cover with the Double Trauma or Double TPD Options will be based on the Life Cover amount insured plus 50% of the amount insured for the Double Trauma or Double TPD Option.

**For example**, if the amount insured applied for is \$500,000 of Life Cover with optional Trauma Cover of \$250,000 with the Double Trauma Option, the application would be underwritten for an amount insured of \$625,000 total risk and \$250,000 trauma risk.

Where both Double Trauma and Double TPD Options are selected, whichever is the greater amount insured will be used to establish the total risk.

**For example**, if the amount insured applied for is \$500,000 of Life Cover with optional Trauma Cover of \$300,000 with the Double Trauma option, and optional TPD Cover of \$400,000 with the Double TPD option, the application would be underwritten for an amount insured of \$700,000 total risk and \$300,000 trauma risk.

### Business Guarantee Option

The medical requirements for cover with the Business Guarantee Option are based on three times the level of the initial cover.

**For example** if the amount insured applied for is \$1 million, the application would be medically underwritten for an amount insured of \$3 million.

If both Double Trauma and/or Double TPD and the Business Guarantee Option are selected, medical requirements will be based on six times the level of the initial sum insured.

Note: Business Guarantee cover is not available where a medical loading exceeds +50%.

## Increases

For an increase in the amount insured, we do not require medical retesting unless the increase to the amount insured brings the application to a new test band, as per our medical requirements.

**For example:** Trauma Cover for a 50 year old has already been accepted for \$1,200,000. A MediQuick, Hepatitis B and C test and Fasting MBA-20 were received as part of the initial underwriting.

The life insured wishes to increase their cover by \$100,000 at age 52, for a total amount insured of \$1,300,000.

In this example, there is no automatic requirement for another MediQuick, Hepatitis B and C test or Fasting MBA-20 as no new test bands have been exceeded.

If however, the proposed increase in cover was by \$500,000 to a total of \$1,700,000 sum insured, a new test band limit has now been breached by the total sum insured. The additional tests pertaining to that new band of a GP Medical examination, an FBC and a current PSA reading will be required.

Please note, the medical test requirements for increases depend on the tests performed at the time of the initial underwriting, compared to the requirements in the current medical requirements table. Any changes in this table, as well as the life insured's age, may also impact on the tests required on the increase in cover.

## Financial adviser commission

Year 1 commission is paid on the sum insured increase, however ongoing commission is paid on the remainder.

An increase to an existing OneCare policy can be submitted either on a paper Application Form or via Illustrator (including OneCare Express).

It is important to note the following if submitting an application to increase an existing OneCare policy via Illustrator/OCX:

- Only available for current on-sale OneCare covers (withdrawn covers/definitions are not available);
- The product illustration is indicative only, as it is reliant on the correct disclosure of the existing in-force cover, policy ownership, group discounts, premium frequency information and other variables;
- The premium quoted will be for the increased portion only and does not represent the total premium payable for the entire policy.
- No additional policy fee is charged if the increase can be added to the existing policy. However, an additional policy fee will be payable if the cover is unable to be added to the existing policy as requested and the creation of a new policy is required instead.

Further information regarding how to use the increases functionality on Illustrator is available at [onepath.com.au/illustrator](http://onepath.com.au/illustrator).

## Income Secure Cover and Business Expense Cover

Please refer to the table below to see the medical requirements that apply to the specified monthly amount insured.

Current age	Mediquick*	HIV†	Fasting MBA 20 incl Hep B and C‡	PMAR	Full Blood Count including ESR	Microunalysis	Specialist medical exam	Stress Echo PSA (male)§ Mammogram results (female)
19–44	\$12,501	\$15,001	\$15,001	\$20,001	\$40,001	\$40,001	\$40,001	\$40,001
45–65	\$10,001	\$10,001	\$10,001	\$20,001	\$40,001	\$40,001	\$40,001	\$40,001

The above medical evidence will only be requested when either or both Income Secure Cover and Business Expense Covers<sup>^</sup> exceed the stated dollar amounts (i.e. they are not added together to determine medical requirements).

<sup>^</sup> Because of the limited benefit period of Business Expense Cover, a discount figure of 50% is applied when determining medical requirements. When considering Business Expense Cover, multiply the required sum insured by 0.5 and use the resultant figure in the table above to establish the medical requirements.

\* MediQuick is a simplified paramedical examination. The life insured is examined by a paramedical service provider (PSP) at their workplace or home. Under MediQuick, the PSP will collect height, weight and blood pressure measurements and conduct a urinalysis. The PSP will also take blood samples if required at the appropriate limits for HIV, Hepatitis B and C, Fasting MBA-20 and Full Blood Count tests. If the life insured would prefer, they can choose to go to their General Practitioner (GP) for these tests. When arranging a MediQuick, it is necessary for all the applicable Personal Statement questions in the OneCare Application Form to be completed.

† HIV antibodies tests, or fasting MBA20 with Hepatitis B and C serology, can be arranged either with the life insured's GP, or directly at a pathology clinic. If arranging the HIV antibodies test directly at a pathology clinic, please refer to OnePath Life's AIDS and Insurance<sup>^</sup> brochure for details.

‡ A Fasting MBA-20 is a Multiple Biochemical Analysis. The Fasting MBA-20 must include HDL/LDL cholesterol levels.

It is essential that the life insured has fasted for at least eight hours before a blood sample is taken. The most convenient time for any appointment is usually before any meal. This test can be arranged either with the PSP as part of MediQuick, the life insured's GP or directly at a pathology clinic.

§ Current Prostate Specific Antigen (PSA) level requirements for males only.

|| Result of current mammogram (i.e. one conducted within the past 12 months) for females only.

### Living Expense Cover

If the life insured has either existing Income Secure Cover or Living Expense Cover, and is applying for new Income Secure Cover or Living Expense Cover, requirements will be based on the combined total of all Income Secure Cover and Living Expense Cover that will be held with OnePath Life on the life insured, as listed in the Income Secure Cover and Business Expense Cover medical requirements table.

Height		Weight – BMI 36		
cm	ft/ins	kgs	lbs	st/lbs
150	4'11"	81	178	12'10
152	5'0"	83	183	13'1
155	5'1"	86	190	13'8
157	5'2"	89	196	14'0
160	5'3"	92	203	14'7
163	5'4"	96	212	15'2
165	5'5"	98	216	15'6
168	5'6"	102	225	16'1
170	5'7"	104	229	16'5
173	5'8"	108	238	17'0
175	5'9"	110	243	17'5
178	5'10"	114	251	17'13
180	5'11"	117	258	18'6
183	6'0"	121	267	19'1
185	6'1"	123	271	19'5
188	6'2"	127	280	20'0
190	6'3"	130	287	20'7
193	6'4"	134	295	21'1
196	6'5"	138	304	21'10
198	6'6"	141	311	22'3

A Seniors' Assessment by a PSP will be requested for any TPD Cover (Non-working) or Living Expense Cover for ages 65 and over.

### Body Mass Index (BMI)

If the life insured's Body Mass Index (BMI) is greater than or equal to 36, a MediQuick and Fasting MBA will be required. Where the life insured's BMI is greater than 40, please contact your OnePath underwriter to determine if cover is available.

Height		Weight – BMI 40		
cm	ft/ins	kgs	lbs	st/lbs
150	4'11"	90	198	14'2
152	5'0"	92	203	14'7
155	5'1"	96	212	15'2
157	5'2"	98	216	15'6
160	5'3"	102	225	16'1
163	5'4"	106	234	16'10
165	5'5"	109	240	17'2
168	5'6"	113	249	17'11
170	5'7"	116	256	18'4
173	5'8"	120	265	18'13
175	5'9"	122	269	19'3
178	5'10"	127	280	20'0
180	5'11"	130	287	20'7
183	6'0"	134	295	21'1
185	6'1"	137	302	21'8
188	6'2"	141	311	22'3
190	6'3"	144	317	22'9
193	6'4"	149	328	23'6
196	6'5"	154	340	24'4
198	6'6"	157	346	24'10

## Section 3 – Underwriting: Financial requirements

The financial evidence required will vary depending on the total financial risk for each cover type being applied for. The financial evidence required is determined by:

- the total sum of cover for each separate cover type; and
- the insured's industry-wide cover for each separate cover type.

### Lump sum financial evidence table

Life Cover (industry-wide)	TPD Cover (industry-wide) (Only TPD Business is available above \$5,000,000)	Trauma Cover (industry-wide)	Financial evidence personal cover (employed individuals)	Financial evidence personal and business cover (self-employed individuals <sup>*)</sup> )
Up to \$3,000,000	Up to \$3,000,000	Up to \$2,000,000	A	A
\$3,000,001 to \$6,000,000	\$3,000,001 to \$5,000,000		A + B	A + B* (+C + D if TPD is for business purposes)
Above \$6,000,000	Above \$5,000,000 <sup>A</sup>		A+B+C	A+B+C+D*

### Key

- A** Application Form only (personal income details must be completed). Cover eligibility will generally be assessed in line with income multiples (refer table of multiples on page 25). Does not apply to applications where occupation is Home-maker (refer page 26) or where Business Guarantee Option forward underwriting option is selected (refer page 27).
- B** Financial Questionnaire with relevant sections completed (often a copy of the Statement of Advice (SOA) may serve as a substitute).
- C** Life insured's personal Income Tax Return and Notice of Assessment for the two most recent financial years.

## Key

- D** Business financial statements (including detailed Profit and Loss Statements and Balance Sheets) and business income tax returns for the two most recent financial years.

Please note, if the business trades through several entities (e.g. company, trust, partnership), we will require business financial statements and income tax returns for each entity in the group in order to properly assess the cover applied for (consolidated group financial statements can be provided as an alternative, if available).

For more complicated business structures where there are several trading and investment entities, we recommend providing a group structure diagram that sets out all the relevant entities and the insured's ownership and involvement. This diagram would be readily available from the insured's accountant.

- \*** Recommended additional information that will assist with **business cover underwriting assessment** (please note, this additional information is **compulsory** when applying for Business TPD or the Business Guarantee Option is selected):

- **Buy/sell, shareholder or partnership insurance** – please provide a copy of the business valuation prepared by the accountant or directors that supports the sum insured and which sets out the valuation methodology and detailed calculations
- **Key person cover** – please provide details of the role of the key person, replacement remuneration details and estimated impact of absence on business profits. Provision of detailed calculations supporting the amount of cover applied for will help expedite underwriting decisions
- **Loan cover** – evidence of the debt (examples include, but are not limited to copies of the loan agreement, bank letter of offer, bank statements or email/letter from bank relationship manager confirming current debt balances).

- #** Self-employed individuals include partners within a partnership and individuals employed by their own companies or trusts (including contractors and consultants who deliver their services through an independent business structure).

- Δ** Any TPD Cover above \$5 million total TPD industry-wide is only available under Business TPD. When applying for Business TPD, a Business TPD Questionnaire needs to be completed (this Form can be found on Illustrator) in addition to the compulsory additional information listed at **'\*'** above.  
Please note, that the Business Guarantee Option is not available when applying for Business TPD.



## Multiples of income relating to personal lump sum covers

As a guideline, the total personal cover eligible will be calculated based on the income as stated in the Personal Statement, multiplied by the relevant multiple of income as shown in the following table.

Multiples of income				
Age of life insured	Life Cover	TPD Cover up to \$3,000,000	TPD Cover over \$3,000,000	Trauma Cover
Up to 45	Up to 25x	Up to 25x	Up to 15x*	Up to 15x
46 to 50	Up to 20x	Up to 20x	Up to 12x*	Up to 12x
51 to 55	Up to 15x	Up to 15x	Up to 12x*	Up to 10x
56 to 60	Up to 15x	Up to 15x	Up to 12x*	Up to 5x
60 +	Up to 10x	Up to 10x	N/A	Up to 5x

\* The stated multiple must be used when calculating the total amount of personal TPD Cover and not just for the amount in excess of \$3 million.

In addition to multiples of income, there are further factors that can be considered to increase the maximum level of cover available. These include:

- residential mortgage (up to 100% of the loan value)
- investment loans (up to 50% of the loan value)
- costs associated with dependants (e.g. education, child care, disabled dependant requiring long-term specialist care)
- medical costs in the event of disability or trauma
- other – where the purpose of cover is clearly documented, appropriate evidence is provided and cover seems reasonable.

## Life Cover and TPD Cover (for Home-makers)

Amount insured	Financial evidence
Up to \$1,000,000	May be accepted on proposal without additional financial information.
Between \$1,000,001 and \$1,500,000	Maximum benefit based on five times the spouse's income plus residential mortgage. Add \$150,000 for each dependant.
Between \$1,500,001 and \$2,000,000	Conditions above, plus full evidence supporting the recommended level of cover, such as the Statement of Advice (SOA) Generally, the additional information that we will take into account from an adviser's recommendation may include the following: <ul style="list-style-type: none"><li>• the client's future financial plan</li><li>• home-maker plans to return to work, previous income and occupation</li><li>• child with special needs.</li></ul> Working spouse must have an equal amount or greater level of cover on their life. Maximum level of Life and TPD Cover is \$2,000,000.

## Trauma Cover (for Home-makers)

Amount insured	Financial evidence
Up to \$750,000	May be accepted on proposal without additional financial information.
Between \$750,001 and \$1,250,000	Maximum benefit based on five times the spouse's income plus residential mortgage. Add \$150,000 for each dependant. Full evidence supporting the recommended level of cover, such as the Statement of Advice (SOA). Generally, the additional information that we will take into account from an adviser's recommendation may include the following: <ul style="list-style-type: none"><li>• the client's future financial plan;</li><li>• home-maker plans to return to work, previous income and occupation; and</li><li>• child with special needs.</li></ul> Working spouse must have an equal amount or greater level of cover on their life. Maximum level of Trauma Cover is \$1,250,000.

## Business Guarantee Option

This option allows you to increase the amount insured where cover has been taken out for business purposes without supplying medical evidence if the value associated with the business purpose increases in the future.

'Business insurance purposes' include key person insurance, loan guarantee insurance, insurance which supports a business succession agreement including buy/sell or equity transfer agreements, or any other business insurance purposes which we may approve.

When applying for the Business Guarantee Option, we will require financial evidence as set out at the '\*' in the table below.

To exercise the Business Guarantee Option, we will require:

- OneCare Application Form (excluding Personal Statement);
- current Occupational Questionnaire;
- Product Illustration;
- relevant financial evidence of the increase (e.g. business valuation, loan documents).

The Business Guarantee Option is not available when applying for Business TPD Cover.

