



**Why choose AXA's
individual insurance solution?**

AC&L



Official Partner 2008 - 2012

Contents

1	Introducing AXA's individual insurance solution
6	Plans in focus
7	Life insurance
8	Trauma recovery insurance
10	Total and permanent disability (TPD) insurance
12	Income insurance
14	Business expenses insurance
15	Attractive pricing opportunities
15	AXA Workplace Rewards and Family
15	Package and save via plan fee waiver
15	Commission flexibility
16	Standard new business and renewal commission dial down rates
18	Remuneration
18	Commission options
19	Service in focus
20	Insurance that's easy to apply for
22	Streamlined underwriting service
28	Efficient and understanding claims process
31	Practical sales support
32	Contacting AXA




Introducing AXA's individual insurance solution – protection and peace of mind for Australian families

We continuously strive to provide you with a better way to protect your clients. AXA's product range features a variety of flexible insurance options that can be tailored to satisfy differing needs and are designed to make a genuine difference to your clients and their families when they need it most.

Introducing AXA's individual insurance solution

Who is AXA?



We continuously strive to provide you with a better way to protect your clients

AXA is a respected global company with more than 100 years of experience in meeting the insurance needs of Australians. As part of the world's third largest life insurer, AXA Australia has the strength, capability and expert global knowledge to provide quality insurance.

Australian leader

With a strong brand and reputation, AXA is acknowledged as a leader in the financial services market. In conjunction with a network of quality financial advisers, we currently provide solutions to help safeguard the financial futures of more than one million clients.

Improved service experience

We are focussed on continuing to improve all areas of our adviser and client service to reduce turnaround times and improve efficiency. This, together with our competitive insurance range, means we can deliver a total insurance solution and improved service experience throughout the administration, underwriting and claims processes.

We're paying claims

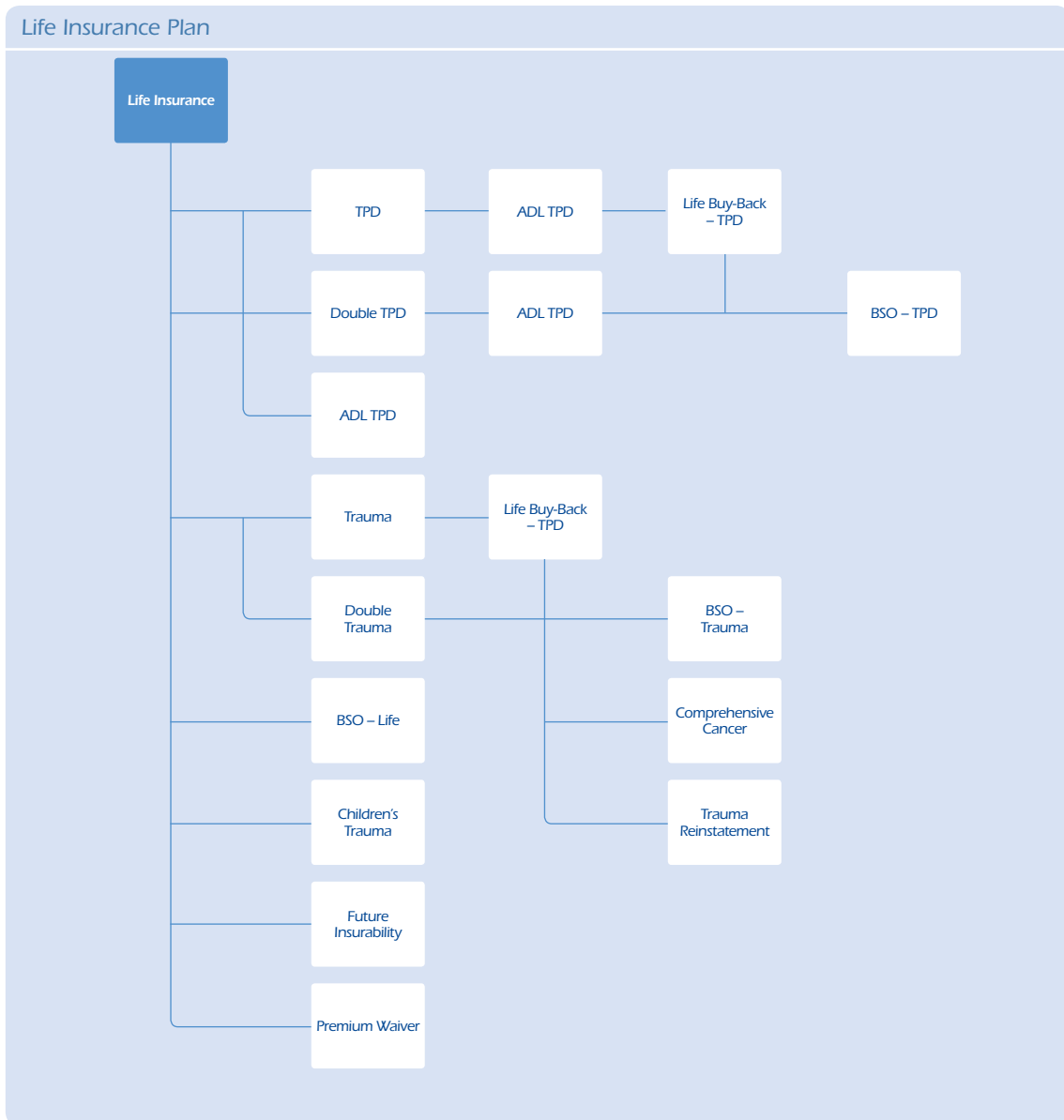
We are also committed to transparency in our underwriting terms and our claims outcomes, based on thoughtful and reasonable assessment of the evidence and having regard to the unique circumstances of each client's case. In the four years to 31 December 2007, we paid Australians more than \$1.2 billion in insurance claims.

Strong relationships

Developing and maintaining strong relationships with you and your clients is a key focus for AXA. We will continue to work hard at building these relationships based on our consistent approach and competitive products.

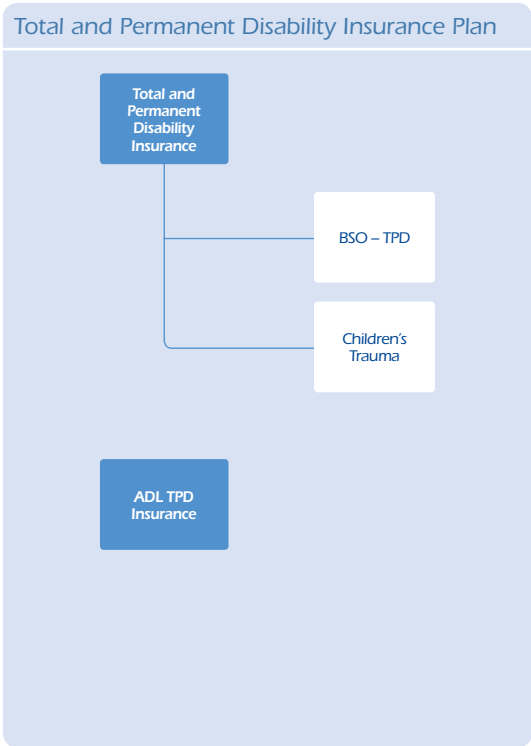
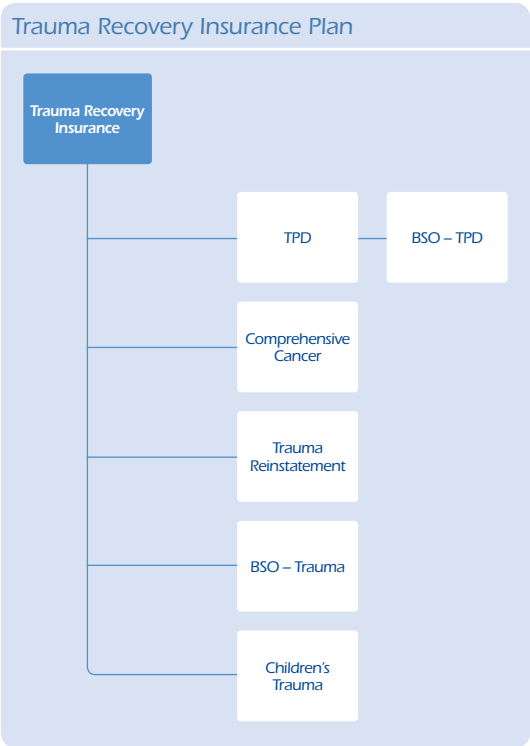
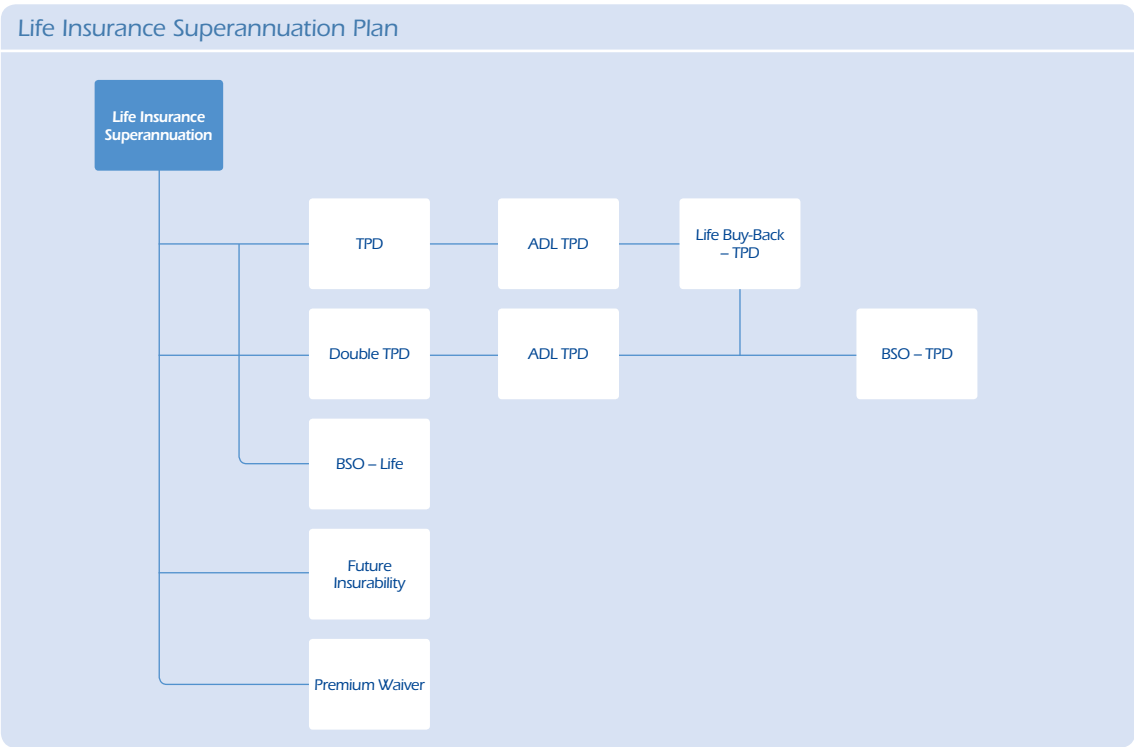
AXA AC&L insurance

