

# Zurich Adviser guide

## (Wealth Protection)



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# Section 1

## Contact details

# Contact details

## Contact list

### Adviser Administration

The Adviser Administration team can assist you with all your commission and agency enquiries.

**Phone:** 02 9995 3634

**Fax:** 02 9995 1755

**Email:** adviser.admin@zurich.com.au

### Adviser Services

The Adviser Services team will be able to support you with all your general enquiries.

**Phone:** 1800 500 655

**Fax:** 02 9995 3797

**Email:** adviser.service@zurich.com.au

### Claims

The Claims team will be able to assist you when reporting a claim. Once the claim is reported to this team, the appropriate paperwork will be sent. Once the paperwork is returned a claims specialist will be nominated to look after the processing.

**Phone:** 1800 500 655

**Fax:** 02 9995 3732

**Email:** life.claims@zurich.com.au

### Tele-underwriting service

For further information on this service, refer to page 9

**Phone:** 1800 501 608

**Fax:** 02 9995 3655

**Email:** life.tele@zurich.com.au

### Underwriting pre-assessment service

For further information on this service, refer to page 8

**Phone:** 1800 244 306

**Email:** life.preassessments@zurich.com.au

### Underwriting Team

Queries related to progress of applications

**Phone:** 1800 244 306

### Where to send new business and outstanding requirements

You can provide by email, fax or post

**Fax:** 02 9995 3822

**Email:** life.newbusiness@zurich.com.au

**Mail:** Underwriting/New Business  
Locked Bag 994  
North Sydney NSW 2059

## Branch contacts

### NSW

**Phone:** 1800 252 650

**Fax:** 02 9995 1375

**Email:** lifesales.nsw@zurich.com.au

### QLD

**Phone:** 1800 252 650

**Fax:** 07 3839 6669

**Email:** lifesales.qld@zurich.com.au

### SA

**Phone:** 1800 252 650

**Fax:** 08 8300 8488

**Email:** lifesales.sa@zurich.com.au

### VIC/TAS

**Phone:** 1800 252 650

**Fax:** 03 9940 6455

**Email:** lifesales.vic@zurich.com.au

### WA

**Phone:** 1800 252 650

**Fax:** 08 9481 6568

**Email:** lifesales.wa@zurich.com.au

## Section 2

# Getting started

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# Getting started

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## Our underwriting philosophy

Our underwriting area is staffed by experienced Underwriters who have access to local and overseas specialist reinsurers and Chief Medical Officers.

Our team is located nationally in most state capitals, and work closely with their state sales team, customer care and new business teams.

Zurich's underwriting philosophy is for our Underwriters to not only have the technical knowledge when assessing risk, but to be recognised as a valued business partner and business contributor. To do this, the customer experience delivered by each and every Zurich underwriter will focus on the following areas:

- intelligent underwriting practices and solutions
- consistency and flexibility in our underwriting approach
- pro-active, timely and clear communication
- technical excellence expertly delivered
- decisions must make sense and be fair and reasonable.

## Pre-assessments

Zurich provides a pre-assessment service for difficult or unusual medical conditions, occupation ratings, financial positions or avocations.

These can be submitted to Zurich via email or phone.

Details are as follows:

**Phone:** 1800 244 306

**Email:** life.preassessments@zurich.com.au

The minimum information that needs to be supplied to us before we will consider a pre-assessment whether by phone or email is:

- client's first name and surname
- client's date of birth
- product type/s being applied for
- sum insured for each product type
- adviser name and number
- current existing insurance

Please note that all financial pre-assessments must be accompanied by a recommendation for a level of cover for each product, from you.

## Tele-underwriting

Zurich was the first life insurer in Australia to launch Tele-underwriting, and our service is now regarded as the best of its type. Access to the Tele-underwriting service is available via our ZXpress eApplication, where you can elect to have the Life Insured's Statement completed by our specialised Tele-underwriting team.

We will contact your client within 24 hours of receiving the eApplication to start the process and the team will continue to make contact to arrange a suitable interview time – involving you as the need arises. The Zurich team will also book any medicals and bloods that may be required.

The Tele-underwriting interview checklist, available on ZXpress, will help you prepare your client for the next steps.

We also extend our Tele-underwriting service to all of our advisers where an Underwriter requires additional information or clarification to assess an application. We encourage you to allow us to contact your clients to collect this information, minimising the overall application process and allowing the Underwriter further flexibility in making the final decision.

Please note that Tele-underwriting is not suitable for persons under the age of 16 years, and persons who do not read, speak or understand English.

For further details on this service, please speak with your Business Development Manager, or alternatively contact our Tele-underwriting team directly:

**Phone:** 1800 501 608

**Fax:** 02 9995 3655

**Email:** life.tele@zurich.com.au

## Our turnaround times

### New business

Our underwriting turnaround is 24 hours for new business.

Our Underwriters or administration team will request all (known) outstanding requirements up front when the application is received. Please remember that sometimes receiving a requirement generates the need for another (eg. a PMAR can generate the need for a medical). If further information is necessary, the file will be placed in suspense and you will be advised.

### Further requirements

The turnaround for outstanding requirements or correspondence is usually within 48 hours. Additional referrals to reinsurers and/or our Chief Medical Officer mean that it may take longer.

Once further requirements are received and the application reviewed, it will be accepted, offered with alternative terms or conditions, declined or placed in suspense to await other outstanding requirements.

## Confidentiality and privacy

Zurich is bound by the Privacy Act 1988 (Cth). The type of information we hold varies depending on the product offered. In general, Zurich may hold the following personal information on your client:

- name and address
- date of birth
- contact details, which may include a telephone number
- gender
- occupation
- tax file number
- health information
- information relevant to the financial situation
- insurance claim information
- employer's name and address
- salary
- the name and addresses of the dependants or beneficiaries
- other information.

### How do we use this information?

Zurich uses this information to assess the application and to provide products or services.

For further information about Zurich's Privacy Policy, a list of service providers and business partners that we may disclose your client's information to, a list of countries in which recipients of your client's information are likely to be located, details of how your client can access or correct the information we hold about them or how your client can make a complaint, please refer to the Privacy link on our homepage – [www.zurich.com.au](http://www.zurich.com.au), contact us by telephone on 132 687, email us at [privacy.officer@zurich.com.au](mailto:privacy.officer@zurich.com.au), or write to:

The Privacy Officer  
Zurich Financial Services Australia Limited  
Locked Bag 994,  
North Sydney NSW 2059

## Non-disclosure considerations

The duty of disclosure applies to the answers of financial, lifestyle and medical questions, which form part of the application.

Zurich readily requests supporting documentation, both at underwriting and at the time of claim. If there is any misrepresentation of the true financial position, medical condition or lifestyle of the applicant, Zurich has various rights under the Insurance Contracts Act.

## Acting on behalf of your client

For your convenience Zurich takes a flexible approach to allowing you to work on your client's behalf.

At new business stage, we are able to act on your instructions to:

- alter premium frequency and start dates
- alter commission types (provided premium is not affected)
- alter premium structure (stepped to level or vice versa)

With your permission we can also follow up outstanding requirements, including administrative, medical and financial requirements. Be sure to indicate on the application that you wish to take advantage of this service.

Where an alteration or change requires a new quote, Zurich will accept a revised quote from you on behalf on your client.

Certain rules apply for the revised quote and it is important that you include (on the quote itself or in a covering note):

- the application/policy number
- a statement which confirms you have conveyed the details of the new quote to your client, and
- your signature

Where a revised quote introduces an entirely new cover or benefit, or removes an entire cover or benefit, the quote must also be signed by your client.

## Interim cover

Cover will begin for the applicant from the date a paper or electronic Zurich Wealth Protection Application form is properly completed and you receive initial premium (based on the ZXpress quote), completed payment authority, rollover authority or platform account details.

The Interim cover, once effective, terminates at the earliest of the time and date, you or your client withdraws the application or:

- 4.00pm on the 90th day after the effective date or such earlier time and date as we advise you or the applicant in writing (for example, if we decline the application)
- the time and date when insurance cover commences under another contract of insurance (whether interim or not) which covers the applicant and is intended to replace the cover provided under interim cover
- the end of the 14th day after the effective date if the applicant has not submitted the application to you
- the end of the 21st day after the date we notify you or the applicant that the insurance cover applied for would be subject to non standard terms (such as a premium loading or an exclusion) if the applicant does not respond to our assessment (ie. alter the application)
- the end of the 28th day after the effective date if you do not submit the application to us.

For full details and a copy of the Interim cover certificate refer to Part 1 of the PDS.

## Revised terms

Revised terms are an alteration to the standard terms and conditions of the contract. They are offered when the risk of certain events or conditions fall outside the standard risk.

Zurich attempts to offer cover to as many applicants as possible, but not everybody can be offered standard terms or premium rates. It may be necessary for an Underwriter to offer revised terms in order to find a solution to provide cover. This can be in the form of exclusions, premium loadings, alterations or a reduced term.

We will make every effort to ensure that your client receives a fair assessment. Decisions will be based on sound principles and in line with good industry practice.

### Exclusions

An exclusion can be defined as a condition imposed on a policy for which we will not pay a claim.

Exclusions can be unpopular with applicants. An exclusion leaves a recognised gap in their protection, perhaps for a condition for which the applicant initially wanted insurance.

However, without the use of exclusions, many applicants with pre-existing conditions would have to pay very high premiums or have their applications declined. Apart from the exclusion, the applicant's insurance will usually include all normal policy conditions.

### Example

Consider income protection insurance for a carpenter with a back disorder. A premium loading could be prohibitively expensive, whereas an exclusion for the back will still enable a level of protection to be put in place.

### Premium loadings

In many cases an exclusion is not appropriate. For example, where the applicant is outside the normal weight limits. What, in fact could be excluded?

Carrying extra weight is unhealthy, increasing the risk of heart attack, stroke, diabetes, gout, high cholesterol and generally affects lifestyle. The only real option in this case is to apply a

premium loading on top of the standard premium to cover the additional risk.

A loading can come in two forms:

- as an additional premium (expressed as a percentage)
- as an extra dollar amount for every \$1,000 insured (expressed as 'per mille') for lump sum cover.

### Example

Due to a medical condition, John has been offered his \$200,000 Death cover with \$3 per mille loading. John's total loading is calculated by multiplying an extra premium of \$3 for every \$1,000 sum insured.

This means  $200 \times \$3.00 = \$600.00$  per year in addition to the standard premium.

### Alterations to benefit, waiting period or policy term

As an alternative to premium loadings or exclusions on income protection policies, an increase in the waiting period or a decrease in the benefit period may enable your client to obtain cover at standard premium rates. For lump sum business, we may restrict the policy term.

This usually depends on the condition(s) of the applicant and clarification should be sought from the Underwriters.

### Product and marketing material

The following resources are available via your BDM to help you service clients better:

- targeted marketing material
- administrative and underwriting Life Risk forms
- a range of calculators to help illustrate client needs
- details on fees and commission structures
- investment fund performance reports and unit pricing data
- information about our claims process.

Your BDM can also help you order additional copies of the PDS and all other marketing brochures produced by Zurich for your office.

### Quoting and lodging applications

"ZXpress" provides a faster, smoother and reliable experience for quoting and lodging electronic applications.

Using ZXpress, you will be able to:

- quote and apply for the current Zurich Wealth Protection suite of products
- quote and apply in offline mode when internet access is unavailable
- save and share your quotes and applications, including submitted applications, for later retrieval and access
- provide premium and commission calculations and projections
- update and correct quotes midway during the application process
- select from a choice of mixed premium frequencies within the same application
- lodge fresh applications cloning data from previously submitted applications
- create a tailored super structure (related policies) quite easily, simply by selecting the appropriate ownership and policy structure. Product features are automatically placed inside and outside of super with the premium split clearly displayed
- access look-up lists for occupations and their associated ratings, bank BSBs, address postcodes, medical practitioners, super funds (for rollovers) etc.

### Commission

All figures are inclusive of GST.

#### Upfront commission

The standard rate is 115.5% initial and 11.55% on renewal.

| Initial commission | Renewal commission | Ongoing premium reduction |
|--------------------|--------------------|---------------------------|
| 115.5%             | 11.55%             | 0%                        |
| 101.75%            | 8.8%               | 5%                        |
| 82.5%              | 6.05%              | 10%                       |

#### Level commission

The standard rate is 27.5%.

| Commission amount | Ongoing premium reduction |
|-------------------|---------------------------|
| 27.5%             | 0%                        |
| 22%               | 5%                        |
| 16.5%             | 10%                       |
| 11%               | 15%                       |
| 5.5%              | 20%                       |
| 0%                | 25%                       |

#### Hybrid commission

The standard rate is 88% initial and 19.8% on renewal.

| Initial commission | Renewal commission | Ongoing premium reduction |
|--------------------|--------------------|---------------------------|
| 88%                | 19.8%              | 0%                        |
| 77%                | 15.4%              | 5%                        |
| 66%                | 11%                | 10%                       |
| 55%                | 6.6%               | 15%                       |
| 44%                | 2.2%               | 20%                       |

### Commission notes:

- The commission type and rate must remain the same when transferring or increasing cover on an inforce policy. New business commission will only be paid on the increased premium received. If you believe you have done sufficient work to qualify for the repayment of new business commission, you can apply for consideration through your BDM
- Once a policy has been put into force, the commission cannot be changed ie. a policy which was originally issued with upfront commission cannot be altered to a level commission at a later point in time
- Upfront commission is not available to advisers writing business on their own lives
- Restrictions apply to non-standard out of limits business and where sums insured are very large (jumbo). We will let you know what these restrictions are at the time of preparing the quote.