**Note:** Business Guarantee cover is not available where a medical loading exceeds +50%.

## Income Secure Cover and Business Expense Cover financial evidence table

Income Secure Cover and Business Expense Cover (industry-wide)	Financial evidence Employed individuals	Financial evidence Self-employed individuals <sup>#</sup>
<b>Indemnity cover</b>		
• up to \$15,000** per month	A	A
• between \$15,001 and \$20,000 per month	A + B	A + B
• between \$20,001 and \$60,000 <sup>†</sup> per month	A + B + C <sup>^</sup>	A + B + D + E <sup>^</sup>
<b>Guaranteed cover</b>		
• up to \$15,000** per month	A + C <sup>*</sup>	A + D + E <sup>*</sup>
• between \$15,001 and \$60,000 <sup>†</sup> per month	A + B + C <sup>^</sup>	A + B + D + E <sup>^</sup>

## Key

- A Application Form with relevant sections completed.
- B Financial Questionnaire with relevant sections completed.
- C Proof of income required. Any one of the following can be supplied as proof of personal income:
- details of salary package on employer letterhead
  - insured's personal Income Tax Return and Notice of Assessment
  - PAYG payment summary (group certificate)
  - copy of employment contract if employed under a contract
  - payslips in very limited circumstances (please contact your underwriter for more information).
- D Insured's personal Income Tax Return and Notice of Assessment.
- E Business financial statements (including detailed Profit and Loss Statements and Balance Sheets) and business income tax returns for the two most recent financial years. Please note, if the business trades through several entities (e.g. company, trust, partnership), we would require business financial statements and income tax returns for each entity in the group in order to properly assess the cover applied for (consolidated group financial statements can be provided as an alternative, if available). For more complicated business structures, where there are several trading and investment entities we recommend providing a group structure diagram that sets out all the relevant entities and the insured's ownership and involvement. This diagram would be readily available from the insured's accountant. In cases where you are seeking the maximum amount of income protection cover or the insured is income splitting with their spouse or children, we suggest completing and submitting a 'Profit and Loss Addback Form' (available on Illustrator), which will greatly assist with calculating the maximum benefit.
- \* For Guaranteed Income Secure Cover with a monthly amount insured of up to \$15,000, financial evidence **can be provided at the time of application, or at any time prior to making a claim** – just choose to provide the financial evidence 'at a later date' – refer to page 30 for a more detailed description around the requirements.
- ^ For guaranteed benefits above \$15,000 per month and indemnity benefits above \$20,000 per month we require tax returns and financial statements for the two most recent financial years in relation to self-employed individuals. For employees, proof of income for the most recent financial year is generally sufficient when a stable earnings pattern exists for monthly benefits up to \$40,000. If cover exceeds \$40,000 per month, we will require financial evidence for the two most recent financial years.
- # Self-employed individuals include partners within a partnership and individuals employed by their own companies or trusts (including contractors and consultants who deliver their services through an independent business structure).

## Key

- \*\* The minimum benefits available are \$1,250 per month which requires insurable income of at least \$20,000 p.a. If Business Expense Cover is taken out in conjunction with Income Secure Cover then the minimum Business Expense Cover benefit we will consider is \$500 per month.
- † Any amount insured above \$30,000 is subject to a two year benefit period.

## Calculating the benefit

The benefit is based on the insured's annual income earned through personal exertion, before tax, including superannuation contributions but after deduction of business expenses.

The maximum that can be insured is  $\frac{1}{2}$  of:

- 75% of the first \$320,000 of annual income
- 50% of the next \$240,000 of annual income
- 20% of the balance.

The maximum that can be insured with the Priority Income Option is  $\frac{1}{2}$  of:

- 80% of the first \$320,000 of annual income
- 55% of the next \$240,000 of annual income
- 20% of the balance.

To assist you in calculating the insurable earnings of self-employed individuals there are OnePath calculators available which can assist you in calculating the sum insured. Please enquire with your underwriter about obtaining a copy.

## Profit and Loss Addback Form

Another tool that can help you obtain the maximum benefit for your clients is the Profit and Loss Addback Form.

This form is designed to identify discretionary distributions and personal items that may be included in the business expenses. As a result of identifying these 'add backs', we can consider offering higher Income Secure benefit levels. The Profit and Loss Addback Form is available on Illustrator.

## Guaranteed benefit payment type

Financial evidence must be provided at the time of application for all Income Secure Cover applications above \$15,000 per month and all Business Expense Cover applications where the guaranteed benefit payment type is chosen.

For Income Secure Cover applications with a monthly amount insured up to \$15,000, clients have the option to provide financial evidence either at the time the application is submitted or at any time in the future.

In the event of a claim, financial evidence supporting pre-application income must be, or have already been, received in order for the claim to proceed. As this policy offers a guaranteed benefit, it is imperative that we establish the life insured's annual pre-application income with supporting financial evidence.

The guaranteed benefit payment type does not apply for Income Secure Special Risk or Income Secure Basic.

The financial evidence that will be required will be dependent on whether the financial evidence is provided at the time of application, or at a later date. This is due to the availability of financial evidence supporting pre-application income at the time the cover is underwritten financially.

### **Providing proof of pre-application income at time of application**

#### **Financial evidence provided and confirmed:**

- the life insured's personal income tax return and notice of assessment for the financial year immediately preceding the date the application is submitted;
- business financial statements and income tax returns for the financial year immediately preceding the date the application is submitted (not required for individuals employed by an independent employer);
- proof of minimum monthly mortgage repayments if the mortgage maintenance under the Priority Income Option is selected;
- Bankruptcy Questionnaire if formerly or currently bankrupt; and
- for cover exceeding \$15,000 monthly amount insured, additional financial evidence will be required. Please refer to the Income Secure Cover and Business Expense Cover financial evidence tables beginning on page 27 for the relevant requirements.

#### **Financial evidence not provided and confirmed:**

When financial evidence is not provided or confirmed the monthly amount insured is based on the proportion of income relating to each financial year for the 12 month period up to the date of policy commencement.

### **Providing proof of pre-application income at a later date**

(Applicable for monthly amounts insured up to \$15,000.)

- a. If the proof of pre-application income is submitted after the date the policy commenced but prior to the end of the financial year immediately postdating the date the policy commenced, then the financial evidence required will be:
  - the life insured's personal Income Tax Return and notice of assessment for the financial year immediately preceding the date the application is submitted;
  - business financial statements and Income Tax Returns for the financial year immediately preceding the date the application is submitted (not required for individuals employed by an independent employer); and
  - Bankruptcy Questionnaire if formerly or currently bankrupt.

b) If the proof of pre-application income is submitted after the date the policy commenced and after the end of the financial year immediately postdating the date the policy commenced, then the financial evidence required will be:

- the life insured's personal Income Tax Return and notice of assessment for the financial years immediately preceding and postdating the date the policy commenced;
- business financial statements and Income Tax Returns for the financial years immediately preceding and postdating the date the policy commenced (not required for individuals employed by an independent employer); and
- Bankruptcy Questionnaire if formerly or currently bankrupt.

#### Example:

Joe's policy commenced on 1 November 2008. The financial evidence has been received and assessed for the financial years ending 30 June 2008 and 30 June 2009.

Joe's insurable income is \$50,000 and \$60,000 for these years respectively. As the 12 month period immediately preceding Joe's policy covers eight months of the financial year ending 30 June 2008 and four months of the financial year ending 30 June 2009, the eligible monthly amount insured is calculated as:

$$\begin{aligned}
 &= (\$50,000 \times 8/12 + \$60,000 \times 4/12) \times 75\%/12 \\
 &= (\$33,333 + \$20,000) \times 75\%/12 \\
 &= \$3,333 \text{ monthly amount insured}
 \end{aligned}$$

#### Living Expense Cover financial requirements

The financial underwriting for Living Expense Cover is limited to a question on the Application Form in relation to household income.

The following table shows the maximum monthly amount insured that can be applied for depending on the household income.

Household income	Max. monthly amount insured
\$0 to \$30,000	\$1,250
\$30,001 to \$50,000	\$2,000
\$50,001 to \$65,000	\$3,000
\$65,001 to \$80,000	\$4,000
\$80,001 +	\$5,000

If Living Expense Cover is applied for in conjunction with Income Secure Cover, the combined monthly amount insured is limited by the maximum replacement ratio of 75% (or up to 80% if the Priority Income Option applies to the Income Secure Cover).

## **General financial evidence explained**

### **Individual tax return**

We need the full tax return so we can determine whether or not any income is received from investments or other sources. Please note, this information is not shown on the Tax Assessment Notice.

If income splitting is occurring, to expedite underwriting you should also obtain a copy of the spouse's Individual Tax Return and confirmation that they are not working in the business. The spouse's tax return must be from the same year(s) as that being submitted for the life insured.

### **Letter from employer**

It is important that the letter comes from an independent source and the individual amounts of each component of the salary package are shown. The letter should be on company letterhead and signed by an appropriate designated person (e.g. Human Resources Manager or Payroll Manager). A copy of the life insured's most recent annual salary review letter will also suffice provided it shows all the relevant information and is clearly from an independent person/company.

### **Helpful hints for complex trading structures**

Many people arrange their business in a tax-effective manner by way of various trusts, companies and/or partnerships. Regardless of such arrangements, the monthly amount insured is based on the income earned through the personal exertion of the life insured, which includes the profits of the business.

However, in some cases such business arrangements can be complex, so it is recommended that where a number of entities are involved, you discuss with your underwriter the financial requirements prior to arranging the information.

**For example**, it may be necessary to obtain the set of accounts for the family trust as well as financial statements for the business.

When submitting an application or financial evidence where there are complex financial structures, it is often helpful if you provide a diagram or written explanation of the various entities, how they relate to each other and the flow of funds between them.

### **Investment/Unearned/Household income**

Investment income (e.g. rental income, share portfolios) cannot be insured under an Income Secure Cover policy, because such income will continue to be received if the life insured were to become disabled.

Where the proposed monthly amount insured exceeds \$15,000 details of investment income and investment assets are required. The maximum amount insured available under an Income Secure Cover policy may be reduced by underwriting if the total amount of investment income received exceeds \$250,000 per annum, or where net investment assets (excluding the family residence and superannuation) exceed \$5 million.



## Section 4 – Underwriting special offers

### Guaranteed Income Secure Cover for professional graduates

OnePath Life provides Guaranteed Income Secure Cover and lump sum cover without the need for additional financial evidence for recent graduates in the occupations in the table below.

A graduate must be either employed, self-employed, a partner or an employee of their own business. A graduate's income at time of application does not need to support the maximum monthly benefit indicated below. This benefit is only available to graduates up to three years post-graduation.

Cover in excess of the sums insured stated in the table is available and will be subject to the standard financial evidence relevant to the amount of cover required.

Graduate occupation	Maximum monthly benefit	Life	TPD	Trauma
Accounting Graduate	\$5,000	\$1,500,000	\$1,500,000	\$1,000,000
Actuarial Analyst	\$5,000	\$1,500,000	\$1,500,000	\$1,000,000
Actuarial Fellow	\$8,000	\$3,000,000	\$2,500,000	\$1,500,000
Architect	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000
Barrister	\$6,250	\$3,000,000	\$2,500,000	\$1,500,000
Chemist/Pharmacist	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000
Chiropractor	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000
Dentist specialist*	\$15,000	\$6,000,000	\$4,000,000	\$2,000,000
Dentist	\$7,500	\$3,000,000	\$2,500,000	\$1,500,000
Engineer	\$5,000	\$1,500,000	\$1,500,000	\$1,000,000
Medical Intern	\$10,000	\$2,500,000	\$2,500,000	\$1,500,000
Medical Registrar	\$10,000	\$4,000,000	\$3,000,000	\$2,000,000
Medical Resident	\$10,000	\$4,000,000	\$3,000,000	\$2,000,000
Medical Practitioner (GP)	\$10,000	\$4,000,000	\$3,000,000	\$2,000,000
Medical Specialist	\$15,000	\$6,000,000	\$4,000,000	\$2,000,000
Optometrist	\$5,000	\$1,500,000	\$1,500,000	\$1,000,000
Osteopath	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000

Graduate occupation	Maximum monthly benefit	Life	TPD	Trauma
Physiotherapist	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000
Podiatrist	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000
Psychologist	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000
Quantity Surveyor	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000
Solicitor	\$6,250	\$2,000,000	\$2,000,000	\$1,500,000
Veterinarian/Veterinary Surgeon	\$4,000	\$1,500,000	\$1,500,000	\$1,000,000

\* Must have completed a post graduate specialist qualification (or similar) appropriate to their specialty.

## Applying for this benefit through Illustrator

The following steps outline how to complete the Product Illustration when applying for this benefit:

- input the value in the 'Annual income' field which equates to the maximum monthly benefit for the relevant occupation in the preceding table. Do this regardless of whether your client's actual income equals this amount;
- on the 'Income' tab, uncheck the auto-calculate field;
- input the amount of cover your client requires, up to the specified maximum monthly benefit (as outlined in the preceding table). The Priority Income Option is not available under this benefit (as we will only guarantee up to the maximum monthly benefits specified);
- if you wish to apply for indemnity cover in excess of the maximum monthly benefit, or wish to apply for the Priority Income Option, you will need to manually calculate what the total monthly benefit will be (80% of annual income for Priority Income Option) and manually adjust any monthly benefit amount; and

- print the Product Illustration and attach it to the paper Application Form. Please cross out the annual income amount on the printed Product Illustration, and replace it with the client's correct annual income (this is the income you will need to note in the Application Form).

## Applying for this benefit through OneCare Express

This option is not available. OneCare Express cannot submit applications for Guaranteed Income Secure Cover without financials. Instead, please create a Product Illustration in Illustrator and use this with the paper Application Form.

## Guaranteed Income Secure Cover without financial evidence for certain occupations

OnePath Life provides Guaranteed Income Secure Cover for the occupations listed in the table below (up to the indicated monthly benefit) **without the need for additional financial evidence**, based on the insured's **stated income in the Application form**.

Benefit range for maximum monthly benefit without financials (includes Priority Income Option). Please note that this is not a minimum guarantee of cover, the monthly benefit is still subject to the insured's actual income earned.

Unless otherwise stated, all occupations listed below are for self-employed persons only.

Occupation	Maximum monthly benefit without financials
<b>Professional</b>	
Accountant – degree qualified (including employees, salaried partners and principals only)	\$5,000–\$13,200
Architect (self-employed)	\$6,600
Architect (including employees, salaried partners and principals)	\$4,400–\$11,000
Chemist/Pharmacist	\$6,600
Chiropractor	\$6,600
Engineer (consulting) – construction/civic – degree qualified	\$11,000
Dentist	\$7,500
Dental specialist*	\$16,500
Medical Practitioner (GP)	\$13,750
Medical Specialist*	\$16,500
Physiotherapist	\$6,600
Solicitor/Lawyer/Attorney (including employees, salaried partners and principals)	\$6,250–\$13,200
Veterinarian/Veterinary Surgeon	\$6,600
<b>Tradespeople</b>	
Auto Electrician	\$3,300
Builder/Carpenter (licensed/qualified)	\$3,300
Butcher	\$3,300
Cabinet Maker (qualified)	\$3,300
Electrician	\$3,300
Mechanic – Motor (qualified)	\$3,300
Plumber (qualified)	\$3,300

\* The level of cover for employees or salaried partners in these occupations depends on qualifications, experience, whether they practice publicly or privately, and the industry in which they work. Refer to the following table for further details.

# Must have completed a post graduate specialist qualification (or similar) appropriate to their specialty.

The following table outlines the level of Guaranteed Income Secure Cover without financials available for employees or salaried partners.