Building an insurance package to suit the needs of your clients

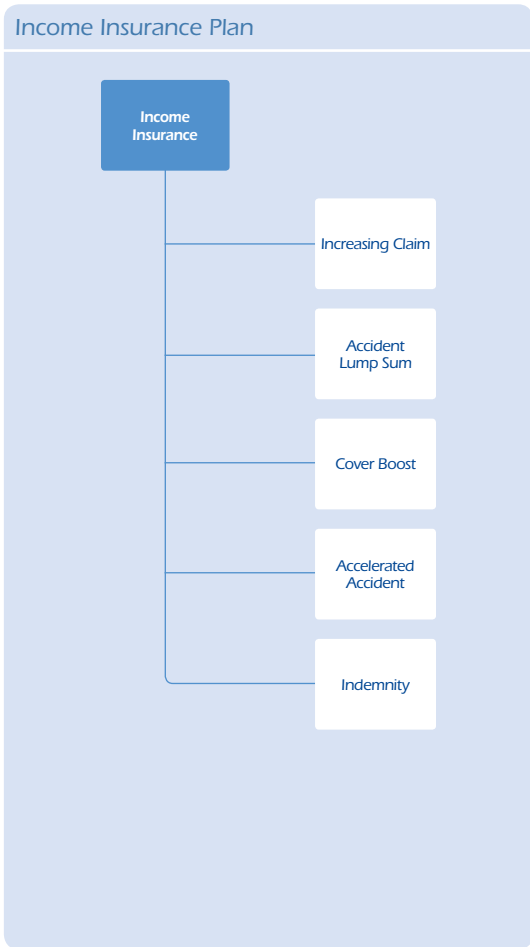


 Plans	TPD	Total and permanent disability
 Options	ADL	Activities of daily living
	BSO	Business solutions option

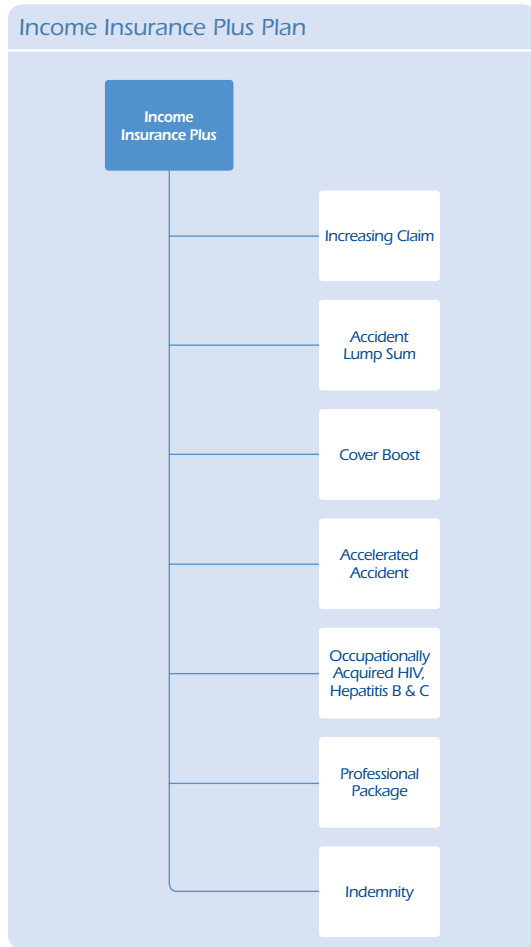
Introducing AXA's individual insurance solution



Income Insurance Plan



Income Insurance Plus Plan



Income Insurance Senior Professionals Plan



Business Expenses Insurance Plan



■ Plans	TPD Total and permanent disability
 Options	ADL Activities of daily living
	BSO Business solutions option



Plans in focus

Paying claims¹

For the year ending 31 December 2007 AXA paid a total of:

- \$123 million in life insurance claims
- \$31 million in trauma recovery claims
- \$37 million in TPD claims
- \$146 million in income insurance claims

Life insurance

It's important that clients' families and dependants are able to cope financially if they suffer a tragic loss. A key source of primary income is needed to pay immediate costs such as funeral expenses. Money is also needed for ongoing expenses like a mortgage, child care and home help.

AXA provides two life insurance products to help meet the financial burden:

- Life Insurance Plan¹
- Life Insurance Superannuation Plan¹

Benefits of AXA's life insurance ¹	
Life Insurance Benefit	✓
Terminal Illness Benefit	✓
24 hour worldwide cover	✓
Indexation Benefit	✓
Upgrade of benefits	✓
Financial Plan Benefit	✓
Advancement of funeral expenses	✓

Why choose AXA's life insurance?

Financial Plan Benefit

We will pay a reimbursement of the actual cost incurred up to \$2,000 for the provision of a financial plan, to a financial adviser who has provided a financial plan for you or your dependants within six months of a total benefit being paid for death or terminal illness.

Terminal Illness Benefit

Clients diagnosed with a terminal illness who have 12 months or less to live will receive an advance payment of the full amount of their life insurance benefit.

Premium Waiver Option

If your client is totally disabled, after 90 days of continual total disability they will not be required to pay premiums for their life insurance, including any options, during the period they are totally disabled (up to age 65).

Future Insurability Option

The Future Insurability Option gives clients the option to purchase additional life cover without providing further health evidence on their 3rd, 6th, 9th, 12th and 15th plan anniversaries or on certain personal events. This option can only be exercised until the anniversary after the client's 45th birthday or when their plan ends, whichever is earlier¹.

Business Solutions Option

This option allows a business owner to increase their life, trauma and TPD cover in line with the value of their business, their own personal value to the business or the value of their business loans at the time of the increase, without having to provide further medical evidence.²

¹ For full conditions and details, see the AXA/AC&L Insurance Product Disclosure Statements (PDS) Issue No. 4, dated 14 July 2008.

² Except where the increase is greater than \$2,000,000, or 25% of the option amount (and more than \$300,000).

Plans in focus

Trauma recovery insurance

Medical trauma is an unfortunate reality that can change people's lives forever. Even worse, the expenses associated with such trauma can magnify the problem.

Trauma recovery insurance provides a lump sum if your client suffers one of the trauma events listed in the Trauma Recovery Insurance Plan, as detailed below.

Benefits of AXA's trauma recovery insurance ¹			
<ul style="list-style-type: none"> ▪ Adult insulin dependent diabetes² ▪ Alzheimer's disease and other dementias ▪ Angioplasty² ▪ Aplastic anaemia ▪ Benign brain tumour ▪ Blindness ▪ Cancer ▪ Cardiac arrest ▪ Cardiomyopathy ▪ Chronic kidney failure ▪ Chronic liver disease ▪ Coma ▪ Coronary artery bypass surgery ▪ Deafness 	<ul style="list-style-type: none"> ▪ Diplegia ▪ Encephalitis ▪ Heart attack ▪ Heart valve surgery ▪ Hemiplegia ▪ Loss of capacity for independent living ▪ Loss of limbs ▪ Loss of limbs and sight ▪ Loss of speech ▪ Lung disease ▪ Major head injury ▪ Major organ transplant ▪ Medical condition requiring life support² 	<ul style="list-style-type: none"> ▪ Medically acquired HIV ▪ Motor neurone disease ▪ Multiple sclerosis² ▪ Muscular dystrophy² ▪ Occupationally acquired HIV ▪ Paraplegia ▪ Parkinson's disease ▪ Pneumonectomy ▪ Primary pulmonary hypertension ▪ Quadriplegia ▪ Severe burns ▪ Stroke ▪ Surgery of the aorta ▪ Triple vessel angioplasty 	
Along with:			
24 hour worldwide cover	Financial Plan Benefit	Indexation Benefit	Upgrade of benefits ¹

To find out more, speak to your business development representative today about easy ways to package our trauma insurance options to best meet your clients' needs.

Why choose AXA's trauma recovery insurance?

Double Trauma Recovery Insurance Option¹

This option gives your clients the confidence of knowing that if they need to make a trauma recovery claim before age 70, the total of their life insurance won't be reduced by any amount they've been paid.