## Section 3

### Cover at a glance

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# Cover at a glance

## Death, TPD and Trauma cover

### Product limits

| Covers   | Minimum entry age<br>(next birthday) | Maximum entry age<br>(next birthday) | Cover ceases on policy anniversary following this birthday | Maximum benefit at time of application<br>(Zurich and all other insurers) |
|--|--------------------------------------|--------------------------------------|--|---|
| <b>Zurich Protection Plus</b>  |                                      |                                      |  |   |
| Death cover  | 11                                   | 70                                   | 99   | Subject to individual assessment  |
| TPD cover<br>(for own or any occupation TPD, persons must work a minimum of 16 hours per week) | 20                                   | 60                                   | 99   | \$5,000,000 <sup>2</sup>  |
| Trauma cover   | 19                                   | 60                                   | 75 <sup>1</sup>  | \$2,000,000 <sup>3</sup>  |
| Living activities TPD option   | 20                                   | 70                                   | 99   | \$5,000,000 <sup>2</sup>  |
| Accidental death option  | 20                                   | 66                                   | 75   | \$1,000,000   |
| Business future cover option <sup>4</sup>  | 20                                   | 60                                   | n/a  | Subject to individual assessment  |
| Needlestick cover option   | 20                                   | 66                                   | 75   | \$1,000,000 <sup>3</sup>  |
| Insured child option   | 3                                    | 18                                   | 18   | \$500,000   |

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| Covers   | Minimum entry age<br>(next birthday) | Maximum entry age<br>(next birthday) | Cover ceases on policy anniversary following this birthday | Maximum benefit at time of application<br>(Zurich and all other insurers) |
|--|--------------------------------------|--------------------------------------|--|---|
| <b>Zurich Superannuation Term Life Plus (Super Term)</b> |                                      |                                      |  |   |
| Death cover  | 16                                   | 70                                   | 99   | Subject to individual assessment  |
| TPD cover  | 20                                   | 60                                   | 99   | \$5,000,000 <sup>2</sup>  |
| Accidental death option                                  | 20                                   | 66                                   | 75   | \$1,000,000   |
| Business future cover option <sup>4</sup>                | 20                                   | 60                                   | n/a  | Subject to individual assessment  |

The minimum amount of cover available is \$50,000.

The minimum benefit increase for Death, TPD or Trauma cover is \$50,000.

The minimum premium for each life (excluding the management fee) is \$160 per year.

<sup>1</sup> If Extended trauma cover and Death cover are selected, Trauma cover can continue until the policy anniversary after age 99. From the policy anniversary following the 75th birthday, cover is limited to *loss of independence* and *loss of limbs or sight*.

<sup>2</sup> TPD cover maximum reduces to \$3,000,000 on the policy anniversary following the 64th birthday.

<sup>3</sup> Occupationally acquired HIV or occupationally acquired Hepatitis B and C cover with Zurich (available under Extended trauma and the Needlestick cover option) and all other insurers cannot exceed \$2,000,000.

<sup>4</sup> Underwriting requirements for BFCO:  
 Medical – 3 times the sum insured originally proposed subject to the cover maximums.  
 Financial – Standard financial evidence for the level of cover being applied for and the formula or basis used to value the business and valuation documents.

Applying for Death, TPD and Trauma cover

Product summaries

Product summaries are available for:

- Zurich Protection Plus,
- Zurich Superannuation Term Life Plus, and
- Zurich Trauma cover.

Summaries can be obtained through your BDM.

TPD – ‘own’ or ‘any’ occupation

The eligibility of your client, and the occupation category that applies, depends on the specific duties and activities detailed in the Life Insured’s Statement. If you are in doubt, contact Underwriting for a pre-assessment before submitting the application. A few important guidelines to remember are:

- cover is available to people engaged in full-time employment (defined as a minimum of 16 hours worked per week).
- ‘home duties’ applicants can only apply for ‘any’ occupation TPD, under Class 3. Our home duties definition will apply.
- if applicants have a second occupation, the rating will be according to the occupation which we define as having the greater risk. If an applicant has more than two occupations, contact our Underwriting team.
- Underwriting reserves the right to restrict certain benefits (eg. ‘own’ occupation TPD) even when the occupation class generally allows it.
- ‘own’ occupation TPD is not available to applicants in TPD class 4 or where the policy is owned by the trustee of a superannuation fund.
- ‘any’ or ‘own’ occupation TPD up to \$5m is available.

Business future cover option

This option can only be selected when applying for business cover, ie, keyman, buy/sell or loan protection.

Medically, the mandatory requirements will be based on **three times the sum insured applied** for (up to the available maximums for the cover type).

Financially, in addition to the mandatory financial evidence for the sum insured applied for (refer to page 45), we will require **the formula actually used to value the business or keyman sum insured**. This formula should be provided by a qualified third party (eg. an accountant) who has actually completed a valuation on the business of keyman sum insured.

Verification of any future increase in the value of a business or keyman can only be accepted by using the same initial formula.

Please note, this option may not be available where Underwriting offers modified terms.

Income protection cover

Product limits

| Covers  | Minimum entry age (next birthday) | Maximum entry age (next birthday) | Cover ceases on policy anniversary following this birthday |
|---|-----------------------------------|-----------------------------------|--|
| Zurich Income Protector/Zurich Income Protector Plus          |                                   |                                   |  |
| Benefit period: to policy anniversary following 65th birthday | 20                                | 60                                | 65   |
| Benefit period: to policy anniversary following 70th birthday | 20                                | 60                                | 70*  |
| Benefit period: 1, 2 or 5 years                               | 20                                | 60 <sup>#</sup>                   | 65 <sup>#</sup>  |
| Business expenses option                                      | 20                                | 60                                | 65   |
| Future insurability option                                    | 20                                | 52                                | 54   |
| Home support option   | 20                                | 49                                | first of: 55 (spouse) or the benefit expiry date           |
| Increasing claims option                                      | same as income benefit*           |                                   | same as income benefit*                                    |
| Super contributions option                                    |                                   |                                   |  |
| Day 4 accident option   |                                   |                                   |  |
| Family care option  |                                   |                                   |  |
| Lump sum accident option                                      |                                   |                                   |  |
| Trauma option   |                                   |                                   |  |
| Needlestick option  |                                   |                                   |  |

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| Covers   | Minimum entry age<br>(next birthday) | Maximum entry age<br>(next birthday) | Cover ceases on policy anniversary following this birthday |
|--|--------------------------------------|--------------------------------------|--|
| Zurich Superannuation Income Protector (Super Income Protector)<br>Zurich Superannuation Income Protector Plus (Super Income Protector Plus) |                                      |                                      |  |
| Benefit period: to policy anniversary following 65th birthday  | 20                                   | 60                                   | 65   |
| Benefit period: to policy anniversary following 70th birthday  | 20                                   | 60                                   | 70*  |
| Benefit period: 1, 2 or 5 years  | 20                                   | 60 <sup>#</sup>                      | 65 <sup>#</sup>  |
| Future insurability option   | 20                                   | 52                                   | 54   |
| Increasing claims option   | same as income benefit*              |                                      | same as income benefit*                                    |
| Super contributions option   |                                      |                                      |  |
| Day 4 accident option  |                                      |                                      |  |

\* Note that the age 70 benefit period is available to "A" occupations only. From the policy anniversary following the 65th birthday, cover cannot be increased, any extra-cost options will end and the amount payable under the policy will reduce on a sliding scale.

<sup>#</sup> For SR occupations, the maximum entry age is 54 next birthday, only benefit periods of 1, 2 or 5 years are available and cover ceases on the policy anniversary following the 60th birthday.

## Product eligibility

Note the differences in eligibility which apply to the Special Risk occupation group (SR), which has restricted access to some elements of Income protection.

| Product parameters  | Income Protector  | Income Protector Plus   |   |
|---|---|---|---|
| Eligibility by occupation group   | SR occupations  | All other occupations   | All except SR   |
| <b>Eligible ages:</b><br>19 – 59 for all benefit periods  | <br>19 – 53                    |    |    |
| <b>Employment status:</b><br>working a minimum of 26 hours per week   |                                |    |    |
| <b>Expiry ages:</b> <ul style="list-style-type: none"><li>• pol anniv. &gt; 65th birthday for benefits payable for 1, 2 or 5 years and to age 65</li><li>• pol anniv. &gt; 70th birthday for benefits to age 70</li></ul> | <br>Pol anniv. > 60th birthday |    |    |
| <b>Waiting period:</b><br>14 days   |                                |    |    |
| <b>Waiting periods:</b><br>30, 60, 90 days  |                                |    |    |
| <b>Waiting periods:</b><br>180 days, 1 or 2 years   |                                |    |    |
| <b>Benefit periods:</b><br>1, 2 or 5 years  |                               |   |   |
| <b>Benefit periods:</b><br>to age 65 or 70*   |                              |  |  |

(continued next page)

\*Available to 'A' occupations only.

| Product parameters                        | Income Protector |                       | Income Protector Plus |
|---|------------------|-----------------------|-----------------------|
| Eligibility by occupation group           | SR occupations   | All other occupations | All except SR         |
| Minimum cover available \$1,500 per month | ✓                | ✓                     | ✓                     |
| More than \$10,000 per month available*   | X                | ✓                     | ✓                     |
| Option availability:                      |                  |                       |                       |
| – Increasing claims option                |                  |                       |                       |
| – Business expenses option                | ✓                | ✓                     | ✓                     |
| – Family care option                      |                  |                       |                       |
| – Home support option                     |                  |                       |                       |
| – Super contributions option              | X                | ✓                     | ✓                     |
| – Day 4 accident option                   |                  |                       |                       |
| – Lump sum accident option                |                  |                       |                       |
| – Future insurability option              | X                | X                     | ✓                     |
| – Trauma option                           |                  |                       |                       |
| – Needlestick cover option                |                  |                       |                       |

The minimum benefit increase for Income protection cover is \$500 per month.

The minimum monthly benefit amount for Business expenses is \$1,500.

\*Refer to page 53 for more information about maximum cover levels.

| Product parameters   | Super Income Protector             |                       | Super Income Protector Plus |
|--|------------------------------------|-----------------------|-----------------------------|
| Eligibility by occupation group  | SR occupations                     | All other occupations | All except SR               |
| Eligible ages<br>19 – 59 for all benefit periods   | X<br>19 – 53                       | ✓                     | ✓                           |
| Employment status:<br>working a minimum of 26 hours per week   | ✓                                  | ✓                     | ✓                           |
| Expiry ages:<br>• pol anniv. > 65th birthday for benefits payable for 1, 2 or 5 years and to age 65<br>• pol anniv. > 70th birthday for benefits to age 70 | X<br>Pol anniv.<br>> 60th birthday | ✓                     | ✓                           |
| Waiting period:<br>14 days   | X                                  | ✓                     | ✓                           |
| Waiting periods:<br>30, 60, 90 days  | ✓                                  | ✓                     | ✓                           |
| Waiting periods:<br>180 days, 1 or 2 years   | X                                  | ✓                     | ✓                           |
| Benefit periods:<br>1, 2 or 5 years  | ✓                                  | ✓                     | ✓                           |
| Benefit periods:<br>to age 65 or 70*   | X                                  | ✓                     | ✓                           |

(continued next page)

\*Available to 'A' occupations only.

| Product parameters                                      | Super Income Protector |                       | Super Income Protector Plus |
|---|------------------------|-----------------------|-----------------------------|
| Eligibility by occupation group                         | SR occupations         | All other occupations | All except SR               |
| Minimum cover available \$1,500 per month               | ✓                      | ✓                     | ✓                           |
| More than \$10,000 per month available*                 | X                      | ✓                     | ✓                           |
| Option availability:                                    |                        |                       |                             |
| – Increasing claims option                              | ✓                      | ✓                     | ✓                           |
| – Super contributions option<br>– Day 4 accident option | X                      | ✓                     | ✓                           |
| – Future insurability option                            | X                      | X                     | ✓                           |

The minimum benefit increase for Income protection cover is \$500 per month.

\*Refer to page 53 for more information about maximum cover levels.

## Applying for income protection cover

### Product summary

Product summaries are available for:

- Zurich Income Protector and
- Zurich Superannuation Income Protector.

Summaries can be obtained through your BDM.

### Points to remember when applying for Zurich Income Protector

The eligibility of your client, and the occupation category that applies, depends on the specific duties and activities detailed in the Life Insured's Statement. If you are in doubt, contact Underwriting for a pre-assessment before submitting the application. A few important guidelines to remember are:

- cover is available to people engaged in full-time employment (defined as a minimum of 26 hours worked per week).
- if applicants have two occupations, the benefit is based on the income from his/her principal occupation (ie. where the applicant is working the majority of their hours) and the rating will be according to the occupation which we define as having the greater risk. Please refer to Underwriting before submitting the application. If your client has more than two occupations, cover is not available.
- applicants who have been in their current occupation for less than 12 months, or have recently changed their business structure to self-employed, a company, or partnership, may only be eligible for cover if they have had previous training or experience in the industry. Generally, the applicants will be restricted to indemnity. Please refer to Underwriting for a pre-assessment.
- Underwriting reserves the right to restrict certain benefits (eg. Day 4 accident) even when the occupation class generally allows it.

## Special Risk (SR) occupations

If your client has an occupation which we class as high risk (our 'Special Risk' or SR occupation group is explained in the Occupation guidelines section starting on page 58), then some of the product parameters are restricted.

The main restrictions are as follows:

- cover is generally available to persons aged between 19 and 53
- the maximum benefit period available is 5 years
- maximum monthly benefit available is \$10,000 per month
- the optional benefits are restricted to:
  - Increasing claims option
  - Business expenses option
  - Family care option
  - Home support option

If you have any questions in relation to an applicant's eligibility for Zurich Income Protector, please contact Underwriting.