Occupation/Industry			Maximum monthly benefit without financials
Accountant – degree qualified (employees and salaried partners only)			\$5,000–\$13,200
Public Practice	Graduates/Intermediates	0 to 3 yrs experience	\$5,000
	CA/CPA <sup>1</sup> completed	3 to 5 yrs experience	\$5,625
		6+ yrs experience	\$8,800
		Salaried partner/ Associate	\$13,200
Commerce, industry, banking and finance	CA/CPA <sup>1</sup> completed	0 to 3 yrs experience	\$5,000
		3 to 5 yrs experience	\$5,625
		6+ yrs experience	\$8,800
	Degree but non CA/CPA <sup>1</sup>	0 to 3 yrs experience	\$5,000
		3 to 5 yrs experience	\$5,625
		6+ yrs experience	\$6,050
Architect (employees and salaried partners/principals only)			\$4,400–\$11,000
Private Practice	Graduates/Intermediates	0 to 2 yrs experience	\$4,400
	Qualified	2 to 5 yrs experience	\$4,400
		5 to 10 yrs experience	\$4,700
		Senior Associate	\$7,150
		Principal/Director	\$11,000
	Draftsperson (CAD)	Degree qualified	\$3,300

Occupation/Industry			Maximum monthly benefit without financials
Solicitor/Lawyer/Attorney (employees and salaried partners only)			\$6,250–\$13,200
Private Practice	Qualified	Grad to 5 yrs PQE <sup>2</sup>	\$6,250
		6 to 10 yrs PQE <sup>2</sup>	\$8,800
		Salaried partner	\$13,200
Commerce, Industry, Banking and Finance	Qualified	Grad to 3 yrs PQE <sup>2</sup>	\$6,250
		3 to 5 yrs PQE <sup>2</sup>	\$6,500
		6 to 10 yrs PQE <sup>2</sup>	\$9,350
		General counsel	\$13,200

1 CA/CPA – Refers to Chartered Accountant/Certified Practicing Accountant

2 PQE – Refers to Post Qualification Exam experience

### Applying for this benefit through Illustrator

This benefit is available for all your suitably qualified clients working in the occupations listed in both the preceding tables. For Guaranteed cover greater than these levels, full financial evidence is required. Otherwise, Flexible Guaranteed or Indemnity cover must apply to the excess cover.

Once you have entered your client's income in the 'Income' tab of Illustrator, it will automatically calculate the available monthly amount insured. Please note, that if the monthly amount insured (including any Priority Income) is less than or equal to the amount stated in the respective tables, Illustrator will continue to request financial evidence for these applications. These can be disregarded.

### Applying for this benefit through OneCare Express

Not available. OneCare Express cannot submit applications for Guaranteed Income Secure Cover without financials.

Instead, please create a Product Illustration in Illustrator and use this with the paper Application Form. In the Adviser notes section of the Application Form, please clearly state that the life to be insured wishes to apply for Guaranteed Income Secure Cover without financials.

# Guaranteed Income Secure Cover for Farmers

(Not available for cover held inside superannuation)

OnePath Life allows farm owners to apply for an Income Secure Cover Guaranteed policy without submission of the usual financial evidence, on the following basis:

**Guaranteed Income Secure Cover for farm owners/qualified farm managers without financial evidence.**

Income secure benefits available		Requirements
<b>Monthly benefit</b>	Up to \$5,000 (max.) <sup>2</sup>	<ul style="list-style-type: none"><li>• Farmer’s questionnaire</li><li>• Farm owners and qualified farm managers only (not employees)<sup>1</sup></li><li>• Must have either<ul style="list-style-type: none"><li>(a) agricultural qualifications or</li><li>(b) worked the current farm for at least five years<sup>1</sup></li></ul></li><li>• Positive net asset position at time of application</li><li>• Max benefit for farm owners calculated at <math>\frac{1}{12}</math> of 30% of average gross turnover in the preceding three years (if operating for less than three years then average over actual operating time) (Note: in order to support a monthly benefit of \$5,000 you would need \$200,000 p.a. average farm turnover)</li></ul>
<b>Waiting Period</b>	Minimum 30 days <sup>3</sup>	
<b>Benefit Period</b>	Maximum 6 years <sup>3</sup>	

1 Farmers who do not meet these criteria may apply for Income Secure cover in the usual way and will be subject to our usual underwriting practices and product limits.

2 Farmers who seek guaranteed or indemnity cover above \$5,000 may apply for Income Secure Cover in the usual way but will be subject to our usual financial underwriting practices (see page 27).

3 Farmers who seek cover outside of these periods will be subject to our usual underwriting practices and product limits.

## Section 5 – Modified underwriting

Modified underwriting waives the need for mandatory medical requirements when applying to replace cover from another insurer with OneCare. It does not remove the need to underwrite. Whilst every effort will be made to underwrite using the Personal Statement additional medical information may be required.

The level of cover being applied for must not exceed the level of cover being replaced, and must also be 'like for like' covers. For instance, TPD definitions and for Income Secure Cover waiting periods and benefit periods will be the same as the original cover.

For policies that were subject to a premium loading or exclusion, further medical evidence may be required.

The policy to be replaced must not have been previously accepted under modified underwriting, transfer or takeover terms by another life office.

Any exclusions applying to the cover being replaced will be considered individually and may continue to apply.

OnePath Life's modified underwriting terms are detailed in the table below.

Features	
Covers	Life, TPD, Trauma, Income Secure and Business Expense Cover
Date last fully underwritten (all cover types)	Up to five years prior
Additional requirements for all cover types	<ul style="list-style-type: none"> <li>• Latest renewal/anniversary notice</li> <li>• Current Policy Schedule</li> <li>• Evidence of current amount insured</li> </ul>
Exclusions and loadings (all cover types)	Standard lives and substandard cases will be considered
Interim Cover	Interim Cover will not apply
Life Cover	
Maximum age	Age 60
Maximum amount insured	<ul style="list-style-type: none"> <li>• \$3 million (across all policies with OnePath)</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• OneCare Application Form (paper)</li> <li>• Product Illustration</li> </ul>

## Features

### TPD Cover

Maximum age	Age 55
Maximum amount insured	<ul style="list-style-type: none"><li>• \$2 million up to age 55 (across all policies with OnePath Life)</li><li>• \$2.5 million up to age 50 (across all policies with OnePath Life)</li></ul>
Requirements	<ul style="list-style-type: none"><li>• OneCare Application Form (paper)</li><li>• Product Illustration</li></ul>

### Trauma Cover

Maximum age	Age 55
Maximum amount insured	<ul style="list-style-type: none"><li>• \$1 million up to age 55 (across all policies with OnePath Life)</li><li>• \$1.5 million up to age 50 (across all policies with OnePath Life)</li></ul>
Requirements	<ul style="list-style-type: none"><li>• OneCare Application Form (paper)</li><li>• Product Illustration</li></ul>

### Income Secure Cover

Maximum age	Age 55
Maximum monthly amount insured including requirements	<ul style="list-style-type: none"><li>• Up to \$10,000<ul style="list-style-type: none"><li>- OneCare Application Form (paper)</li><li>- Product Illustration</li><li>- Full financial evidence for guaranteed benefit*</li></ul></li><li>• \$10,001 to \$15,000<ul style="list-style-type: none"><li>- OneCare Application Form (paper)</li><li>- Product Illustration</li><li>- Full financial evidence for guaranteed benefit#</li><li>- MediQuick</li></ul></li></ul>

Those who are replacing cover with another insurer that has a current benefit period 'to age 65' can be considered for a 'to age 70' benefit period under OneCare. Cover accepted with a 'to age 70' benefit period is restricted to occupations categorized as A, C, D, E, F, I and P and is subject to a maximum premium loading of +50% extra morbidity (one medical exclusion = +50% extra morbidity).



## Features

### Business Expense Cover

**Maximum age** Age 55

**Maximum monthly amount insured including requirements**

- Up to \$15,000
  - OneCare Application Form (paper)
  - Product Illustration
  - Full financial evidence for guaranteed benefit.
- \$15,001 to \$20,000
  - OneCare Application Form (paper)
  - Product Illustration
  - Full financial evidence for guaranteed benefit
  - Personal Medical Attendant Reports (PMAR).

\* Agreed value contracts with a monthly amount insured up to \$10,000 will be considered for transfer to an indemnity or guaranteed contract.

# Agreed value contracts with a monthly amount insured above \$10,000 will be considered for transfer to an indemnity contract only, unless:

- full financials are provided and verified to assess an Income Secure guaranteed benefit
- documented evidence, such as the Policy Schedule, is provided confirming that the cover being replaced was an 'endorsed' agreed value contract (i.e. the policy underwritten with supporting evidence to justify the cover proposed).

The indemnity contract for Income Secure Cover and Business Expense Cover can be considered for conversion to a guaranteed benefit anytime within 12 months of the Risk Commencement Date without medical underwriting, subject to appropriate financial evidence.

## Section 6 – Continuation Options

A Continuation Option is an optional feature that may be available to a member who leaves a OnePath group fund. The Continuation Option entitles the member to convert the amount of cover to an individual OnePath Life policy without provision for medical evidence (other than HIV/AIDS risk assessment).

### General conditions

- Any conditions which apply to the Continuation Option as set out in the relevant Policy Terms must be satisfied.
- The option must be exercised and application submitted within 60 days of leaving the group fund.
- Continued cover is limited to the same amount provided under the group fund arrangement, as well as the same loadings and/or exclusions.
- The new individual policy must be of a type approved by OnePath Life and will be subject to OnePath Life's normal eligibility criteria for that product type.
- Continued income protection cover is limited to OneCare Income Secure 'Standard' or 'Special Risk' product types only.
- The following extra cost options are NOT AVAILABLE under the continued cover:

#### Life Cover

- Business Guarantee Option

#### TPD Cover

- Double TPD Option
- Life Cover Purchase Option
- Business Guarantee Option

#### Income Secure Cover

- Priority Income Option
- Booster Option

**Note:** Whilst a Continuation Option removes the need for 'medical' underwriting, other risk aspects will be fully assessed such as:

- overseas travel/residence
- existing insurance
- occupation/duties
- income and working hours
- pastimes/pursuits
- smoker status
- HIV risk.

When submitting an application for cover under a Continuation Option arrangement:

- clearly indicate cover is being applied for as a Continuation Option; and
- complete the sections of the application indicated on page 43.

Sections to be completed	Life	Life and TPD*	Income** Secure Indemnity
A-B Policy Owner/Beneficiary details	✓	✓	✓
C1 Residence/travel	✓	✓	✓
C2 Existing Insurance (Question 1)	✓	✓	✓
C3 Occupation (Questions 1a – d)	✓	✓	✓
C3 Occupation (Questions 2 – 9)	-	✓	✓
C4 Occupation	-	-	✓
C6 Pastimes	✓	✓	✓
C7 Smoking (Questions 3 – 5)	✓	✓	✓
C9 HIV risk (Questions 33 – 35)	✓	✓	✓
D1 – D2 Declaration	✓	✓	✓
E Payment authority	✓	✓	✓

\* Not all funds allow continuation of TPD Cover. Please refer to the group fund's policy document to establish eligibility. If TPD Cover is available, partial payment for specific loss will be excluded as per the Policy Terms.

\*\* Guaranteed cover can be considered for full-time employees or contractors on a minimum 12 month fixed term contract subject to a) additional financial evidence and b) limited health screening. Please contact your state underwriter to discuss eligibility criteria.

## Financial adviser commission

Level commission is payable on all Continuation Options.

## Section 7 – Other underwriting rules and practices

### Anticipated surgery or presently disabled

Lives insured about to undergo surgery, or who are currently disabled, will normally only be considered for Income Secure Cover or TPD Cover following full recovery and return to full-time work.

### Family history

There are some medical conditions that may result in a claim under the OneCare range of covers (particularly under the benefits defined in Trauma Cover) that have a demonstrated familial link. Some significant medical conditions can have up to a 50% chance of being passed from one generation to the next. As a result, the family history of the life insured is very important to the underwriting assessment, particularly where Trauma Cover has been applied for.

Where there has been a disclosure of a familial condition in a 'first degree' relative (i.e. mother, father or a sibling), then OnePath Life may apply an exclusion or other restriction on a policy. This restriction may be applied regardless of whether the life insured has already exhibited any evidence, sign or symptom of the condition.

### Current or impending Workers' Compensation claims

If the life insured has a Workers' Compensation (or similar compensatory benefit) claim active, or intends to lodge such a claim, then cover for either Income Secure Cover or Total and Permanent Disablement benefits must be declined until such time as that claim has been finalised.

### Non-English speaking residents

It is important that both the life insured and the policy owner understand the product being purchased and the questions asked within the application. If you have concerns regarding your client's ability to read or understand English please contact your OnePath Life underwriter for further guidance.

### Residency status

In most cases, the life insured must be a permanent resident of Australia and currently residing in Australia in order to qualify for cover with OnePath Life.

The following guidelines set out the current criteria required for those who are not yet permanent residents. Unless stated otherwise these guidelines apply to all benefit types.

1. The insured must currently be applying, or intending to apply, for permanent residency status in Australia.

An exception to this rule (for Life, TPD and Trauma Cover only) is that cover can be considered on a potential life insured who does not intend to apply for permanent residency status provided that life insured is a key person in the business and that the policy owner is to be the Australian-based employer of the life insured. Any cover offered under these circumstances will be subject to a residency exclusion clause.

**Note:** this exception does not apply to Income Secure Cover as the insured's employer cannot be the policy owner.

2. The insured must hold and may be requested to provide a copy of an Australian visa acceptable to OnePath Life (refer to your underwriter for a list of acceptable visas).
3. Australia is to be the insured's sole country of residence, and living in Australia on a permanent basis.
4. Income Secure Cover only: The insured must have been living in Australia for a minimum three months.
5. Income Secure Cover only: The insured must be employed by an independent employer, be on a long term contract (minimum of 12 months), or have purchased an existing business.

Other than for those employed by an independent employer or on a long-term contract (minimum of 12 months), an indemnity contract is to apply until the insured has been in Australia for a full financial year and the applicable financial evidence pertaining to that year is available.

- 6a. The insured's immediate family (spouse and/or children) or partner (de facto or fiancé(e)) must also be residing in Australia, or planning to reside in Australia in the near future; or
- b. The insured must hold or be in the process of obtaining one of the following assets within Australia:
  - property
  - business (unless employed as an independent employee) – Income Secure Cover only
  - bank, credit union or building society account, or similar.
7. The insured must have no plans to leave Australia within the next five years other than for a holiday or for duration of less than three months. (**Note:** those who spend regular periods of time overseas on business will need special consideration before any terms can be offered).
8. All applications for non-permanent residents who are accepted for insurance cover will be subject to a territorial exclusion which can be reviewed when permanent residency status has been granted.
9. Those who hold New Zealand Citizenship and reside full time in Australia can be considered without restriction.

## Overseas residency

Consideration will be given to Australian citizens planning to reside overseas subject to the life insured's:

- intended country of residence
- employment status
- occupation
- duration of stay
- intention to return to Australia.

Where cover can be offered, travel or residency exclusions may apply. Premiums must be paid in Australian dollars.

## Overseas travel – War and terrorism/ social instability exclusions

Due to the high risk of war, terrorism and social instability associated with overseas travel, clients intending to travel overseas will be assessed according to the Travel Advisory rating provided by the Australian Department of Foreign Affairs and Trade (DFAT) for the country(ies) of intended travel. Depending on the rating provided, the cover applied for may be subject to an exclusion for War and Terrorism and/or Social Instability.

**DFAT** ([www.smartraveller.gov.au](http://www.smartraveller.gov.au)) rates countries into four categories. For travel to countries rated DFAT categories one and two, cover can generally be offered without restriction. For travel to countries rated DFAT category three, cover would generally be offered with the applicable exclusion (if the reason for travel is an extended holiday of greater than six months, Income Secure, Living Expense and TPD Cover will generally be declined). For travel to countries rated DFAT category four, cover is not available.

