



Life Insurance

ACCELERATED PROTECTION

Adviser guide

ACCELERATE

SIMPLICITY + CONTROL



accelerate.toweraustralia.com.au

Introduction

About this adviser guide

This adviser guide provides you with background information around the Accelerated Protection Policy issued by TOWER Australia Limited and TOWER Australia Superannuation Limited. It's a good idea to read it in conjunction with the Accelerated Protection Policy Product Disclosure Statement (PDS).

We provide the information in this adviser guide as a summary only, and remind you that if there's any inconsistency between this document and the PDS and Policy Document, the terms of the PDS and Policy Document prevail. Terms we use in this document may be defined terms under the Policy Document and we recommend you consult these definitions for further information.

This document has been prepared for adviser use only which means it should not be provided to any third person including, but not limited to, customers. We may update this document from time to time so please keep an eye out for any changes or revised editions.

If you have any questions regarding the Accelerated Protection Policy or Accelerate online please contact the Accelerate Resource Team on 1800 100 678.

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ACCELERATE IS EASY TO USE ± PUTS YOU IN CONTROL

Introducing Accelerated Protection

The Accelerated Protection Policy is your complete end to end online life insurance product from TOWER Australia.

A competitive fully rated product that helps Australians protect their most important assets, Accelerated Protection is powered and supported by Accelerate, our online application and underwriting solution.

Accelerate aims to deliver 85% of underwriting decisions within three days for those cases received in the Accelerated Protection target market. Our target

market is Australians between the ages of 25 and 45 – those with the greatest risks to protect. Accelerate online is easy to use and seamlessly integrates with your existing business processes.

Accelerated Protection and Accelerate online combine to provide you with an exceptional life insurance solution – a market leading product, the fastest application times and the most responsive service support.

The Accelerated Protection Policy offers two plans including:

- Life Plan
- Income Plan

Introduction

Life Plan

The main benefits available under the Life Plan are:

Benefit	Benefit payable
Life Plan	Life Insured dies or is diagnosed with a terminal illness
Total and Permanent Disability (TPD)	Life Insured is totally and permanently disabled as defined in the PDS and Policy Document
Critical Illness	Life Insured suffers one of the insured events as defined in the PDS and Policy Document

Income Plan

The main benefit available under the Income Plan is:

Benefit	Benefit payable
Income Replacement	Life Insured is unable to work due to sickness or injury

If your customer chooses to own the Accelerated Protection Policy through a superannuation fund, such as the TOWER Superannuation Fund, only one life can be insured, and only the Life Plan Benefit and TPD Benefit can be attached.

If the Accelerated Protection Policy is not issued through a superannuation fund, up to two lives can be insured.

The minimum premium for the Accelerated Protection Policy is:

- \$15.00 per month
- \$180.00 per year

All plans, benefits and options provide cover 24 hours a day, worldwide, subject to the normal policy conditions.

GETTING TO KNOW OUR PRODUCT + ITS BENEFITS

Accelerated Protection at a glance

Target market

Life Plan at a glance

Income Plan at a glance

Superannuation ownership

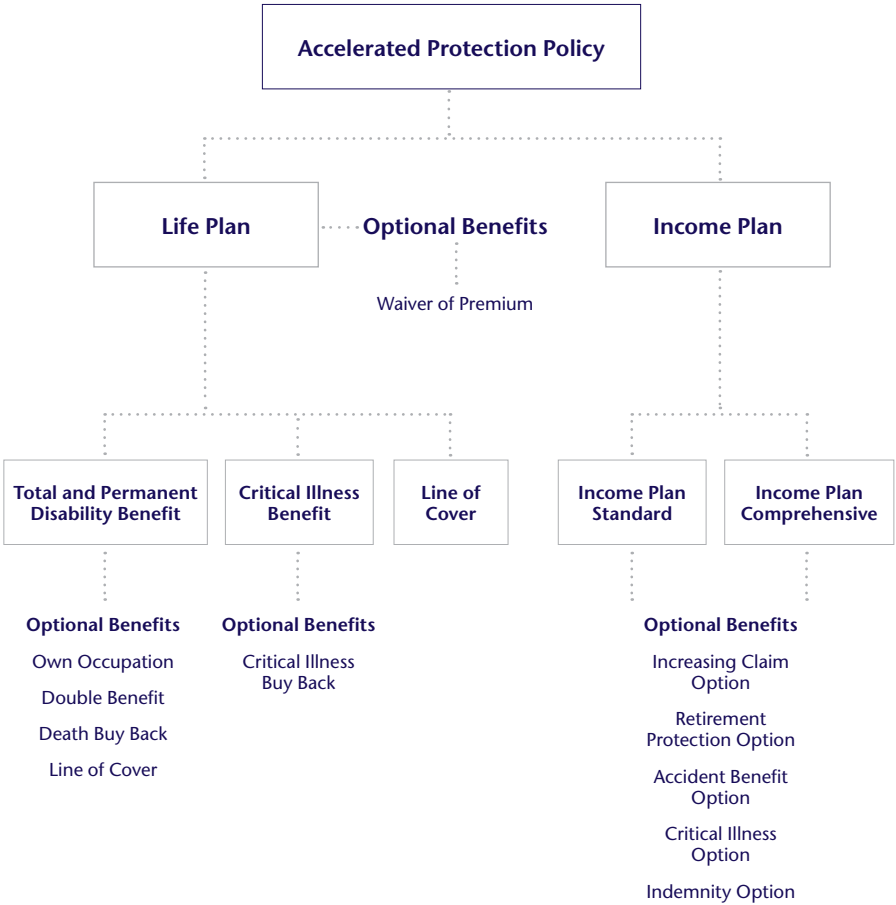
Interim cover

Policy discounts

Commission

Product

Accelerated Protection at a glance



Product

Target market

The Accelerated Protection Policy is targeted towards Australians aged between 25 and 45. This market was chosen in order to cover those ages when customers find themselves most in need of insurance to protect both themselves and their families against financial loss. This target market also supports the Accelerate promise of making 85% of underwriting decisions in three working days.

Maximum sum insured amounts have been designed with this market in mind, and a customer aged up to 45 next birthday can apply for the following benefits without requiring any mandatory medical requirements:

- Life Plan – Life and/or TPD Benefit of up to \$2,500,000
- Life Plan – Critical Illness Benefit of up to \$1,000,000
- Income Plan – Income Benefit up to a maximum of \$10,000 per month

Outside of these limits and/or based on the information disclosed, we may require additional information.

We will sell to customers outside of this target market, however cannot promise that we will be able to complete this business as quickly.

Product

Life Plan at a glance

Benefit Options

	Life Plan	TPD attached to the Life Plan (rider)	Critical Illness attached to the Life Plan (rider)
Available as	Stand-alone life insurance (available as ordinary or under superannuation)	Available as ordinary or under superannuation	Available as ordinary only
Minimum entry age	16 N.B.		
Maximum entry age	70 N.B.	60 N.B.	60 N.B.
Minimum benefit	Subject to minimum premium: \$15 per month, \$180 per year		
Maximum benefit	\$2,500,000	\$2,500,000	\$1,500,000
Benefit expiry	Life Insured's 99th birthday	Life Insured's 99th birthday (Activities of Daily Living definition applies after age 65)	Life Insured's 70th birthday
Indexation expiry	Life Insured's 99th birthday	Life Insured's 99th birthday	Life Insured's 70th birthday
Renewability	Guaranteed renewable		
TPD definition	N/A	Any or Own for selected occupations (Long Term Care definition applies after age 65)	Any or Own for selected occupations. If TPD is selected it forms an additional Critical Illness condition.
Advanced Payment Benefit	Yes	Not available	Not available
Financial Planning Benefit	Yes – \$1,000		
Accommodation Benefit	Yes – \$150 per day for a maximum of 14 days		
Premium type	Stepped only		

Product

Benefit Options

	Life Plan	TPD attached to the Life Plan (rider)	Critical Illness attached to the Life Plan (rider)
Benefit indexation	CPI (minimum 5% p.a.)		
Guaranteed Insurability Benefit	Yes		
Waiver of Premium	Available – maximum entry age 60 N.B. see below for details.		
Line of Cover Option	Yes – details on following pages	Yes – details on following pages	Not available
Death Buy Back Option	Not available	Yes – details on following pages	Can be exercised within 30 days of the 12 month anniversary of the claim
Restricted availability	Where the policy is under superannuation and the Life Insured is aged 65 to 74, the Life Insured must have worked at least 40 hours in a period of not more than 30 consecutive days during the financial year in which the contribution is made		Not available under superannuation
Critical Illness Buy Back option	Not available	Not available	Yes – details on following pages

Explanation of Optional Benefits

Waiver of Premium Option

When the Life Insured is Totally Disabled and as a result, unable to work or produce an income due to Sickness or Injury for three consecutive months, the daily proportion of premiums due in respect of the Life Insured under the Accelerated Protection Policy, including any benefit options, will be waived until the earlier of:

- the Life Insured returning to work
- the Life Insured earning an income, or
- the Life Insured's 65th birthday.