## Business expenses

Our Business expenses option, on a Zurich Income Protector policy, is designed for persons who own and operate small to medium size businesses. Generally, as a guideline we classify a small to medium business as one with less than five income producing employees, or less than a total of ten employees. Anything outside of these guidelines will be considered by Underwriting on a case by case basis. For queries regarding your client's eligibility for business expenses, contact our Underwriting team.

## Third party ownership

The purpose of income protection insurance is to provide the life insured with replacement of income, so normally the owner of the policy is the life to be insured.

Third party ownership should only be considered in the following circumstances:

- where the life insured is an owner of, and a major shareholder in a company and is personally responsible for generating the income, then the policy owner may be the company
- where the life insured personally generates income and wishes the policy owner to be a family trust or family business. We will not consider the third party ownership in the case of a spouse or other arm's length parties.

## Rollover reward

A rollover reward will automatically apply to Super Term and Super Income Protector policies where the yearly policy premium is paid via rollover from a superannuation fund.

In the first year of a new policy, a 15% discount will be applied on the initial yearly premium (excluding management fee). In subsequent years, if the premiums continue to be funded by rollover, the discount is then calculated as 15% of the value of the yearly premium (excluding the management fee) paid by rollover in the previous year.

The rollover reward only applies where the rollover amount exactly matches the yearly premium and does not apply to any partial rollover payments.

## Loadings impact

The rollover reward will apply to the total premium (excluding management fee) including any medical loadings imposed at underwriting.

## Rules and restrictions

The following rules apply:

- the rollover reward is only generated for Super Term and Super Income Protector policies where the full yearly premium is funded by a rollover
- the rollover reward is applied at policy commencement, and thereafter at each policy anniversary. If the policy payment frequency or method changes, the rollover reward will still be applied
- only current members of the Zurich Master Superannuation Fund are eligible to receive the rollover reward. If a Super Term or Super Income Protector policy terminates, or membership of the Zurich Master Superannuation Fund ceases, then any pending rollover reward is lost
- if superannuation law changes and premiums funded by rollover cease to generate a tax benefit for the Zurich Master Superannuation Fund, then Zurich may no longer offer the rollover reward.

Refer to the PDS for additional terms and conditions.

## Sum insured discounts

A premium discount is available for large sums insured and is calculated at each anniversary based on the cover amount.

For lump sum, the discount is based on the total Death, TPD or Trauma sum insured. For Income protection, the discount is based on the total of the Insured monthly benefit and the Super contributions monthly benefit, or the total Business expenses monthly benefit.

For level premium policies, any increased discount is applied only to the portion of cover relating to the most recent CPI (indexation) increase.

## Death & TPD

| Sum insured               | Discount |
|---------------------------|----------|
| \$250,000 – \$499,999     | 11%      |
| \$500,000 – \$749,999     | 21%      |
| \$750,000 – \$999,999     | 22%      |
| \$1,000,000 – \$1,999,999 | 29.5%    |
| \$2,000,000+              | 30%      |

## Trauma

| Sum insured           | Discount |
|-----------------------|----------|
| \$100,000 – \$149,999 | 3%       |
| \$150,000 – \$249,999 | 16%      |
| \$250,000 – \$349,999 | 24%      |
| \$350,000 – \$499,999 | 25.5%    |
| \$500,000 – \$749,999 | 29%      |
| \$750,000 – \$999,999 | 32%      |
| \$1,000,000+          | 36.5%    |

## Income protection

| Insured monthly benefit | Discount |
|-------------------------|----------|
| \$0 – \$2,499           | +15%     |
| \$2,500 – \$3,499       | +12%     |
| \$3,500 – \$4,999       | 5%       |
| \$5,000 – \$7,499       | 8%       |
| \$7,500 – \$9,999       | 12%      |
| \$10,000 – \$14,999     | 14%      |
| \$15,000+               | 15%      |

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## Section 4 Tailored super structuring (related policies)



# Tailored super structuring (related policies)

## Introduction

Zurich's tailored super structuring refers to the concept of related policies, where one policy is a super policy and one policy is non-super.

This structuring exists separately under both lump sum (for TPD superlink) and income protection (for income superlink benefit). Under this structure it is possible to link covers inside and outside of super, providing flexibility to reduce cost and meet client needs.

In the case of lump sum covers, a relationship is established between a Zurich Superannuation Term Life Plus (Super Term) policy and a Zurich Protection Plus policy or between two Zurich Protection Plus policies (where external trustee ownership applies to one of the policies).

In the case of income protection covers, a relationship is established between a Zurich Superannuation Income Protector (Super Income Protector) policy and a Zurich Income Protector policy or between two Zurich Income Protector policies (where external trustee ownership applies to one of the policies).

## Management fee

One management fee will be payable when two related policies are set up, in line with the normal management fee allocation rule of one fee per life.

## Related policy restrictions

The life insured on each related policy must be the same. The only time more than one life is permitted on either policy is if the Insured child option is included on a non-super Zurich Protection Plus policy or the Home support option is included on a non-super Zurich Income Protector policy.

A life insured can have one set of related lump sum policies and one set of related income policies (but not multiples of each type).

## Commission

There is no restriction on available commission options for related policies however commission type must be the same for both policies. Commission will be paid on both policies at the same time (when they both complete with the same commencement date).

## Tailored super structuring – lump sum

### Available cover combinations

To set up related policies, there must be a super policy and a non-super policy.

- the super policy must contain Death cover
- if selected, TPD cover can be structured in one of the following ways:
  - TPD 'any' occupation cover only in the super policy
  - TPD 'own' occupation cover only in the non-super policy or
  - TPD 'any' occupation cover in the super policy and TPD 'own' occupation (superlink) cover in the non-super policy.
- if selected, Trauma cover must go in the non-super policy.

Only the following combinations are available:

| Related policies   |  |
|--|--|
| <b>Super Term OR Protection Plus (SMSF/ External Trustee)</b><br>Death cover | <b>Protection Plus</b><br>Own occupation TPD (linked) and/or Trauma cover (linked) |

OR

| Related policies   |   |
|--|---|
| <b>Super Term OR Protection Plus (SMSF/ External Trustee)</b><br>Death cover and Any occupation TPD (linked) | <b>Protection Plus</b><br>Own occupation TPD (superlink) and/or Trauma cover (linked) |

### Optional extra benefits

The full range of optional extras are available as set out in the Zurich Wealth Protection PDS.

For example, related policies can include the Buy back TPD option (to buy back TPD cover after a Trauma claim), even though the TPD and Trauma covers are in different policies.

## Limitations and restrictions

Because the two policies will be related to each other, the following rules will ensure that the policies continue to match up over time:

- both policies must be set up with or without indexation
- both policies will be set up with the same commencement date. If one policy is ready to issue, but the other is still being underwritten, we will hold the first policy so that they can be issued together. This will ensure the billing dates match and the anniversary notices are aligned
- commission type must be the same for both policies
- it is possible to have a combination of stepped and level premium covers on a set of related policies, however the premium structure must be the same across linked covers
- if the super policy ends, the non-super related policy will also end. However, if the non-super policy ends, the related super policy may continue (see "If one related policy ends" on page 33).

## How to apply

The ZXpress quote will allow two new policies to be set up as related policies using the 'Tailored Super Term Life' or 'Tailored Protection Plus' check box. ZXpress will then quote the two policies with all benefits linked.

Some points to remember when quoting under this structure:

- TPD 'own' occupation superlink cover on the non-super policy must be equal to the TPD 'any' occupation cover on the super policy
- any TPD and Trauma covers selected must be less than or equal (or linked) to the Death cover on the super policy, or taken as stand alone
- if the policy you are quoting for is to be owned by an external trustee then under Policy structure on the quote menu you should select Super – Platform or Super – SMSF / External Trustee or Super – Platform SMSF.

## Tailored super structuring – income protection

### Available cover combinations

To set up related policies, there must be a super policy and a non-super policy.

Income cover selected is allocated into the related income protection policies based on whether or not the benefit is most likely to meet a condition of release under superannuation laws.

Only the following combinations are available:

| Related policies   |  |
|--|--|
| <b>Super Income Protector</b><br><b>OR</b><br><b>Income Protector (SMSF/External Trustee)</b><br>Total and/or Partial disability benefit (indemnity)<br>In-built benefits and optional extras most likely to meet a condition of release           | <b>Income Protector (non-super)</b><br>Income superlink benefit (agreed)<br>In-built benefits and optional extras <u>not</u> likely to meet a condition of release |
| OR   |  |
| Related policies   |  |
| <b>Super Income Protector Plus</b><br><b>OR</b><br><b>Income Protector Plus (SMSF/External Trustee)</b><br>Total and/or Partial disability benefit (indemnity)<br>In-built benefits and optional extras most likely to meet a condition of release | <b>Income Protector Plus (non-super)</b><br>Income superlink benefit (agreed)<br>In-built benefits and optional extras not likely to meet a condition of release   |

### Extra cost options

The full range of extra-cost policy options is available under this structure (as per the Zurich Wealth Protection PDS), excluding Business expenses option. There are restrictions as to which extra cost options are available under each policy, but ZXpress will automatically allocate any selected into the two related policies. Refer to the PDS for more information.

### Limitations and Restrictions

Because the two policies are related to each other, the following rules will ensure that the policies continue to match up over time:

- both policies must be set up with or without indexation
- both policies will be set up with the same commencement date. If one policy is ready to issue, but the other is still being underwritten, we will hold the first policy so that they can be issued together. This will ensure the billing dates match and the renewal notices are aligned
- commission type must be the same for both policies
- the benefit amount for both related policies will match at policy commencement and will continue to match over the life of the policy
- if the super policy ends, the related non-super policy will also end. However, if the non-super policy ends, the related super policy may continue (see “If one related policy ends” on the next page)
- the agreed value income protection financial endorsement is not available with related policies.

### How to apply

The ZXpress quote will split cover into two related policies when you select ‘Tailored Super Income Protection’ or ‘Tailored Income Protection’. Enter the details of the quote as if you are applying for one policy only, by entering the total sum insured and selecting all extra cost options required. ZXpress will allocate benefits and extra cost options across the two related policies.

When selecting Policy type, there are multiple options. If super is to be owned by an external trustee, then you can select Super – Platform or Super – SMSF/External Trustee or Super – Platform SMSF. Policy type and policy ownership details for both related policies will be confirmed at quote illustration stage.

### If one related policy ends

#### Non-super policies

##### If Zurich Protection Plus (non-super) ends:

The Super Term policy or the Protection Plus policy (external trustee) may continue. Any linked TPD on these policies will be recalculated to reflect the fact that it is no longer linked to Trauma on the related Protection Plus policy.

##### If Zurich Income Protector (non-super) ends:

The Super Income Protector or Income Protector policy (external trustee) may continue. The cost of cover will be recalculated to reflect the fact that it is no longer part of a two policy set.

#### Policies with super ownership

##### If Super Term or Super Income Protector ends:

(eg. if the life insured is no longer eligible to contribute to super and cannot keep the policy). Cover can be transferred to the non-super policy. The Conversion of cover application form must be used to make this change (as per any other request to move a super policy to non-super).

##### If Zurich Protection Plus (external trustee) ends:

The Death and/or TPD cover can be transferred to the Zurich Protection Plus policy. A letter from the policy owner requesting the transfer of cover is required.

##### If Zurich Income Protector (external trustee) ends:

The non-super Income Protector ends. Cover may be re-structured to continue on an agreed value basis under a non-super policy. A letter from the policy owner requesting this restructure is required.

## Presentation

### What policy owners receive

Two separate Zurich policies will be issued, and each will generate its own documentation:

- Policy schedule – will show the name and policy number of the other policy.
- Annual Renewal advice/Cover increase advice – will remind policy owners of the related status of each policy.

### What advisers see

The two policies are separate for the purpose of all adviser communications (including Commission statements and Risk Business Listing reports).

Evidence of policies being related will be available via the Zurich Document Archive, where policy owner documentation (including policy schedules) is available for viewing. In addition, related status (if applicable) will appear on the Certificate of Currency and Client Transaction Records.

## Existing policies

It is possible to relate existing policies provided the two policies which are to be related will meet all of the eligibility rules (eg. eligible premium structure, appropriate cover combinations, same life insured). If any of these parameters of an existing policy need to change, this must be done before the request to relate the policies is submitted.

A **Request to relate policies** form must be used to relate the two policies. The form must be accompanied by a ZXpress quote, to link all the covers up correctly.

## More information

More information can be found in the Zurich Wealth Protection PDS. The Conversion of cover application form and the Request to relate policies form can be accessed via your BDM.

# Section 5

## Medical underwriting

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# Medical underwriting

As part of the application process, Underwriting will assess your client's medical history and any mandatory medical requirements for the total cover to be held with Zurich.

ZXpress will calculate any mandatory medical requirements for your client based on the total cover entered in the quote (including multiple policies, or where tailored super structuring has been selected).

Refer to the following tables, using the total sum to be insured with Zurich and any other insurers, for requirements.