Some countries will have regions/areas that attract a higher DFAT rating than that of the overall rating for the country. Special consideration will be given in these circumstances.

For travel limited to no more than two high risk destinations (i.e. those that would warrant an exclusion clause), we may apply a 'country specific' exclusion. For travel to more than two high risk destinations a general exclusion wording will apply.

The above guide relates to the War and Terrorism and Social Instability risk only. The date(s), duration, location and reason for travel will also be taken into account when assessing cover and may result in further restrictions or the cover being declined.

## More than one occupation

If a life insured has more than one occupation, the monthly amount insured will be based on income from the principal occupation only. The occupation rating will usually be based on the more hazardous occupation, although in some situations the duties pertaining to the second occupation may be excluded instead.

## Volunteers

All insurance covers can be considered for volunteers of Rural Fire Services (RFS), State Emergency Services (SES), Ambulance Services e.g. Red Cross, Careflight, Army Reserve.

The life insured's occupation category will be based on their main occupation.

## Seasonal workers

Seasonal workers, such as fruit pickers, are not eligible for Income Secure Cover, but may be eligible for Living Expense Cover.

## Professional sportspersons

Generally professional sportspersons are not eligible for Income Secure Cover or TPD Cover. We will consider terms for semi-professional sportspersons subject to their age, level of involvement in the sport, income received and their potential to become a full-time professional.

Where terms are considered possible, a full exclusion to the relevant sport may apply. Income earned from sport cannot be included as part of a client's insurable income.

## Newly self-employed

Income Secure Cover with a guaranteed benefit payment type is not usually available to self-employed lives insured who have been in their current occupation for less than 12 months. However, cover can usually be offered with an indemnity benefit type and a minimum 30 day waiting period. The benefit period will depend on the life insured's specific circumstances, such as their experience in the relevant field and whether they have purchased an existing business.

The following forms are to be provided in addition to the Application Form:

- Newly Self-employed Questionnaire
- Profit and Loss Statement of existing entity (if applicable)
- Copies of contracts (if applicable).

If a claim is made within 24 months of the policy commencing, the monthly amount insured will be calculated based upon the average earnings as per the following clause:

If the life insured becomes totally or partially disabled within 12 months of the policy start date, their pre-claim earnings will be calculated based on the average of their monthly earnings for the period between the date they became disabled and the policy start date.

Where the life insured becomes totally or partially disabled between 12 and 24 months of the policy start date, their pre-claim earnings will be calculated based on the highest average of their monthly earnings for any period of 12 consecutive months between the date you became disabled and the policy start date.

## Working from home

Where the life insured works from home, it can be difficult to determine whether work has ceased in the event of a claim. In this situation, individual consideration will apply and usually no less than a 30 day waiting period will be considered.

## Working hours

### Part-time workers – Income Secure Cover

Generally, to be considered for Income Secure Cover, the life insured must work a minimum of 30 hours per week in order to be eligible for the cover. However, OnePath Life will consider Income Secure Cover for those working a minimum of 20 hours per week, provided the life to be insured is:

- a white collar worker (white collar is defined as occupation class A, C, D, E, F, I or P)

- a permanent part-time employee (i.e. not casual, employed through an agency, contracting or a seasonal worker)
- working a minimum of three days per week
- earning a minimum of \$20,000 per annum as per the normal eligibility criteria for Income Secure Cover.

### **Part-time workers – TPD Cover**

In order to qualify for 'Any Occupation' or 'SuperLink SIS Own Occupation', the insured must be working a minimum of 15 hours a week.

To qualify for 'Own Occupation' or SuperLink SIS Own TPD the insured must work a minimum of 20 hours a week. However OnePath Life will consider 'Own Occupation' or 'SuperLink SIS Own Occupation' TPD definition for those working between 15-19 hours a week in certain circumstances. Please contact your local underwriting office for further consideration.

**Note:** There is no minimum working hour requirements for 'Home-maker' TPD, 'Super Home-maker' TPD, 'Non-working' TPD or 'Super Home-maker' TPD.

### **Working more than 60 hours a week**

In general, additional clarification will be required to present an understanding of the reason for and anticipated duration of these working hours. In addition a PMAR may be required. Each case will be subject to individual consideration and should be referred to your local underwriting team.

## **Bankruptcy**

When applying for Income Secure Cover, if the insured declares that they (or any business in which they have held an interest) have been made bankrupt, or are in the process of being declared bankrupt or insolvent, then a Bankruptcy Questionnaire must be completed. This questionnaire can be found in Illustrator.

Income Secure Cover may be available for those who have been formerly bankrupt (or current un-discharged from bankruptcy), depending on the individual circumstances. Such cases should be discussed with your underwriter prior to submission. However, if the life to be insured is currently in the process of being made bankrupt or insolvent, or if there are any associated legal proceedings pending, then cover cannot be offered.

## **Ongoing income from business**

In the case of small to medium business owners, the measure of their personal exertion includes net profit(s) of the business(es) they operate. In the event of the owner's disablement, there may not be an immediate impact on the profitability of the business, and in some cases a significant proportion of the business profits may continue to be generated notwithstanding the owner's disablement.

In these cases, subject to the level of the estimated ongoing income, an ongoing income offset clause may be applied to the policy to prevent a claimant being in a better position post disablement, due to receipt of the benefit plus the ongoing profits from the business. This clause will only be applied when the monthly amount insured across all income replacement policies exceeds \$10,000.



At claim time, the full benefit will be paid for a period of six months. Thereafter, the benefit may be reduced so that the benefit plus the ongoing business income (gross income less true business expenses) will be limited to 75% (or up to 80% if the Priority Income Option is selected) of the insured's pre-claim earnings. If the claimant sells the business, the ongoing income will cease, there will be no offset and they will receive their full benefit.

### **Baby Care Option – Trauma**

Baby Care is an option available for female lives insured who have applied for Trauma Premier. It provides protection in the event of complications during pregnancy, and congenital abnormalities or death during the infancy of a child. For a full list of conditions covered under this option, please refer to the PDS.

Due to the nature of the defined conditions, acceptance of this option is based on the disclosed medical and family history of the life insured. The underwriting assessment is made on an 'Accept/Decline' basis only, with no loading of premium or exclusions permitted.

Baby Care is not available on SuperLink Trauma.

### **Waiting Period Conversion**

Many customers have existing Group Salary Continuance cover under their superannuation by their employer. However, the benefit period is generally only two years. If the customer takes out cover with OnePath Life with a two year waiting period to complement their existing Group Salary Continuance, they will be eligible for the Waiting Period Conversion option.

This conversion option allows the life insured to switch from the two year waiting period to a 90 day waiting period without further medical underwriting, should they leave their Group Salary Continuance scheme. At the time of conversion we will underwrite all other aspects of the life insured's history.

The usual financial requirements will apply depending on the type of contract requested (indemnity or guaranteed) including proof of exit from the Group Salary Continuance scheme under which the life insured has been covered must be supplied.

At the time of the initial application for the two year waiting period, we will underwrite as though the policy owner is applying for a 90 day waiting period. There may be some instances where an exclusion or a loading would apply to a 90 day waiting period but not necessarily to a two year waiting period. In such cases, the policy owner will be asked to sign an exclusion indicating that if the conversion option to a 90 day waiting period is exercised, then the exclusion or loading will become effective at that time.

The eligibility to exercise this option expires at the policy anniversary when the life insured is age 55.

## Family Cover Pause

Under this feature the policy owner may reduce the monthly amount insured by up to 75% in the event of their income reducing as a result of pregnancy or caring for their child who is too young to attend school. When the life insured returns to earning a higher income, the monthly amount insured can be increased (up to their original level) without medical underwriting. The ability to increase cover without medical underwriting will cease when the life insured's youngest child turns six (usual school age). Increases in cover under this feature will require proof of income at the time of increase.

## Bank interest in Life policies

OnePath Life allows banks to be the owner or beneficiary of a policy.

## Third party ownership of Income Secure and Living Expense Cover

Third party ownership of Income Secure Cover is acceptable in the following situations:

- company ownership – where the life insured is the owner/major shareholder and chief executive personally responsible for generating income;
- family trust or family business ownership – where the life insured personally generates the income;
- self-managed superannuation funds – where the insured is a trustee of the fund (written confirmation will be required that the fund rules regarding distribution of any proceeds are compliant with statutory requirements); – Income Secure Basic only and

- OnePath MasterFund – for Income Secure Basic only

Third party ownership of Living Expense Cover is acceptable in the following situations:

- where the life insured is gainfully employed, the same ownership rules that apply to Income Secure Cover can be extended to Living Expense Cover; and
- where the life insured is not gainfully employed, Living Expense Cover can be owned by a spouse or adult child of the insured, provided that the arrangement is for personal/family purposes, rather than for business reasons.

Other than in the situations outlined above, third party ownership is not allowable for Living Expense Cover.

In all cases of third party ownership, premiums must be paid by the policy owner. In the event of a claim, any benefits paid will be paid to the policy owner.

## Occupation categories

The following categories are a guide only. If you cannot find a suitable occupation, please contact your local underwriter. Occupational categories can also be accessed via Illustrator.

### A Legal industry

**(e.g. lawyer, solicitor)**

Qualified legal professionals who require membership of a professional or government body in order to practise their occupation.

### C Community professionals

**(e.g. school teacher, qualified social worker)**

Non-manual workers who are employed by 'not for profit' organisations.

### D Medical/dental

**(e.g. doctor, dentist)**

Qualified medical professionals who require membership of a professional or government body in order to practise their occupation.

### E Executive

Senior white collar workers with salary packages in excess of \$80,000 who do not perform any manual work.

Many occupations listed in Category I are eligible for this category subject to above requirements being met.

### F Finance industry consultants

**(e.g. insurance adviser/broker, investment adviser)**

Qualified financial professionals who require membership of a professional or government body to practise their occupation.

### H Heavy trades

**(e.g. qualified wall/floor tiler, glazier)**

Skilled or semi-skilled manual workers and heavy machinery operators who are not exposed to high risk via accidents or health hazards.

### HH Heavy duties

**(e.g. bulldozer driver, forklift driver)**

Skilled or semi-skilled manual workers and heavy machinery operators who may be exposed to high risk via accidents or health hazards.

### I Indoor sedentary

**(e.g. administrative worker, travel consultant)**

Clerical or administrative white collar workers who do not perform any manual work, or salespeople not involved with deliveries.

### IC Individual consideration

Needs to be referred to a OnePath underwriter.

## L Light trade

**(e.g. printer – qualified, hairdresser)**

Certain skilled technicians involved in light manual work and proprietors in some non-hazardous industries.

## M Mobile professionals

**(e.g. advertising sales representative, cafe proprietor, beautician, head waiter)**

Occupations particularly associated with the service sector, travelling or significant 'standing' but no heavy duties.

## NA Cover not available

## P Qualified professionals

**(e.g. architect, pharmacist)**

Qualified professionals include:

- professional white collar workers with university qualifications
- individuals employed by an independent employer who are executives or senior managerial white collar workers with salary packages in excess of \$100,000.

We will also consider working directors of their own companies, provided:

- they have a structured salary package in excess of \$100,000
- their business has been established more than two years
- their duties are totally sedentary.

## R Special risk

**(e.g. bricklayer, process worker)**

The occupation is eligible for Income Secure Special Risk and Income Secure Basic. This will generally be for unskilled manual workers who may be exposed to high risk via accidents or health hazards, or occupations that have volatility in earning capacity.

## S Skilled technicians/trade supervisors

**(e.g. dental hygienist, factory production manager, qualified locksmith)**

Certain skilled technicians and supervisors of blue collar workers, whose supervising duties may include less than 10% of their time spent performing light manual work.

## T Trades

**(e.g. electrician, qualified plumber)**

Fully qualified licensed tradespeople. Details of qualifications must be provided.

## U Undefined

Occupations that aren't eligible for Income Secure Cover or TPD Cover (Any, Own, Business, Home-maker definitions).

## Section 8 – SuperLinking arrangement

A SuperLink arrangement refers to an arrangement under which a life insured can take cover inside and out of super. The benefit of being able to split the cover over two policies is that the cover is linked, therefore, it has the benefits of linked covers while being able to fund part of the premiums through the super fund and obtain the benefits of holding cover under a superannuation arrangement.

The following options are available:

Policy 1 – held inside superannuation	Policy 2 – held outside superannuation
Life Cover	Optional SuperLink Trauma
Life Cover with optional SuperLink SIS Any TPD	Optional SuperLink SIS Own TPD
Life Cover with optional SuperLink SIS Any TPD	Optional SuperLink SIS Own TPD and Optional SuperLink Trauma
Life Cover with optional Super Any TPD (or Super Home-maker TPD)	Optional SuperLink Trauma
Optional Super Any TPD (or Super Home-maker TPD)	Stand Alone SuperLink Trauma
Optional SuperLink SIS Any TPD	Stand Alone SuperLink Trauma and Optional SuperLink SIS Own TPD

### What are the rules for SuperLink SIS TPD?

There are some rules you need to follow when you're setting up SuperLink SIS TPD, as certain aspects of the linked TPD Cover policies need to be the same. These are summarised in the following table:

Has to be the same on both policies	
The amount insured	Any extra cost options
The life insured	Payment frequency
Any increases in cover (including indexation)	Premium type (e.g. stepped or level)
Can be different	
Method of payment	

### What are the rules for SuperLink Trauma?

A SuperLink arrangement for Trauma Cover provides the option to link Trauma Premier or Trauma Comprehensive Cover to covers held inside super. The rules for SuperLink Trauma are as follows:

Has to be the same on both policies	
The life insured	
Payment frequency	
Can be different	
The amount insured <sup>^</sup>	Any increases in cover (including indexation)
Premium type (e.g. stepped or level)	Method of payment

<sup>^</sup> Principal cover must be higher than the linked cover amount. For instance, where Life Cover is required with linked SuperLink Trauma Cover, the Life Cover amount selected must be higher than the SuperLink Trauma amount selected.

### Policy administration for SuperLink

Refer to page 58 for administration requirements for changes to SuperLink policies.

## Section 9 – Insurance in Super after 1 July 2014

Stronger Super legislation changes come into effect from 1 July 2014. This will impact new policies and has implication to existing Superannuation policies.

### What's changed?

Insurance in Super			
Before 1 July 2014		After 1 July 2014	
Product	Ownership	Product	Ownership
Income Secure Standard	Super/EMT/SMSF	Income Secure Basic	Super only
Trauma Premier/Comp	SMSF	Trauma Premier/Comp	Non Super only

### What else has changed?

TPD definitions have changed for new cover held under super from 1 July 2014.

The impact on policies that were applied for before 1 July 2014 is detailed below.

### Can existing super ownership arrangements continue?

Yes, there will be no changes to any existing OneCare policies issued prior to 1 July 2014. They can continue the cover currently held with the same terms and conditions which applied to the cover. For example, Income Secure Standard terms are not altered; Trauma Cover currently held under SMSF ownership can continue.

### What happens if these policies lapse?

Where a OneCare Super and OneCare External Master Trust policy lapses and exit statement has been sent, the member will need to re-apply for cover. This cover will be subject to the new policy terms i.e. if they had Income Secure Standard then they would need to change to the new product Income Secure Basic under Super (or consider maintaining Income Secure Standard Cover outside of Super).