Total and Permanent Disability (TPD) Benefit

The TPD Benefit provides a lump sum benefit if the Life Insured is totally and permanently disabled. TPD may be bought as an addition to the Life Plan Benefit.

The level of TPD cover can't exceed the amount of Life Plan Benefit and the life cover will be reduced by the TPD cover amount in the event of a claim.

If the Life Insured has both the Critical Illness and TPD Benefit, the TPD Option will become an additional insured condition and provides payment of the Critical Illness benefit amount as a lump sum if the Life Insured is Totally and Permanently Disabled.

'Double Benefit' TPD may be selected if the policy is an ordinary (ie non-superannuation) policy and the Critical Illness Benefit is not attached to the policy.

If 'Double Benefit' TPD applies the Life Plan Benefit will not be reduced in the event of a TPD claim and all future premiums due in respect of the Life Benefit equal to the TPD Benefit paid will be waived till the Life Insured turns 65.

Once a TPD Benefit has been paid, the Life Plan Benefit will not be eligible for any optional benefit to Life (including any increases under the Guaranteed Future Insurability Benefit).

Death Buy Back on TPD Option

The policy owner may elect the Death Buy Back Option at time of application. If the Life Insured makes a claim under a TPD Benefit attached to the Life Plan Benefit as a rider, the Death Benefit amount will be reduced by the amount of the TPD benefit paid. Within 30 days of the 12 month anniversary of the claim payment, an amount of death cover equivalent to the TPD Benefit paid may be repurchased.

Line of Cover Option

The Line of Cover Option is available for business insurance purposes only. It allows the Life Plan Benefit and if applicable TPD sum insured to be increased without medical underwriting on the occurrence of a business event, such as an increase in the value of a key person to the business. This option is not available on superannuation owned policies or policies with the Critical Illness Benefit selected.

Critical Illness Benefit

The Critical Illness Benefit provides a lump sum benefit if the Life Insured suffers a Critical Illness. There are 40 Critical Illness conditions covered under this benefit, as listed on the next page:

Product

Alzheimer's Disease
Angioplasty*
Angioplasty – Triple vessel*
Aplastic Anaemia
Benign Brain Tumour
Cancer*
Carcinoma In Situ*
Cardiomyopathy
Cerebrovascular Accident (Stroke)*
Chronic Liver Failure
Chronic Lung Failure
Chronic Lymphocytic Leukaemia*
Chronic Renal Failure (Kidney Failure)
Coma
Coronary Artery By-Pass Surgery*
Dementia
Encephalitis and Meningitis
Heart valve surgery*
Loss of Independent Existence
Loss of Limbs
Loss of Speech
Major Abdominal Aortic Surgery*
Major Head Trauma
Major Organ Transplant
Melanoma*
Motor Neurone Disease
Multiple Sclerosis
Muscular Dystrophy
Myocardial Infarction (Heart Attack)*
Occupationally and Medically acquired HIV
Paralysis: Diplegia, Hemiplegia,
Paraplegia, Quadriplegia, Tetraplegia
Parkinson's Disease
Primary Pulmonary Hypertension
Severe Burns
Total Blindness
Total Deafness

* Cover only starts for these conditions where symptoms of the condition (or the symptoms leading to the need for surgery) first manifest after 90 days have elapsed from:

- the Critical Illness Benefit commencement date
- the date of an increase in the Critical Illness Benefit option which the customer applies for and we accept (but only in respect to the amount of the increase), and
- the most recent reinstatement of the Policy.

Critical Illness Buy Back Option

The Critical Illness Buy Back Option allows the Life Insured to re-purchase the full amount of the Critical Illness cover claim paid out, 12 months after they suffer a Critical Illness event. Depending on the original Critical Illness event suffered, exclusions will apply to the bought back cover.

Not available through superannuation or if there is more than one Life Insured.

Product

Income Plan at a glance

Not available through superannuation or if there is more than one Life Insured.

Benefit Options

Income Plan

Minimum entry age	19 N.B.
Maximum entry age	60 N.B for occupation classes 1, 1.5 and 2 55 N.B. for other occupation classes
Minimum benefit	Subject to minimum premium: \$15 per month, \$180 per year
Maximum benefit	<ul style="list-style-type: none">• Income Benefit Initial maximum of \$12,500 for Agreed Value, and \$15,000 for Indemnity• Retirement Protection Option Maximum of 10% net income up to a maximum of \$1,250 per month for Agreed Value and \$1,500 per month for Indemnity
Benefit expiry	The Life Insured's 65th birthday
Indexation expiry	The Life Insured's 65th birthday
Renewability	Guaranteed Renewable
Waiting Periods	14, 30, 90 and 720 days
Benefit Periods	<ul style="list-style-type: none">• to age 65 (all occupation classes except 4 and 5)• 2 year and 5 year (all occupation classes)
Premium type	Stepped only
Benefit indexation	CPI
Restricted Availability	<ul style="list-style-type: none">• Day One Accident Option – waiting periods 14 and 30 days• Scheduled Illness Option – waiting periods 14, 30 and 90 days

Product

Benefits provided

Income Plan Standard

- Total and Partial Disability
- Recurrent Disability
- Concurrent Disability
- Waiver of Premium
- Inflation Protection
- Recovery Support
- Scheduled Injury

Income Plan Comprehensive

- Total and Partial Disability
- Recurrent Disability
- Concurrent Disability
- Waiver of Premium
- Inflation Protection
- Recovery Support
- Scheduled Injury
- Extended Care
- Rehabilitation
- Overseas Assistance Accommodation
- Bed Confinement
- Carer's Benefit
- Life Benefit
- Child Care Benefit
- Child's Critical Illness Benefit

Explanation of Optional Benefits

Increasing Claim Option

When a disability benefit is payable and the Increasing Claim Option is included, the benefit amount (including the benefit amount for the Retirement Protection Option, if applicable) will be increased each year by the CPI.

Retirement Protection Option

When a benefit is payable and disability payments have accrued beyond the waiting period, the Retirement Protection Option will reimburse the Life Insured or their

employer for contributions made by either of them to a complying superannuation fund under the Superannuation Industry (Supervision) Act 1993, or any replacement legislation. Alternatively, payments can be made directly to the fund on behalf of the Life Insured up to a maximum as per the policy conditions.

Accident Benefit Option

If an injury by accident causes total disability for at least three consecutive days, benefit payments start from the date the injury occurred, and no waiting period will apply.

Critical Illness Option

Under this option, a lump sum equal to six times the Monthly Benefit is payable, if a listed insured event occurs. This payment is in addition to any Total or Partial Disability benefits that may become payable.

Indemnity Option

If the Indemnity Option is selected, then Pre-Disability Earnings is defined as the highest average Monthly Earnings of the Life Insured for any 12 month period in the 36 months immediately prior to the sickness or injury causing disability.

Superannuation ownership

The Life Plan can be purchased through TOWER Australia Superannuation Limited as Trustee for the TOWER Superannuation Fund, or through the customer's own superannuation fund. The Income Plan cannot be purchased through superannuation.

However there are certain benefits and options that aren't available if the Life Plan is purchased through superannuation. These include:

- Own Occupation TPD
- Double Benefit TPD
- Critical Illness Benefit
- Critical Illness Buy Back, and
- Line of Cover Option.

All benefits under the Accelerated Protection Policy are payable to the Trustee of the superannuation fund, who will pay the benefit according to the fund's trust deed and any nominations you have made.

Binding nominations

A binding nomination is a nomination made that the Trustee of the superannuation fund is obliged to fulfil. A binding nomination is valid for three years and must be signed in the presence of two witnesses (who must be at least 18 years of age and must not be one of the beneficiaries being nominated).

If for any reason the nomination becomes invalid then any payments will be at the discretion of the Trustee.

Under superannuation law, the Life Insured may only nominate:

- a member's spouse
- a child of the member (including adopted, step and ex-nuptial children)
- the member's legal representative
- any person who was financially dependent on the member at the time of death, or
- any person with whom the member had an interdependent relationship.

Please remember that because Accelerated Protection is applied for online, binding nominations aren't valid until the customer has signed the binding nomination form as part of the customer confirmation pack.

Non binding nominations

A non binding nomination is a nomination made that the Trustee is not obliged to follow. This means the Trustee will exercise its discretion, based on the circumstances at the time, as to who will receive the benefit payments.