## Mandatory medical requirements

To help you understand the medical acronyms included in the following tables:

| Acronym                 | Medical requirement   |
|-------------------------|---|
| MBA20                   | Fasting Multiple Biochemical Analysis   |
| EE                      | Express Exam (Quick Check)  |
| ME*<br>ME^              | Medical examination (to be completed by GP or specialist only)<br>Medical examination to include a breast examination for female applicants |
| FBC                     | Full Blood Count  |
| MSU                     | Microscopic Urinalysis  |
| Exercise ECG            | Exercise (stress) Electrocardiogram   |
| PMAR                    | Private Medical Attendants Report (Zurich will organise in all cases)   |
| PSA<br>(including fPSA) | Prostate Specific Antigen test including free PSA   |
| HIV                     | Human Immunodeficiency Virus Antibodies   |
| Hep B and C             | Hepatitis B and C antibodies and antigens   |

## Lump sum – Medical underwriting requirements

| Death & TPD                  |   |             |   |             |               |             |
|------------------------------|---|-------------|---|-------------|---------------|-------------|
| Sum Insured                  | Age Next Birthday   |             |   |             |               |             |
|                              | Up to 45  | 46 – 50     | 51 – 55                                     | 56 – 60     | 61 – 65       | 66 – 70     |
| up to \$350,000              | –   | –           | –   | –           | –             | –           |
| \$350,001 – \$500,000        | –   | –           | –   | –           | –             | MBA20<br>EE |
| \$500,001 – \$750,000        | –   | –           | –   | –           | MBA20<br>EE   |             |
| \$750,001 – \$1,000,000      | –   | –           | –   | MBA20<br>EE |               |             |
| \$1,000,001 – \$1,500,000    | –   | –           | MBA20<br>EE                                 |             |               |             |
| \$1,500,001 – \$2,500,000    | –   | MBA20<br>EE |   |             |               |             |
| \$2,500,001 – \$5,000,000    | MBA20<br>EE   |             |   |             | MBA20<br>ME*^ |             |
| \$5,000,001–<br>\$10,000,000 | MBA20<br>ME*<br>FBC<br>MSU<br>Exercise ECG                              |             | MBA20<br>ME*^<br>FBC<br>MSU<br>Exercise ECG |             |               |             |
| \$10,000,001 +               | MBA20<br>Hep B & C<br>HIV<br>ME*^<br>PMAR<br>FBC<br>MSU<br>Exercise ECG |             |   |             |               |             |

(continued next page)

| Trauma                    |   |  |  |   |             |
|---------------------------|---|--|--|---|-------------|
| Sum Insured               | Age Next Birthday                       |  |  |   |             |
|                           | Up to 40                                | 41 – 45                                  | 46 – 50  | 51 – 55   | 56 – 60     |
| up to \$500,000           | –                                       | –  | –  | –   | –           |
| \$500,001 – \$1,000,000   | –                                       | –  | –  | –   | MBA20<br>EE |
| \$1,000,001 – \$1,500,000 | MBA20<br>Hep B & C<br>HIV<br>EE         |  | MBA20<br>Hep B & C<br>HIV<br>FBC<br>ME*^<br>Exercise ECG |   |             |
| \$1,500,001 – \$2,000,000 | MBA20<br>Hep B & C<br>HIV<br>ME*<br>FBC | MBA20<br>Hep B & C<br>HIV<br>ME*^<br>FBC | MBA20<br>Hep B & C<br>HIV<br>ME*^<br>PMAR<br>FBC         | MBA20<br>Hep B & C<br>HIV<br>FBC<br>MSU<br>ME*^<br>PMAR<br>PSA (males) including fPSA<br>Exercise ECG |             |

## Income protection/Business expenses – Medical underwriting requirements

When applying for Business expenses, medical requirements should be based on the greater of the income protection monthly benefit and 50% of the Business expense monthly benefit.

| Sum Insured         | Age Next Birthday  |             |     |
|---------------------|--|-------------|-----|
|                     | Up to 45   | 46 – 50     | 51+ |
| up to \$10,000      | –  | –           | –   |
| \$10,001 – \$15,000 | –  | MBA20<br>EE |     |
| \$15,001 – \$20,000 | MBA20<br>EE  |             |     |
| \$20,001 – \$40,000 | MBA20<br>Hep B & C<br>HIV<br>FBC<br>ME*<br>PMAR                        |             |     |
| \$40,001 – \$60,000 | MBA20<br>Hep B & C<br>HIV<br>FBC<br>MSU<br>ME*<br>PMAR<br>Exercise ECG |             |     |

## Understanding our medical requirements

| What is it?   |   | What should the applicant expect?  | How long is it valid?        |
|---|---|--|------------------------------|
| <b>Life Insured's Statement</b>   |   | A Declaration of health may be required between 3 and 6 months.  | 6 months                     |
| <b>HIV</b><br>(Human Immunodeficiency Virus) Antibody Test                            | A sample of blood is drawn to test the body's reaction to exposure to the virus.  | A blood sample to be taken from a vein – usually from the arm.   | 12 months                    |
| <b>Fasting MBA20</b><br>(Multiple Biochemical Analysis) including HDL/LDL cholesterol | A blood profile which test the blood lipids (or fats) such as cholesterol. Also tests liver function and blood glucose. | A blood sample to be taken from a vein. The applicant should fast for the period of time indicated by the doctor or paramedic performing the procedure (usually 12 hours). Please note that pregnant women are not required to fast. | 12 months                    |
| <b>Hepatitis B and C antibodies and antigens</b>                                      | Hep B and C serologies detect whether the liver has been infected with either virus.                                    | A blood sample to be taken from a vein.  | 12 months                    |
| <b>Express exam</b>   | Consists of a limited medical examination including height, weight, blood pressure readings and urine sample results.   | To attend an appointment (or have a qualified examiner visit the client) where blood pressure readings, height/weight measurements and urine sample to be taken.   | 12 months                    |
| <b>FBC</b><br>(Full Blood Count)  | A blood profile which shows the amount of various types of cells, or substances available in your blood.                | A blood sample to be taken from a vein – usually from the arm.   | 12 months                    |
| <b>HbA1C</b><br>(Glycated Haemoglobin)  | A blood test which shows an average of the blood glucose levels over previous 10–12 weeks.                              | A blood sample to be taken from a vein – usually from the arm.   | Generally valid for 6 months |

| What is it?   |  | What should the applicant expect?   | How long is it valid?                            |
|---|--|---|--|
| <b>ACR</b><br>(urine Albumin/creatinine ratio)                          | A random urine sample for simultaneous measurement of albumen and creatinine.  | A urine sample to be collected.   | Generally valid for 6 months                     |
| <b>PSA including free PSA</b><br>(Prostate Specific Antigen) Males only | A blood profile which tests the blood for cancer cells.  | A blood sample to be taken from a vein – usually from the arm.  | 12 months  |
| <b>MSU</b><br>(Microscopic urinalysis)                                  | Examination of a urine sample including testing for glucose, blood, ketones and proteins.  | A urine sample to be collected.   | 12 months  |
| <b>Medical examination</b>  | Consists of a medical examination covering all major body systems.<br><br>For female applicants, applying for larger sums insured a breast examination will be included. | To attend an appointment (can be completed at client's home) where blood pressure readings, height/weight measurements, heart sounds and urine sample to be taken.              | 12 months  |
| <b>PMAR</b><br>(Personal Medical Attendant's Report)                    | A report requested by an Underwriter when more detail is required in regard to a particular illness or injury, or where the sum insured exceeds set limits.              | This report does not require any interaction from the applicant, unless there is query pertaining to the doctor's details.  | Generally valid for the current application only |
| <b>Exercise ECG</b><br>(Exercise/stress Electrocardiogram)              | A test which measures the electrical activity of the heart during a time period, while the client is on a bicycle or treadmill.  | To have the examiner connect leads to the chest and limbs to record the electric current across those leads. The applicant will need to be in comfortable attire for this test. | 12 months  |

## Arranging medical requirements (excluding PMARs)

Zurich would like to make it easier, and in many cases faster for you by assisting in collecting and organising the medical requirements on your behalf, through our preferred paramedical provider. If you wish to take advantage of this service, ensure that you authorise this in the Adviser Report section of the Application form.

If you choose to arrange this yourself, the requirements on the quote (and included in the tables) are indicative only based on the sum insured, and do not include any tests required by Underwriting. Please await advice from the initial underwriting assessment before making arrangements to minimise any inconvenience for you or your client.

To contact our preferred paramedical providers, see the details below. Note that all requirements (whether organised by yourself of Zurich) can be tracked on the paramedical provider's portal.

Where underwriting requests medical evidence to support an application, Zurich is responsible for the cost and will pay a paramedical provider directly. Alternatively, if the client elects to use their own doctor, we can arrange reimbursement on receipt of the paid invoice.

| Paramedical provider              | Contact details  |
|-----------------------------------|--|
| <b>UHG (Unified Health Group)</b> | Phone: 1300 558 583<br>Fax: 1800 707 697<br>Email: <a href="mailto:adviser.relations@uhg.com.au">adviser.relations@uhg.com.au</a><br>Online: <a href="https://unifier.uhg.com.au">https://unifier.uhg.com.au</a> |
| <b>Lifescreeen</b>                | Phone: 1800 673 123<br>Fax: 1800 804 758<br>Online: <a href="http://www.lifescreeen.com.au">www.lifescreeen.com.au</a>   |

## PMAR requests

Where a PMAR is required, Zurich will organise these via UHG, who is Australia's largest provider of medical report retrieval services for the insurance industry, within agreed service levels with Zurich. UHG will manage all aspects of the request from initiating the request with the doctor/clinic, following up the progress of the report, making payment, and returning the completed report to Zurich.

# Section 6

## Financial underwriting

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# Financial underwriting

Financial underwriting is where we consider information in the Life Insured's Statement and supporting evidence to ensure the level of cover proposed is appropriate for the client, and their needs.

ZXpress will calculate any mandatory financial requirements for your client based on the cover entered in the quote (including multiple policies, or where tailored super structuring has been selected).

Refer to the following tables, using the total sum to be insured with Zurich and any other insurers, for requirements.

## Mandatory financial requirements

To help you understand the financial requirements please refer to the following tables:

| Requirement   | Description   |
|---|---|
| PITR  | Personal Income Tax Returns (Notices of Assessment not required)  |
| BETR*   | Business Entity Tax Returns   |
| Profit and Loss Accounts/ Statement of Financial Performance* | Provide details of the income earned and expenses incurred for a financial year                         |
| Balance Sheet/Statement of Financial Position*                | Provides a picture of the current financial situation of the company including assets and liabilities   |
| Financial Statements*   | Include Profit and Loss Statements and balance Sheets for all business entities                         |
| SOA   | Statement of Advice<br>May be requested (or provided) to explain recommendation for the cover proposed. |

\* To be provided for all entities that the client has an ownership interest in.

## Lump sum – Mandatory financial requirements

| Death & TPD               |   |  |
|---------------------------|---|--|
| Sum insured               | Personal cover  | Business cover   |
| up to \$3,000,000         |   | –  |
| \$3,000,001 – \$6,000,000 | –   | Last 2 years PITRs and BETRs<br>Last 2 years business financial statements |
| \$6,000,001 +             | Last 2 years PITRs and BETRs<br>Last 2 years business financial statements. |  |

| Trauma                    |  |                |
|---------------------------|--|----------------|
| Sum insured               | Personal cover   | Business cover |
| up to \$1,500,000         |  | –              |
| \$1,500,000 – \$2,000,000 | Last 2 years PITRs and BETRs<br>Last 2 years business financial statements<br>(Note that business financials only required if applicable). |                |

## Personal cover

Personal cover is proposed where a client wishes to protect their family, including lifestyle and future income earning potentials. Where cover applied for exceeds the guidelines in the table below, further information may be required by Underwriting to support the cover applied for.

| Age      | Death & TPD              | Trauma                   |
|----------|--------------------------|--------------------------|
| up to 40 | up to 25 x annual income | up to 15 x annual income |
| 41 – 50  | up to 20 x annual income | up to 10 x annual income |
| 51 – 55  | up to 15 x annual income | up to 8 x annual income  |
| 56 – 60  | up to 10 x annual income | up to 5 x annual income  |
| > 61     | up to 5 x annual income  | up to 2 x annual income  |



## Home duties

Zurich recognises the contribution made by a non-income producing spouse to the everyday running of a household, and the cost associated with this in the event of illness or injury. As a guideline, we generally allow (subject to full underwriting):

| Cover  | Maximum sum insured |
|--------|---------------------|
| Death  | \$2,000,000         |
| TPD    | \$2,000,000         |
| Trauma | \$1,000,000         |

Where the cover is in excess of \$1,500,000 Death and/or TPD, we will require a copy of the Statement of Advice (SOA) which should include the primary earner's income, how the cover was calculated, assets/liabilities and number of dependents.

Cover will be based on multiples of income, utilising 50% of the primary earner's income.

## Students, unemployed or other non-working persons

Cover is generally allowable up to \$1,000,000 Death, \$500,000 Living activities TPD and \$500,000 Trauma. Any cover requested in excess of these amounts will require further information (eg. SOA or calculation of need for cover).

## Business cover

The following table outlines the basis of the Underwriting assessment where the purpose of cover is for business reasons. For some cases, Zurich may require additional information to assess the need for the cover.

| Type of cover                   | Underwriting considerations  |
|---------------------------------|--|
| Buy/Sell Shareholder Protection | <p>Enables a business to continue with limited disruption in the event of death, injury or illness of a business partner.</p> <p>To assess, Underwriting will need to understand:</p> <ul style="list-style-type: none"><li>• Value of the business (using an acceptable valuation method, for example a multiple of net profit)</li><li>• Individual's ownership interest in the business.</li><li>• Is there a partnership agreement in place?</li></ul>   |
| Key Person Insurance            | <p>Enables a business to cover any financial loss (including revenue or capital) to the business due to the death, injury or illness of a key individual in a business.</p> <p>To assess, Underwriting will need to understand:</p> <ul style="list-style-type: none"><li>• Expertise, experience and knowledge of the key person</li><li>• Ability of the business to replace this person in the business (both financially, and resource wise)</li><li>• Is the key person to be insured a condition of business lending?</li><li>• Loss of net profit (potential earnings) where the key person's capabilities can not be replaced (in part or fully)</li></ul> |
| Debt/Loan Protection            | <p>Enables a business to protect their financial position by covering the value of a loan or debt that is required for business operation, where business operation can be affected by death, illness or injury of person/s responsible for the debt.</p> <p>To assess, Underwriting will need to understand:</p> <ul style="list-style-type: none"><li>• Purpose of the loan/debt</li><li>• Lending condition including period of loan and value (cover is usually restricted to the value of the loan)</li><li>• Details of all persons responsible for the debt/loan</li></ul>  |

## Business future cover option

When applying for the Business future cover option, the required financial evidence differs depending on the purpose of cover. In most circumstances, the Confidential Financial Questionnaire and/or Statement of Advice would be the best source of this information.