Special feature

A special feature of double trauma recovery insurance is that if your client makes a claim before age 70, we will waive all future premiums (including the plan fee) for the life insurance plan and associated options (excluding TPD), up to the amount of the trauma recovery benefit paid.³

Please note that once your client is paid a double trauma recovery benefit, the total of any TPD option they may have with their life insurance will be reduced by the same amount.

¹ For full conditions and details, see the AXA/AC&L Insurance PDS Issue No. 4, dated 14 July 2008.

² A partial benefit payment applies to these trauma events.

³ Where the life insurance cover is greater than the trauma recovery benefit amount paid, future premiums will not be waived for that proportion of the life insurance (and any proportional options attached).

Why choose AXA's trauma recovery insurance?

Comprehensive Cancer Option¹

This option provides partial payments for a range of pre and early cancerous conditions.

If your client is diagnosed with any of these cancers listed below, they will be paid the greater amount of:

- \$10,000, or
- 10 per cent of the trauma recovery benefit amount.

For women, the option covers:

- Carcinoma in situ* of the breast where the tumour is classified as TNM stage Tis. Note there is no requirement for the breast to be removed.
- Malignant melanomas which are both less than Clark Level 3 and less than 1.5mm thickness as determined by histological examination.
- Carcinoma in situ* of the vulva, vagina or fallopian tube where the tumour is classified as TNM stage Tis or FIGO Stage 0.
- Carcinoma in situ* of the cervix that is at TNM stage Tis or CIN 3 grading.

For men, the option covers:

- Prostate tumours classified as T1 (all categories) under the TNM classification system or an equivalent classification, where major interventionist therapy is not required.
- Malignant melanomas which both are less than Clark Level 3 and less than 1.5mm thickness as determined by histological examination.

The option also provides a full payment of the benefit for prostate tumours classified as T1 (all categories), that are confirmed by histological examination and require the person insured to undertake major interventionist therapy.

This includes radiotherapy, chemotherapy, biological response modifiers or any other major treatment.

Full payment will also apply if the tumour is completely untreatable.

The trauma recovery benefit amount will be reduced by any amount paid under this option.

Trauma Reinstatement Option¹

With this option, if your clients receive a trauma payment, 12 months later they'll be able to repurchase up to 100 per cent of their previous trauma recovery insurance under a new plan.³

We will subsequently pay a benefit for a trauma event that is not related to, or caused by, the medical condition resulting in the original claim under the original plan.

Special feature

Where any subsequent claim under the reinstated plan is for cancer or heart attack and it is related to, or caused by, the medical condition in the original claim under the original plan, we will pay a reduced benefit, the lesser of:

- \$50,000, or
- 10 per cent of the benefit amount under the new plan.

Clients will only be able to exercise this option once – if they claim and receive a benefit under a reinstated policy, they won't be able to repurchase trauma recovery insurance for a second time.

1 For full conditions and details, see the AXA/AC&L Insurance PDS Issue No. 4, dated 14 July 2008.

2 'Carcinoma in situ' means focal new growth of malignant cells that have not yet invaded normal tissues and have been diagnosed by biopsy.

3 Partial payments for a trauma event are specifically excluded.

Plans in focus

Total and permanent disability (TPD) insurance

Adequate TPD insurance can help your clients maintain their quality of life in the unfortunate event of total and permanent disability. Benefits can be used to help pay for recovery and rehabilitation costs, to refit their home if necessary, to allow a partner or family member to reduce their work hours to provide ongoing care or to pay a professional carer.

Benefits of AXA's TPD insurance¹

Total and Permanent Disability Benefit	✓
24 hour worldwide cover	✓
Financial Plan Benefit	✓
Indexation Benefit	✓
Upgrade of benefits	✓

Why choose AXA's TPD insurance?

Financial Plan Benefit

We will pay a reimbursement of the actual cost incurred up to \$2,000 for the provision of a financial plan, to a financial adviser who has provided a financial plan for you within six months of a total benefit being paid for total and permanent disablement.

Double TPD Insurance Option¹

This option gives your clients the comfort of knowing that if they need to make a TPD claim before age 65, the total of their life insurance won't be reduced by any amount they've been paid.

Special feature

A special feature of double TPD insurance is that if your client makes a claim before age 65 we will waive all future premiums (including the plan fee) for their life insurance plan and the associated options (excluding trauma), up to the amount of the TPD benefit paid.²

Please note that once your client is paid a double TPD benefit, the total of any trauma recovery option they may have with their life insurance will be reduced by the same amount.

Partial TPD benefit for loss of use of one limb or entire sight in one eye¹

This feature allows for a partial TPD benefit to be paid to clients who suffer the trauma of total and permanent loss of the use of one hand or one foot or the entire sight in one eye. The amount payable will be the lesser of 25 per cent of the sum insured for TPD or \$250,000.

Day One TPD means no waiting period for a variety of conditions

TPD clients who develop one of the 18 medical conditions listed here and are totally disabled, will have the waiting period for payment waived under our Day One TPD provisions.

All other requirements for receiving a TPD payment must be met, including being unable to work.

Day One TPD medical conditions

cardiomyopathy	Parkinson's disease
Alzheimer's disease and other dementias	permanent blindness
diplegia	permanent deafness
hemiplegia	permanent loss of speech
lung disease	primary pulmonary hypertension
major head injury	quadruplegia
motor neurone disease	severe rheumatoid arthritis
multiple sclerosis	tetraplegia
muscular dystrophy	
paraplegia	

¹ For full conditions and details, see the AXA/AC&L Insurance PDS Issue No. 4, dated 14 July 2008.

² Where there is life insurance cover greater than the TPD benefit amount paid, future life insurance premiums will not be waived for that proportion of the life insurance (and any proportional options attached).

Activities of Daily Living TPD Option/Plan

TPD cover for Activities of Daily Living (ADL) is available as either an ADL TPD Option with life insurance or life superannuation insurance, or a separate stand alone ADL TPD Plan.

It pays a lump sum if illness or injury leaves your client totally and permanently unable to perform at least two of the five listed activities without assistance:

- bathing/showering
- dressing/undressing
- eating/drinking
- using the toilet to maintain personal hygiene, or
- getting in and out of bed, a chair, a wheelchair or moving from place to place by walking, using a wheelchair or with a walking aid.

An ADL TPD payment can be used to help your client meet the costs of a personal carer, or to provide an income source if their spouse needs to quit work to look after them.

Up to \$5 million in TPD

ADL TPD can provide greater opportunities for business clients who need more TPD cover. Where the need exists, your clients can purchase up to \$5 million cover by using a standard any or own occupation product (\$3 million), as well as an additional \$2 million of ADL.¹

For some occupations that are not eligible for TPD insurance, AXA also offers stand alone ADL cover.



¹ Combined TPD and ADL TPD cannot exceed the life sum insured when they are taken as options on the life insurance plan.

Plans in focus

Income insurance

The inability to work can be financially crippling for your clients. Income insurance can provide a regular income stream if they are unable to work due to sickness or injury, helping them pay for everyday living expenses. Clients can insure up to 75 per cent of their ordinary income.¹

AXA offers the following income insurance products:

- Income Insurance Plan
- Income Insurance Plus Plan
- Income Insurance Senior Professionals Plan.

Benefits of AXA's income insurance ²		
	Income Insurance Plan	Income Insurance Plus Plan
Benefits vary, depending on the type of income insurance chosen:		
Total Disability Benefit	✓	✓
Partial Disability Benefit after specified period of total disablement and return to work in reduced capacity	✓	✓
Attempted return to work during the waiting period	✓	✓
Rehabilitation expenses benefit	✓	✓
Recurrent disability	✓	✓
24 hour worldwide cover	✓	✓
Waiver of premium benefit	✓	✓
Unemployment and leave without pay continuation benefit	✓	✓
Indexation Benefit	✓	✓
100 per cent Superannuation Guarantee contributions	✓	✓
Upgrade of benefits	✓	✓
Interim income insurance cover	✓	✓
Specific injuries and sickness benefit		✓
Nursing Care Benefit		✓
Rehabilitation programme benefit		✓
Death Benefit		✓
Unemployment Premium Waiver Benefit		✓
Elective or cosmetic surgery benefit		✓
Family Member's Accommodation Benefit		✓
Family Carer's Income Benefit		✓
Home Coming Costs Benefit		✓
Special Care Benefit		✓
Right to take out an Income Insurance Senior Professionals Plan		✓
Option to purchase the Income Insurance Professional Package		✓

¹ Restrictions may apply according to income levels.

² For full conditions and details, see the AXA/AC&L Insurance PDS Issue No. 4, dated 14 July 2008.

Income Insurance Professional Package

Available to clients with MP, AA or A occupations, this package provides the added protection of a partial disability benefit after a specified period of being partially disabled and returning to work in a reduced capacity. There is no requirement to have had a period of being totally disabled to qualify for this benefit.

This package also allows for your clients to return to work part-time during the waiting period without having the waiting period recommence. In the event they return to work full-time during the waiting period, provided it is for no more than five days, the waiting period will not recommence.

Plus, during the first six months of the benefit period, if your clients are unable to return to work for more than ten hours per week, they will receive the protection of a total disability benefit.

While we are paying your clients a benefit under Income Insurance Professional Package, if medical evidence demonstrates a capacity to work but no appropriate work is available, we will not reduce the benefit that's payable.

Benefits of AXA's income insurance² Income Insurance Senior Professionals Plan

Total Disability Benefit	✓
Specific injuries	✓
24 hour worldwide cover	✓
Waiver of premium	✓
Interim income insurance cover	✓

Why choose AXA's income insurance?