If your customer wants to ensure that their benefits are distributed in the manner that they originally intended, they should complete a binding nomination.

Life Plan through the TOWER Superannuation Fund

In order to purchase the Life Plan through the TOWER Superannuation Fund, your customer must become a member of the TOWER Superannuation Fund. The fund then purchases the insurance on their behalf.

Your customer must provide us with their tax file number in order to purchase the Life Plan through the TOWER Superannuation Fund.

Product

Interim cover

Interim Cover is available under each Accelerated Protection Plan and applies from the date that the application is completed and submitted using Accelerate online.

Interim Cover provides valuable protection for your customer during the underwriting process, and will cease upon the earliest of:

- the date we accept your customer's application (notification of which will be taken as notification of termination of Interim Cover)
- the date your customer withdraws their application
- the expiration of 90 days
- the date we advise that your customer's application will not be accepted at standard rates or without modification, or
- the date we advise that your customer's application has been declined.

Interim Cover provides protection as per the Accelerated Protection Policy, up to a maximum of:

- \$1,000,000 for Life and Terminal Illness cover
- \$500,000 for TPD and Critical Illness cover, and
- \$10,000 per month for income cover.

Please refer to the Accelerated Protection Policy Interim Cover document available from Accelerate online for further details.

Please note that a requirement for Interim Cover to apply is that either the direct debit or credit card details must be provided in the online application. Once the customer's completed credit card or direct debit details are submitted online, the availability of Interim Cover is effective.

Product

Policy discounts

Large sum insured discounts

Large sum insured discounts are available on Accelerated Protection as described in the tables below:

Large sum insured discount – Life Plan

Sum insured	Discount
\$0 to \$249,999	Nil
\$250,000 to \$499,999	10%
Over \$500,000	25%

Large sum insured discount – Income Plan

Monthly Benefit	Discount
Up to \$3,999	Nil
\$4,000 to \$9,999	7.5%
Over \$10,000	12.5%

Product

Commission

The Accelerated Protection Policy has a full one year responsibility period which means any policy that lapses within the first 12 months will incur a 100% write back of commission. All Accelerated Protection commission is paid directly to the dealer group.

Commission details for Accelerated Protection are outlined below and the commission percentages include allowance for GST.

Plan	Upfront		Hybrid 1		Hybrid 2		Level	
	1st Year	Renewal	1st Year	Renewal	1st Year	Renewal	1st Year	Renewal
Life Plan	110%	11%	90%	17%	60%	23%	30%	30%
Income Plan	110%	11%	90%	17%	60%	23%	30%	30%

Commission will be payable on the tabular premium including all permanent loadings and will not be paid on the policy fee or stamp duty. Renewal commission only is paid on indexation increases and full commission is paid on temporary and permanent loadings.

Alternative commission sacrifice factors

Advisers can apply a commission sacrifice to their Accelerated Protection Policy commission entitlement to reduce the premium payable by a customer. The commission sacrifice amount applies to both initial and renewal commissions and commission is paid on the reduced premium.

Commission Sacrifice (%)	0	25	50	75	100
Premium Factor	1.00	0.925	0.85	0.775	0.70
Premium Reduction	0%	7.5%	15%	22.5%	30%

Product

Restricted commission availability

The available commission type for Accelerated Protection is restricted when the life to be insured is 56 N.B. or older. If there is more than one Life Insured the restriction will apply based on the oldest life to be insured.

N.B. of Life Insured	Available commission options
Less than 56 N.B.	Upfront, level, hybrid 1 and hybrid 2
56 to 60 N.B.	Level, hybrid 1 and hybrid 2
Older than 60 N.B.	Level commission only

Replacement of existing TOWER policies and conversion options

If an existing TOWER policy is replaced, then upfront renewal commission only will be paid.

If the policy is established as a result of the policy owner exercising a conversion option then renewal commission only is payable on the full premium (on the same commission basis as the original benefit).

Buy back options

If a policy is established on the basis of a buy back option, renewal commission only is payable on the full premium (on the same commission basis as the original benefit).

Continuation options

If a policy is established on the basis of a continuation option from a TOWER individual or group risk policy, level commission only is payable.

UNDERWRITING THAT'S FAST + SIMPLE

Accelerated underwriting

Accelerate automatic medical limits

Accelerate financial underwriting

Accelerate occupation classes

Accelerated Protection Income Plan third party ownership

Exclusions, loadings and alternate terms

Common medical conditions

Additional underwriting factors

Underwriting

Accelerated underwriting

One of the most important components of the overall Accelerate solution is our approach to underwriting. We call it Accelerated underwriting because it ensures that you and your customers receive underwriting decisions, faster.

The Accelerated underwriting philosophy is supported by experienced underwriters and tele-underwriters from the Accelerate Resource Team who are on hand to ensure you and your customers receive the best possible Accelerate experience.

Accelerated underwriting philosophy

Accelerated underwriting aims to meet the following objectives:

- to underwrite life insurance business in an efficient, cost effective manner by basing underwriting decisions wherever possible on the customer's initial online disclosure and/or using tele-underwriting
- to provide the customer with the best application experience by working to reduce the need to obtain medical evidence, and
- to protect TOWER's portfolio by adopting a high quality, consistent and common sense approach to underwriting.

Accelerated underwriting tools

Point of sale underwriting

Point of sale (POS) underwriting works by assessing the answers provided via Accelerate online, using the underlying underwriting rules for Accelerated Protection.

The POS underwriting assessment will either result in straight through processing for clean cases, or a referral to an underwriter if further consideration is required.

Where an underwriter believes a reasonable and accurate decision can be made based on customer disclosure information only, no further medical evidence will be required.

This may be the case for any benefit level up to the automatic medical limits.

As long as sufficient information is available from the customer, the underwriter will, where possible provide a decision to apply loadings and exclusions or defer or decline cover, without obtaining medical evidence.

Straight through processing

Straight through processing (STP) occurs when a customer receives an automatic underwriting decision from Accelerate based on the answers provided online.

To achieve STP, Level 1 questions must be answered in all instances. Level 1 questions are those questions usually included on a personal statement. However Accelerate only asks relevant questions based on the cover the customer is applying for, thereby minimising application time for you and your customers.

If all Level 1 questions are answered in an acceptable manner and no material risk factors are identified the application will be processed and put on risk immediately.

If all Level 1 questions have been answered but further information around the customer is required (Level 2 questions), you have the option to refer any Level 2 medical questions to the Accelerate tele-underwriters to follow up with the customer directly, or you can answer the Level 2 medical questions online with your customer. All Level 2 non-medical questions must be answered online via Accelerate.

If all Level 2 questions are completed by you, the application can be processed immediately. The underwriting outcomes in this case are:

- accepted at standard rates
- accepted on alternate terms, or
- referred to TOWER for further underwriting.

Underwriting

Underwriting and tele-underwriting

If an Accelerated Protection case is referred to underwriting and further information is required from the customer, the underwriter will contact the customer directly by telephone at a time convenient for them. This is the fastest and most efficient way to process the customer's application.

A skilled underwriter will contact the customer to obtain specific additional information based on the customer's initial application answers. Each question will be carefully scripted to obtain important risk assessment information.

The underwriter will then evaluate the information and make an assessment. The assessment may be a decision to request medical evidence, or may be a final underwriting assessment.

The aim of tele-underwriting is to make as many decisions as possible without resorting to further evidence such as personal medical attendant reports and medical examinations.

No automatic PMARs

Based on constant feedback received from advisers, one of the biggest issues facing the financial advice profession today is the over reliance on personal medical attendant reports (PMARs) to provide a final underwriting decision.

Obtaining a PMAR can be a long and painful task for adviser, customer and insurer. The Accelerate underwriting philosophy is that obtaining routine reports simply for sum insured purposes is unnecessary. In some cases, obtaining a customer's medical records is unavoidable however Accelerate will not request mandatory automatic PMARs.

Remember, maximum sum insured amounts have been designed with our Accelerate target market in mind, and a customer aged between 16 and 45 next birthday can apply for the following benefits with the Accelerate online application being the only mandatory requirement:

- Life Plan – Life and/or TPD Benefit of up to \$2,500,000
- Life Plan – Critical Illness Benefit of up to \$1,000,000
- Income Plan – Income Benefit up to a maximum of \$10,000 per month

Based on the information disclosed, we may require additional information.

Refer to the section 'Accelerate medical tests explained' for more information on any of the tests listed.