### New applications

#### Buy-sell:

- usual financial requirements for initial level of cover
- method of calculation of sum insured/ formulae used to determine the level of cover

#### Key person:

- usual financial requirements for initial level of cover
- insured person's income
- method of calculation of sum insured eg. 3 x remuneration
- explanation as to why this employee is a key person

#### Loan/guarantor protection:

- usual financial requirements for initial level of cover
- details of business loans

Note: Loan/guarantor protection is only available against business loans from reputable lenders, and does not include short term loans/hire purchase debts.

### Increases to existing cover

Full financial evidence will be necessary in order to increase under the Business future cover option. The same methodology/ formulae will be applied eg. if the existing portion of cover issued as part of a buy-sell arrangement was based on 3 x 'earnings before income tax/share holding' of 50%, the new 'earnings before income tax/share holding' will be subject to the same calculation in order to determine the increase amount.

## Income protection and Business expenses – Mandatory financial requirements

When applying for Business expenses, medical requirements should be based on the greater of the income protection monthly benefit and 50% of the Business expense monthly benefit.

Financial requirements are not required for indemnity sums insured up to \$20,000 per month.

Mandatory financial evidence is required for agreed value policies when the monthly benefit applied for, or total industry cover is equal to or greater than:

| Agreed value     |                 |                   |
|------------------|-----------------|-------------------|
| Occupation class | Monthly benefit | Income equivalent |
| A1/A1M           | \$15,001        | \$240,000 +       |
| A2               | \$12,001        | \$192,000 +       |
| A3               | \$8,001         | \$128,000 +       |
| B1/B2            | \$6,251         | \$100,000 +       |
| B3               | \$5,001         | \$80,000 +        |
| SR               | \$4,001         | \$64,000 +        |

| Indemnity Income protection/Business expenses |  |
|---|--|
| Monthly benefit                               |  |
| up to \$20,000                                | Nil                                    |
| \$20,001 +                                    | Refer to below tables for requirements |

Mandatory financial evidence is also required for agreed value policies which are to be financially endorsed, regardless of the monthly benefit.

Financial requirements are dependent on a person's type of employment and benefit amount as follows:

#### Financial requirements for employees

|                               |  |
|-------------------------------|--|
| up to \$20,000 per month      | <p>We require any one of the following:</p> <ul style="list-style-type: none"> <li>• most recent individual tax return</li> <li>• most recent PAYG Summary or Group Certificate</li> <li>• Letter from employer confirming employment status, clearly stating the remuneration package including details of salary/wage, superannuation and other benefits</li> <li>• most recent 2 payslips (showing at a minimum the year-to-date salary)</li> </ul> |
| \$20,001 – \$60,000 per month | <p>We require any one of the following:</p> <ul style="list-style-type: none"> <li>• Individual tax returns for the past two years</li> <li>• PAYG Summaries or Group Certificates for the past two years</li> <li>• Letter from employer confirming employment status, clearly stating the remuneration package including details of salary/wage, superannuation and other benefits</li> </ul>  |

#### Financial requirements for self-employed persons

|  |  |
|--|--|
| Sole-Trader                                  | <ul style="list-style-type: none"> <li>• Individual tax returns for the past two years</li> </ul>  |
| Partnership                                  | <ul style="list-style-type: none"> <li>• Individual tax returns for the past two years</li> <li>• Partnership tax returns and financial statements for the past two years</li> </ul> |
| Employee/Owner/Director of Own Company/Trust | <ul style="list-style-type: none"> <li>• Individual tax returns for the past two years</li> <li>• Company tax returns and financial statements for the past two years</li> </ul>     |

Financials will be required for all entities which the client has an ownership interest in.

## Indemnity, agreed value and financially endorsed agreed value contracts

At application time, by selecting one of these types of contracts, the financial evidence at the time of Underwriting, and the claims process will vary.

Note that Underwriting reserves the right to alter the type of contract based on information received during the assessment process.

Where an endorsement is requested, financial evidence will be mandatory for all benefit amounts (and all occupation classes).

| Type of cover                     | Considerations   |
|-----------------------------------|--|
| Indemnity                         | <p>No mandatory financial evidence is required for monthly benefits up to \$20,000 per month. Financials will be required at time of claim.</p> <p>Note that for monthly benefits over \$20,000, financial evidence is required at underwriting to ensure the level of cover is justified.</p>   |
| Agreed value                      | <p>If mandatory financial evidence is not required, verification of your income at time of application may be required at claim time.</p>  |
| Financially endorsed agreed value | <p>At time of Underwriting full financial evidence to verify income is required.</p> <p>Note that Underwriting will also consider the following as part of the endorsement:</p> <ul style="list-style-type: none"> <li>• Income history including any fluctuations in income</li> <li>• Experience in role</li> <li>• Financial position</li> <li>• Continuing income or GSC policies requiring offset.</li> </ul> |

Financial endorsement may be requested to apply retrospectively to an existing policy. Please contact Underwriting for details.

## How to calculate a monthly benefit

Maximum cover uses the following replacement ratios as part of the calculation

| Income  | Replacement ratio % |
|---|---------------------|
| Up to \$320,000 income per year               | 75%                 |
| \$320,001 – \$560,000 income per year         | 50%                 |
| Income in excess of \$560,000 income per year | 25%                 |

### Examples

#### Employed applicant who has requested the maximum of 75% of his/her salary package. The salary package over the past 12 months (before tax) is applicable.

|                                 |                           |
|---------------------------------|---------------------------|
| Salary                          | \$ 50,000                 |
| Car (Packaged)                  | \$ 25,000                 |
| Superannuation                  | \$ 5,000                  |
| Total package over 12 months is | \$ 80,000                 |
| Maximum monthly income benefit  | \$ 80,000                 |
|                                 | <u>      x 75 %      </u> |
|                                 | \$ 60,000 per year        |
|                                 | \$ 5,000 per month        |

#### Employed applicant who changed employer one month ago (occupation still the same) and has requested the maximum 75% of his/her salary package

|                                |                           |
|--------------------------------|---------------------------|
| Previous total package         | \$ 50,000                 |
| New total package              | \$ 60,000                 |
| Maximum monthly income benefit | \$ 60,000                 |
|                                | <u>      x 75 %      </u> |
|                                | \$ 45,000 per year        |
|                                | \$ 3,750 per month        |

#### Self-employed applicant requesting the maximum of 75% of earned income

|  |                           |
|--|---------------------------|
| Business income for the past 12 months   | \$ 90,000                 |
| Business expenses for the past 12 months | \$ 40,000                 |
| Net income                               | \$ 50,000                 |
| Maximum monthly income benefit           | \$ 50,000                 |
|  | <u>      x 75 %      </u> |
|  | \$ 37,500 per year        |
|  | \$ 3,125 per month        |

(continued next page)

#### Self-employed applicant requesting the maximum of 75% of earned income

|   |                           |
|---|---------------------------|
| Business income for the past 12 months                        | \$ 190,000                |
| Business expenses for the past 12 months                      | \$ 40,000                 |
| Net income of applicant                                       | \$ 130,000                |
| Non-working spouse received distribution through family trust | \$ 20,000                 |
|   | } \$150,000               |
| Maximum monthly income benefit                                | \$ 150,000                |
|   | <u>      x 75 %      </u> |
|   | \$ 112,500 per year       |
|   | \$ 9,375 per month        |

Addbacks such as superannuation or wages paid to your client will also be considered.

Business income is that generated from personal exertion.

If the Super contributions option is selected, the monthly benefit will be calculated as 75% of the applicant's salary/net income, plus 100% of their superannuation contribution.

Depreciation may be considered as an add back to income. The maximum consideration would be up to 10% of turnover providing this amount does not exceed 40% of net profit/salary. Please specify in the Income section of the Life Insured's Statement.

## Income protection cover levels

### Minimum cover

\$1,500 per month (ie. salary of \$24,000 pa), subject to minimum premium of \$200 per year (excluding management fee and stamp duty).

### Maximum cover

Determined according to income as per replacement ratio calculation on page 52, subject to the following limits:

**up to \$30,000 per month:**  
with any combination of benefit periods

- \$30,000 to \$60,000 per month:**
- \$30,000 per month (any benefit period)  
+ \$30,000 per month (benefit periods 1 or 2 years), or
  - \$60,000 per month (benefit periods 1 or 2 years)

Calculation of the benefit amount includes the total of the monthly income benefit, super contributions and business expenses benefit.

Business expenses is limited to \$40,000 per month, with \$60,000 per month monthly benefit policy limit overall.

Special risk occupations are limited to 75% of salary with maximum of \$10,000 per month (ie. salary of \$160,000 pa).

Total combined cover with Zurich and other insurers cannot exceed \$60,000 per month.

## Income protection for selected graduates

### Qualifying criteria

Graduates can apply for Income protection provided that they:

- have graduated within 3 years of the application date
- hold the appropriate Tertiary qualification (or higher) from a recognised Australian university
- meet the definitions of a graduate.

With the exception of the above special conditions and qualifying criteria, the normal underwriting product rules apply.

In some instances we may offer split benefits based on employment type, defined as follows:

- **Employee** means in paid employment with no direct or indirect ownership in the business.
- **Self employment** means Co-Director, employee of own company, Partner or anyone with a direct or indirect ownership interest in the business.

A special condition will be included with the policy schedule to confirm that benefits have been accepted under the Zurich Graduate offering.

### Professional graduates

| Occupation details                              | Eligibility criteria  |
|---|---|
| <b>Barrister and Solicitor</b>                  | <p>A new barrister and/or solicitor working full time, generating an income who graduated:</p> <ul style="list-style-type: none"> <li>• with a law degree and/or higher qualification from an accredited Australian law school, who completed the approved accrediting program of practical legal training; or</li> <li>• overseas, a trained barrister and/or solicitor who completed requirements for the appropriate state and/ or territory registration (and satisfies the usual underwriting residency guidelines).</li> </ul> <p>AND is currently registered as a barrister and/or solicitor with the appropriate state and/or territory Bar Association and/or Law Society, and was admitted in the last 3 years.</p> |
| <b>CPA/CA Accountants and Actuarial Fellows</b> | <p>A new CPA or CA, or actuarial fellow, working full time, generating an income who graduated:</p> <ul style="list-style-type: none"> <li>• with the appropriate bachelor degree or higher qualification, completed the approved training program and practical experience requirements for qualifications and a CPA or CA or FIAA; or</li> <li>• overseas, is a trained accountant or actuary who completed requirements for admission as a CPA or CA or FIAA and satisfies the usual underwriting residency guidelines.</li> </ul> <p>AND is currently registered to practise as a CPA or CA or FIAA in Australia, and registered within the last 3 years.</p>   |

(continued next page)

| Occupation details                                 | Eligibility criteria   |
|--|--|
| <b>General Practitioner and Dentists</b>           | <p>A new GP or dentist, working full time, generating an income who graduated:</p> <ul style="list-style-type: none"> <li>• with the appropriate medical degree or higher qualification from an Australian medical or dental school, completed the approved period of intern hospital-based training and is a qualified fellow of the appropriate college; or</li> <li>• overseas, is a trained practitioner and qualified as either a fellow of the appropriate college and completed requirements for the Australian Medical Council (AMC) or Australian Dental Council (ADC) and the appropriate state and/or territory registration (and satisfies the usual underwriting residency guidelines).</li> </ul> <p>AND is currently registered to practice with the AMC or ADC and the appropriate state and/or territory medical or dental board, and registered in the past 3 years.</p>                                       |
| <b>Specialist Medical and Dental Practitioners</b> | <p>A new specialist medical or dental practitioner working full time, generating an income who graduated:</p> <ul style="list-style-type: none"> <li>• with the appropriate medical or dental degree or higher qualification from an Australian medical or dental school, completed the approved period of intern hospital-based training and appropriate requirements to be a specialist and is a qualified fellow of the appropriate college; or</li> <li>• overseas, is a trained practitioner and qualified as either a fellow of an Australian specialist college and completed requirements for the AMC or ADC and the appropriate state and/ or territory registration (and satisfies the usual underwriting residency guidelines).</li> </ul> <p>AND is currently registered to practice with the AMC or ADC and the appropriate state and/or territory medical or dental board, and registered in the past 3 years.</p> |
| <b>Medical based employed "intern" graduates</b>   | <p>A new graduate or medical intern who is working full time, generating an income who has graduated having completed their formal university studies (and obtained the appropriate qualifications) and is subsequently employed and is currently completing their 'on the job' practical training within an internship program.</p>   |

## Cover levels available for selected graduates

| Occupation by employment type                      | Monthly benefit up to |                      |
|--|-----------------------|----------------------|
|  | Employed              | Self-Employed        |
| Accounting graduate                                | \$4,250               | \$3,750a + \$3,750i  |
| Actuarial fellow                                   | \$6,500               | \$6,250a + \$3,750i  |
| Actuarial graduate                                 | \$4,000               | \$3,750a + \$3,750i  |
| Architect  | \$3,750               | \$3,750a + \$3,750i  |
| Barrister  | \$6,500               | \$6,250a + \$3,750i  |
| Chemist/Pharmacist                                 | \$4,250               | \$3,750a + \$3,750i  |
| Chiropractor                                       | \$3,750               | \$3,750a + \$3,750i  |
| CPA or CA (accounting)                             | \$5,500               | \$5,000a + \$5,000i  |
| Dental specialist with post graduate qualification | \$15,000              | \$15,000             |
| Dentist  | \$6,500               | \$5,000a + \$5,000i  |
| Engineer   | \$3,750               | \$3,750a + \$3,750i  |
| Medically qualified "intern"                       | \$10,000              | n/a                  |
| Medical practitioner (GP)                          | \$10,000              | \$10,000             |
| Medical registrar                                  | \$10,000              | n/a                  |
| Medical resident                                   | \$10,000              | n/a                  |
| Medical specialist                                 | \$15,000              | \$15,000a + \$5,000i |
| Optometrist  | \$4,250               | \$3,750a + \$3,750i  |
| Physiotherapist                                    | \$4,000               | \$3,750a + \$3,750i  |
| Quantity surveyor                                  | \$3,750               | \$3,750a + \$3,750i  |
| Solicitor  | \$5,500               | \$5,000a + \$5,000i  |
| Vet/Vet surgeon                                    | \$4,000               | \$3,750a + \$3,750i  |

In the above table 'a' is the monthly benefit amount to be taken as agreed value and 'i' is the monthly benefit amount to be taken as indemnity.