**Is it possible to increase amounts insured for policies issued prior to 1 July 2014?**

Yes, the customer can alter/increase the amounts insured for policies issued prior to 1 July 2014 and continue with the existing terms and conditions. For example, if they have Income Secure Standard and they simply want to alter or increase the monthly amount, under that cover the policy terms and conditions will be maintained to both the original and increased amount. Similarly, TPD Cover held in super before 1st July 2014 can be increased allowing the existing definition to be maintained to both the original and increased amount insured. Also adding of extra cost options is permitted without the need to re-write the policy.

**Is it possible to add new covers to an existing policy taken out before 1st July 2014 and still continue to get the old terms and conditions?**

No, any application for new cover after 1 July 2014 will be under the new terms. For example, a member with Life Cover with a commencement date in 2007 who later wants to add TPD Cover on 2nd July 2014, will be subject to the new TPD definitions and policy terms.

**What happens if I have to change the ownership of policy moving from inside super to outside super?**

OnePath will offer cover which is the closest alternative to the current cover although, in some cases, a Declaration of Continued Good Health and Circumstances may be required. Refer to the change of ownership section on page 79.

## Section 10 – Policy maintenance and administration procedures

This section provides you with a quick reference point for common policy administration tasks. It shows you the information and signatories we require, the formats we will accept, and where to send any correspondence.

When reading the information table below, the reference to 'policy owner' for signature would mean 'member' if the policy is held in super. If the process states both policy owner and life insured then for non superannuation policies both signatures are required if the policy owner and life insured are different.

Also if we accept the form scanned this would mean either fax or email.

All forms listed in this section can be downloaded from Adviser Advantage on [onepath.com.au](http://onepath.com.au) or from the forms section on Illustrator.

**Please note, for alterations to existing policies, call Risk Adviser Services on 1800 222 066 for a quote.**

### General policy administration

This general policy administration table is relevant to the following policies:

- OneCare
- World of Protection
- Mercantile Mutual
- Ex-Armstrong Jones policies
- Ex-Occidental policies
- Ex-ANZ Life policies
- Ex-Regal policies.



Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
Change of address	<ul style="list-style-type: none"> <li>Letter from the policy owner</li> </ul>	Policy owner	Yes	Yes	Yes	A
Change of name	<ul style="list-style-type: none"> <li>Letter from the policy owner</li> <li>Appropriate certificate*</li> </ul>	Policy owner or life insured (as applicable)	Yes	No	No	A
Tax Questionnaire (290 – 170)	<ul style="list-style-type: none"> <li>Tax Questionnaire</li> </ul>	Life insured	Yes	Yes	No	A
Contribution reclassification	<ul style="list-style-type: none"> <li>Letter</li> <li>Supp Evidence</li> <li>Stat Dec</li> </ul>	Life insured/ Member	Yes	No	No	A
Variation to contribution amount	<ul style="list-style-type: none"> <li>Variation form from ATO</li> </ul>	Life insured/ Member	Yes	No	No	A
Reinstatement of lapsed non superannuation/ external superannuation policies	<ul style="list-style-type: none"> <li>Application to Reinstatement Lapsed Non-Super and External MasterFund policies</li> <li>Payment of requested premium</li> </ul>	Policy owner	Yes	Yes	Yes (if within 60 days of lapse date <sup>^</sup> )	A
Application to reinstate OneCare Super or Leading Life in OnePath MasterFund superannuation (Policy must be lapsed for more than 30 days) (Not available if exit statement has been issued.)	<ul style="list-style-type: none"> <li>Application for Lapsed Super Policies</li> <li>Payment of requested premium</li> </ul>	Policy owner Life insured	Yes	Yes	Yes (if within 30 days of lapse date and exit statement has not been issued) <sup>^</sup>	A

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business commencement may be necessary

<sup>^</sup> Not available on SuperLink arrangements when the life insured and policy owner are different. Refer to SuperLink section on page 53.

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
<b>Application to reinstate lapsed SuperLink arrangement</b>	<ul style="list-style-type: none"> <li>• Application for Lapsed Super Policies</li> <li>• Payment of requested premium</li> </ul>	Policy Owner(s) and Life Insured <sup>^</sup>	Yes	Yes	Yes	A
<b>Change of servicing adviser</b>	<ul style="list-style-type: none"> <li>• Letter of appointment</li> </ul>	Policy owner	Yes	Yes	No	C
<b>Replacement of documents</b>	<ul style="list-style-type: none"> <li>• Application for issue of replacement policy</li> <li>• Advertisement fee</li> </ul>	Policy owner	Yes	No	No	A

\* Please send a certified copy

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

<sup>^</sup> If the policy owners are different we only accept it by mail.

Key: A = Administration C = Commission

## Premiums

Unless stated otherwise, the following table relates to 'all covers' for the following policies:

- OneCare (OC)
- World of Protection (WOP)
- Mercantile Mutual
- Ex-Armstrong Jones policies
- Ex- Occidental Policies
- Ex-ANZ Life policies
- Ex-Regal policies.

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
Stepped to level premium or Level to stepped premium (OC only)	<ul style="list-style-type: none"> <li>• Letter within 30 days of policy anniversary</li> <li>• Product Illustration</li> </ul>	Policy owner	Yes	Yes	No	A
Stepped to level premium or Level to Stepped premium (WOP only)	<ul style="list-style-type: none"> <li>• Letter at policy anniversary (or received up to 30 days after)</li> <li>• Quote</li> </ul>	Policy owner	Yes	Yes	No	A
Changing payment method (credit card, direct debit, transfer between OnePath Life Super funds etc.)	<ul style="list-style-type: none"> <li>• Direct Debit or Credit Card request form; or OneCare Super Rollover Authority form (as applicable)</li> <li>• Letter</li> </ul>	Policy owner and bank account holder (if different)	Yes	Yes	Yes for updating existing DDR only	A
Changing payment frequency	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Direct Debit Request (DDR)</li> <li>• Product Illustration/Quote</li> </ul>	Policy owner	Yes	Yes	No	A
Change of regular billing date (for direct debits) (OneCare only)	<ul style="list-style-type: none"> <li>• Direct Debit or Credit Card request form; or OneCare Super Rollover Authority form (as applicable)</li> <li>• Letter</li> </ul>	Policy owner and bank account holder if different	Yes	Yes	Yes	A

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
Premium rollover as a result of a cancellation or an alteration for OneCare Super or Leading Life in the OnePath MasterFund	<ul style="list-style-type: none"> <li>• Withdrawal Form</li> <li>• Certified ID of the life insured</li> </ul>	Life insured	Yes	No	No	A

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member  
 Key: A = Administration    U = Underwriting

## Change to a life insured's cover

Unless stated otherwise, the following table relates to 'all covers' for the following policies:

- OneCare
- World of Protection
- Mercantile Mutual
- Ex-Armstrong Jones policies
- Ex-Occidental policies
- Ex-ANZ Life policies
- Ex-Regal policies.

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
All covers						
Change of status from smoker to non-smoker (must be a non-smoker for at least 12 months)	<ul style="list-style-type: none"><li>• Non-smoker Declaration</li></ul>	Life insured	Yes	Yes	No	A
Reduce amount insured	<ul style="list-style-type: none"><li>• Letter</li><li>• Direct Debit Request</li><li>• Product Illustrator/Quote</li></ul>	Policy owner	Yes	Yes	No	A
Decline individual indexation increase offer (within 30 days of policy anniversary)	<ul style="list-style-type: none"><li>• Letter stating individual indexation increase is not required</li></ul>	Policy owner	Yes	Yes	No	A
Decline all future indexation increase offers (within 30 days of policy anniversary)	<ul style="list-style-type: none"><li>• Letter stating this indexation increase and all future indexation increases are not required</li></ul>	Policy owner	Yes	Yes	No	A

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
Add indexation (within 30 days of policy anniversary)	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Declaration of Continued Good Health and Circumstances</li> </ul>	Policy owner Life insured	Yes	Yes	No	U
Review medical loading	OneCare policies: <ul style="list-style-type: none"> <li>• Complete 'Request to Review Underwriting Assessment' form *</li> </ul>	Policy owner Life insured	Yes	Yes	No	U
Review non-medical loading	<ul style="list-style-type: none"> <li>• Complete 'Request to Review Underwriting Assessment' form</li> <li>• Letter confirming the life insured has not participated in the hazardous pursuit/ activity for the past 12 months and has no intentions of doing so in the future</li> <li>• If the loading being reviewed was originally imposed due to the life insured's occupation, an Occupational Questionnaire may also be necessary.</li> </ul>	Policy owner Life insured	Yes	Yes	No	U
Review of medical exclusion	<ul style="list-style-type: none"> <li>• Complete 'Request to Review Underwriting Assessment' form *</li> <li>• Relevant questionnaire.</li> </ul>	Policy owner Life insured	Yes	Yes	No	U

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

\* Note: Medical evidence relevant to the risk being reviewed or for conditions that have become apparent since policy commencement may be necessary

Key: A = Administration U = Underwriting

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
Review of non-medical exclusion	<ul style="list-style-type: none"> <li>• Complete 'Request to Review Underwriting Assessment' form</li> <li>• Letter confirming the life insured has not participated in the hazardous pursuit/ activity for the past 12 months and has no intentions of doing so in the future.</li> </ul>	Policy owner Life insured	Yes	Yes	No	U
Review of occupation category. Please note, to be eligible the client must have been in their current occupation for a minimum of 12 months	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Occupational Questionnaire</li> <li>• Product Illustration (OneCare only)</li> </ul>	Policy owner Life insured	Yes	Yes	No	U
Other reviews	<ul style="list-style-type: none"> <li>• Refer to your underwriter for requirements.</li> </ul>	Policy owner Life insured	Yes	No	No	U

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting

### OneCare policies only

The following table relates to OneCare policies only. Alterations that involve an increase in risk require underwriting and also the completion of the Personal Statement in the relevant Application Form. Some alterations, even if they involve a decrease in risk, require the submission of an Application Form.

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
OneCare Life, TPD, Trauma, Child and Extra Care Cover							
Increase amount insured (min. premium increase \$150 p.a.)	<ul style="list-style-type: none"><li>OneCare Application Form including Personal Statement</li><li>Product Illustration</li></ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from a lump sum payment to an instalment	<ul style="list-style-type: none"><li>Letter* (cancel and replace required, no underwriting if limits are the same or less)</li></ul>	Policy owner	Yes	Yes	No	U	R
Change from Trauma Comprehensive to Trauma Premier	<ul style="list-style-type: none"><li>OneCare Application Form including Personal Statement</li><li>Product Illustration</li></ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from Trauma Premier to Trauma Comprehensive	<ul style="list-style-type: none"><li>OneCare Application Form excluding Personal Statement</li><li>Product Illustration</li></ul>	Policy owner	Yes	Yes	No	U	R
Exercise Future Insurability	<ul style="list-style-type: none"><li>Future Insurability Increase Application Form</li><li>Product Illustration</li><li>Relevant evidence</li></ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change of TPD definition – decrease risk e.g. Own Occupation to Any Occupation or Own/Any to Home-maker	<ul style="list-style-type: none"><li>OneCare Application Form excluding Personal Statement</li><li>Product Illustration</li></ul>	Policy owner	Yes	Yes	No	U	R

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business commencement may be necessary



Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Change from SuperLink TPD to Any Occupation, Super Any Occupation, Home-maker, Super Home-maker or Non working and Super Non-working.	<ul style="list-style-type: none"> <li>OneCare Application Form excluding Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner	Yes	Yes	No	U	R
Change of TPD definition – increase risk e.g. Any Occupation to Own Occupation	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from Any Occupation, Super Any Occupation, Non-working, Super non-working, Home-maker, Super home-maker to SuperLink TPD	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner	Yes	Yes	No	U	R
Exercise continuation of TPD Any and/or Own Occupation at age 65* (subject to maximum of \$1 million)	<ul style="list-style-type: none"> <li>Letter</li> <li>Occupational Questionnaire</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R
Add Extra Care Cover to existing policy	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NB

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

\* Note: at policy anniversary when the life insured is age 65, the age work test will also be required

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Add cover options: e.g. Double TPD, Double Trauma, Trauma Cover Reinstatement, Life Cover Purchase (TPD and Trauma) and Baby Care Option	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from optional TPD/ Trauma Cover to stand alone cover	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change of TPD definition from Own Occupation to SuperLink SIS TPD	<ul style="list-style-type: none"> <li>OneCare Application Form excluding Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R
Change of TPD definition from Any Occupation to SuperLink SIS TPD	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Partial payment for specific loss under TPD Cover (for Continuation Option or transfers from OneCare Super policies)	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Activate/cancel Premium Freeze (within 30 days of policy anniversary)	<ul style="list-style-type: none"> <li>Letter</li> </ul>	Policy owner	Yes	Yes	No	A	R

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Accept Buy Back offer (applies to Life Cover Buy Back, Life Cover Purchase, Trauma Cover Reinstatement options)	<ul style="list-style-type: none"> <li>• Buy Back offer form</li> <li>• Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	A	R
Continue Life or TPD Cover under superannuation after age 65 OneCare Super or Leading Life held in OnePath MasterFund.	<ul style="list-style-type: none"> <li>• Complete the 'OnePath MasterFund Employment Declaration' form to confirm life insured meets the work test.</li> </ul>	Policy owner Life insured	Yes	Yes	No	A	R
Exercise Business Guarantee Option	<ul style="list-style-type: none"> <li>• OneCare Application Form excluding Personal Statement</li> <li>• Current Occupational Questionnaire</li> <li>• Relevant financial evidence of the increase (e.g. business valuations, loan documents)</li> <li>• Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Add Child Cover to existing policy	<ul style="list-style-type: none"> <li>• 'Application to Add or Increase Child Cover Non Super' Form</li> <li>• Product Illustration</li> </ul>	Policy owner	Yes	Yes	No	U	NB

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Exercise Child Cover continuation option	<ul style="list-style-type: none"> <li>Letter</li> <li>OneCare Application Form excluding Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured (child)	Yes	Yes	No	U	R
Add Premier Maximiser to existing Trauma Policy	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
OneCare Income Secure, Business Expense and Living Expense Cover							
Increase to monthly amount insured (min. premium \$150 p.a.)	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Increase waiting period (i.e. 30 day wait to 60 day wait)	<ul style="list-style-type: none"> <li>Letter</li> <li>Product Illustration</li> </ul>	Policy owner	Yes	Yes	No	A	R
Decrease waiting period (i.e. 60 day wait to 30 day wait)	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Increase benefit period (i.e. age 55 to age 60)	<ul style="list-style-type: none"> <li>OneCare Application Form including Personal Statement</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Decrease benefit period (i.e. age 60 to age 55)	<ul style="list-style-type: none"> <li>Letter</li> <li>Product Illustration</li> </ul>	Policy owner	Yes	Yes	No	A	R
Exercise Increasing Income feature	<ul style="list-style-type: none"> <li>Increasing Income and Expenses Application Form</li> <li>Relevant financial evidence</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Exercise Increasing Expense feature	<ul style="list-style-type: none"> <li>Increasing Income and Expenses Application Form</li> <li>Relevant financial evidence</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R
Increase cover under Family Cover Pause feature	<ul style="list-style-type: none"> <li>Family Cover Pause Application Form</li> <li>Relevant financial evidence (guaranteed only)</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R
Decrease cover under Family Cover Pause feature	<ul style="list-style-type: none"> <li>Family Cover Pause Application Form</li> <li>Product Illustration</li> </ul>	Policy owner	Yes	Yes	No	A	R
Activate Premium Pause under Income Secure Professional	<ul style="list-style-type: none"> <li>Letter within 30 days of the unemployment or long term leave</li> </ul>	Policy owner					

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Add cover options e.g. Increasing Claim Option, Accident Option	<ul style="list-style-type: none"> <li>OneCare Application Form excluding Personal Statement</li> <li>Product Illustration</li> <li>Declaration of Continued Good Health and Circumstances</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Exercise Cover Continuation for Income Secure Professional (subject to maximum of \$10,000 monthly amount insured)	<ul style="list-style-type: none"> <li>Occupational Questionnaire</li> <li>Letter of confirmation from the client regarding their intention to continue working full time</li> <li>Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R
Income Secure Cover – Indemnity to flexible guaranteed (endorsed) <sup>^</sup>	<ul style="list-style-type: none"> <li>Not available</li> </ul>						
Income Secure Cover – Flexible guaranteed (endorsed) to guaranteed <sup>^</sup>	<ul style="list-style-type: none"> <li>Letter</li> <li>Financial evidence</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R

# When the cover is held in superannuation, policy owner refers to member

<sup>^</sup> Guaranteed 'endorsed' refers to guaranteed cover where financial evidence has not been provided at time of application, but must be provided prior to making a claim.