Underwriting

Accelerate automatic medical limits

Life Plan – Life and TPD Benefit

Medical requirements

Age next birthday	Blood test	Fast Check examination	Paramedical or GP medical	Resting ECG
Up to 45	Not required	Not required	Not required	Not required
46–50	\$1,000,001	\$1,000,001	Not required	\$1,500,001
51–55	\$1,000,001	\$1,000,001	Not required	\$1,000,001
56–60	\$500,001	\$250,001 –\$1,000,000	\$1,000,001	\$1,000,001
61+	\$500,001	\$1–\$1,000,000	\$1,000,001	\$1,000,001

Life Plan – Critical Illness Benefit

Medical requirements

Age next birthday	Blood test	Fast Check examination	Specialist medical	Resting ECG	Exercise ECG
Up to 45	Not required	\$1,000,001	Not required	Not required	Not required
46–50	\$1,000,001	\$1,000,001	Not required	Not required	Not required
51–55	\$1,000,001	\$1,000,001	Not required	\$1,000,001	Not required
56–60	\$500,001	\$250,001 –\$1,000,000	\$1,000,001	\$1,000,001	\$1,000,001

Income Plan

Medical requirements

Age next birthday	Blood test	Fast Check examination	Paramedical/ GP medical
Up to 45	Not required	\$10,001	Not required
46–50	\$6,501	\$6,501	Not required
51–55	\$6,501	\$6,501 – \$12,500	\$12,501
56–60	\$6,501	\$6,501 – \$12,500	\$12,501

- Please note we reserve the right to call for medical evidence in addition to these standard requirements, if necessary.
- We aim to minimise reliance on medicals and therefore PMARs will only be requested at the discretion of an underwriter and not as a routine requirement.

Underwriting

Accelerate medical tests explained

Blood Test

The blood test consists of three components outlined below:

- **HIV** – a HIV (Human Immunodeficiency Virus) test establishes whether the virus is present in the blood. The HIV test consent declaration must always be read and signed by the customer and given to the pathology laboratory doctor or nurse performing the test.
- **Multiple biochemical analysis (MBA)** – a MBA measures certain elements in the blood and the analysis covers blood chemistry including liver and renal function, glucose, cholesterol and electrolytes. When the customer has to undergo a MBA, the test should be performed after an 8 hour fast (only water allowed). However, if the customer is pregnant or a diabetic, please don't instruct them to fast.
- **Hepatitis B and C serology** – the Hepatitis B and C serology tests establish whether there is acute, chronic or past infection with the hepatitis B and C viruses and the customer's immunity status.

Fast Check examination

Under the Fast Check examination, the customer is only required to complete a few medical questions and undergo the following tests:

- height/weight check
- blood pressure check
- urinalysis

A Fast Check examination can be arranged through a paramedical service provider or the customer's doctor.

If the customer chooses to complete the tests through their doctor, they need to complete a Fast Check medical examination request form and take this with them to

their doctor. You can access the Fast Check form by logging on to Accelerate online.

If the customer chooses to complete the Fast Check through a paramedical service provider, please be aware of the different names each provider uses for the examination:

- **Lifescreeen** – Express Check
- **International SOS** – Medi Check Lite
- **Pathrec** – Q Check
- **LifeCheck** – QuickCheck

Paramedical, general practitioner (GP) or specialist medical examination

These examinations require the medical examiner to review the customer's medical and family history and record details such as height, weight, blood pressure, pulse rate, heart sounds, urinalysis and any health abnormalities.

Electrocardiogram (ECG)

An ECG shows the electrical activity of the heart. It involves leads being affixed to certain points on the customer's chest, wrists and ankles to allow transmission of the electrical impulse to the recording device.

Exercise electrocardiogram

This test is as per the ECG description above, however this test is performed during exercise, as the name implies, either on a treadmill or on an exercise bike.

Underwriting

Personal medical attendant's report (PMAR)

A PMAR for an Accelerated Protection Policy will only ever be requested by an underwriter.

To make the PMAR process as fast as possible, please ensure that the customer's doctor's name and address submitted online is correct and that a medical authority form has been signed by the customer and sent to TOWER. The medical authority form is available from Accelerate online.

All communication between the doctor and TOWER must remain confidential, but details can be discussed between the doctor and the customer if they would like.

Unsure of a customer's insurability?

Call 1800 100 678

Are you asking yourself whether it's worth submitting a customer's application, or would you like to know how the application might be underwritten?

Maybe your customer has received alternate terms at another insurer and you'd like to know whether TOWER will be more competitive. Or perhaps your customer has suffered from a serious or unusual medical condition and you'd like to know whether insurance is available to them.

Contact the Accelerate Resource Team on 1800 100 678 and we'll give you an indication of what requirements might be necessary and an approximate estimate on the insurance terms that may be available (subject to medical evidence).

Accelerate uses a streamlined underwriting process which means we can take a simple approach to financial underwriting.

The following tables outline the mandatory financial requirements for Accelerated Protection.

Underwriting

Accelerate financial underwriting

Life Plan

Benefit type	Accelerate financial questionnaire	Company accounts and/or tax returns
Life	Not required	Not required
TPD Maximum \$2.5m (total industry cover)	\$1,500,001	\$1,500,001
Critical Illness Maximum \$1.5m (total industry cover)	\$1,000,001	\$1,000,001

Income Plan

Benefit amount (total industry cover)	IP agreed value – max \$12,000 per month	IP indemnity – max \$15,000 per month
Up to \$12,000 per month Occupation classes 1 and 1.5	Not required	Not required
Up to \$10,000 per month Occupation class 2	Not required	Not required
\$10,001–\$12,000 per month Occupation class 2	A + B	Not required
Up to \$5,000 per month Occupation classes 2.5, 3, 4 and 5	Not required	Not required
\$5001–\$12,000 per month Occupation classes 2.5, 3, 4 and 5	A + B	Not required

A = Accelerate financial questionnaire

B = **Self-employed person** – company accounts to include the business tax returns, profit and loss statements and balance sheets (for all entities) for the last 2 tax years AND personal tax returns for the last 2 tax years

Employed person – personal tax returns for the last 2 tax years and assessment notices.

Please note there are rules in the Accelerate online underwriting system that may initiate automatic referral to underwriting in some circumstances, for example home duties.

Underwriting

Personal cover calculations

The purpose of personal cover is to financially protect the liabilities and future income earning potential of the Life Insured, to provide for their dependants. For the Accelerated Protection Life Plan (Life, TPD and Critical Illness Benefits) multiples of income are used to determine the maximum cover available to a customer.

The table below provides a guide to these multiples and should be used as a guide only. There will be circumstances where cover applied for outside of these amounts will be considered based on additional financial information.

Age next birthday	Multiples of income – Life Plan	Multiples of income – TPD and Critical Illness Benefits
Up to 50	20	15
Over 50	10	10

For home duties and other non earning occupation classes, the level of cover that can be justified will vary depending on the individual circumstances (e.g. age, number of dependants, assets and liabilities, spouse's income and existing level of insurance).

In general, we'll consider the following levels of benefits:

- Life – up to \$1m
- TPD – up to \$750,000 (any occupation – standard definition only)
- Critical Illness – up to \$750,000

Key person cover

A key person can be defined as a person whose loss from a business will cause the business significant financial loss due to the key role that they hold and the special knowledge and skills they possess.

As a general rule of thumb, the amount of cover applied for on a key person should equal the potential financial loss incurred by the business, taking into account the costs of finding a replacement plus the anticipated downturn in net profit of the business should the Life Insured die or become disabled.

Partnership/share purchase

Partnership insurance is used to cover the value of the business that each partner owns in the event of a partner's death or disability. The insurance benefit provides the funds for the remaining partner/s to purchase his/her share.

In the case of this insurance arrangement, all major partners/shareholders should be covered and there should be an agreement in place to cover the partnership/share purchase arrangements.

Underwriting

Accelerate occupation classes

The occupation classes used for Accelerated Protection are outlined below. Due to the fact that Accelerated Protection is applied for online, please ensure that the correct occupation is entered via Accelerate online for your customer.

If you'd like assistance in determining an occupation class, please contact the Accelerate Resource Team on 1800 100 678.