If cover is initially issued as indemnity, applications for agreed value cover will be considered with the appropriate financial evidence (refer to the section 'Financial underwriting' for details of evidence required).

# Section 7

## Occupation guidelines

# Occupation guidelines

In general, occupations present few concerns in the assessment of Death cover or Trauma cover.

In contrast, occupation is of vital importance when assessing Income protection and TPD cover. The appropriate categories will depend upon the actual duties performed and cannot always be based upon occupational title. For example, 'company director' does not give an indication of the actual duties performed.

A breakdown of these duties is needed to determine a classification. It is therefore important to provide details in the application confirming your client's duties and the percentage of time spent in those duties. The following pages provide some guidance on Zurich's occupation ratings.

A comprehensive list of Zurich's occupation ratings, along with qualification and duties requirements, is available at the click of a button on ZXpress. Simply start a new quote for any cover type, create a new life and type in an occupation.

## Death and Trauma covers

For the few hazardous occupations that require an occupational loading, that loading is expressed as an extra premium per \$1,000 sum insured (known as 'per mille' loading). For example, an additional \$2 per \$1,000 based on a sum insured of \$300,000 would result in an extra premium of \$600 per year in addition to the standard base premium.

## Total and permanent disablement (TPD) cover

For this insurance, our liability is related to the risk of an individual being permanently unable to work as a result of an illness or injury.

| TPD occupation classification                      | 'own occ' TPD | 'any occ' TPD | Living activities TPD |
|--|---------------|---------------|-----------------------|
| 1 Professional white collar                        | ✓             | ✓             | ✓                     |
| 2 Other white collar                               | ✓             | ✓             | ✓                     |
| 3 Skilled tradespeople                             | ✓             | ✓             | ✓                     |
| Home Duties  | X             | ✓             | ✓                     |
| 4 Unskilled manual workers                         | X             | ✓             | ✓                     |
| L Risks who are eligible for Living activities TPD | X             | X             | ✓                     |
| U Uninsurable risks for TPD cover                  | X             | X             | X                     |

## Income protection cover

For these insurances, our liability is related to the risk of an individual being unable to earn an income in their occupation as a result of an illness or injury.

Consequently the more hazardous an occupation, the greater the risk and the higher the resulting premium.

Please note where there is no qualification for the occupation, we require a minimum of 2 years experience.

### Income protection occupation classifications

|            |  |
|------------|--|
| <b>A1</b>  | <p>Selected professional occupations where membership of a professional or government body is required – for example: actuary, barrister or chartered accountant (medical professions are not eligible for this group).</p> <p><b>or</b></p> <p>Executives or other professionals in other occupations, who meet the following criteria:</p> <ul style="list-style-type: none"> <li>• work is confined to office environment only, plus</li> <li>• no unusual hazards, plus</li> <li>• current role has been held for a minimum of 2 years, plus</li> <li>• minimum net earnings of \$120,000 p.a., plus</li> <li>• university degree pertaining to occupation <b>or</b> without university degree and current role has been held for minimum of 5 years.</li> </ul> |
| <b>A1M</b> | Qualified practitioners in the medical field – for example surgeon, dentist  |
| <b>A2</b>  | <p>Other professional occupations with tertiary qualifications where work is confined to an office environment.</p> <p>Executives who meet the following criteria may also qualify:</p> <ul style="list-style-type: none"> <li>• no unusual hazards,</li> <li>• the same or similar position has been held for 2 years, and</li> <li>• minimum net earnings of \$100,000</li> </ul>  |
| <b>A3</b>  | Other managerial, administrative and clerical occupations that involve absolutely no manual work   |
| <b>B1</b>  | Positions involving supervision of manual work or involvement in a small amount (less than 10%) of light manual work in highly skilled occupations. Occupations where the majority of income is by way of commission are also included   |
| <b>B2</b>  | <p>Highly skilled occupations</p> <ul style="list-style-type: none"> <li>• for example auto electrician, screen printer or registered nurse</li> </ul>   |

(continued next page)

| Income protection occupation classifications |  |
|--|--|
| <b>B3</b>                                    | Other skilled or semi-skilled people with at least two years experience <ul style="list-style-type: none"> <li>• for example furniture restorer, enameller or diesel mechanic</li> </ul>   |
| <b>SR</b>                                    | Semi-skilled manual workers, unqualified but experienced tradespeople and those in some occupations with increased hazards. In most cases at least two years experience will be required <ul style="list-style-type: none"> <li>• for example concrete contractor, roof tiler or plant operator</li> </ul> |
| <b>U</b>                                     | Uninsurable risks for disability income insurance  |
| <b>Refer</b>                                 | Refer to an Underwriter for consideration  |

| Key for guide headings |                                 |
|------------------------|---------------------------------|
| <b>D/T</b>             | Death/Trauma                    |
| <b>TPD</b>             | Total and permanent disablement |
| <b>IR</b>              | Income protection               |

### Occupation categories

#### Examples:

- Managing Director of a computer company holding a degree in computer science, with a salary package of \$150,000 – category A1
- Accountant with BEc CPA earning \$93,000 pa – category A1
- Doctor holding a MBBS degree working in a public hospital – category A1M
- Advertising manager with a relevant degree earning \$100,000 pa employed by a major advertising agency – category A2
- Licensed electrician with five employees sub contracting, supervising only 90% of the time – category B2

### Clients with two occupations

If both occupations are insurable, classification will usually be based on the occupation presenting the higher risk. If the second occupation is unrelated, the maximum monthly income benefit will be based on the income derived from the principal occupation only, ie. the occupation where your client works the majority of their hours.

Please note if your client has more than 2 occupations, cover is not available.

### Part-time workers

Clients must work on a permanent part-time basis and average at least 26 hours per week to be eligible for income protection insurance. This averaging does not include seasonal or casual occupations such as harvesting.

### Farmers

An alternative to our offering of a 2 year benefit period with 30 day wait and financial evidence from \$3,000 per month, is an opportunity to extend to a 5 year benefit period. However, we will require financial evidence for all benefit amounts, 30 day wait still applies and the maximum benefit available is \$5,000 per month.

### Seasonal/casual workers

These clients will not be eligible for income protection insurance as an extended period of no work is inevitable.

### Mining and Oil/Gas industries

These industries often require applicants to be located in remote areas of Australia. As a result of this, income can include living away from home allowances, penalty rates and other benefits. Often this can result in higher than average incomes for the equivalent occupations based in cities and towns.

For these reasons the level of income protection cover available will be subject to the following restrictions:

- Indemnity only cover is available (i.e agreed value cover and tailored super structuring are not available)
- The Business expenses option is not available
- The maximum monthly benefit will be restricted by occupation category as per below:
  - B1, B2 with > 2 years experience in the industry: \$8,000 per month
  - B3 and Special Risk with > 2 years experience in the industry: \$6,250 per month.

These monthly benefit restrictions will apply to cover being applied for as part of the quote/application only.

Applicants with existing income protection cover that is being retained will have their application referred to Underwriting for further assessment.

- Fly-in fly-out workers may attract further restrictions - refer to Underwriting
- Applicants with < 2 years experience - refer to Underwriting

Note these guidelines apply to occupations where the applicant is located in Australia or Australian waters only.

### Important notes

Assessing the appropriate occupational category will depend on the actual duties disclosed in the Life Insured Statement. These may be different to what is implied in the applicant's job title. The premium rate will depend on final assessment by the Underwriter in all situations.

A tertiary qualification does not automatically mean that a category A1 or A1M classification will apply.



#### **What if my client does not fit into an occupation category?**

To allow our Underwriting team to provide you with an accurate occupation pre-assessment, please obtain the following information:

- age and gender of applicant
- job title
- industry
- duties – what percentage are manual? are there any hazardous duties?
- income and income history for the previous 2 years
- qualifications
- length of time in the current role – if this is less than 2 years, what was the applicant's previous occupation?

Please refer to contact details for Underwriting pre-assessments.

## Section 8

# Other underwriting guidelines

# Other underwriting guidelines

## Activity guidelines

It is important to consider whether a particular sport or pastime would normally incur an additional premium loading or exclusion for a particular type of insurance cover. Where a person participates in an activity on a professional basis, Underwriting will consider this as part of the Occupation Assessment. Please refer to our occupation guidelines or call Underwriting to discuss.

If the particular activity is not listed in the Activity guidelines table (available online or from your BDM), full details should be supplied in our Life Insured's Statement. Premium loadings for Death cover and Trauma cover are expressed as an extra premium for every \$1,000 sum insured (per mille).

Note: for Death cover and Trauma cover, where a per mille loading is indicated, an exclusion may be possible. Please discuss the option with Underwriting.

Example: Travelling on a commercial airline is considered acceptable for clients. However, private flying for 400 hours per year would constitute a premium loading or exclusion due to the increased level of risk. Logically it is unfair to increase premium rates for all people applying for the same insurance simply because a small proportion participate in activities that are considered high risk.

Information must be provided for each activity and it is necessary that a full and precise description be given.

A comprehensive list of Activity guidelines is available from your BDM.

## Bankruptcy/Undischarged bankruptcy

Clients who have been declared bankrupt are not eligible for income protection.

Refer to Underwriting before submitting an application for Death, TPD or Trauma cover.

## Discharged bankruptcy

Clients who have been declared discharged bankrupt will be considered if they have been operating a profitable business for a minimum of three years, or working as an employee for a minimum of 12 months. Applicants will be assessed on the bankruptcy questionnaire, full financials, including detailed profit and loss statement, balance sheets, as well as business and personal income tax returns for the past three years.

## Liquidation/Administration

Refer to Underwriting for consideration of individual circumstances.

## BMI/obesity

BMI is determined by weight in kilograms divided by height in metres squared. A healthy BMI is between 20 and 25. A BMI below 20 indicates that a person may be underweight; a BMI above 25 indicates that a person may be overweight.

Zurich generally is able to consider all benefits at standard rates for clients with a BMI up to 32 if there are no other health concerns. For clients with a BMI above 32 we recommend contacting Underwriting for a pre-assessment.

## Genetic testing

Applicants who have immediate family members (parents, siblings) with a history of significant medical conditions such as heart disease or cancer, may have additional premium loadings applied provided the underwriting decision is based on sound actuarial data. We will not initiate any genetic tests on applicants but if they disclose they have undergone a genetic test previously, we may request that a copy of their results be made available to Zurich for the purposes of risk classification.

## Needlestick injuries

Needlestick injuries can occur in many occupations and Zurich offers an option specifically designed for this. However if your client has suffered from a recent needlestick injury, we require your client to have completed and returned satisfactory results for all of the recommended tests (ie. immediate, 3 month and 6 month tests), before we can offer cover.

## Ongoing income and offsets

Where an applicant is an owner of a small to medium business, there may be a significant portion of income which will continue after disablement of the owner.

Depending on the individual circumstances of the business, and the estimated ongoing income, at time of Underwriting we may need to apply an ongoing income offset clause, or in some cases may limit our ability to offer cover.

If a clause is required, and there is a genuine loss of income (eg. cost of replacement), it will only be applied when the monthly amount exceeds \$10,000 per month, and will commence after 6 months of claim.

## Other Insurance

Zurich takes into account total cover across the industry in conjunction with what is being applied for (if not replacing the other cover).

Financially, we underwrite the total amount to be held with Zurich and other insurers, and apply our financial limits on the total.

Medically, we underwrite the cover to be held with Zurich only.

If Zurich cover is replacing other cover, a replacement business clause will be shown on the policy schedule. This clause states that the new policy is replacing existing cover and is subject to this cancellation occurring. The clause is applied to protect our company and our reinsurers from over insurance situations where medical and financial requirements have not been met. The sum insured should fit the needs of the applicant without undue risk to the insurer.

If you are writing replacement business, you should nominate a date when you would like the new policy to begin which will allow time to cancel the existing cover, avoiding any double up of premium. Zurich will not refund premiums paid while the cover being replaced remains in force.

## Overseas travel

For clients intending to travel overseas, cover is subject to the country and area which the applicant is travelling to and the length of stay.

Our guidelines for travel are considered in line with current government warning and other advice at the time of application.

Please contact Underwriting for further information.

### **Residency**

Zurich cannot offer cover to applicants residing outside of Australia at the time of application. As a Global Insurer, Zurich operates in many countries around the world and has identified risks arising in ensuring compliance with the many and varied licensing laws of foreign lands.