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Income Secure Cover/Business Expense Cover – indemnity to guaranteed	Within 12 months of policy inception:	Policy owner Life insured	Yes	Yes	No	U	NBOI
	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Financial evidence</li> <li>• Product Illustration</li> </ul>						
	More than 12 months since policy inception:						
	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Declaration of Continued Good Health and Circumstances</li> <li>• Financial evidence</li> <li>• Product Illustration</li> </ul>						
Income Secure Cover/Business Expense Cover – guaranteed to indemnity	<ul style="list-style-type: none"> <li>• OneCare Application Form excluding Personal Statement</li> <li>• Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R
Income Secure Cover to Living Expense Cover	<ul style="list-style-type: none"> <li>• OneCare Application Form excluding Personal Statement</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R
Living Expense Cover to Income Secure Cover	<ul style="list-style-type: none"> <li>• OneCare Application Form including Personal Statement</li> <li>• Product Illustration</li> <li>• Full underwriting to apply including applicable medical and financial evidence</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

<sup>^</sup> Guaranteed 'endorsed' refers to guaranteed cover where financial evidence has not been provided at time of application, but must be provided prior to making a claim.

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Change from Income Secure Basic to Income Secure Standard, Comprehensive or Professional Income Secure Standard to Income Secure Comprehensive or Professional Income Secure Comprehensive to Income Secure Comprehensive or Professional Income Secure Comprehensive to Income Secure Professional	<ul style="list-style-type: none"> <li>• OneCare Application Form including Personal Statement</li> <li>• Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from Income Secure Professional to Income Secure Comprehensive, Standard or Basic Income Secure Comprehensive to Income Secure Standard or Basic Income Secure Standard to Income Secure Standard or Basic Income Secure Standard to Income Secure Basic	<ul style="list-style-type: none"> <li>• OneCare Application Form excluding Personal Statement</li> <li>• Product Illustration</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	R
Exercise Conversion of Waiting Period	<ul style="list-style-type: none"> <li>• OneCare Application Form including Personal Statement (but excluding sections C7–C14)</li> <li>• Product Illustration</li> <li>• Copy of group scheme exit statement</li> <li>• Conversion of waiting period declaration form</li> </ul>	Policy owner Life insured	Yes	Yes	No	U	NBOI

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business



## OnePath Life policies excluding OneCare

Unless stated otherwise, the following table relates to OnePath Life, life risk policies commencing in and after 1992, excluding OneCare policies. Products are closed to new business however are available for increases to the amount insured and some alterations. New options cannot be added to existing policies.

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
World of Protection Leading Life, Recovery Cash and Stand Alone Recovery						
Increase to Life, TPD or Trauma Cover amount insured (min. premium increase \$100 p.a.)	<ul style="list-style-type: none"><li>Increases/ Alterations Form including Personal Statement</li><li>Quote</li></ul>	Policy owner Life insured	Yes	Yes	No	U
Activate/cancel Premium Freeze (where available)	<ul style="list-style-type: none"><li>Letter within 30 days of policy anniversary</li></ul>	Policy owner	Yes	Yes	No	A
Accept Buy Back offer	<ul style="list-style-type: none"><li>Buy Back offer form</li><li>OneCare Illustration</li></ul>	Policy owner Life insured	Yes	Yes	No	A
Continue Life or TPD Cover under OnePath Masterfund superannuation after age 65	<ul style="list-style-type: none"><li>OnePath MasterFund Employment Declaration Form</li></ul>	Life insured	Yes	Yes	No	A
Change of TPD definition – decrease risk e.g. Own Occupation to Any Occupation	<ul style="list-style-type: none"><li>Increases/ Alterations Application Form excluding Personal Statement</li></ul>	Policy owner Life insured	Yes	Yes	No	U
Change of TPD definition – increase risk e.g. Any Occupation to Own Occupation	<ul style="list-style-type: none"><li>Increases/ Alterations Application Form including Personal Statement</li></ul>	Policy owner Life insured	Yes	Yes	No	U

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
World of Protection Income Cover, Income Safe/Safe Plus, Business Expense Plan, Merc Income Protection Basic/Plus						
Increase monthly amount insured (applies to WOP only)	<ul style="list-style-type: none"><li>• Increase/Alterations Form including Personal Statement</li><li>• Quote</li></ul>	Policy owner Life insured	Yes	Yes	No	U
Increase waiting period i.e. 30 days to 60 days etc	<ul style="list-style-type: none"><li>• Letter</li><li>• Quote</li></ul>	Policy owner	Yes	Yes	No	A
Decrease waiting period i.e. 90 days to 60 days (applies to WOP only)	<ul style="list-style-type: none"><li>• Increases/ Alterations Application Form including Personal Statement</li><li>• Quote</li></ul>	Policy owner Life insured	Yes	Yes	No	U
Increase benefit period i.e. age 55 to age 60 (applies to WOP only)	<ul style="list-style-type: none"><li>• Increases/ Alterations Application Form including Personal Statement</li><li>• Quote</li></ul>	Policy owner Life insured	Yes	Yes	No	U
Decrease benefit period i.e. age 65 to age 60	<ul style="list-style-type: none"><li>• Letter</li><li>• Quote</li></ul>	Policy owner Life insured	Yes	Yes	No	A
Continue IP as Living Expense Cover (applies to WOP only)	<ul style="list-style-type: none"><li>• OneCare Application excluding Personal Statement</li><li>• Product Illustration</li></ul>	Policy Owner	Yes	Yes	No	U

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

## Transfer of cover to OneCare

The following rules apply for replacing existing OnePath insurance with OneCare. The cover must be in force at the time of requesting the transfer.

OneAnswer, OptiMix and Oasis	Integra Super, Corporate Super, ANZ Super Advantage and ANZ OA Personal	Group Risk
<p><b>Transfer rules (Life and TPD):</b></p> <ul style="list-style-type: none"> <li>• Maximum amount insured \$500,000</li> <li>• Existing cover underwritten within last five years at standard rates</li> <li>• Must be 'like for like' cover</li> <li>• OneCare application less Personal Statement to be completed with declaration signed</li> <li>• Declaration of Continued Good Health and Circumstances required</li> <li>• Limited to OneCare product parameters</li> <li>• Must be in an insurable occupation under OneCare</li> <li>• OneCare hybrid renewal commission (24%) to apply.</li> </ul> <p><b>Please note:</b></p> <ul style="list-style-type: none"> <li>• For TPD Own Occupation cover, a full Personal Statement is required (we will waive mandatory requirements)</li> <li>• For cases over \$500,000, underwritten greater than five years ago or where loadings and/or exclusions applied to the original assessment, full underwriting and new business commission to apply.</li> </ul>	<p><b>Transfer rules (Life, TPD and GSC):</b></p> <ul style="list-style-type: none"> <li>• Full underwriting to apply</li> <li>• OneCare new business commission to apply.</li> </ul>	<ul style="list-style-type: none"> <li>• Full underwriting to apply.</li> <li>• OneCare new business commission to apply.</li> </ul>

Note: Transfers are not available from OneCare to any of these products.

## World of Protection (WOP) and pre July 2000 policies – Transfer terms to OneCare\*

Policy issue date	Transfer requirements	Commission terms
July 2000 – Dec 2005 (World of Protection)	<ul style="list-style-type: none"> <li>Proposed cover must be on a 'like for like' basis with the same or decreased amount insured (refer to the following table for 'like for like' product advice).</li> <li>Signed OneCare Product Illustration.</li> <li>OneCare Application Form including the Personal Statement.</li> <li>Instruction from the WOP policy owner to cancel and replace.</li> <li>Mandatory medical and financial requirements<sup>‡</sup> listed on the Product Illustration are <b>waived</b><sup>‡</sup>.</li> </ul>	<ul style="list-style-type: none"> <li>We will pay 50% of year 1 commission for existing cover, unless level commission currently applies. In this case, level commission will continue to apply.</li> <li>Other commission structures and dial downs are not available for the existing cover.</li> </ul>
Pre July 2000 (e.g. Mercantile Mutual, Armstrong Jones, Occidental, Regal etc.)	<ul style="list-style-type: none"> <li>Signed OneCare Product Illustration.</li> <li>OneCare Application Form including Personal Statement.</li> <li>Instruction from the previous policy owner to cancel and replace.</li> <li>Full underwriting applies including any mandatory medical and financial requirements as outlined on the Product Illustration.</li> </ul>	<ul style="list-style-type: none"> <li>New business commission applies.</li> </ul>

\* These transfer terms may be withdrawn at any time by OnePath Life.

‡ Where mandatory medical and financial requirements listed on the Product Illustration are waived, our underwriting team maintains the discretion to request additional medical information should it be considered necessary based on information provided in the Personal Statement.

^ Financial evidence will be required if Guaranteed cover is being applied for.

# When the cover is held in superannuation, policy owner refers to member

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal NB = New Business

## What is 'like for like' cover?

'Like for like' cover is where the cover features are the same for OneCare as they are for the existing cover. The following table refers to World of Protection (WOP) policies that are being transferred to OneCare under 'like for like' conditions.

World of Protection (WOP) products	'Like for like' OneCare product
Leading Life with optional Total and Permanent (TPD) and Trauma Cover*	Life Cover with optional TPD and Trauma Cover (Comprehensive) <sup>†</sup>
Recovery Cash	N/A
Recovery Cash <i>Plus</i>	Life Cover with optional TPD and Trauma Cover (Comprehensive) <sup>†</sup>
Stand Alone Recovery	Stand alone Trauma Cover (Comprehensive)
Income Safe	Income Secure Cover (Standard) – Flexi Guaranteed
Income Safe <i>Plus</i>	
Income Cover	Income Secure Cover (Standard) – Indemnity
Business Expense Plan	Business Expense Cover – Indemnity

\* Extended Trauma Cover only. Basic Trauma Cover has no equivalent in OneCare.

† Optional covers are applicable only if they were selected as options on the World of Protection policy. Where TPD is being replaced 'like for like', the same TPD definition will apply to the OneCare policy. The OneCare TPD 'partial payment for specific loss' benefit is excluded from 'like for like' transfers.

## Other WOP transfer situations

### 'Like for like' transfers from WOP to OneCare with new or increased cover

Where there is an increase in cover in conjunction with an upgrade or replacement policy, the increase and/or new cover will be fully underwritten with new business commission applying to the increased portion of cover. The transfer guidelines in this section will then relate to the existing portion of cover.

### New OneCare business not replacing 'like for like' WOP cover

Any new cover written in OneCare that is not replacing a 'like for like' product will be fully underwritten. Mandatory medical and financial requirements will need to be provided, with new business commission payable.

### How to place these applications

Clients who have an existing OnePath policy will need to complete a paper Application Form, and tick the relevant application type. Please note, OneCare Express cannot be used for increases and alterations to existing cover with OnePath.

## Change of policy ownership

A change of ownership can be done by assignment or, in certain circumstances can be arranged by providing a new policy via 'cancel and replace'.

### Assignment

Assignment involves the transfer of ownership from one person or entity to another by agreement between the parties. It requires both the current policy owner (transferor) and the proposed policy owner (transferee) to complete a Memorandum of Transfer (MOT) and register the assignment with us. Assignment can be used to transfer ownership for all non-superannuation to non-superannuation cases. You should take account of any capital gains tax implications that may arise.

If the most recent policy document cannot be returned, please refer to 'replacement of documents' requirements under the General policy administration guidelines on page 58.

Assignment into or out of superannuation may not be available. Please refer to the table on page 80 for more detail.

### Cancel and replace to the closest equivalent cover due to change of ownership

In some circumstances we may allow a change of ownership by cancel and replace. This involves the transfer of risk from one policy to a new policy. It can be used in:

- non-superannuation to superannuation (and vice versa)
- superannuation to superannuation.

The closest equivalent cover is where the cover features are not the same as the current OneCare offer however are the most closely aligned offer for the existing cover.

Optional covers are applicable only if they were selected as options on the existing policy. Where TPD is being replaced the closest equivalent option, the same TPD definition will apply to the new OneCare policy. The OneCare TPD 'partial payment for specific loss' benefit is excluded from the transfers from all products prior to OneCare including Continuation Options.

Any exclusions and loadings that applied to the original cover will be transferred onto the new cover.

Commission structure for the transferred cover will be as per the rules outlined on the following pages.

Cancel and replace can be used for superannuation to non-superannuation, however any excess monies cannot be transferred from the OneCare Super policy to a OneCare non-super policy. The monies must be transferred to an eligible rollover fund.

A change of policy ownership involving a cancel and replace is not available if the life insured is either on claim or eligible to claim at the time of the request.

### Closest equivalent option

When change of ownership moves the cover from super to non super or vice versa the following are the closest equivalent option in the current OneCare PDS for TPD.

Cover held in Super	Cover held in Non Super
Super Any TPD	Any Occupation TPD
SuperLink SIS TPD	Own Occupation TPD
Super Home Maker TPD	Home-Maker TPD
Super Non-Working	Non-Working TPD

The following is the closest equivalent offer in the current OneCare PDS for Income Secure when moving from Super to non super or vice versa.

Super	Non Super
Income Secure Basic (occupation R)	Income Secure Basic (all other occupations)
Income Secure Special Risk	Income Secure (indemnity) <sup>^</sup>

<sup>^</sup> A Declaration of Continued Good Health and Circumstances is required in the instance where Income Secure Basic cover is converted to Income Secure Standard or Special Risk cover due to a super ownership change.

There are other transfer combinations available however are not the closest equivalent options therefore are not available under a change of ownership. Refer to Section 10 Policy Administration page 65 for the requirements for these changes.