Occupation class	Risk	Type of work
1	Low risk	University professionals/executives University qualified professionals using their qualification for which membership of a professional or government body is necessary as a requisite for practising in the occupation e.g. accountants, solicitors, engineers. Additionally individuals employed in a management role (office only) who have been employed within that role for at least two years and are earning in excess of \$120,000 p.a. and managing at least five employees.
1.5	Low risk	Health/medical professionals University qualified health/medical professionals using their qualification for which membership of a professional or government body is necessary as a requisite for practising in the occupation e.g. doctors, dentists, surgeons.
2	Low risk	Qualified managerial/clerical Other professionals and those who are employed in management or clerical roles (office only). Qualified health professionals who undertake light physical work e.g. naturopath.
2.5	Slight risk	Technical retail/sales Occupations which are not manual or physical in nature but may require some travel. Also included are most commission-based occupations and certain shopkeepers who are involved in highly skilled work e.g. jeweller.
3	Moderate risk	Qualified light manual Occupations involving light manual work performed by skilled crafts people or trades people in non-hazardous industries. Those who would be rated in this category would possess TAFE qualifications e.g. carpenter, electrician.
4	Moderate risk	Semi-skilled manual Occupations involving semi-skilled or heavy manual work performed by skilled workers. Qualification and/or licensing may not be required e.g. panel beater, welder.
5	High risk	Other manual Workers involved in heavy manual work e.g. cleaner, truck driver, floor coverer/sander.

Underwriting

Accelerate occupation guidelines

Newly self employed

In most cases, we won't offer the Accelerated Protection Income Plan to any customer who has entered into a new business or who has been self employed for less than 12 months.

As a rule it takes at least 12 months for a new business to establish itself and provide evidence of a stable, steady income and the 12 month period provides the customer with a fair amount of time to decide whether self employment suits them.

However, if the customer has an existing solid work history in the same occupation/ industry, we will consider offering cover. This cover will be provided on an indemnity basis only.

Second occupations

If a customer works in a second occupation for 10 or more hours per week, their cover will be rated on the higher risk occupation class.

For customers working fewer than 10 hours per week in a second occupation, where the occupation class only varies by one, we'll retain the occupation class for the principal occupation.

If there is more than one class between the principal and second occupation, the heavier risk occupation class will apply.

A customer may only cover the income from their principal occupation.

Working from home

Customers working from home can present a challenge at the underwriting and claim stage because it can be difficult to determine whether the business will continue to run whilst the customer is disabled.

Under the Accelerated Protection Income Plan, the following criteria apply to customers working from home:

- the customer must take a minimum 30 day waiting period
- the customer must have a separate/ defined business area within or outside the home
- the customer must not be employed by or in a partnership with their spouse, and
- 25% of the customer's working time should be spent outside of the work/ home environment, or 25% of working time spent at home must involve meeting with clients, etc.

Home duties

Home duties occupations are eligible for the Accelerated Protection Life Plan, TPD and Critical Illness benefits. Home duties occupations are not eligible for the Accelerated Protection Income Plan or Life Plan TPD benefit on an 'Own Occupation' definition.

When a customer is working in a second occupation part time and is applying for TPD, their occupation should be quoted as home duties and it should be disclosed that they have a second occupation. Their eligibility for TPD will then be reviewed on an individual basis.

Underwriting

Hours worked per week in principal occupation

Full time employment (Income Plan and Life Plan TPD benefits)

Customers who work full time (a minimum of 46 weeks per year and 30 hours per week) are eligible to apply for the Accelerated Protection Income Plan.

Customers who have two or three part time positions that make up 30 hours per week in employment are not eligible for the Accelerated Protection Income Plan, as they are not considered to be in full time employment.

Accelerated Protection Life Plan TPD benefits are available to customers working 30 hours per week or more depending on the occupation and duties.

Part time employment (Income Plan)

Customers who work on a part time basis may be considered for the Accelerated Protection Income Plan on a case by case basis. These applications will be referred to underwriting.

Underwriting

Accelerated Protection Income Plan third party ownership

The purpose of the Accelerated Protection Income Plan is to provide the Life Insured with a benefit when they are unable to perform their occupation due to sickness or injury. The need for the benefit arises because the Life Insured can't generate an income during this time.

For this reason, industry concern exists around third party ownership of an income policy. It could be argued that if a party other than the Life Insured is receiving benefits from the policy, then the fundamental purpose of the cover isn't met.

We do however understand that there are circumstances when third party ownership of an income policy is required and the table below outlines the circumstances when TOWER will allow third party ownership of an Accelerated Protection Income Plan.

In some cases, we'll require a third party declaration form to be submitted with the application. Please log on to Accelerate online to access this form.

If you have any questions around third party ownership, please contact the Accelerate Resource Team on 1800 100 678.

Allowable circumstances

Ownership	Third party declaration required
Family trust ownership of the policy	No
Family company ownership of the policy	No
Husband/wife ownership of the policy on the other's life	Yes
Employer/employee arrangements where the policy is part of an employee's overall salary package <i>Please note: evidence of this agreement, such as a soft copy of the employment contract must be provided to TOWER</i>	Yes
Self-managed superannuation fund	No
Company ownership of the policy where the insured is a partner	Yes

Underwriting

Exclusions, loadings and alternate terms

Exclusions and loadings

If a customer has been assessed and a loading or exclusion has been applied to the policy, a member of the Accelerate Resource Team will communicate this decision to you. This is to ensure we receive verbal acceptance of the offer. Once we receive verbal acceptance of this offer, we will put the policy in force.

Disclosure of reasons for alternate terms

If alternate terms are offered as a result of medical disclosures that weren't revealed during the initial online application process (i.e. disclosed via a medical exam, blood test, PMAR or tele-interview) we can only discuss the full details with you if the customer has provided their signed consent. A customer consent form is available from Accelerate online.

We require written consent from the customer because any information provided is strictly confidential, governed by the regulations of the Privacy Act.

Underwriting

Common medical conditions

Height/weight

Being classified as overweight and/or obese is defined by a person's body mass index (BMI). This is calculated by dividing a person's weight in kilograms by their height in metres squared.

For people aged 18 and over, you can use the following BMI ranges as a guide (as defined by the World Health Organisation):

- < 18.5 underweight
- 18.5–24.9 healthy weight range
- ≥ 25–29.9 overweight
- ≥ 30 obese

From a medical perspective, excess weight is related to an increased risk of acquiring the following medical conditions:

- cardiovascular disease (including heart failure)
- cerebrovascular disease (including stroke)
- high blood pressure
- high blood cholesterol
- type 2 diabetes
- gall bladder disease
- osteoporosis
- musculo-skeletal disorders
- sleep apnoea, and
- some types of cancers.

The Accelerate underwriting outcome for an overweight and/or obese classification is based on a customer's BMI, age and the benefits they are applying for.

In summary, underweight and overweight lives may either be accepted standard, loaded +50% or referred to underwriting for review.

When a BMI moves into the obese category, there are a range of underwriting outcomes. In some instances we may accept at standard rates, offer cover with a +50% loading or request a Fast Check examination and blood test.

Family history

If the customer was adopted or does not know their family history, they should answer 'No' to the family history questions.

Pregnancy

If the customer discloses that she is pregnant then the following guidelines will determine the outcome of the assessment based on the product applied for.

Accelerated Protection Life Plan

If your customer is in the first six months of her pregnancy, providing she is in good health and advises that the pregnancy is progressing normally, we can accept her at standard rates for the Accelerated Protection Life Plan, TPD and Critical Illness benefits.

If your customer is in the last three months of her pregnancy we will tele-underwrite or request a PMAR. If there are no complicating factors in the pregnancy and the customer has no other health problems, we can accept at standard rates for Life, TPD and Critical Illness benefits.

For the purpose of TPD benefits your customer's occupation will be considered by TOWER to be home duties. Once the customer has returned to gainful full time employment after the birth, she can apply to be rated according to her usual occupation.

Accelerated Protection Income Plan

The Income Plan will not be available until the customer has given birth and has returned to gainful full time employment.

Combined medical conditions

It can be confusing to a customer when they receive a loading or exclusion and they expected to be accepted for cover at standard rates. This outcome may be the result of a combination of medical history factors which when taken in isolation may

Underwriting

not incur a loading, however in combination mean the customer's risk is greatly increased, therefore requiring a loading.

An example could be a customer who has an elevated cholesterol level, which is not rateable in isolation. The same customer may be overweight but not enough for a loading to be charged. The customer may also have a family history of heart disease that on its own would not be rateable. However, the combination of these three factors and the correlation that they have form a much greater probability that the customer will develop a cardiac related condition. The result is that this customer would receive a loading/exclusion.

The risks relating to combined medical conditions have even more of an impact on the probability of a loading and/or exclusion being applied when underwriting Critical Illness cover.

Depression/stress/anxiety

Depression, stress and anxiety conditions now account for a large percentage of disability claims and claims of this type tend to be of a longer duration than average.

Underwriting these conditions for life and critical illness cover usually don't prove to be problematic unless the condition is long standing with ongoing treatment, or if suicidal tendencies are shown.

TPD and income cover causes more concern, and cases of this nature will be assessed on their individual merits.

Musculo-skeletal conditions

Musculo-skeletal conditions account for a large percentage of disability claims, therefore extra care is taken when underwriting disability benefits for a customer who discloses such conditions.