Occupationally Acquired HIV, Hepatitis B and Hepatitis C Option

This option is for medical doctors, dentists and surgeons through the Income Insurance Plus Plan.

AXA will pay a lump sum amount if your client becomes infected with HIV (Human Immunodeficiency Virus), Hepatitis B or Hepatitis C as a result of an occupational incident.

Eligible clients have the flexibility of choosing cover ranging from a minimum of \$50,000, to a maximum of 60 times their total disability benefit or \$500,000, whichever is less.

No legislation offset for MP, AA and A occupations

When a client with an occupation classified as MP, AA or A (selected medical professionals, professionals and sedentary white collar workers) we will not offset their payment, unless payments are received from another Income Protection policy not disclosed to AXA.

Partial disablement definition for MP, AA and A occupations

Clients with these occupations on either agreed value or indemnity plans can claim for partial disablement at the end of their waiting period, if they have been totally disabled for seven out of a consecutive 12 days. If the Income Insurance Professional Package has been purchased, there is no requirement to be totally disabled for a period during the waiting period in order to be eligible for a partial payment. This can be particularly beneficial for self-employed clients.

Temporary Visa holders

Insurance cover is available for some Temporary Visa holders, whose occupations we classify as 'MP', 'AA' and 'A'.¹

¹ Limitations to contracts apply, please consult your financial adviser.

² For full conditions and details, see the AXA/AC&L Insurance PDS Issue No. 4, dated 14 July 2008.

Plans in focus

Flexible income insurance for farmers

Many farmers have irregular annual incomes, making it difficult to justify their chosen monthly benefit for underwriting purposes. AXA provides a flexible solution to this problem. We give farmers the option to use a proportion of their gross farm turnover as a basis for determining their monthly benefit.

AXA offers farmers a competitive indemnity-style income insurance product with flexible waiting periods – 14, 30, 60, 90 or 180 days. It also features flexible benefit periods for two or five years or to age 60 or 65.

Waiver of premium benefit

If your client is receiving a benefit from their income insurance for either total or partial disability, AXA will waive premiums for all the insured's plans listed on their insurance schedule. This feature is inbuilt into all of our income insurance products. By packaging your clients' insurance, AXA safeguards their financial future.

Business expenses insurance

Business expenses insurance can help business owners pay for the fixed costs of their business, such as rent, loan repayments, rates, and electricity, water and gas bills. (Note: the salary of a replacement for the business owner is not covered, unless it is a locum for a medical practitioner, as detailed below.)

Benefits of AXA's business expenses insurance¹

Total Disability Benefit	✓
Attempted return to work during the waiting period benefit	✓
Recurrent disability benefit	✓
Medical locum cover	✓
Death Benefit	✓
24 hour worldwide cover	✓
Waiver of premium	✓
Indexation Benefit	✓
Upgrade of benefits	✓

Locum cover for medical practitioners

Medical practitioners who are unable to work due to sickness or injury can claim the net cost of any locum they engage to work in their place as an allowable business expense, under their Business Expenses Insurance Plan.

Attractive pricing opportunities

AXA Workplace Rewards and Family

Under AXA Workplace Rewards and Family, employees and family members can receive a 10 per cent discount on premiums for life, TPD, trauma, income and business expenses insurance.

A discount structure is activated when insurance policies are taken up by at least five clients coming from either employees of a small business or members of an immediate family or any combination of the family members and employees. For example, spouse, brother, sister, mother, father, father-in-law, mother-in-law, brother-in-law, sister-in-law, son or daughter.

The offer is also available for the immediate family members of employees.

Lives insured under the Children's Trauma Option are excluded from eligibility. To join a program is subject to acceptance from the Financial Protection National Development Manager. The program will be activated upon successful application and the commencement of five eligible plans.

Up-front, hybrid and level commissions are available.

For more information, speak with your AXA business development representative.

Commission flexibility

AXA allows advisers to choose different rates of dial down for all commission structures (eg up-front, hybrid and flat). This flexibility provides opportunities for advisers to improve the premium pricing for their clients.

For example, advisers will be able to completely dial down the up-front commission they are entitled to, but maintain 100 per cent of the trail commission.

We also provide flexibility within our products allowing different commission structures (up-front, flat and hybrid) for each plan a client has with us under one policy number.

This means that an adviser recommending an Income Insurance Plan and a Life Insurance Plan for a client will be able to have an up-front commission on the Income Insurance Plan and a hybrid commission on the Life Insurance Plan.

For full information on remuneration for all AXA insurance products, including historical rates and the latest offerings, log onto the AXA Advantage website (www.axaadvantage.com.au> Remuneration).

Commission information for your policies is also available at www.axaonline.com.au.

Please contact your business development representative on **1800 655 655** to discuss your remuneration terms.

Package and save via plan fee waiver

By packaging their insurance needs, your clients can access great benefits and real savings. Purchasing more than one plan from the AXA/AC&L insurance range means the plan fee for the second and any subsequent plans may be waived.

This feature can include insurance for spouses and business partners.

In addition, the opportunity to package and save is available for clients purchasing an AXA/AC&L Insurance plan who already have a plan with AC&L or a plan from the AXA Risk Protection Package.

The plan fee waiver is available for up to 21 plans.

Attractive pricing opportunities

Standard new business and renewal commission dial down rates

Life/Trauma Recovery/TPD Insurance Plans

Up-front commission structure*

Premium reduction	% of renewal commission taken											
	100	90	80	70	60	50	40	30	20	10	0	
% of NB commission taken	100	0.00	0.56	1.12	1.68	2.24	2.80	3.36	3.93	4.49	5.05	5.61
	90	1.48	2.04	2.60	3.16	3.72	4.28	4.84	5.40	5.96	6.52	7.08
	80	2.95	3.51	4.07	4.63	5.20	5.76	6.32	6.88	7.44	8.00	8.56
	70	4.43	4.99	5.55	6.11	6.67	7.23	7.79	8.35	8.91	9.48	10.04
	60	5.91	6.47	7.03	7.59	8.15	8.71	9.27	9.83	10.39	10.95	11.51
	50	7.38	7.94	8.50	9.06	9.62	10.19	10.75	11.31	11.87	12.43	12.99
	40	8.86	9.42	9.98	10.54	11.10	11.66	12.22	12.78	13.34	13.90	14.46
	30	10.33	10.89	11.46	12.02	12.58	13.14	13.70	14.26	14.82	15.38	15.94
	20	11.81	12.37	12.93	13.49	14.05	14.61	15.17	15.74	16.30	16.86	17.42
	10	13.29	13.85	14.41	14.97	15.53	16.09	16.65	17.21	17.77	18.33	18.89
	0	14.76	15.32	15.88	16.44	17.01	17.57	18.13	18.69	19.25	19.81	20.37

Hybrid commission structure*

Premium reduction	% of renewal commission taken											
	100	90	80	70	60	50	40	30	20	10	0	
% of NB commission taken	100	0.00	1.12	2.24	3.36	4.47	5.59	6.71	7.83	8.95	10.07	11.18
	90	0.92	2.04	3.16	4.27	5.39	6.51	7.63	8.75	9.87	10.98	12.10
	80	1.84	2.96	4.07	5.19	6.31	7.43	8.55	9.67	10.78	11.90	13.02
	70	2.76	3.87	4.99	6.11	7.23	8.35	9.47	10.58	11.70	12.82	13.94
	60	3.67	4.79	5.91	7.03	8.15	9.27	10.38	11.50	12.62	13.74	14.86
	50	4.59	5.71	6.83	7.95	9.07	10.19	11.30	12.42	13.54	14.66	15.78
	40	5.51	6.63	7.75	8.87	9.99	11.10	12.22	13.34	14.46	15.58	16.70
	30	6.43	7.55	8.67	9.79	10.90	12.02	13.14	14.26	15.38	16.50	17.61
	20	7.35	8.47	9.59	10.70	11.82	12.94	14.06	15.18	16.30	17.41	18.53
	10	8.27	9.39	10.50	11.62	12.74	13.86	14.98	16.10	17.21	18.33	19.45
	0	9.19	10.30	11.42	12.54	13.66	14.78	15.90	17.01	18.13	19.25	20.37

Flat commission structure*

Premium reduction	% of renewal commission taken											
	100	90	80	70	60	50	40	30	20	10	0	
% of NB commission taken	100	0.00	1.68	3.35	5.03	6.70	8.38	10.06	11.73	13.41	15.09	16.76
	90	0.36	2.04	3.71	5.39	7.07	8.74	10.42	12.09	13.77	15.45	17.12
	80	0.72	2.40	4.07	5.75	7.43	9.10	10.78	12.45	14.13	15.81	17.48
	70	1.08	2.76	4.43	6.11	7.79	9.46	11.14	12.82	14.49	16.17	17.84
	60	1.44	3.12	4.80	6.47	8.15	9.82	11.50	13.18	14.85	16.53	18.20
	50	1.80	3.48	5.16	6.83	8.51	10.19	11.86	13.54	15.21	16.89	18.57
	40	2.17	3.84	5.52	7.19	8.87	10.55	12.22	13.90	15.57	17.25	18.93
	30	2.53	4.20	5.88	7.55	9.23	10.91	12.58	14.26	15.94	17.61	19.29
	20	2.89	4.56	6.24	7.92	9.59	11.27	12.94	14.62	16.30	17.97	19.65
	10	3.25	4.92	6.60	8.28	9.95	11.63	13.30	14.98	16.66	18.33	20.01
	0	3.61	5.28	6.96	8.64	10.31	11.99	13.67	15.34	17.02	18.69	20.37

* Rates do not apply to Workplace Rewards and Family.