## Availability of assignment or cancel and replace due to change of ownership

Original ownership	Proposed new ownership	Assignment	Cancel and replace
Non-superannuation	Non-superannuation	Yes	No
Non-superannuation	OnePath Masterfund	Not available	Yes
Non-superannuation	External superannuation	Not available	Yes
OnePath Masterfund	Non-superannuation	Not available	Yes
OnePath Masterfund	External superannuation	Not available	Yes
External superannuation	Non-superannuation	Not available	Yes
External superannuation	OnePath Masterfund	Not available	Yes
External superannuation	External superannuation	May be available depending on external trustee agreement	Yes, if MOT unavailable

## Requirements to effect assignment or cancel and replace due to change of ownership

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
All covers							
Assignment	<ul style="list-style-type: none"><li>• Original memorandum of transfer (MOT)</li><li>• Most recent policy schedule</li><li>• Transferor(s) proof of identity</li></ul>	Transferor, Transferee and witnesses	Yes	No	No	A	R
Death of policy owner	<ul style="list-style-type: none"><li>• Certified copy of death certificate</li><li>• Copy of will or letter of administration</li><li>• Section 213 Transfer of Ownership Declaration</li></ul>	Executor or Administrator of the deceased estate	Yes	No	No	A	R

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: A = Administration R = Renewal



Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
OneCare							
Cancel and replace due to change of ownership	<ul style="list-style-type: none"><li>• Letter</li><li>• OneCare Application excluding Personal Statement<sup>^</sup></li><li>• Product Illustration</li></ul>	Policy owner Life insured	Yes	Yes	No	U	R
World of Protection							
Cancel and replace due to change of ownership Leading Life Leading Life with TPD	<ul style="list-style-type: none"><li>• Letter</li><li>• OneCare Application excluding Personal Statement</li><li>• Product Illustration</li></ul>	Policy owner Life insured	Yes	Yes	No	U	R
All other covers	<ul style="list-style-type: none"><li>• Cancel and replace not available</li><li>• Transition to OneCare with reduced underwriting is available. Refer to Transfer rules on page 75</li></ul>						HR

# When the cover is held in superannuation, policy owner refers to member

<sup>^</sup> A Dec of Good Health may be required when policies are moving from Super to Non Super. Refer to change of ownership rules as per page 79.

Key: U = Underwriting R = Renewal HR = Hybrid Renewal

Process	Form/letter required	Form signed by/ change requested by <sup>#</sup>	Accepted by			Send to	Commission
			Mail	Scanned	Phone		
Mercantile Mutual policies							
Cancel and replace due to change of ownership Leading Life Leading Life with TPD	<ul style="list-style-type: none"><li>• Letter</li><li>• OneCare Application excluding Personal Statement</li><li>• Product Illustration</li></ul>	Policy owner Life insured	Yes	Yes	No	U	R
Cancel and replace due to change of ownership: All other covers	<ul style="list-style-type: none"><li>• Cancel and replace not available</li><li>• A new OneCare application is required and full underwriting will apply</li></ul>						NB
Ex-Armstrong Jones policies, ex-Occidental policies, ex-ANZ policies, ex-Regal policies							
Cancel and replace due to change of ownership Life Cover TPD Cover	<ul style="list-style-type: none"><li>• Letter</li><li>• OneCare Application excluding Personal Statement</li><li>• Product Illustration</li><li>• Declaration of Continued Good Health and Circumstances</li></ul>	Policy owner Life insured	Yes	Yes	No	U	HR
Cancel and replace due to change of ownership All other covers	<ul style="list-style-type: none"><li>• Cancel and replace not available</li><li>• A new OneCare application is required and full underwriting will apply</li></ul>						NB

<sup>#</sup> When the cover is held in superannuation, policy owner refers to member

Key: U = underwriting R = renewal NB= New Business HR = Hybrid Renewal

## Change of Trustee on a SMSF

The change of trustee refers to when a policy has been issued or assigned to a person/s or company as trustee. the issuing and changing of trustee is covered under the Life Insurance Act and therefore any change need to abide by the 'Act' .

Process	Form/letter required	Form signed by/change requested by <sup>#</sup>	Accepted by			Send to
			Mail	Scanned	Phone	
OneCare						
Change of trustee	<ul style="list-style-type: none"><li>• Signed Statutory declaration</li><li>• a copy of the trust deed changes or certified copy of minutes</li></ul>	New Trustee	Yes	No	No	A

\* Please send a certified copy

# When the cover is held in superannuation, policy owner refers to member

Key: A = Administration

## Beneficiaries

Beneficiaries that can be nominated under a non-superannuation policy include individuals, companies, trusts and other entities (subject to limitations as set out on the relevant form and in the Policy Terms).

Where an entity (such as a trust) is nominated, it must be a legally recognised entity. Banks, Financial Institutions and Foreign Trusts can be nominated beneficiaries. Unless indicated otherwise, the table relates to 'all covers' for the following policies:

- OneCare
- World of Protection
- Mercantile Mutual
- ex-Armstrong Jones policies
- ex-Occidental policies
- ex-ANZ Life policies
- ex-Regal policies.

Process	Form/letter required	Form signed by/change requested by#	Accepted by			Send to
			Mail	Scanned	Phone	
OneCare						
Non-superannuation	<ul style="list-style-type: none"><li>• Letter; or</li><li>• Nomination of Beneficiaries Form (Non-Super)</li></ul>	Policy owner	Yes	Yes	No	A
Superannuation non-binding nomination	<ul style="list-style-type: none"><li>• Letter or</li><li>• Nomination of Beneficiaries Form</li></ul>	Life insured	Yes	Yes	No	A
Superannuation – binding nomination (Only available for OneCare Super and Leading Life in OnePath Masterfund)	<ul style="list-style-type: none"><li>• Nomination of Beneficiaries Form</li></ul>	Life insured and two witnesses	Yes	No	No	A
OneCare						
Death of a policy owner	<ul style="list-style-type: none"><li>• Copy of the death certificate*</li><li>• Copy of will or letter of administration</li><li>• Section 213 Transfer of Ownership declaration</li></ul>	Executor or Administrator of the deceased estate	Yes	No	No	A

\* Please send a certified copy

# When the cover is held in superannuation, policy owner refers to member

Key: A = Administration

## Section 11 – Premiums and commission

### Discounts

Clients may be entitled to one or more of the following premium discounts:

- **Packaging discount** – a discount based on the number of lives insured under a single OneCare policy or in a group of related policies.
- **Multi-cover discount** – a discount based on a certain combination of covers for each life insured, even across different OneCare policies.
- **Size discount** – a discount based on the size of the amount insured with OnePath, even across different OneCare policies.

### Packaging discount

To be eligible for packaging (group) discounts, there must be a valid family and/or business relationship. A policy may only be in one group at any time.

A family relationship refers to lives insured who are immediate family members.

An immediate family member may be:

- a spouse
- a son, daughter, father, mother, father-in-law, mother-in-law, brother or sister
- a person with whom the policy owner is financially interdependent and sharing a bona fide domestic living arrangement (the policy owner must provide us with satisfactory evidence that there is an established and ongoing interdependency).

A business relationship refers to business partners with whom the policy owner has a written partnership agreement outlining each partner's rights and responsibilities to the business. It does not include employees.

The packaging discount is based on the number of adult lives only. It excludes children under Child Cover or babies under the Baby Care Option in Trauma Cover.

Grouping is not a legal connection between policies but a means for us to determine a discount for the client.

There is no owner of a group – each policy in a group has a separate policy owner.

Eligibility to join a group will be at the underwriter's discretion.

The discount is applied to all policies and lives insured in the group. It does not include policy owners if they are different to the lives insured.

The discount does not apply to the Policy Fees payable or on \$ per mille loadings that apply to a policy (e.g. \$2 per \$1,000 amount insured pastime loading). As a result, the dollar value of the discount may appear less than the percentages quoted below.

If a multi-life policy is part of a group, the packaging discount is based on the total lives in the group. For example, if one policy with two lives is in a group with another policy with one life, the discount is based on three lives.

A business group that also contains family members of the business partners is an 'extended business group' and the discount is based on the total number of adult lives. For example, two business partners and their respective spouses will form a group of four lives.

Number of adult lives insured in packaging group	Discount
1	0%
2	5%
3	6%
4	7%
5 or 6	8%
7, 8 or 9	9%
10 or more	10%

OnePath's Illustrator will automatically calculate the packaging discount once the number of lives in the group has been entered.

**Financial adviser commission**

Your client's packaging discount will not affect your commission. The commission is based on the premium before allowing for the packaging discount.

**Group number**

All policies in a group will be assigned a group number. This will be included on the Policy Schedule.

**Changes to a group**

**Add new policy to a group**

If a policy is already in force, and a new policy joins that policy to form a group, only the new policy will immediately get a discount. The existing policy will get a packaging discount from its next policy anniversary or the date of the next alteration to the policy.

**One policy leaves a group**

If a policy leaves a group (including as a result of a claim), the packaging discount will be reset for each remaining policy the earliest of the:

- next policy anniversary date; or
- date of the next alteration to the policy.

**Add new life to a policy**

If a policy is already in force and a new life joins that policy to form a multi-life policy, the policy will get a packaging discount at that time.

**One life leaves a policy**

If a client (i.e. life insured) leaves a policy (including as a result of a claim), the packaging discount will be reset for the remaining lives at that time.

**Relationship changes**

The eligibility for a discount and the relationship between the policy owners is defined at the application stage. If the relationship between policy owners changes subsequently, the discount will not be revised unless a policy owner exits the group.

## Multi-cover discount

Life, TPD, Trauma and/or Business Expense Cover will receive a multi-cover discount of 5% off the base rate across all OneCare policies when Income Secure Cover is taken for the same life insured.

The multiple covers do not have to commence at the same time. A life insured can purchase their Life Cover one year, Income Secure Cover the next, at which time a multi-cover discount will apply to the Life Cover premium.

The discount does not apply to the Policy Fees payable or on \$ per mille loadings that apply to a policy (e.g. \$2 per \$1,000 amount insured pastime loading). As a result, the dollar value of the discount may appear less than the percentages quoted on this page.

The client gets the discount on the following covers when they are taken with Income Secure Cover.

Cover type	Discount
Life Cover	5%
TPD Cover	5%
Trauma Cover (excluding Baby Care Option)	5%
Child Cover	0%
Business Expense Cover	5%
Living Expense Cover	0%
Extra Care Cover	0%

OnePath's Illustrator will automatically calculate the multi-cover discount at the time of illustration.

**Please note**, your illustration may be overstated if you produce an illustration for only part of a life insured's cover. We will, however, determine the appropriate premium for the additional cover and any adjustment will be settled at that time.

## Financial adviser commission

Your client's multi-cover discount will not affect your commission. The commission is based on the premium before allowing for the multi-cover discount.

## Changes to cover

### Adding cover to existing Income Secure Cover

If a life insured has Income Secure Cover under any in-force OneCare policy and they add either Life Cover, Trauma Cover, TPD Cover and/or Business Expense Cover to the existing cover or in the form of a new policy, then the new cover (i.e. Life Cover, Trauma Cover excluding the Baby Care Option premium), TPD Cover and/or Business Expense Cover) will receive a multi-cover discount at that time.

### Adding Income Secure Cover to existing cover

If a life insured has either Life Cover, Trauma Cover, TPD Cover and/or Business Expense Cover under any in-force OneCare policy and they add Income Secure Cover to the existing cover or in the form of a new policy, the existing cover (i.e. Life Cover, Trauma Cover excluding the Baby Care Option premium, TPD Cover and/or Business Expense Cover) will receive a multi-cover discount at that time. If these covers are under a separate policy, the discount will be applied at the next policy anniversary.

**Lapsed cover**

If a cover lapsing means that the policy is no longer eligible for a multi-cover discount, this discount will be removed from the remaining covers on all policies on the next policy anniversary.

**Size discount/loading**

A size discount is awarded based on the accumulated amount insured across all OneCare policies for a life insured including super and non-super.

The separate policies do not have to commence at the same time to be eligible for accumulated size discounts. A life insured can purchase their first cover one year and their next cover the following year, at which time a discount will apply to the new policy. The existing policy will also be eligible for the size discount from its next policy anniversary.

The discount does not apply to the Policy Fees payable or on \$ per mille loadings that apply to a policy (e.g. \$2 per \$1,000 amount insured pastime loading). As a result, the dollar value of the discount may appear less than the percentages quoted in the table below. This does not apply to the Baby Care Option.

If an instalment benefit payment type is selected, the lump sum equivalent (LSE) is used to determine the size discount. Please note, if the LSE reduces over time due to increasing age, the size discount will not be adjusted and is based on the original LSE.

If the policy owner reduces the amount insured, the size discount will be reset at that time.

The following table provides information on the discounts applied to each of the amount insured bands.

**Life Cover, Trauma Cover and TPD Cover**

Accumulative amount insured	Discount
\$0 – \$99,999	0%
\$100,000 – \$249,999	8%
\$250,000 – \$499,999	14%
\$500,000 – \$749,999	20%
\$750,000 – \$999,999	24%
\$1,000,000 – \$1,999,999	28%
\$2,000,000 and over	32%

**Income Secure Cover, Business Expense Cover and Living Expense Cover**

Accumulated monthly amount insured	Discount
\$0 – \$2,499	-10% (loading)
\$2,500 – \$4,999	0.0%
\$5,000 and over	7.5%

OnePath’s Illustrator will automatically determine the size discount at the time of illustration.

Please note, your illustration may be overstated if you produce an illustration for only part of a life insured’s cover.

We will, however, determine the appropriate premium for the additional cover and any adjustment would be settled at that time.



### Financial adviser commission

OnePath Life pays commission on the reduced premium after the size discount is applied.

### Changes to cover

#### Adding cover

If a life insured adds additional cover which then entitles them to a discount, the discounts will be applied as follows:

- Covers on the policy which is being altered will have premiums recalculated to reflect the new applicable size discounts.
- Covers on other policies will only have premiums recalculated to reflect new applicable size discounts at those policies' next policy anniversary or the date of the next alteration to those policies.

#### Lapsed cover

- Covers on the policy which is being altered will have premiums recalculated to reflect the new applicable size discounts.
- Covers on other policies will only have premiums recalculated to reflect the new applicable size discounts at those policies' next policy anniversary or the date of the next alteration to those policies.

### Other factors that affect the premium

#### Premium Waiver Disability Option (Applies to Life, TPD and Trauma Cover)

The fixed percentages applied to the base rate and options across all ages are 6% for males and 10% for females.

#### Business Guarantee Option (Applies to Life, TPD and Trauma Cover)

A fixed percentage of 15% is applied to the base rate across genders and all ages.

#### Occupational ratings

The rating factor is based on occupation category and gender.

All occupational categories for Life Cover have a rating of 1.00 except where a \$ per mille loading has been applied. For TPD, Income Protection and Business Expense, the loading differs across occupation classes. Occupation rating tables are available on request.

#### Accident Option and Premier Accident Option

Accident Option and Premier Accident Option have different loadings applied and are also impacted by the occupation class, gender and wait period. These tables are available on request.

#### Smoking status

(Applies to Income Secure Cover, Business Expense and Living Expense Cover)

The rating factors are 1.00 for non-smoker and 1.30 for smoker.

### Underwriting loadings (% loadings)

Any medical, occupational or pastime loadings that have been specified in the Occupation or Pastimes Table or through underwriting are applied as a percentage of the premium, before the Policy Fee. The Occupation Table and the Pastimes Table is available via OnePath's adviser website, Adviser Advantage. Access it via [onepath.com.au](http://onepath.com.au) or speak to your OnePath Business Development Manager.