Life and critical illness benefits generally aren't affected unless the condition is of a systemic nature such as rheumatoid arthritis.

Disability benefits are more likely to be affected, and an exclusion may be applied to the relevant area. Factors such as the duration of the condition, time off work, treatment, ongoing symptoms and the customer's occupation will all be considered.

Underwriting

Additional underwriting factors

Time off work

When a customer has taken significant periods of time off work due to sickness or injury, close attention is paid to the application especially when assessing TPD and/or income cover.

In many cases, the time off work may result in an unfavourable underwriting outcome for the customer.

Eligibility for the non smoking discount

To be eligible for non smoker rates a customer must not have smoked any form of tobacco (this includes cigars and pipes), any other substance, or used nicotine replacement products within the previous 12 months.

If a customer has ceased smoking or has used nicotine containing products in the previous 12 months, they'll be considered by TOWER to be a smoker until a full 12 months has passed since they last smoked or used the product.

Once the 12 months has passed they can apply for non smoker rates by submitting a request for alteration form and completing a non smoker declaration form, both available by logging on to Accelerate online.

Where the customer has stopped smoking due to a change in their health, non smoker rates may not be available.

Residency

Only permanent residents of Australia can apply for insurance cover.

Overseas travel

If a customer plans to travel overseas, the following information may be helpful when completing their online application.

Destination

Some destinations will incur a loading, an exclusion for war and terrorism, or the risk may be uninsurable. Uninsurable destinations will have one or more of the following factors:

- war or ongoing civil unrest
- political situation considered unstable
- inadequate medical/health facilities
- poor health/lifestyle of local population

The Department of Foreign Affairs and Trade's travel advisory website www.smarttraveller.gov.au can provide additional information in regards to any concerns around overseas travel.

Purpose

Short holidays and business trips are generally acceptable risks (subject to the destination).

Customers moving temporarily or permanently overseas will require special consideration as will travel for any other purposes.

Duration and frequency of travel

The duration and frequency of the travel will be considered when applying for TPD cover or the Income Plan.

Short term (i.e. three months in total per year) overseas travel will have little bearing on the risk, provided the destination is not cause for concern – extended or frequent overseas visits make offering TPD and income cover difficult.

This is because we may be unable to obtain or assess medical records and monitor any claim notified and also because of the uncertainty of the customer's ability to access appropriate medical attention in some locations.

Underwriting

Existing or concurrent insurance cover

It's important for a customer to disclose all other existing or concurrent insurance cover whether it's with TOWER or another insurance company.

This is required:

- to decide what medical and financial requirements are needed for the total risk, and
- to determine maximum benefit levels (particularly in the case of an Income Plan or Life Plan Critical Illness benefit).

No claim will be paid in respect of the new Accelerated Protection Policy unless the previous cover has been cancelled. If the previous policy is not cancelled and a claim occurs, any premiums paid to TOWER will be returned.

When the customer indicates that they are replacing their existing policy, the underwriting will be assessed on that basis. The existing policy should not be cancelled until the customer has been notified that the new application has been accepted.

Sports and pastimes

Sports and pastime disclosures can be handled in a variety of ways when it comes to underwriting. This depends on the particular sport or pastime, the level to which it is performed and the type of cover applied for.

Potential underwriting outcomes include:

- acceptance at standard rates
- acceptance with a loading (this is usually expressed as a \$ extra per \$1,000 of sum insured)
- acceptance at standard rates with an exclusion (this may be a full exclusion or for the first 60 or 90 days of an Income Plan), or
- the case may be referred to underwriting if additional information is required.

In the instance where a loading is offered online and your customer would prefer an exclusion, please contact the Accelerate Resource Team on 1800 100 678 to discuss.

For more details on the rating of sports and pastimes, please refer to the tables on the following pages and use the key below.

Key

E	exclusion
IC	individual consideration
OR	ordinary rates
UI	uninsurable
WP	waiting period
\$x	\$ extra per \$1,000 of sum insured

Underwriting

Sports and pastimes

Activity/pursuit	Life Plan	Critical Illness	TPD	Income Plan
Abseiling (Australia only)	OR	OR	E	E
Aviation – private flying				
Fixed wing				
– Up to 75 hours p.a.	OR	OR	OR	OR
– 76 to 150 hours p.a.	\$2.00 or E	\$2.00 or E	E	E
– 151 to 250 hours p.a.	\$2.50 or E	\$2.50 or E	E	E
– Over 250 hours p.a.	\$5.00 or E	\$5.00 or E	E	E
Helicopter				
– Up to 74 hours p.a.	OR	OR	OR	OR
– 75 to 150 hours p.a.	\$2.00 or E	\$5.00 or E	E	E
– 151 to 250 hours p.a.	\$3.00 or E	\$3.00 or E	E	E
– Over 250 hours p.a.	\$5.00 or E	\$5.00 or E	E	E
Aviation – student pilot	E	E	E	E
Agriculture Flying				
Fixed wing and helicopter (Australia only) crop dusting/ cattle mustering				
– Up to 250 hours p.a.	\$5.00 or E	\$5.00 or E	UI	UI
– Over 250 hours p.a.	\$10.00 or E	\$10.00 or E	UI	UI
Ballooning				
– Up to 200 hours p.a. (pleasure only)	OR	OR	OR	OR
– Competition	\$2.00 or E	\$2.00 or E	E	E
Microlite/Ultralite				
– Up to 50 hours p.a.	\$2.00 or E	\$2.00 or E	E	E
– Over 51–100 hours p.a.	\$3.00 or E	\$3.00 or E	E	E
Baseball				
– Amateur	OR	OR	OR	OR
– Professional	OR	OR	UI	UI
Basketball				
– Amateur	OR	OR	OR	OR
– Professional	OR	OR	UI	UI

Underwriting

Activity/pursuit	Life Plan	Critical Illness	TPD	Income Plan
Boxing				
– Amateur	OR	UI	UI	UI
– Professional	\$3.00 or E	UI	UI	UI
Canoe and Kayak				
– Within Australia	OR	OR	OR	OR
– Outside Australia	OR	OR	E	E
Caving and Potholing – refer under Diving				
Cricketers				
– Amateur	OR	OR	OR	OR
– Professional	OR	OR	UI	UI
Cyclists				
– Amateur	OR	OR	OR	OR
– Professional	OR	OR	UI	UI
Diving				
Recreational				
– Up to 30m	OR	OR	OR	OR
– Over 30m	\$3.00 or E	\$3.00 or E	E	E
Instructors				
	IC	IC	UI	UI
Caves/Potholes				
	\$2.00 or E	\$2.00 or E	E	E
Abalone				
	IC	IC	UI	UI
Equestrian Sports				
– Amateur	OR	E	E	E
– Professional	OR	E	UI	UI
Football – (Aust. Rules, Rugby League, Rugby Union, Soccer)				
– Amateur	OR	OR	OR	1, 1.5, 2 14 day WP Exclude first 30 days
				1, 1.5, 2 30 day WP OR

Underwriting

Sports and pastimes

Activity/pursuit	Life Plan	Critical Illness	TPD	Income Plan
				2.5, 3 Exclude first 60 days
				4, 5 Exclude first 90 days
Professional	OR	OR	UI	UI
Touch Football – amateur	OR	OR	OR	1, 1.5, 2 2.5, 3 OR
				4, 5 Exclude first 90 days
Golfers				
– Amateur	OR	OR	OR	OR
– Professional	OR	OR	UI	UI
Hockey – Field				
– Amateur	OR	OR	OR	OR
– Professional	OR	OR	UI	UI
Life Savers				
– Club	OR	OR	OR	OR
– Professional	OR	OR	UI	UI
Martial Arts (e.g. Judo, Karate, etc)				
– Non contact	OR	OR	OR	OR
– Full contact	OR	E	E	E
– Competitive: Special events including use of weapons, competitions, stunts, events and exhibitions	IC	IC	IC	IC