All parties to any policy issued must be Australian residents, including policy owners, lives insured, payors and beneficiaries nominated.

### **Reviews of exclusions/loadings or other Underwriting decisions**

In many circumstances we are able to review our assessment after a given period of time.

Once a decision has been made, your Underwriter will advise if and when a review is possible. This will depend on the actual condition, the date since the last recurrence of symptoms and improved health status.

Should the applicant wish to have a decision reviewed after the policy has been accepted please advise Underwriting in writing.

### **Sick leave**

As we do not have a sick leave offset in our non-super income protection product, we may need to offset sick leave during the underwriting process (benefit payments under income protection with super ownership are restricted by sick leave entitlements).

As a guideline, this will only need to apply where a person's accumulated sick leave overlaps significantly with the waiting period applied for.

As an alternative to the sick leave offset clause, it may be possible to extend the waiting period applied for.

Please contact Underwriting to discuss.

## Section 9

# Policy maintenance and administration

# Policy maintenance and administration

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## ZXpress quotes

### Backdating quotes

Zurich is able to consider backdating the start date of a policy if the Application form and the Life Insured's Statement are received by Zurich prior to the requested start date, to allow you some flexibility to align commencement dates where cover is being replaced or to allow cover to be issued prior to your client's birthday.

Zurich must be notified of your intention to backdate, prior to policy completion, and it will be approved by Underwriting taking into consideration the type of cover and the circumstances of the application. A policy cannot be backdated prior to the date of application completion.

### Honouring quotes

Where a client has had a birthday after a quote has been prepared but prior to the acceptance of the policy, Zurich may agree to honour the quote provided the application is received within one calendar month from the quote presentation date.

Clients should be made aware that while honouring a quote will initially provide lower premiums (a substantial year one discount), stepped premium will align to the actual age at the first policy anniversary, leading to a steep rise in premiums.

### New quotes

If a ZXpress quote is more than one calendar month old when it is received at New Business and the applicant has had a birthday in that month, we will request a new ZXpress quote.

For example, if we receive an application on 1 April, the life insured's birthday is 15 March and the quote date is in February, a new quote will be requested.

## Lapses and reinstatements

Should a premium not be received by the due date the policy owner is given 30 days grace. A Cancellation advice will be sent at the end of the 30 days overdue period advising that cover has ceased.

In the first 30 days after lapse, we will reinstate cover immediately if we receive a request and all outstanding premiums are paid. Please contact the Zurich Customer Care team to arrange this.

After that period, a Reinstatement application form will be necessary to re-activate the cover.

The basic principle behind the Reinstatement application is to confirm that the applicant is still in good health and not reinstating because of ill health and desire to claim.

If 12 months has elapsed since the last premium was paid we will require a new Wealth Protection Application form and Life Insured's Statement to be completed. We would then treat the application as new business and there is no guarantee that the application will be accepted or if accepted that the terms will be the same as the original policy.

No claims will be paid where the condition, illness or injury first occurred or first became apparent between the time the policy lapsed and the time the policy is reinstated.

## Cancellations and NPWs

### Cancellations

Requests to cancel all or part of an application can be made over the phone or in writing by you or your client before an underwriting decision has been made.

### Applications Not Proceeded With (NPW)

To ensure that applications are regularly followed up, and reminders are sent regarding outstanding requirements, our system automatically generates reminders and approaching 'NPW' notifications. If there are instances when these deadlines cannot be met, please contact Underwriting for information on approving deadline extensions.

If an application is NPW but the applicant does wish to proceed, Underwriting will need to assess the eligibility of the application, including the time lapsed since the original application and the reason for the delay. Please note that as a minimum requirement we will need all outstanding requirements to be submitted at the point of review.

Please contact Underwriting for further information.

## How to request specific alterations

The following pages outline the requirements for alterations to current Zurich Wealth Protection policies.

Information about changes to closed series Zurich Wealth Protection policies is contained in the next section.

Completed forms should be submitted to the return address provided on the form.

| Alteration required  | Form / Other requirement  |
|--|---|
| Agreed value to indemnity  | <ul style="list-style-type: none"> <li>Letter from policy owner and life insured</li> </ul>   |
| Alter from Zurich Income Protector Plus to Zurich Income Protector | <ul style="list-style-type: none"> <li>Letter from policy owner</li> </ul>  |
| Alter from Zurich Income Protector to Zurich Income Protector Plus | <ul style="list-style-type: none"> <li>New application</li> <li>LIS</li> </ul>  |
| Benefit period decrease  | <ul style="list-style-type: none"> <li>Letter from policy owner</li> </ul>  |
| Benefit period increase  | <ul style="list-style-type: none"> <li>New application</li> <li>LIS (any medical evidence already received for previous applications is usually valid for up to 6 months)</li> </ul>  |
| Conversion of Insured child option to a death and/or trauma policy | <ul style="list-style-type: none"> <li>Letter from policy owner</li> <li>New application</li> <li>New quote</li> </ul>  |
| Exercise Future insurability option (Income protection)            | <ul style="list-style-type: none"> <li>Request to exercise the future insurability benefit (Zurich Income Protector Plus) form</li> </ul>   |
| Exercise Future insurability benefit (lump sum, business)          | <ul style="list-style-type: none"> <li>Letter from policy owner</li> </ul> <p>Contact UW for any further requirements</p>   |
| Exercise Future insurability benefit (lump sum, personal)          | <ul style="list-style-type: none"> <li>Application to exercise the future insurability benefit form</li> </ul>  |
| Indemnity to agreed value after 12 months of policy issue          | <ul style="list-style-type: none"> <li>Letter from policy owner and life insured</li> <li>New quote</li> <li>LIS sections 2,4,6,7 and the Declaration page</li> <li>Declaration of health</li> </ul> <p>(Financial evidence may be required, contact UW)</p> <p>Note: This does not apply to policies that commenced under a continuation option.</p> |

(continued next page)

| Alteration required   | Form / Other requirement  |
|---|---|
| Indemnity to agreed value within 12 months of policy issue  | <ul style="list-style-type: none"> <li>Letter from policy owner and life insured</li> <li>New quote</li> <li>LIS sections 2,4,6,7 and the Declaration page (Financial evidence may be required, contact UW)</li> </ul> <p>Note: This does not apply to policies that commenced under a continuation option.</p> |
| Linked to stand-alone cover where all cover is being retained (eg. Death and TPD becomes stand-alone Death and stand-alone TPD) | <ul style="list-style-type: none"> <li>New application</li> <li>LIS</li> </ul>  |
| Linked to stand-alone cover where some cover is being cancelled (eg. Death and TPD becomes stand-alone TPD)                     | <ul style="list-style-type: none"> <li>Letter from policy owner or new application</li> </ul>   |
| Reject indexation offer/s   | <ul style="list-style-type: none"> <li>Request to reject indexation increases form</li> </ul>   |
| Review medical loading/exclusion  | <ul style="list-style-type: none"> <li>Letter from policy owner</li> <li>LIS</li> </ul>   |
| Review occupation category for TPD or IP (eg. from manual to clerical or from 'any' to 'own')                                   | <ul style="list-style-type: none"> <li>Letter from policy owner (including full duties of the life insured)</li> <li>LIS</li> </ul>   |
| Review of occupational, residency or activity based loading/exclusion   | <ul style="list-style-type: none"> <li>Letter from policy owner</li> </ul> <p>Contact UW for any further requirements</p>   |
| Sum insured decrease  | <ul style="list-style-type: none"> <li>Letter from policy owner</li> </ul>  |
| Sum insured increase after 2 years of commencement  | <ul style="list-style-type: none"> <li>New application</li> <li>LIS</li> </ul>  |
| Sum insured increase within 2 years of commencement   | <ul style="list-style-type: none"> <li>New application</li> <li>Express underwriting form</li> </ul>  |
| Waiting period decrease   | <ul style="list-style-type: none"> <li>New application</li> <li>LIS (any medical evidence already received for previous applications is usually valid for up to 6 months)</li> </ul>  |
| Waiting period increase   | <ul style="list-style-type: none"> <li>Letter from policy owner</li> </ul>  |

(continued next page)

| Alteration required  | Form / Other requirement  |
|--|---|
| <b>Application for optional extra benefits</b>   |   |
| Add Home support option  | <ul style="list-style-type: none"> <li>• Application for Home support option</li> </ul>   |
| Add Insured child option   | <ul style="list-style-type: none"> <li>• Insured child option application form</li> <li>• New quote</li> </ul>  |
| Add Needlestick cover option   | <ul style="list-style-type: none"> <li>• Application for Needlestick cover option</li> </ul>  |
| Add optional extra benefit/s to policy where underwriting is required  | <ul style="list-style-type: none"> <li>• New application</li> <li>• LIS</li> </ul>  |
| Add optional extra benefit/s to policy without underwriting (refer to Optional extra benefits application to confirm which benefits can be applied for without underwriting) | <ul style="list-style-type: none"> <li>• Optional extra benefits application</li> <li>• New quote</li> </ul>  |
| Add/Increase Optional Protection Benefits to existing ZSP  | <ul style="list-style-type: none"> <li>• Adding/increasing optional protection benefits to existing ZSP application form</li> <li>• ZSP LIS</li> <li>• Letter from life insured/member</li> </ul>   |
| <b>General alterations to policy</b>   |   |
| Alter or update nominated beneficiaries  | <ul style="list-style-type: none"> <li>• Nomination of beneficiaries form</li> </ul>  |
| Alter personal details   | <ul style="list-style-type: none"> <li>• Change of details form</li> </ul>  |
| Alter a level premium policy   | <ul style="list-style-type: none"> <li>• Letter from policy owner (where there is a decrease in risk, the age at commencement will be used to determine the new premium. Where there is an increase in risk, the current age will be used)</li> </ul> |
| Apply for replacement policy (when original policy is lost/missing)  | <ul style="list-style-type: none"> <li>• Application for replacement policy including statutory declaration</li> </ul>  |
| Cancel a policy  | <ul style="list-style-type: none"> <li>• Letter signed by all policy owners</li> </ul>  |
| Change of financial adviser  | <ul style="list-style-type: none"> <li>• Change of financial adviser form</li> </ul>  |
| Change to payment instructions   | <ul style="list-style-type: none"> <li>• Direct debit request form</li> </ul>   |
| Exercise premium holiday   | <ul style="list-style-type: none"> <li>• Premium holiday application</li> </ul>   |
| Exercise/cancel Premium freeze   | <ul style="list-style-type: none"> <li>• Request to exercise premium freeze form</li> </ul>   |
| Make a binding nomination (risk-only super)  | <ul style="list-style-type: none"> <li>• Zurich Binding Death Benefit Nomination brochure</li> </ul>  |
| Pay insurance premiums by rollover (risk-only super)   | <ul style="list-style-type: none"> <li>• ZMSF Rollover authority form (for one-off or ongoing automatic)</li> </ul>   |
| Reclassify contributions (risk-only super)   | <ul style="list-style-type: none"> <li>• ZMSF Contribution advice form</li> </ul>   |
| Smoker to non-smoker status  | <ul style="list-style-type: none"> <li>• Application for non-smoker rates</li> </ul>  |
| Stepped to level or level to stepped   | <ul style="list-style-type: none"> <li>• Letter from policy owner</li> </ul>  |

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| Alteration required   | Form / Other requirement   |
|---|--|
| <b>Reinstatement of cover</b>   |  |
| Reinstatement of cancelled policy   | <ul style="list-style-type: none"> <li>• New application</li> <li>• LIS</li> </ul>   |
| Reinstatement of lapsed Insured child option  | <ul style="list-style-type: none"> <li>• New Insured child option application form</li> </ul>  |
| Reinstatement of lapsed policy  | <ul style="list-style-type: none"> <li>• Reinstatement application (super/non-super)</li> </ul>  |
| <b>Transfer of ownership / Tailored super structuring application</b>                                     |  |
| Relate policies inside/outside super  | <ul style="list-style-type: none"> <li>• Request to relate policies form</li> </ul>  |
| Transfer of ownership from:<br>Non-super to non-super<br>SMSF to another SMSF<br>SMSF to non-super        | <ul style="list-style-type: none"> <li>• Original Memorandum of transfer form</li> <li>• Original Policy document (or if the policy is lost, Application for replacement policy including statutory declaration + \$100 lost policy fee + original certified ID)</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• New application</li> </ul> |
| Transfer of ownership from:<br>Non-super to SMSF<br>Non-super to Zurich trustee<br>SMSF to Zurich trustee | <ul style="list-style-type: none"> <li>• New application</li> </ul>  |
| Transfer of ownership:<br>Zurich trustee to SMSF<br>Zurich trustee to non-super                           | <ul style="list-style-type: none"> <li>• Conversion of cover form</li> </ul>   |
| Transfer between platforms  | <ul style="list-style-type: none"> <li>• Refer to requirements outlined in Section 10 – Platform</li> </ul>  |

## Existing customers & cover increases from 21 December 2015

From 21 December 2015, Zurich premium rates are all series 2 (S2).

### SERIES 1

Series 1 (S1) is Zurich's closed pricing series. However, customers who have series 1 premium rates, particularly those with loyalty discounts, are welcome to keep their policy as series 1, even if they wish to alter it (ie. increase, decrease, add options, change ownership). This CANNOT be actioned via ZXpress, which only holds premium rates for series 2.