Income Insurance/Business Expenses Insurance Plans

Commission taken		% of renewal commission taken										
		100	90	80	70	60	50	40	30	20	10	0
of NB commission taken	100	0.00	0.74	1.48	2.23	2.97	3.71	4.45	5.19	5.94	6.68	7.42
	90	1.51	2.25	2.99	3.73	4.48	5.22	5.96	6.70	7.44	8.19	8.93
	80	3.02	3.76	4.50	5.24	5.98	6.73	7.47	8.21	8.95	9.69	10.44
	70	4.52	5.27	6.01	6.75	7.49	8.23	8.98	9.72	10.46	11.20	11.94
	60	6.03	6.77	7.52	8.26	9.00	9.74	10.48	11.23	11.97	12.71	13.45
	50	7.54	8.28	9.02	9.77	10.51	11.25	11.99	12.73	13.48	14.22	14.96
	40	9.05	9.79	10.53	11.27	12.02	12.76	13.50	14.24	14.98	15.73	16.47
	30	10.56	11.30	12.04	12.78	13.52	14.27	15.01	15.75	16.49	17.23	17.98
	20	12.06	12.81	13.55	14.29	15.03	15.77	16.52	17.26	18.00	18.74	19.48
	10	13.57	14.31	15.06	15.80	16.54	17.28	18.02	18.77	19.51	20.25	20.99
	0	15.08	15.82	16.56	17.31	18.05	18.79	19.53	20.27	21.02	21.76	22.50

Commission taken		% of renewal commission taken										
		100	90	80	70	60	50	40	30	20	10	0
% of NB commission taken	100	0.00	1.30	2.60	3.90	5.19	6.49	7.79	9.09	10.39	11.69	12.99
	90	0.95	2.25	3.55	4.85	6.15	7.44	8.74	10.04	11.34	12.64	13.94
	80	1.90	3.20	4.50	5.80	7.10	8.40	9.69	10.99	12.29	13.59	14.89
	70	2.85	4.15	5.45	6.75	8.05	9.35	10.65	11.94	13.24	14.54	15.84
	60	3.81	5.10	6.40	7.70	9.00	10.30	11.60	12.90	14.19	15.49	16.79
	50	4.76	6.06	7.35	8.65	9.95	11.25	12.55	13.85	15.15	16.44	17.74
	40	5.71	7.01	8.31	9.60	10.90	12.20	13.50	14.80	16.10	17.40	18.69
	30	6.66	7.96	9.26	10.56	11.85	13.15	14.45	15.75	17.05	18.35	19.65
	20	7.61	8.91	10.21	11.51	12.81	14.10	15.40	16.70	18.00	19.30	20.60
	10	8.56	9.86	11.16	12.46	13.76	15.06	16.35	17.65	18.95	20.25	21.55
	0	9.51	10.81	12.11	13.41	14.71	16.01	17.31	18.60	19.90	21.20	22.50

Commission taken		% of renewal commission taken										
		100	90	80	70	60	50	40	30	20	10	0
% of NB commission taken	100	0.00	1.86	3.71	5.57	7.42	9.28	11.13	12.99	14.84	16.70	18.55
	90	0.39	2.25	4.11	5.96	7.82	9.67	11.53	13.38	15.24	17.09	18.95
	80	0.79	2.64	4.50	6.36	8.21	10.07	11.92	13.78	15.63	17.49	19.34
	70	1.18	3.04	4.89	6.75	8.61	10.46	12.32	14.17	16.03	17.88	19.74
	60	1.58	3.43	5.29	7.14	9.00	10.86	12.71	14.57	16.42	18.28	20.13
	50	1.97	3.83	5.68	7.54	9.39	11.25	13.11	14.96	16.82	18.67	20.53
	40	2.37	4.22	6.08	7.93	9.79	11.64	13.50	15.36	17.21	19.07	20.92
	30	2.76	4.62	6.47	8.33	10.18	12.04	13.89	15.75	17.61	19.46	21.32
	20	3.16	5.01	6.87	8.72	10.58	12.43	14.29	16.14	18.00	19.86	21.71
	10	3.55	5.41	7.26	9.12	10.97	12.83	14.68	16.54	18.39	20.25	22.11
	0	3.95	5.80	7.66	9.51	11.37	13.22	15.08	16.93	18.79	20.64	22.50

Remuneration

Commission options

The following remuneration tables detail the percentage of new business and renewal commission applicable for each type of plan offered from the AXA/AC&L Insurance Product Disclosure Statements (PDS) brochure and Insurance Superannuation PDS brochure.

The three types of commission structures are:

- 1 up-front
- 2 hybrid, and
- 3 flat.

Up-front commission

Plan type	New business %	Renewal commission %	Responsibility period
Life Insurance Plan	123.75	10.12	12 months
Life Insurance Superannuation Plan	123.75	10.12	12 months
Trauma Recovery Insurance Plan	123.75	10.12	12 months
Total and Permanent Disability Insurance Plan	123.75	10.12	12 months
Income Insurance Plan	115.50	12.10	12 months
Income Insurance Plus Plan	115.50	12.10	12 months
Income Insurance Senior Professionals Plan	115.50	12.10	12 months
Business Expenses Insurance Plan	115.50	12.10	12 months

GST inclusive

Hybrid commission

Plan type	New business %	Renewal commission %	Responsibility period
Life Insurance Plan	77.00	20.13	12 months
Life Insurance Superannuation Plan	77.00	20.13	12 months
Trauma Recovery Insurance Plan	77.00	20.13	12 months
Total and Permanent Disability Insurance Plan	77.00	20.13	12 months
Income Insurance Plan	72.93	21.23	12 months
Income Insurance Plus Plan	72.93	21.23	12 months
Income Insurance Senior Professionals Plan	72.93	21.23	12 months
Business Expenses Insurance Plan	72.93	21.23	12 months

GST inclusive

Flat commission

Plan type	New business %	Renewal commission %	Responsibility period
Life Insurance Plan	30.25	30.25	12 months
Life Insurance Superannuation Plan	30.25	30.25	12 months
Trauma Recovery Insurance Plan	30.25	30.25	12 months
Total and Permanent Disability Insurance Plan	30.25	30.25	12 months
Income Insurance Plan	30.25	30.25	12 months
Income Insurance Plus Plan	30.25	30.25	12 months
Income Insurance Senior Professionals Plan	30.25	30.25	12 months
Business Expenses Insurance Plan	30.25	30.25	12 months

GST inclusive



Service in focus

Along with competitive products, AXA's end-to-end insurance solution provides you and your clients with a better service experience throughout the administration, underwriting and claims process. As always, we are committed to consistency in both our underwriting decisions and our claims outcomes.

Service in focus

Insurance that's easy to apply for

AXA is committed to making the application process easier and quicker. Initiatives like AXA's Premium quoting tool (PQT), electronic application forms and our short-form application form, are all designed to save time and make the process of applying for individual insurance more efficient.

Providing an insurance quote is simple

Easy to navigate and simple to use, AXA's PQT allows you to produce insurance quotes for all plans in the AXA/AC&L Insurance PDS.

Quotes can be changed according to your preferences and comparisons are easily made.

The PQT calculates the amount of commission payable on the calculations in the commission schedule. This is a percentage of the annual premium (including plan fees but excluding any frequency loading and stamp duty). The percentage will depend on the commission type and dial-down amount selected.

Once you have downloaded the PQT, it will automatically prompt you whenever a more up to date version of the software becomes available for download.

And to facilitate easy communication, the PQT allows quotes to be converted into PDF files to be printed and posted, or emailed to clients directly. Quotes can also be attached to application forms, saving time and reducing the need for duplicated information.

Downloading the PQT software

To download the PQT go to www.axaadvantage.com.au Risk Quoting Software.

If you have any difficulties, please contact Adviser Technology Support on 1800 655 655.

Save precious time with electronic application forms

Simple and straightforward, AXA's electronic insurance application process offers you a great way to save time and protect your clients even faster.

The electronic application form is available as part of AXA's Premium quoting tool (PQT) and features include:

- automatically populating with certain data from the PQT
- the form builds to display only questions that are relevant for individual clients
- inbuilt validations to improve accuracy and aid timely processing
- can be completed offline when you're not connected to the internet, and
- can be securely uploaded using the AXA Online submission facility.

Details on how to use the electronic application process and a 10-minute tutorial can be found at www.axaadvantage.com.au > Tools and software > Risk Quoting Software > Assistance – electronic insurance form and online application process.

Electronic medical authority

The electronic application form now incorporates an electronic medical authority allowing our preferred medical requirements supplier, UHG, to request appropriate reports from doctors subject to your authorisation.

The turn around time for individual insurance applications can now be reduced by a significant number of days, giving you a faster way to protect your clients.

Convenient short-form application

For clients wishing to take up life, trauma recovery and TPD insurance for a combined total sum insured up to \$1 million, we have a convenient short-form application.

This reduces the traditional application form to eight pages. It provides a simple, time-saving and more accessible option for you and your clients.

Choose your own way

While we envisage significant time savings and greater efficiency as a result of the new electronic application form and submission process, advisers can still choose to use the traditional paper-based process. Whatever you choose, AXA is ready to service the insurance needs of you and your clients.

The Adviser Easy Reference Guide (AERG) provides you with information about how we manage our individual insurance business.

We understand that to best manage your clients' expectations when they are applying for insurance, you need transparency in the guidelines we use. In this guide, you will find some useful tools to help you write individual business with us.

Same-day quote service for existing business

As part of our commitment to deliver an efficient premium quoting service, we provide same-day quoting for advisers on existing business.

There are two ways you can access this streamlined service (right).