Underwriting

Activity/pursuit	Life Plan	Critical Illness	TPD	Income Plan
Motor/Power Boat/ Jet Ski Racing				
– 0–100 km/h	OR	OR	E	E
– 101–150 km/h	\$2.00 or E	\$2.00 or E	E	E
Motor Sport Activities				
Car				
– Vintage and Historic Racing	OR	OR	E	E
– Rally Cross, Hillclimbs, Autocross	OR	OR	E	E
– Lap Dash/Sprint, Super Sprint	OR	OR	E	E
– Off road and Odyssey Stock Cars	OR	OR	E	E
– Closed Club events (e.g. Porsche Car Club, etc)	OR	OR	E	E
Sedan Cars (Closed Cars)				
– Production Touring Cars	\$5.00 or E	\$5.00 or E	E	E
– Street Sedans	\$2.50 or E	\$2.50 or E	E	E
– HQ Holden/ Old Production vehicles	\$2.50 or E	\$2.50 or E	E	E
Sports Cars				
– CAN AM	\$40.00 or E	UI	UI	UI
– Sports Racing Cars	\$10.00 or E	\$10.00 or E	E	E
Speedway Racing				
– Midget Speedcars	\$5.00 or E	\$5.00 or E	E	E
– Demolition Derby	\$5.00 or E	\$5.00 or E	E	E
Drag Racing				
– Top Fuel, Funny Cars F/C, Exhibition	\$10.00 or E	\$10.00 or E	UI	UI
– Dragsters, Altered Cars	\$7.50 or E	\$7.50 or E	E	E
– Funny Cars AA/EC, BB/FC	\$7.50 or E	\$7.50 or E	E	E
– Modified Sedan, Street	OR	OR	E	E

Underwriting

Sports and pastimes

Activity/pursuit	Life Plan	Critical Illness	TPD	Income Plan
Rallying (Competitions)				
– Australia Only	\$2.50 or E	\$2.50 or E	E	E
– International	\$10.00 or E	\$10.00 or E	E	E
– Rallying (Social)	OR	OR	E	E
AUSCAR/NASCAR Racing				
– AUSCAR	\$7.50 or E	\$7.50 or E	E	E
– Sportsman	\$5.00 or E	\$5.00 or E	E	E
– HQ Holden	\$2.50 or E	\$2.50 or E	E	E
Motor Sport Activities				
– Motor Cycle				
Off Road				
– Cross Country, Motor Cross, Scrambles, Enduro, Hill Climbs, Gymkhana, Observed Trails	OR	OR	E	E
– Dirt Track, Speedway, Tourist Trophy (TT)	\$5.00 or E	\$5.00 or E	E	E
Trail Bike Riding				
– Social (non-competitive)	OR	OR	OR	E
– Racing (competitions)	\$2.00 or E	\$2.00 or E	E	E
Road Racing				
– Production/Street Class				
– Class 125cc	\$2.00 or E	\$2.00 or E	E	UI
– Class 250cc	\$5.00 or E	\$5.00 or E	E	UI
– Class 500cc	\$7.50 or E	\$7.50 or E	UI	\$7.50 or E
Motor Sport Activities				
– Truck Racing				
– Up to 14,100cc class	OR	OR	E	E
– 14,101cc to 18,500cc classes	\$2.50 or E	\$2.50 or E	E	E

Underwriting

Activity/pursuit	Life Plan	Critical Illness	TPD	Income Plan
Mountain Climbing/ Abseiling/Rock Climbing				
Australia only				
– Abseiling	OR	OR	E	E
– Lead Climb/Aided	\$2.00 or E	\$2.00 or E	E	E
– Solo Climbing	E	E	E	E
– Other	E	E	E	E
– Outside Australia	IC	IC	IC/E	IC/E
Parachuting/Sky Diving	\$2.00 or E	\$2.00 or E	E	E
Polo				
– Horse – Amateur only	OR	OR	OR	E
– Water	OR	OR	OR	OR
Rodeo	OR	E	E	E
Sailing				
– Non-competitive	OR	OR	OR	OR
– Competitive	IC	IC	IC	IC
– Endurance/Solo	IC	IC	IC	IC
Shooting				
– Amateur	OR	OR	OR	OR
– Professional	OR	OR	UI	UI
Skiing – Grass/Snow/Water				
– Social	OR	OR	OR	OR
– Competition	OR	E	E	E
Weight Lifting				
– Amateur	OR	OR	E	E
– Professional	OR	OR	UI	UI
Wrestling				
– Amateur	OR	OR	E	E
– Professional	OR	OR	UI	UI

CUTTING EDGE TECHNOLOGY + OLD FASHIONED SERVICE

Accelerated service
Accelerate service standards
Accelerate policy alterations

Accelerated service

The Accelerated Protection Policy and Accelerate online are both supported by the Accelerate Resource Team, a group of experienced staff ready to assist you with any enquiries.

Accelerated service philosophy

The Accelerated service philosophy aims to meet the following objectives:

- to provide the fastest and most efficient new business turnaround times, and
- to make using Accelerate online and writing Accelerated Protection a simple and straightforward process for our advisers.

Accelerate service tools

Online communication

Accelerate online and Accelerated Protection were designed to provide the fastest possible underwriting and service delivery times in the life insurance market.

To achieve these objectives, the Accelerate Resource Team is committed to using online and email communications in the majority of instances, with telephone contact making up the balance of communications.

Independent internal resources

Ensuring that the Accelerate underwriting and service delivery is fast and efficient will be the key component of our ongoing success and we hope, to your commitment to this new way of doing business.

To maximise the success of the Accelerate proposition, we've created the Accelerate Resource Team. A dedicated team focused solely on delivering service and underwriting support to those advisers using Accelerate online.

The Accelerate Resource Team operates independently of the existing TOWER retail risk service team to ensure you receive specialised support that is single-minded in its commitment to Accelerate online and the Accelerated Protection Policy.

Innovative policy issuing

To make the application process fast and simple, we complete an Accelerated Protection Policy without the customer's signature. The only time we'll require a customer's signature before they have been accepted is if we need to obtain medical information from their doctor.

The customer's signature is captured after the policy has been accepted using the customer confirmation pack, outlined below in more detail. This approach ensures that there are no delays when it comes to paying your commission on each new policy.

Once an application is accepted by Accelerate online or the Accelerate Resource Team, the following occurs:

- the policy is on risk
- a customer confirmation pack is issued to the customer within 48 hours (the customer needs to sign and return this pack within 30 days to confirm their disclosures), and
- the policy schedule and Policy Document are issued to the customer (by mail) and copied to the adviser (by email).

Customer confirmation pack

A unique feature of the Accelerate solution is that the customer does not need to sign a piece of paper upon application. Instead a customer confirmation pack is issued to the customer that they must read carefully and approve with their signature once they have been accepted for cover.

Service

The customer confirmation pack has been introduced to streamline the application process – a customer can be covered using an online application, without having to get a ‘piece of paper’ to us. Also, because you as their adviser will effectively be inputting their responses online, we ask the customer to confirm they agree with each of their disclosures in writing.

The customer confirmation pack process

1. Once the customer is accepted for cover, a customer confirmation pack is distributed which includes:
 - a. a letter explaining the process to the customer
 - b. the customer’s underwriting responses and disclosures based on their Accelerate online application
 - c. the necessary legal requirements including privacy and duty of disclosure information, and
 - d. a policy declaration page that the customer must sign and return to TOWER (one for each Life Insured) using the reply paid envelope provided.
2. The customer must review the information in the pack carefully. If they agree with the information, they sign the policy declaration page and return it to TOWER as soon as possible. If the customer needs to make changes to the information in the pack, they write the changes clearly on the policy declaration page, then sign this and return it to TOWER. When a customer makes changes to their disclosure, we may need further information and/or may need to change our original underwriting decision.
3. The customer confirmation pack must be returned to TOWER in 30 days. If we haven’t received the policy declaration page in 30 days, we’ll contact you. You then have an additional 14 days to follow up your customer to ensure they return the signed policy declaration.

Service

Accelerate service standards

The Accelerate Resource Team was designed to support Accelerate online and ensure our advisers receive the fastest business turnaround times. The performance of the Accelerate Resource Team members is measured against tight service level standards to ensure the delivery of this promise.

The Accelerate Resource Team is accountable for the service standards outlined below and service standards will be regularly published to communicate the team's performance.

Business area	Process	Service	Performance standard	Performance target
Call centre	Telephone	Availability	8.00am – 6.00pm (Mon – Fri) Unavailable national public holidays	90% in 20 seconds
Call centre	Telephone	Call back (where needed)	Within three hours or by agreed time	90% 100% next day
Non telephony contact	Email	Email received	Immediate acknowledgement and full response in four hours	70% 100% next day
New business	Process proposal	Process clean proposal	Immediately (within five seconds) assuming all information available	100%
Acceptance terms	Terms issue	Issue of Acceptance Terms	Email/phone issue within two hours of decision being made	90% 100% next day
Policy servicing	All changes	Alterations	Complete transaction and confirm to customer and adviser within three days (Note: Does not include alterations requiring underwriting)	90% 100% in five days
Claims management	Advice of claim	Acknowledged	Acknowledge claim and specify requirements within one day of advice being received	90% 100% in two days
Claims management	Payment of claim	Make claim payment	Make payment of claim within two working days of complete information	90% 100% in three days

Service

Accelerate policy alterations

Certain policy alterations can be submitted via Accelerate online. If you can't submit the alteration via Accelerate online, where possible our preference is to receive policy alterations via email.