**Please ensure any quotes to alter series 1 policies are requested via Adviser Services;** applications submitted via ZXpress will be treated as a request to replace an existing policy with a 'Series 2' policy.

| Existing policy               | Change to existing policy  | Eligibility   | How to apply  |
|-------------------------------|--|---|---|
| Income Replacement (series 1) | Transfer to Zurich Income Protector / Plus <u>without</u> underwriting   | No transfer without underwriting  | n/a   |
|                               | Transfer to Zurich Income Protector / Plus with underwriting (ie. with an increase in cover)                       | Yes<br>Income Replacement policy will be cancelled when the new policy is issued. | Quote and apply as new business on ZXpress  |
|                               | Increase existing S1 policy (to retain Zurich Income Replacement policy terms and loyalty discount, if applicable) | Yes   | <b>DO NOT QUOTE IN ZXPRESS</b><br>Manual quote (via Adviser Services on 1800 500 655), App from Zurich Income Replacement PDS & Wealth Protection LIS |

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| Existing policy     | Change to existing policy   | Eligibility   | How to apply   |
|---------------------|---|---|--|
| Lump sum (series 1) | Transfer to S2 premium rates <u>without</u> underwriting  | No transfer without underwriting  | n/a  |
|                     | Increase S1 policy (to retain loyalty discount) <u>with</u> underwriting  | Yes   | <b>DO NOT QUOTE IN ZXPRESS</b><br>Manual quote (via Adviser Services on 1800 500 655), App & LIS   |
|                     | Transfer to S2 premium rates <u>with underwriting of all covers on the policy</u> (at least one cover must be increasing) | Yes if no increase in health or occupation risk   | Quote and apply as new business on ZXpress   |
|                     |   | Yes if any additional loading/exclusion applies to all cover                                  | If the underwriting outcome is a new/higher loading or additional exclusion, then transfer can only occur if the underwriting outcome applies to all cover |
|                     |   | No transfer if customer wishes to retain S1 cover after increase in health or occupation risk | Client can keep S1 policy and start a new S2 policy for the increase amount.   |

### Commission notes:

- New business commission is payable only on the increase in cover, as per existing rules.
- Additions to S1 policies will have the same commission type as the in-force policy
- Existing cover moved to an S2 policy will retain the same renewal commission, unless that renewal commission amount is not offered in S2.

### Reminder message on ZXpress:

#### Increases to existing Wealth Protection policies

If your client has an existing 'Series 1' Wealth Protection policy that you wish to retain, please contact Adviser Services on 1800 500 655 for an increase quote.

Applications submitted via ZXpress will be treated as a request to replace an existing policy with a 'Series 2' policy.

## Management fees

The current management fees are set out in the Wealth Protection PDS.

If more than one policy is applied for at the same time, for the same life insured, only one management fee will be charged.

## Billing dates for monthly payments

The initial billing date will be the date the policy goes into force. If this date is the 29th, 30th or 31st of the month, the policy commencement date will be the 28th of that month.

Our regular billing dates are:

| Institution      | Dates                 |
|------------------|-----------------------|
| Bank account     | 5, 10, 11, 14, 20, 25 |
| Credit Union     |                       |
| Building Society |                       |
| Credit Card      | 4, 9, 17, 24          |

The next payment will occur on the next regular billing date unless you tell us otherwise on the Advisers Report in the Wealth Protection Application form.

We do not pro-rata days; 12 monthly payments will be taken over the period of a year.

## Changing policy ownership

A memorandum of transfer (MOT) can be used to transfer ownership on certain policies including:

- Non-super to non-super
- Self Managed Super Fund (SMSF) to another SMSF
- SMSF to non-super.

However, where superannuation entities are involved, there are a number of instances when using an MOT could breach SIS rules. For this reason, Zurich will not accept an MOT for any other type of transfer. Instead, transfers of ownership in all other instances will be actioned via cancel and replace.

Please refer to the Alterations table on page 70 for information about requirements.

It is important to note that certain benefits may be restricted or become unavailable when cover is transferred from non-super to super ownership.

## Change of financial adviser

We are aware that clients may sometimes make a hasty or ill-informed decision to change their financial adviser without prior intimation. The 'Change of financial adviser' form is intended to alert the client to the impact of altering servicing arrangements on their policies.

If your client decides to switch to a new financial adviser and submits a Change of financial adviser form, Zurich will alert you before processing the change, to give you the opportunity, if required, to make contact with your client.

A fully completed Change of financial adviser form will only be actioned 5 days after we notify you that we have the request, either by phone or email.

# Section 10 Platform



# Platform

Our Wealth Protection product range is available via investment and superannuation platforms. Please speak with your BDM for details on which platform providers we have an agreement with for the provision of individual insurance.

To help you understand what insurance cover we offer on platform, please see the below table.

|                   | Non Super            | Super          |
|-------------------|----------------------|----------------|
| Death             | ✓                    | ✓              |
| TPD               | own + any occupation | any occupation |
| Trauma            | ✓                    | n/a            |
| Income protection | agreed + indemnity   | indemnity      |

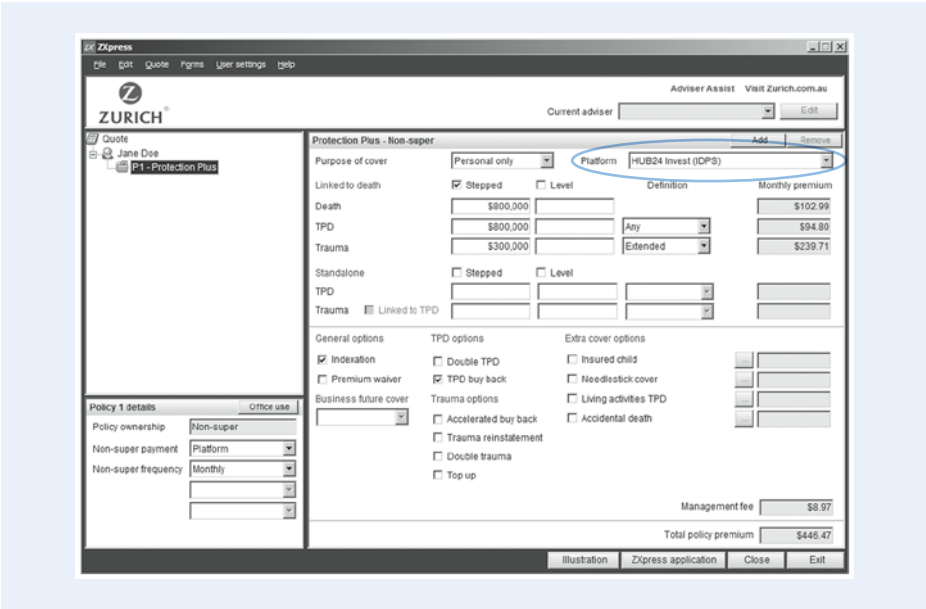
Although restrictions apply to the cover available under super, additional cover can be held in conjunction with a platform non super policy using tailored super structuring. More information can be found in Section 4 (tailored super structuring).

### How to apply

When quoting in ZXpress, you should make a selection from the 'Policy structure' list of either:

- Platform super (cover via a superannuation platform)
- Platform non super (cover via an investment platform with non super ownership)
- Platform SMSF (cover via an investment platform with SMSF ownership).

You will also need to select a Platform name and provide a platform member number for the life insured. You don't have to enter the member number if it is not yet available, but we cannot issue a policy without it, so it will become an outstanding requirement if it is not included in the quote.



You can apply using the Wealth Protection online eApplication via ZXpress.

### Transfer of Zurich policies to and from platform

It is possible to transfer an existing Zurich insurance policy to and from a platform arrangement without underwriting. Please refer to the table below for requirements.

| Type of transfer   | Requirements   |
|--|--|
| Transfer to non-super platform (including SMSF)                            | Transfer of existing policy to platform form (non-super)   |
| Transfer to super platform   | Transfer of existing policy to platform form (super)   |
| Transfer from non-super platform (including SMSF) no change of ownership   | Letter from policy owner <b>AND</b> new Direct debit request form  |
| Transfer from non-super platform (including SMSF) with change of ownership | Letter from policy owner <b>AND</b> new Direct debit request form <b>AND</b> relevant transfer of ownership documentation* |
| Transfer from super platform with change of ownership                      | New Wealth Protection application form   |

\* Refer to the Alterations table in the Policy Maintenance and Administration section on page 73 for documentation required to transfer ownership.

# Section 11 Claims

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# Claims

## Zurich and life insurance claims

Claim time is the moment of truth in life insurance, not just for the claimant, but for our industry, as it is the point at which we deliver on the promise. And the more we as an industry deliver on that promise, the greater will be the demand for, and appreciation of, life insurance cover.

When you recommend Zurich, you can do so with the confidence that your clients are in safe hands.

## Our claims philosophy

Our claims philosophy is based on the assumption that all claims are lodged for genuine reasons, and that our role is to look for ways to pay claims, not for ways to deny them.

We aim to assess claims:

- promptly
- fairly
- consistently
- transparently and
- sensitively.

## How our team works with you

All claims are allocated to a dedicated case manager, so you have just one point of contact throughout the claim.

Our experienced claims specialists employ a flexible approach when partnering with advisers to seek the best possible outcomes for clients.

## Claims procedures

### 1. Initial notification

To notify of us of a potential claim, call 1800 500 655 and speak to one of our Claims specialists, who can clarify our requirements. At this stage we confirm the client contact details so we can contact them promptly and put their mind at ease.

If your client, or their representative, calls us directly, one of our specialists will discuss your client's situation with them; explaining how we will manage their claim and what type of information we will require. We will also answer any questions they may have.

### 2. Claims kit sent

Following the initial discussion with your client, we will then send them a claims kit, containing:

- a summary of our claims process
- a list of what documentation we require to assess the claim, and how to obtain it
- claims forms and authorities specific to that claim
- Frequently Asked Questions (FAQs)

**Note:** We will generally send the claims kit within 24 hours of the discussion with your client, and will send you a copy of this correspondence.

### 3. Initial requirements by claim type

A list of our initial documentary requirements by claim type is set out on the following pages. An easy way to facilitate the prompt and smooth processing of a claim is to ensure all requirements are provided as soon as possible.

If you are unsure as to how to satisfy some of the requirements listed, call our Claims team on 1800 500 655 for assistance.

Please note that depending on individual circumstances we may from time to time seek information over and above that listed here.

### 4. Dedicated case manager allocated

Once initial requirements have been received, a claims case manager will be assigned to the claim, providing you and your client with a single point of contact. The case manager will keep you fully informed as to the progress of the claim.

### 5. Key contact details

**Phone:** 1800 500 655

**Fax:** (02) 9995 3732

**Email:** [life.claims@zurich.com.au](mailto:life.claims@zurich.com.au)

**Post:** Zurich Life Risk Claims  
Locked Bag 994  
North Sydney NSW 2059

### 6. Downloadable claims documents

Our claims kits can also be download from our website at [www.zurich.com.au/lifecclaims](http://www.zurich.com.au/lifecclaims)

## Claims requirements

| Type of claim                      | Initial requirements  | Who to complete/provide                        |
|------------------------------------|---|--|
| <b>Income protection</b>           | Income Protection Claim Form<br><i>Part one</i><br><i>Part two – Physicians report</i>  | Life insured<br>Life insured's treating doctor |
|                                    | Claim Declaration and Authority   | Life insured                                   |
|                                    | Medicare and Pharmaceutical Benefits Scheme Release Authority   | Life insured                                   |
|                                    | Certified copy of birth certificate, passport or drivers licence  | Life insured                                   |
|                                    | Additional requirement for indemnity IR claims only   | Life insured and their registered accountant   |
|                                    | Financial Statements for 12 consecutive months within the 24 month period prior to claim.   |  |
|                                    | This can include tax returns (individual and business), profit and loss statements, group certificates, trading accounts and Notices of Assessment. |  |
| <b>Business expenses</b>           | As for Income protection plus Business Expenses Claim form  | Life insured and their registered accountant   |
| <b>Trauma and terminal illness</b> | Claimant's Statement Form   | Life insured and policy owner                  |
|                                    | Treating Specialist Report  | Treating specialist                            |
|                                    | Claim Declaration and Authority   | Life insured                                   |
|                                    | Original policy documents (or Lost Policy Declaration if original cannot be located)  | Policy owner                                   |
|                                    | Medicare and Pharmaceutical Benefits Scheme Release Authority   | Life insured                                   |
|                                    | Certified copy of birth certificate, passport or drivers licence  | Life insured                                   |

| Type of claim | Initial requirements   | Who to complete/provide                        |
|---------------|--|--|
| <b>Death</b>  | Death Claim Form   | Executor of estate of life insured             |
|               | Full death certificate (original or certified copy), obtained from Registrar of births, deaths and marriages in each state | Executor of estate of life insured             |
|               | Statutory Declarations 211 and 212   | Executor of estate of life insured             |
|               | For claims under \$50,000  | Executor of estate of life insured             |
|               | Certified copy of will (if applicable)   |  |
|               | For claims over \$50,000   | Executor of estate of life insured             |
|               | Letters of administration or probate   |  |
|               | Original policy documents (or Lost Policy Declaration if original cannot be located)                                       | Executor of estate of life insured             |
|               | Proof of age of deceased – certified copy of birth certificate, passport or drivers licence                                | Executor of estate of life insured             |
| <b>TPD</b>    | TPD Claim Form<br><i>Part one</i><br><i>Part two – physicians report</i>   | Life insured<br>Life insured's treating doctor |
|               | Employer's Statement   | Last employer of the life insured              |
|               | Employment and education history form  | Life insured                                   |
|               | Claim declaration and authority  | Life insured                                   |
|               | Certified copy of birth certificate, passport or drivers licence   | Life insured                                   |
|               | Original policy documents (or Lost Policy Declaration if original cannot be located)                                       | Life insured/policy owner                      |
|               | Medicare and Pharmaceutical Benefits Scheme Release Authority  | Life insured                                   |
|               |  |  |

**Zurich Australia Limited**

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