This same-day service is available for all plans from the AXA Insurance and Insurance Superannuation PDS, the Risk Protection Package, all AC&L insurance plans and Provider, Flexipol and Goldline plans.

No need for up-front payment of deposit premium

AXA will complete new business applications without up-front payment of the deposit premium.

Applications will be completed and either one of the following will occur:

- Payment via direct debit – a lodgement from the nominated bank account or credit card will occur after completion.
- Direct payment – a Notice of Payment Due will be issued to the client requesting payment.

If payment is not received within 30 days of completion, the lapse process will begin.

This process ensures that regardless of the frequency or method of payment, the application can be completed with commission paid before the deposit premium is received.

Online

- Log onto www.axaonline.com.au to display the client policy you would like a quote on.
- Select the 'Risk Premium Quote for Alterations' option from the Service Centre function in the left hand navigation bar and complete the form.
- Note that the same-day service will be available only if you submit your request before 4.00 pm EST.
- Online service not available for AC&L policies.

Telephone

- Call the AXA Contact Centre (1800 655 655) and select option '1' for an AXA policy or '3' for an existing AC&L client.
- Then press '3' for life products.
- For a quote to alter an existing risk policy press '2'. Your request will be put through to a team who will fax the quote to you by close of business on that day.
- Note that the same-day service will be available only if you call before 4.00 pm EST.

Service in focus

Streamlined underwriting service

Our underwriting philosophy

We have a duty to you and your clients to thoroughly evaluate each application we receive, and to offer underwriting terms based on a thoughtful and reasonable assessment of the evidence presented, having regard to the individual circumstances of the case.

We will keep you fully informed about the progress of your applications and provide you with a logical reason for any decisions we make. It will not always be possible to offer terms that are agreeable to every applicant who submits a proposal, but we will seek to offer alternatives whenever it is practicable and sensible to do so.

We are committed to providing an efficient and competitive underwriting service and will work with you to provide a solution to the insurance needs of your clients.

Our team

Across Australia we employ a team of more than 40 specialist underwriters committed to handling your clients' applications in the most efficient way possible.

The team has an average of 11 years underwriting experience and an average of six years with AXA underwriting. It includes 20 senior underwriters and five field underwriters.

AXA also has an in-house training school to ensure all our underwriters have the best skills and training possible to support you in your business.

Large and complex cases are managed by experienced senior underwriters. Their combined knowledge means the right questions are asked up front, ensuring these sorts of cases are dealt with professionally and efficiently.

Our underwriting team also benefits from the expertise of AXA's network of six specialist doctors, collectively available five days per week. In addition, AXA underwriters have regular access to our full-time Chief Medical Officer, who offers specialised technical support.

Efficiency in action

To reduce delays and make applications more efficient, we will communicate with your client's doctor (where authorised) and inform them of relevant reasons for our decisions.

If an issue related to your client's health comes to light during the medical assessment, we will ensure the information is relayed urgently to either the client or their doctor (where authorised).

If authorised, we can also contact your client's accountant directly to obtain the necessary details to complete a financial underwriting assessment.

Highlighting our flexibility, any local workflow issues and backlogs can be responded to by the national team to ensure you receive a consistent and timely service.

Telephone underwriting

If we need to obtain information from clients, our telephone underwriting services can be used to quickly source details. Currently, we telephone underwrite an average of one in four applications to gather enough information to make an immediate decision. And in about 50 per cent of these cases, a final decision is immediate.

Regional underwriting and field underwriters

To create better adviser-underwriter relationships, we operate a regional underwriting service so that in the majority of cases new insurance applications are underwritten in the state they originate.

Field underwriters are also on hand to work with you to assist with large and complex cases.

This means technical underwriting requirements can be sourced smoothly and with a minimum of fuss for both clients and advisers. Field underwriters can also provide educational presentations to adviser groups.

If you would like to contact a field underwriter, please speak with your business development representative.

Keeping you informed

You will be kept up to date on all your insurance applications.

For example, to minimise delays, we will contact you by telephone to inform you of unusual underwriting requirements, alternative offers or adverse decisions.

AXA Online

www.axaonline.com.au

This is the fastest and simplest way for you to keep track of the progress of your applications.

Password-protection ensures only you or your staff can access information. As well as viewing application and claims progress, you can access forms and view in-force policy alterations.

Application Status Report

An innovative way to quickly and easily pinpoint the progress of your clients' insurance applications, the Application Status Report shows you at a glance exactly what stage an application has reached.

The report is accessible via AXA Online at www.axaonline.com.au. It highlights all new applications and increases or additions to AXA's individual insurance plans and insurance components on platforms including Summit, Generations, iAccess and Monitor Money.

Adverse and alternative decisions

AXA is serious about providing real insurance answers for everyday Australians. We will thoroughly review each application and provide a decision that is consistent with our risk management philosophy. Before an application is declined, underwriters will present it to a forum of their experienced peers.

Alternative offers will be discussed and, if appropriate, made available to clients. This may include loadings, exclusions, adjustment of benefit periods, increased waiting periods, revised terms of contract and other types of cover. We will also seek the guidance of our medical consultants and reinsurers where appropriate.

This service is standard, and highlights AXA's commitment to offering quality insurance solutions.

Service in focus

Medical evidence Unified Healthcare Group

Our preferred medical requirements supplier, Unified Healthcare Group (UHG), gathers medical reports such as Personal Medical Attendant Reports (PMARs) and arranges medical examinations and pathology tests. UHG is Australia's leader in the retrieval of quality medical reports and has managed more than half a million reports.

The benefits of using UHG include:

- efficient collection of quality reports, which saves you valuable time
- collection and distribution of all medical evidence which is centralised
- publication of real time status information online for easy tracking of medical requirements, and
- ease of use, a better experience for your clients and faster completion of policies.

Importantly, if you choose to do so, you retain the option to organise your own collection of medical requirements.

How are medical requirements arranged?

AXA will arrange for any required pathology tests and mobile paramedical exams with UHG.

In addition, UHG can arrange any required general practitioner or specialist exams, ECGs and exercise stress tests.

In cases where a client has to undertake multiple medical examinations and a PMAR, we can efficiently arrange all medical requirements. This will ensure the client is not inconvenienced by being contacted many times, or by multiple parties, to arrange different requirements.

Importantly, you retain the option to organise your own collection of medical requirements if you choose to do so. Remember if you do arrange these requirements yourself, please let us know so that we don't duplicate the process.

To organise a requirement yourself with UHG, you can use their Quick Internet Referral Service by logging onto <http://client.uhg.com.au/AXA>. There is a help button to assist you with filling in the request form.

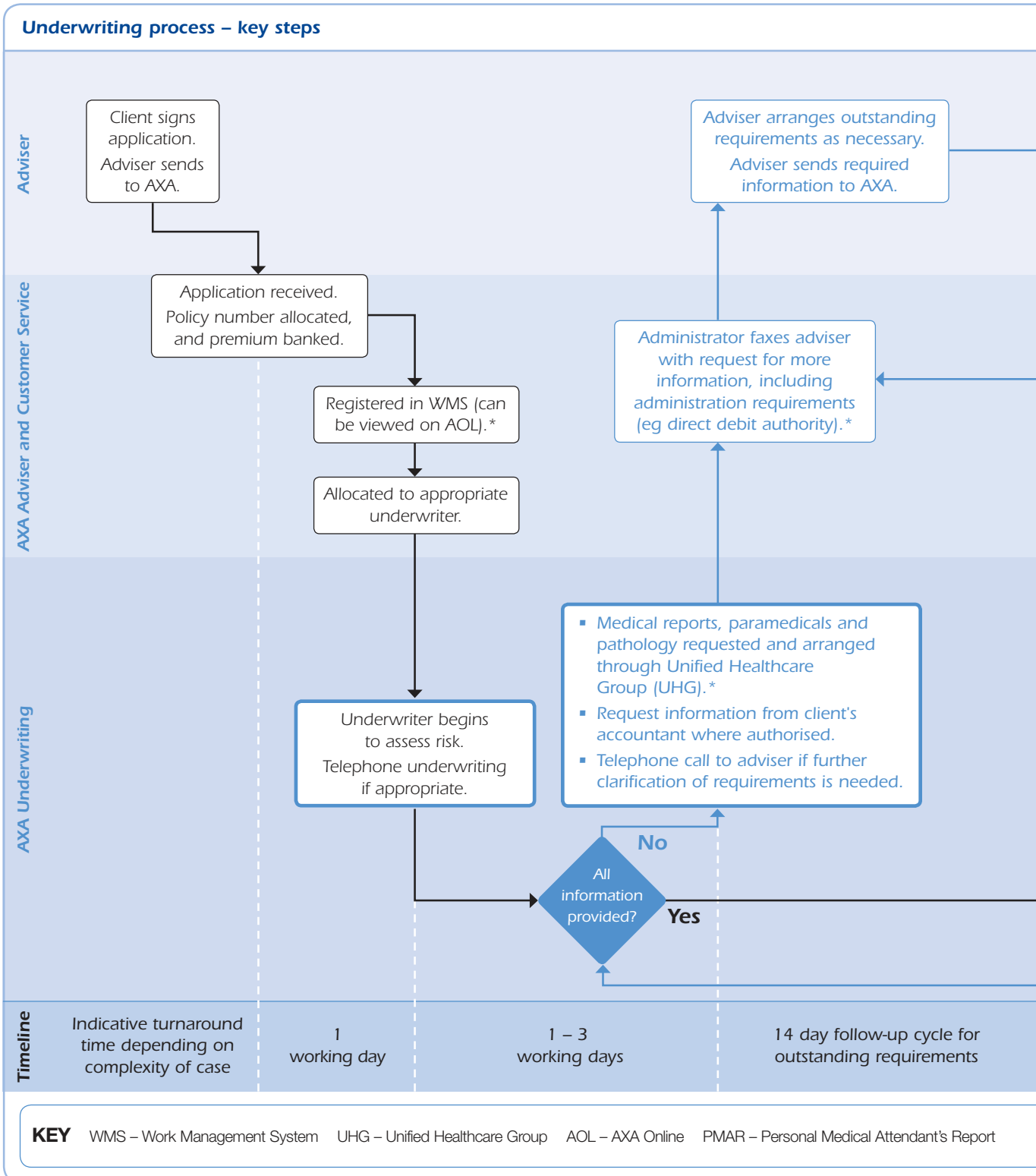
You can also make a referral to UHG by fax to 1800 707 697.