Please note any change of ownership must be done by assignment which involves the transfer of ownership from one person or entity to another by agreement between the parties. It requires both the current

policy owner (transferor) and the proposed policy owner (transferee) to complete a Memorandum of Transfer and register the assignment with TOWER. Assignment can be used to transfer ownership for all non-superannuation to non-superannuation policies. Please take account of any capital gains tax implications that may arise. Assignment into or out of superannuation may not be available.

Process	Communication required	Signature/ request required from	Mail	Fax	Phone	Email	Accelerate online
General alterations							
Change of address	None	Policy owner	Y	Y	Y	Y	Y
Change of name	Letter from customer, and appropriate certificate	Policy owner or Life Insured (as applicable)	Y	Y	N	N	Y
Tax questionnaire (s82AAT)	Tax questionnaire form	Life Insured	Y	Y	N	Y	N
Reinstate lapsed policy	Application to reinstate lapsed policy, and payment of requested premium	Policy owner/ Life Insured	Y	Y	N	N	N
Change of servicing adviser	Letter of appointment	Policy owner	Y	Y	N	Y	N
Request replacement documents	Application for issue of replacement policy, and fee of \$80	Policy owner	Y	Y	N	Y	N

Service

Accelerate policy alterations

Process	Communication required	Signature/ request required from	Mail	Fax	Phone	Email	Accelerate online
Alterations to cover							
Change status from smoker to non smoker	Non smoker declaration	Policy owner/ Life Insured	Y	Y	N	N	N
Reduce amount insured	Letter	Policy owner	Y	Y	N	Y	Y
Decline individual indexation increase offer	None	Policy owner	Y	Y	N	Y	Y
Request a review of medical loading or exclusion	Letter that will result in telephone discussion	Policy owner/ Life Insured	Y	Y	N	N	N
Review non-medical loading or exclusion	Letter confirming no longer participating in hazardous pursuit/activity with no future intentions of doing so	Policy owner/ Life Insured	Y	Y	N	Y	N
Increase to amount insured or add coverage or life	Application via Accelerate online	N/A	N	N	N	N	Y
Increase waiting period or decrease benefit period	Letter	Policy owner	N	N	N	Y	Y
Decrease waiting period or increase benefit period	Application via Accelerate online	Policy owner	N	N	N	N	Y

Service

Process	Communication required	Signature/ request required from	Mail	Fax	Phone	Email	Accelerate online
Change of ownership							
Assignment	Memorandum of Transfer and original policy schedule	Transferor, transferee and witnesses	Y	N	N	N	N
Change of beneficiaries							
Non super-annuation – In relation to Life Cover on the life of the policy owner	Letter	Policy owner	Y	Y	N	N	N
Super-annuation – non binding nomination	Letter, or Nomination of Beneficiaries Form – non binding	Life Insured	Y	Y	N	N	N
Super-annuation – binding nomination	Nomination of Beneficiaries Form – binding	Life Insured and two witnesses	Y	Y	N	N	N
Change to premium							
Changing payment method (credit card, direct debit, etc)	Direct debit/ credit card request, or Letter	Policy owner	Y	Y	Y	Y	Y
Changing payment frequency	Letter	Policy owner	Y	Y	Y	Y	N
Change of regular billing date (for direct debits)	None	Policy owner	Y	Y	Y	Y	N

CALL US + WE'LL HELP YOU

Accelerate online
Accelerate Resource Team
Accelerate Customer Service

Contact us

Accelerate online

accelerate.toweraustralia.com.au

We encourage all of our advisers to log on to Accelerate online daily. Here you'll find all of the forms and documents you'll need to sell the Accelerated Protection Policy, along with news, adviser profiles and demonstration videos on each part of Accelerate including our quote and application system.

The screenshot shows the Accelerate online web application interface. The header includes the Accelerate logo with the tagline 'SIMPLICITY + CONTROL' and a search bar. A navigation menu on the left lists various options such as 'Home', 'Quote and apply', 'Resume a quote', 'Applications in progress', 'Policy reports', 'Commission statements', 'Policy alterations', 'Forms and documents', 'Marketing material', 'News and community', 'Contact us', 'Administration', and 'Log out'. The main content area features a 'Hi Adviser' greeting, a login instruction, and a section titled 'Accelerate your business in three easy steps' with a numbered list: 1. QUOTE, 2. APPLY, and 3. SUBMIT. Below this are 'Quick links' and 'Watch it work' sections. A vertical sidebar on the right highlights the three-step process with large numbers 1, 2, and 3, and the Accelerate logo at the bottom. The footer contains contact information and the Tower Australia logo.

ACCELERATE
SIMPLICITY + CONTROL

Home

Quote and apply

Resume a quote

Applications in progress

Policy reports

Commission statements

Policy alterations

Forms and documents

Marketing material

News and community

Contact us

Administration

Log out

Hi Adviser

If you're not Adviser name please [log out](#) and use your own login ID to access Accelerate to ensure your sales are allocated to the correct adviser number.

Accelerate your business in three easy steps

1. **QUOTE** – click on the [Quote and apply](#) link in the left hand menu
2. **APPLY** – once you've completed your quote, hit the **APPLY** button
3. **SUBMIT** – complete the online application process, and press 'Submit' to complete the case

Quick links	Watch it work
Customer information form	Accelerate customer
Accelerated Protection Policy PDS	Accelerate application (STP)
Accelerated Protection Policy Adviser guide	Accelerate application (further underwriting)
	Applications in progress

Accelerate your business in 3 easy steps

- 1 Quote
- 2 Apply
- 3 Submit

ACCELERATE
SIMPLICITY + CONTROL

Please call **1800 100 678**
if you have any problems using Accelerate

TOWER

TOWER Australia Limited ABN 70 060 100 450 AFSL 252848 Declared Debtor

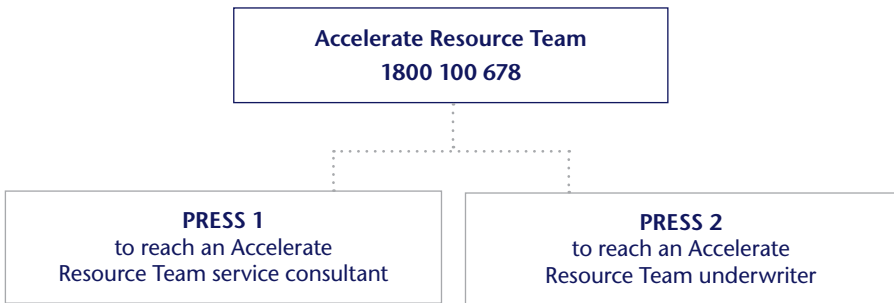
Contact us

Accelerate Resource Team

Accelerate Resource Team – 1800 100 678

The Accelerate Resource Team is your dedicated underwriting and service team that will provide you with all you need to know about the Accelerated Protection Policy and Accelerate online.

The Accelerate Resource Team is available from 8.30am to 6.00pm (EST) Monday to Friday and can be reached on 1800 100 678. Press either 1 to reach a service consultant or 2 to reach an underwriter:



The fax number for the Accelerate Resource Team is 1800 064 900.

To send a request to either a service or underwriting specialist in the Accelerate Resource Team, email:

accelerateservice@toweraustralia.com.au
for all of your service enquiries

accelerateuw@toweraustralia.com.au
for all your underwriting needs

acceleratesales@toweraustralia.com.au
for all your distribution enquiries

The postal address is:
Accelerate Resource Team
TOWER Australia
PO Box 142
Milsons Point NSW 1565

Accelerate Customer Service – 1800 064 159

If your customer would like to discuss their Accelerated Protection Policy, please refer them to the Accelerate Customer Service team on 1800 064 159.

TOWER Australia Limited

ABN 70 050 109 450

AFSL 237 848

80 Alfred Street

Milsons Point NSW 2061

Call 02 9448 9000

Fax 02 9448 9100

TOWER Australia Limited ABN 70 050 109 450 AFSL 237 848 Dated: 1 July 2007

This information has been prepared for use by advisers only, in no circumstances should it be provided to a customer. It contains general information only and no individual's financial needs or objectives have been taken into account in the preparation of this material. Benefit exclusions and adjustments apply. If there is any inconsistency between this document and the Accelerated Protection Policy Product Disclosure Statement or Policy Document, the terms of the Product Disclosure Statement and/or Policy Document will prevail to the extent of the inconsistency. A policy can only be effected after completion of an application. Prior to making any decision customers should read the Product Disclosure Statement.