### \$ per mille loadings

Any medical, occupational or pastime loadings for Life and Trauma Cover that have been specified in the Occupation or Pastimes Table or through underwriting are applied as a dollar per thousand dollars of cover.

### Dial-down commission discount

See 'Dial-down commission and premium discount' on page 94 for more detail on how to calculate the premium discount.

### Policy Fee

The Policy Fee is applied to each life insured under the policy. The Policy Fee will be adjusted at the policy anniversary each year in accordance with the indexation factor.

### Frequency loading

This loading applies when the policy owner pays their premium on a half-yearly or monthly basis.

Payment Frequency	Frequency loading
Yearly	0%
Half yearly	3%
Monthly	6%

### Stamp duty

Where we are liable to pay stamp duty in relation to a policy, we may recover an amount in respect of stamp duty from the insured as part of the cover premium or by adding it in addition to the cover premium (including the apportioned Policy Fee). The amount of stamp duty that may be recovered from the insured as part of the premium or added in addition to the cover premium will depend on numerous factors including the type of cover and the location of the insured.

The table below indicates whether stamp duty will be recovered as part of the cover premium (labelled as 'N/A') or added in addition to the cover premium. Where stamp duty will be added in addition to the cover premium (including the apportioned Policy Fee), we have also included the rates of duty that will be applicable in each State or Territory.

State/Stamp duty classification									
Structure of cover under the policy	Cover type	NSW	VIC	QLD	WA	TAS	ACT	NT	SA
Life Cover with optional TPD and/or Trauma Cover	Life	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	TPD	N/A	N/A	N/A	10%	N/A	N/A	N/A	11%
	Trauma	N/A	N/A	N/A	10%	N/A	N/A	N/A	11%
Stand alone TPD Cover	TPD	5%	10%	7.5%	10%	10%	6%	10%	11%
Stand alone Trauma	Trauma	5%	10%	7.5%	10%	10%	6%	10%	11%
Baby Care Option*		5%	10%	7.5%	10%	10%	6%	10%	11%
Trauma Cover with optional TPD Cover		5%	10%	7.5%	10%	10%	6%	10%	11%
Extra Care Cover	Accidental Death	N/A	N/A	N/A	10%	10%	6%	10%	11%
Extra Care Cover	Terminal Illness	5%	10%	7.5%	10%	10%	6%	10%	11%
Extra Care Cover	Extended Needle Stick	5%	10%	7.5%	10%	10%	6%	10%	11%
Premium Waiver Disability Option†		5%	10%	7.5%	10%	10%	6%	10%	11%
Income Secure Cover		5%	10%	7.5%	10%	10%	6%	10%	11%
Business Expense Cover		5%	10%	7.5%	10%	10%	6%	10%	11%
Living Expense Cover		5%	10%	7.5%	10%	10%	6%	10%	11%
Child Cover		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

N/A Indicates that the stamp duty cost is incorporated into the cover premium. Please note, while stamp duty may be payable on the first year cover premium for some cover types, we may spread the stamp duty cost over the life of the policy.

\* The Baby Care Option's premium will always have general stamp duty applied, even if the main Trauma Cover Premiums is an option to the Life Cover.

† Stamp duty is applied to the premium of the Premium Waiver Disability Option for Life Cover, TPD Cover and Trauma Cover regardless of whether the cover is stand alone or an optional cover. All other options are treated according to the cover type they are purchased with.

## Financial adviser commission

OnePath will pay your commission when an application is accepted and the first premium on:

- the commission type you choose (upfront, stepped, hybrid, level)
- the number of years to maximum entry age
- whether you choose dial-down commission. If you choose dial-down commission, the premium payable by the policy owner will be reduced.

## Changing your commission structure

Once the application is accepted, under no circumstances can you change the commission structure. This includes all dial-down options or changing to fee for service.

## Fee for service

Fee for service option is available. If this option is selected on the illustration all commission is removed and the premium is discounted.

## Standard commission rates

Standard commission rates apply when the life insured's cover commences at least five years before maximum entry age.

Policy year	Standard commission rates by type (including GST)			
	Upfront	Stepped	Hybrid	Level
Year 1	115%	95%	70%	32%
Year 2	11%	12.5%	24%	32%
Year 3	11%	15%	24%	32%
Year 4	11%	17.5%	24%	32%
Year 5+	11%	20%	24%	32%

Standard commission is paid on the following components of the premium:

- base stepped or level premium (depending on what premium type is selected by the policy owner)
- options
- underwriting loading and \$ per mille loadings
- other loadings e.g. occupation, smoker status
- size discount.

Where a policy includes a multi-cover discount or packaging discount, the commission is payable on the premium before the discount is applied i.e. the higher amount.

Commission is not paid on the Policy Fee, stamp duty and frequency loading.

The commission rates above are inclusive of GST.

A commission type default will be set for each adviser (as determined by their dealer group if applicable) with an option to change at cover level for each policy.

The Baby Care Option under Trauma Cover will always be paid at level commission rates.

Year one commission (i.e. new business commission) is payable on:

- the first year premium
- underwritten increases
- Increasing Income, Increasing Expenses, Future Insurability and Business Guarantee Option increases
- additional benefits
- indexation increases.

It is not payable on:

- Continuation Options (from group insurance to retail insurance), instead you will receive only the level commission type
- Life Cover Buy Back, Life Cover Purchase Option, Trauma Cover Reinstatement Option or Conversion Options if exercised\*.

\* Please note, year two onward commission is payable in the first year.

New business commission is payable on completion (i.e. after the application has been accepted and has had a premium paid). You will receive this as an upfront payment or on receipt of the premium during the year (i.e. drip payments).

In the case of indexation, it is paid on receipt of premium.

**Year two onward commission (i.e. renewal commission)**

Is payable as a percentage of the commissionable premium as defined above, excluding any premium on which year one commission has been paid in the same year. This is payable on receipt of premium.

**Premium pause**

If premium pause is applied for, commission will also cease until cover recommences.

**High entry age commission rates**

If the life insured applies for the cover with less than five years to maximum entry age, the year one commission is reduced.

High entry age commission rates will be applied to individual covers under the OneCare policy where the life insured applies with less than five years to the maximum entry age for the selected cover, except where level commissions apply\*.

Renewal commission rates for year two onward will be the same as standard commission rates for renewal, as set out on page 92.

No. of years to maximum entry age for cover*	High entry age commission rates by type for year one (including GST)			
	Upfront	Stepped	Hybrid	Level†
4	110%	90%	67%	32%
3	105%	83%	63%	32%
2	95%	75%	58%	32%
1	80%	65%	52%	32%
0	65%	54%	45%	32%

\* In the case of Life Cover, TPD Cover (Non-working definition), Trauma Cover and Living Expense Cover, the maximum age at entry is higher for stepped premiums than level premiums. To determine whether reduced commission rates apply, use the maximum entry age for the cover selected for stepped premiums, regardless of whether the premium type selected is level or stepped.

† Standard commission rates apply for level commission only.

**Responsibility period**

The responsibility period is 12 months.

If a policy lapses or is cancelled, we may write back commission depending on the premium paid. Where cover is reduced, or the premium type changed from level to stepped, the write back applies to the premium difference.

The amount of the write back will be a percentage of the commission credited for that cover, or portion of that cover, as outlined in the table below.

Month*	Write back
0	100%
1	91.7%
2	83.3%
3	75%
4	66.7%
5	58.3%
6	50%
7	41.7%
8	33.3%
9	25%
10	16.7%
11	8.3%
12	0%

\* Month refers to the complete calendar month(s) since the effective date of the cover where a premium has been received, therefore creating the year one commission credit.

The responsibility period applies only to premiums on which year one commission is paid or credited in full at the time of the new sales or increase in cover e.g. indexation increases or applications to request an increase.

Please note, write back applies to the servicing adviser of the policy at the time of the write back, even if they did not originally submit the cover or acquire the commission entitlement as a result of, for example, a transfer of servicing rights.

### Dial-down commission and premium discount

Dial-down commission may be used for New Business only and cannot be added or altered after the cover start date.

Once the application is accepted, under no circumstances can you change the dial-down options or change to fee for service.

You can dial-down the commission payable with all four of the standard commission types.

There are three dial-down options which allow you to tailor your commission and premium to suit your client. These are:

Dial-down option	Commission reduced	Premium discount
A	All years	All years
B	Year one	All years
C	Year one*	Year one

\* Maximum allowable dial-down for option C is the year two commission rate.

In the case of commission splits, the dial-down factor applies to both splits.

The premium discount is applied excluding the Policy Fee, and minimum premium rules apply to the reduced premium.

The dial-down commission rate is applied to the commissionable premium before the discount is applied.

### Option A

If you choose option A, the dial-down and premium discount apply each year the cover is in force.

For example, if a 40% dial-down was selected for option A the following table illustrates the impact on premium with all four commission types.

Discount applied to premium				
Dial-down	Upfront	Stepped	Hybrid	Level
40%	11.6%	10.5%	12.1%	11.6%

### Option B

The dial-down only applies to year one commission while year two onward commission is preserved i.e. does not reduce. However, the premium will be discounted each year while the cover is in force.

For example, if a 40% dial-down was selected for option B the following table illustrates the impact on premium with all four commission types.

Discount applied to premium				
Dial-down	Upfront	Stepped	Hybrid	Level
40%	8.4%	6.9%	5.1%	2.3%

### Option C

The dial-down only applies to year one commission and only the first year's premium will be discounted.

The discount of the first year premium cannot be greater than the year two commission rate payable excluding GST, dependent on the commission type selected.

For example, if a 10% dial-down was selected for option B the following table illustrates the impact on premium with all four commission types.

Discount applied to premium				
Dial-down	Upfront	Stepped	Hybrid	Level
10%	N/A*	8.6%	6.4%	2.9%

\* The maximum dial-down available for upfront is 9%.

### Reinstating a lapsed policy

If a policy is reinstated within 12 months after lapsing, a reduced application process is required, and commission will continue using the commission structure of the original policy.

Policy reinstatement 12 months or more after a policy lapse is not available. Full underwriting is required and new business commission will be payable.

## Section 12 – Claims

### Claims process

When a client suffers from an illness or injury, or passes away unexpectedly, we appreciate it is a time of high emotion, stress and financial pressure. We also understand how difficult this time can be, and so we approach every claim with a commitment to do whatever we can to process it as quickly, correctly and as efficiently as possible.

#### How to notify OnePath Life of a claim

Call our Claims Helpline on 1300 555 250 and:

- quote the policy number. For privacy purposes, you will need to give your name, your relationship to the life insured, the insured's date of birth and address, together with such other information that may be required.
- provide, where possible, the date the event that caused the claim, and brief details if known.

Within 24 hours of receiving the call, we will send the appropriate claim forms with a covering letter detailing our specific requirements to the address you provide.

#### Claims mailbox

You can also notify OnePath Life of a claim via our claim's email address on [GeneralRetailClaims@onepath.com.au](mailto:GeneralRetailClaims@onepath.com.au)

#### Tracking the progress of a claim

Details of your client's claim can be tracked via OnePath's account access.

Once the relevant forms are received and the claim is recorded, you can access your client's general claim details and status, including payments.

### Hypothetical queries

The assessment of all claims involves the actual evaluation of the life insured's circumstances (both past and present) in relation to the relevant Policy Terms. Where possible our claims team, through the Claims Helpline or the claims mailbox will try and answer any hypothetical questions or situations you may have.

#### Claims mailing address

OnePath Life  
Life Risk Claims  
GPO Box 4148  
Sydney NSW 2001

#### Retail Claims helpline

1300 555 250

### Claims practices

The following information explains the way in which certain Policy Terms are applied.

#### Income Secure Cover and Business Expense Cover – elective surgery

The life insured will be considered totally disabled due to illness or injury when it results from elective surgery:

- to transplant part of the life insured's body to someone else
- to improve the life insured's appearance
- performed on the advice of a medical practitioner.



## All covers – interpretation of ‘war’

Reference is made to ‘war’ in the wording of exclusions which apply to some covers under OneCare. In this context, we interpret ‘war’ as a condition in which there are at least two protagonists which are sovereign or at least de facto sovereign states. It involves an act on the part of at least one of such protagonists either pursuant to the conflict, or which initiates the conflict.

## Section 13 – Contacts

### Risk Adviser Services

**Mail:** GPO Box 4148  
Sydney NSW 2001

**Phone:** 1800 222 066  
Weekdays between 8.00am and 8.00pm (AEST)

**Fax:** 02 9262 5319

**Email:** risk.adviser@onepath.com.au

### Underwriting

**Mail:** GPO Box 4148  
Sydney NSW 2001

**Phone:** 1800 300 006 (Underwriting Hotline)  
Weekdays between 8.30am and 5.00pm (AEST)

**Fax:** NSW 02 9234 8722  
QLD 07 3210 0708  
VIC 03 9918 3544  
SA 08 7224 6222  
WA 08 9322 3058

**Email:** NSW nswuw@onepath.com.au  
QLD qlduw@onepath.com.au  
VIC vicuw@onepath.com.au  
SA sauw@onepath.com.au  
WA wauw@onepath.com.au

### Commissions (Adviser Payments)

**Mail:** GPO Box 75  
Sydney NSW 2001

**Phone:** 1800 222 066 (option 4)  
Weekdays between 8.30am and 5.30pm (AEST)

**Fax:** 02 9234 8983

**Email:** aps@onepath.com.au

### Claims

**Mail:** Life Risk Claims  
GPO Box 4148  
Sydney NSW 2001

**Phone:** 1300 555 250  
Weekdays between 8.30am and 5.30pm (AEST)

**Fax:** 1800 205 671

**Email:** generalretailclaims@onepath.com.au

### Customer Services

**Mail:** OnePath Life  
GPO Box 4148  
Sydney NSW 2001

**Phone:** 133 667  
Weekdays between 8.30am and 6.00pm (AEST)

**Fax:** 02 9262 5319

**Email:** customer.risk@onepath.com.au

## **Paramedical service providers**

Lifescreeen

**Phone:** 1800 673 123

**Fax:** 1800 804 758

**Email:** lifescreeen@lifescreeen.com.au

UHG

**Phone:** 03 9692 7700

**Fax:** 03 9692 7890

**Address:** PO Box 562  
Pahran VIC 3181

**Email:** life@uhg.com.au

Health Predictions

**Phone:** 1800 003 224

**Fax:** 03 9819 4699

**Email:** acdsvic@bigpond.com

## **OnePath Offices**

Head office

**Postal address**

OnePath Life  
GPO Box 4148  
Sydney NSW 2001

**Street Address**

242 Pitt Street  
Sydney NSW 2000

State offices

**New South Wales**

347 Kent Street  
Sydney NSW 2000

**Queensland**

111 Eagle Street  
Brisbane QLD 4000

**Victoria**

55 Collins Street  
Melbourne VIC 3000

**South Australia**

11 Waymouth Street  
Adelaide SA 5000

**Western Australia**

77 St Georges Terrace  
Perth WA 6000

## This image shows a single sheet of white paper with horizontal blue lines, resembling notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Connect with us

### Risk Adviser Services

(For use by financial advisers only)



1800 222 066



[risk.adviser@onepath.com.au](mailto:risk.adviser@onepath.com.au)



[onepath.com.au/adviser/adviseradvantage](https://onepath.com.au/adviser/adviseradvantage)



OnePath Life, GPO Box 4148, Sydney NSW 2001

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