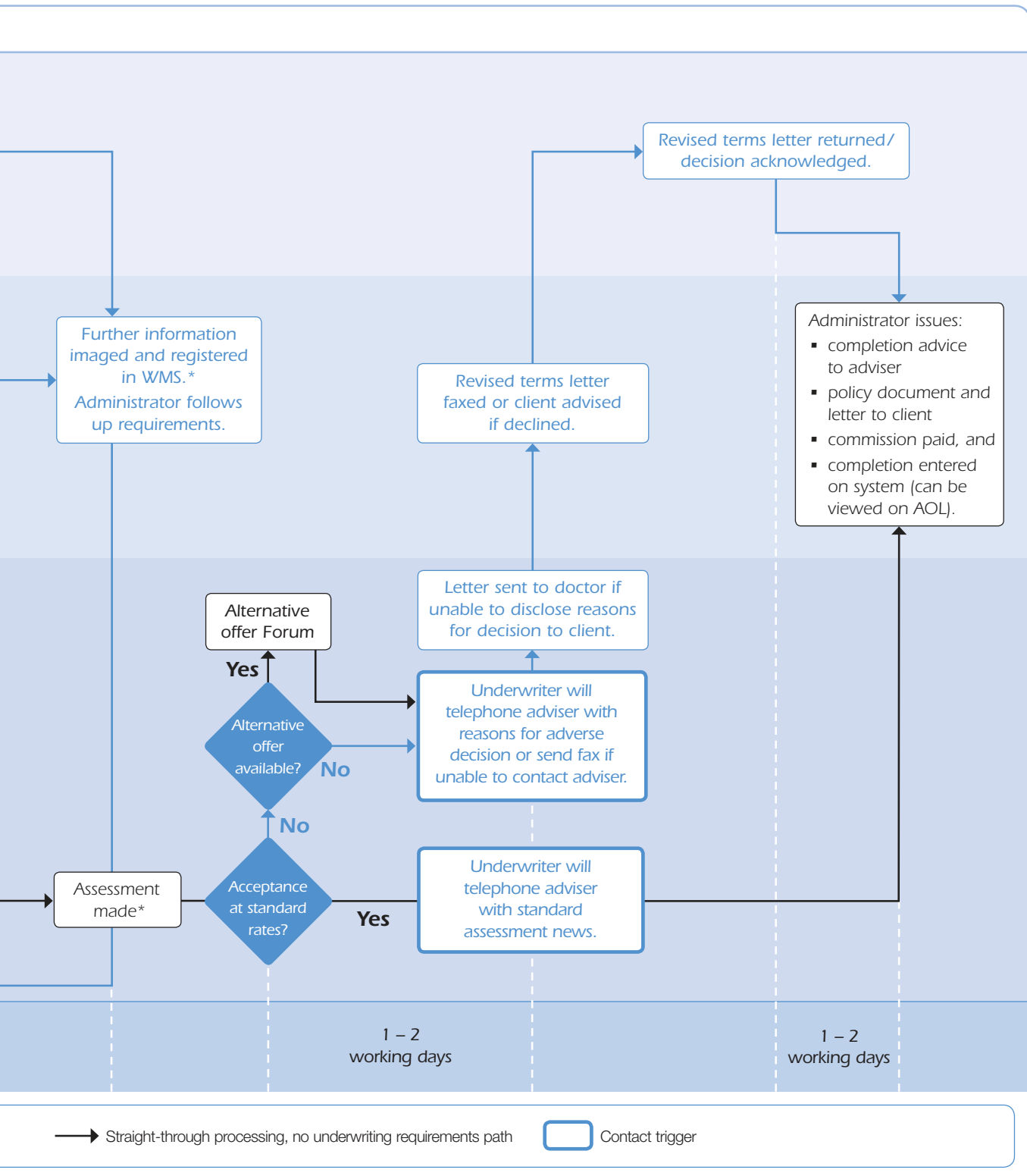
To track the real-time status of medical tests arranged through UHG, use UHG's LifeTrack service.

If you have further enquiries UHG can be contacted via email at advisor.relations@uhg.com.au or by phone on 1800 101 984.



Service in focus





* Can be viewed through the Application Status Report accessible on www.axaonline.com.au

Service in focus

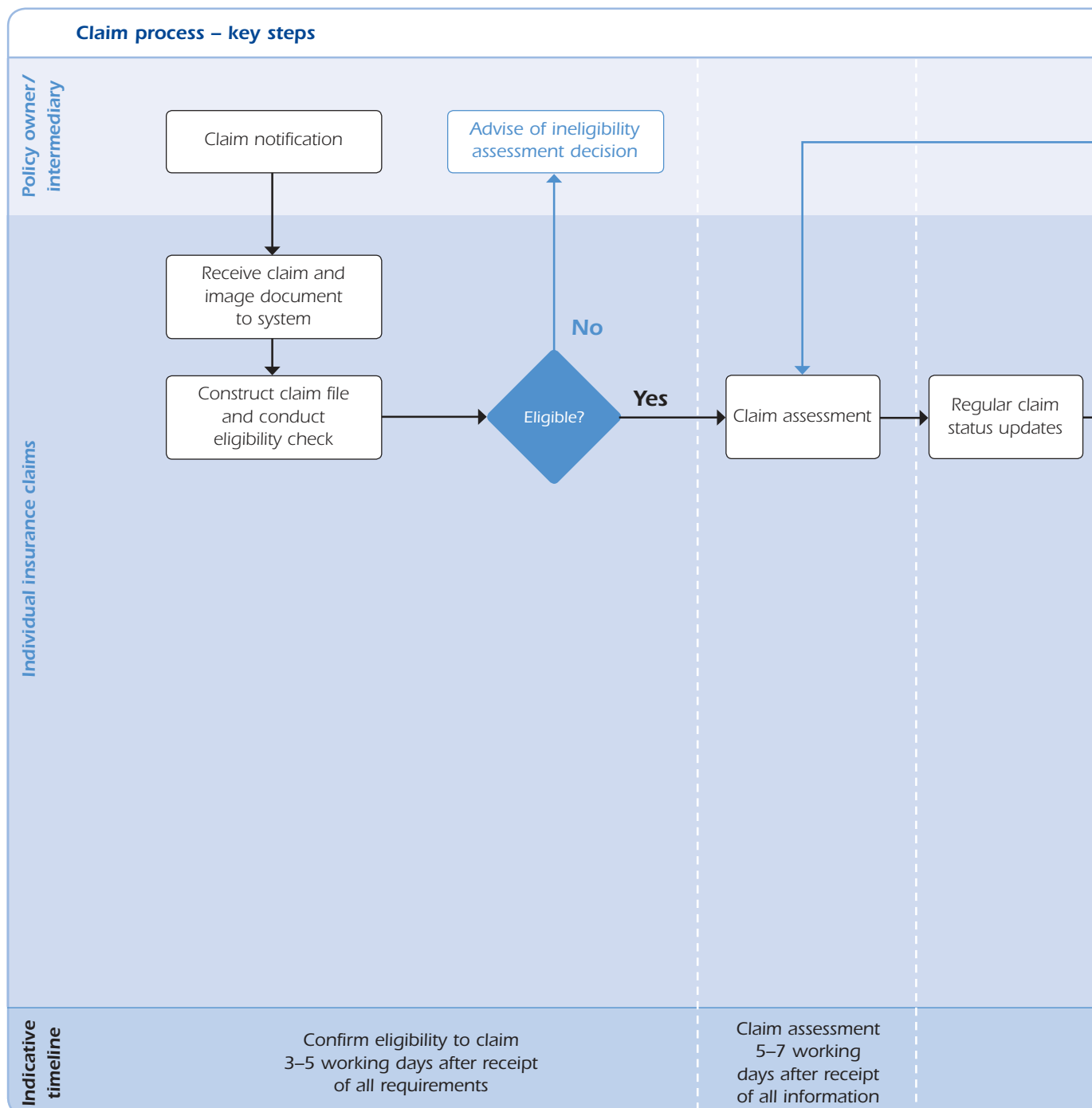
Efficient and understanding claims process

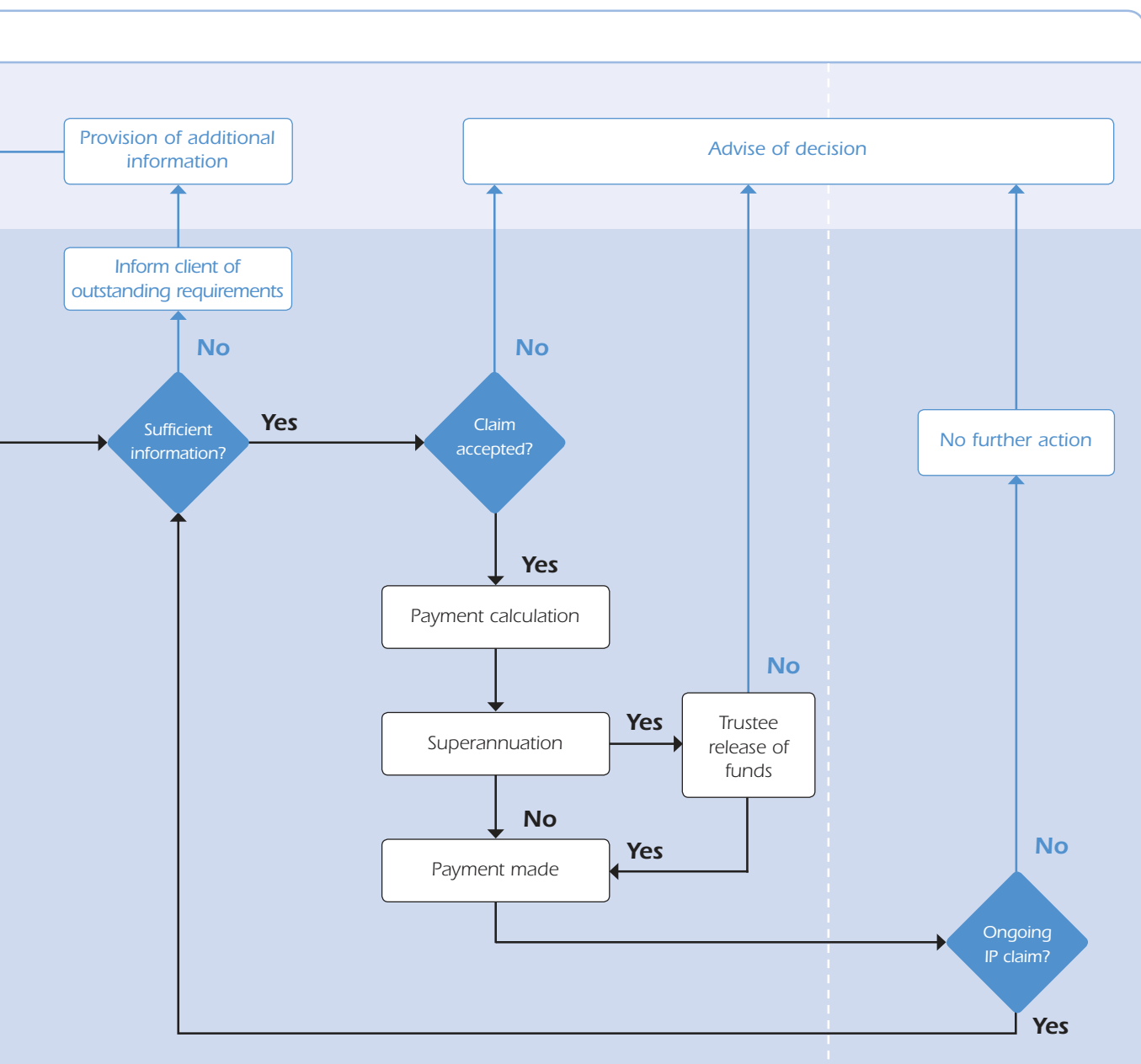
Our claims philosophy

AXA is committed to providing an efficient claims service that meets the individual needs of your clients. It is our business to pay genuine

claims that satisfy a reasonable interpretation of the terms and conditions of the relevant policy.

With all claims we strive to deliver a fair, ethical and transparent service to advisers and their clients.





Life and TPD: Payment made within 2-4 working days
 IP Payment made 3rd to 5th working day of each month

Service in focus

Fair assessment and prompt payment

Each claim will be assessed fairly and sensibly:

- based on medical and other relevant evidence
- using consistent guidelines and procedures, and
- according to policy terms and conditions.

Claims that meet policy terms and conditions will be paid promptly when all the necessary information has been received and assessed.

Keeping you and your clients informed

We understand that making a claim can be physically, socially and financially distressing for your clients and/or their beneficiaries, and it is a time when they need us most.

With this in mind, we will:

- deal with all claims with compassion and empathy
- individually manage each claim
- maintain regular contact with you and your clients, as appropriate, either by phone, letter, facsimile or in person through an AXA representative
- make sure claims are dealt with efficiently and promptly, in confidence and in utmost good faith
- keep you fully informed, as appropriate, throughout the course of a claim, and
- comply with legislation affecting claims management.

When a claim application is lodged, a claims assessor is appointed and will be available by telephone and email.

Updates on the assessment status and explanations of decisions will be provided by the claims assessor, throughout a claim.

AXA also assists in the smooth handling of claims payments, which can be made via electronic funds transfer as soon as the claim is approved.

Claims are proactively managed and we work with your client, their doctors and rehabilitation providers to help your client return to good health and to work.

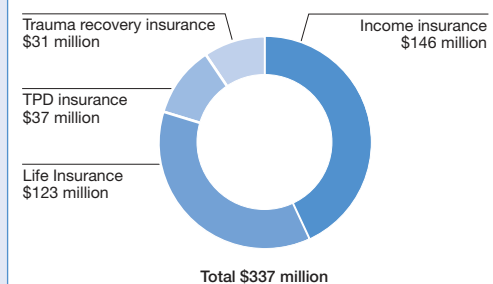
Committed to the long term

You and your clients can feel secure that AXA is able to pay claims and is committed to its position as a leading insurance provider in the Australian financial services market.

Our record of claims payments illustrates our commitment to meet claims across a broad range of needs.

AXA has paid more than \$1.2 billion in individual and group insurance claims over the period 1 January 2004 to 31 December 2007.

Claims paid for the calendar year 2007 Individual and group insurance claims



Practical sales support

To help grow your business and assist with the provision of quality insurance advice, we have developed a range of tools that can help with business development, sales support and administration.

We also conduct regular seminars and learning programmes throughout the year to keep you up to date with industry news, consumer trends and client research. Well written, full-colour marketing material and dedicated client engagement tools complement AXA's insurance experience.

To assist your business by providing specialised insurance resources, AXA has state-based Financial Protection Development Managers (FPDMs). Dedicated to serving your insurance needs, FPDMs can be accessed by contacting your business development representative.

Technical sales support

Our technical support team can provide information on:

- legislative and regulatory changes
- effective financial advice strategies for your clients
- superannuation, retirement income, insurance and managed investments, and
- their relationship to taxation, social security and estate planning.

AXA's Technical Insurance Guide for Advisers can be downloaded from www.axaadvantage.com.au. This guide includes a range of technical articles and case studies.

You can contact AXA's Technical support team on 1800 644 644 or email at axatechservices@axa.com.au.

AXA publications and online support

AXA produces a range of publications to help you develop client relationships and to grow your business:

AXA Advantage

Visit AXA Advantage at www.axaadvantage.com.au for access to the complete set of AXA's insurance reference materials.

Risk Rap

Published monthly, Risk Rap includes up-to-date information on important insurance topics. Included as part of the regular AXAinform e-newsletter Risk Rap can be located at www.axaadvantage.com.au. If you would like to be included on the mailing list, simply email axacommunications@axa.com.au.

Managing Life's Risks

Available as a scripted PowerPoint presentation, a workbook and an interactive CD-ROM, this publication provides you with a visually appealing way to discuss insurance issues with your clients. Copies can be ordered from www.axaadvantage.com.au.

AXA Online

Accessible via www.axaonline.com.au, AXA Online is a helpful website that allows you to monitor your clients' portfolios.

Ordering AXA sales tools for your business

- 1 Log onto AXA Advantage www.axaadvantage.com.au > **Your business > Order sales materials.**
- 2 Click on **Geon (formerly Penfold Buscombe) > Enter**. You will be prompted to enter an ID and password. If you do not have an ID and password click on 'Register'. You will be emailed confirmation of your self-selected username and password within two hours.
- 3 Go to Submit a **Stock Order > View Catalogue**. This will take you to the main stock-ordering screen.
- 4 Enter the applicable stock code and select 'Find', then type in the quantity you require in the QTY box. Click on the 'Close' button to complete your order.
- 5 You will need to confirm where the stock is going to be delivered. If the delivery details are already saved, just select the correct one and submit your order. If they are not already saved, you need to click on the 'Add' button. Once you have entered the details, click on the 'Submit' button.

Contacting AXA

Three easy steps to contact us

1 One easy number

1800 655 655

Use this number if you have sold AXA products before and have an AXA identity number.

2 Follow the easy menu prompts

An automated voice recording system will help you quickly navigate through the menu options, providing speedy access to the AXA products and services.

3 Enter your identity number

If you do not know your identity number, simply hold the line for assistance.

Contact an AXA business development representative

If you have never sold AXA products before or you don't know your AXA identity number, please call an AXA business development representative in your state

NSW/ACT	1300 724 251
TAS/VIC	1300 725 571
SA/OLD/NT	1300 725 027
WA	1300 721 050

Contact AXA underwriting and new business

Online	www.axaonline.com.au
Telephone	1800 655 655
Mail address (for completed forms)	AXA Australia Customer Service Centre PO Box 14330 Melbourne VIC 8001

Contact AXA Technical Services

Online	www.axaadvantage.com.au
Telephone	1800 644 644
Email	axatechservices@axa.com.au



1 Dial **1800 655 655**

2 For information on: Press

- | | |
|------------------------------------|---|
| ▪ AXA/AC&L insurance product range | 1 |
| ▪ Existing AXA insurance clients | |
| ▪ Summit Adviser Assist | 2 |
| ▪ Existing AC&L clients | 3 |
| ▪ AXA Adviser Support Technology | 4 |
| ▪ Technical assistance | |
| ▪ Marketing queries | |
| ▪ BDMs | |

3 Enter your identity number
or hold the line for assistance

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