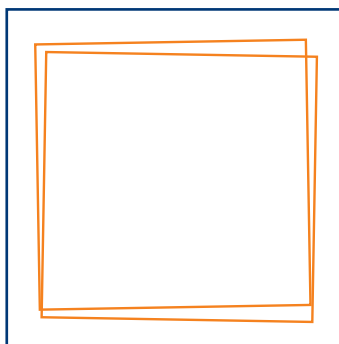
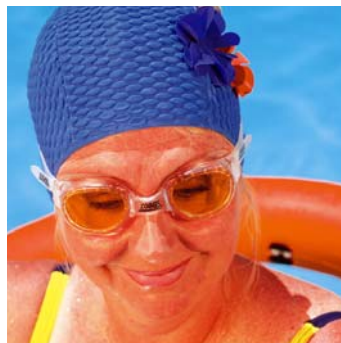


# ING Risk Review 2002

## World of Protection



# Contents

OVERVIEW	2
WORLD OF PROTECTION HEALTH CHECK	3
NEW APPLICATION FORM – A NAVIGATION GUIDE	6
SUMMARY OF CHANGES	11
IMPORTANT OPERATIONAL GUIDELINES	13
PROFILES	14

**Strong  
Partners**

**Successful  
future**



It's Brochure rollover time again. Hard to believe another year has slipped by. It only seems like yesterday that we asked you to replace the orange application form with the new, privacy compliant, blue application form.

The 2002 review gave us a chance to take stock and conduct a 'health check' of our risk insurance range. Like all check ups there were differing results. There are areas where we were doing well, opportunities to make quick changes and of course, areas for further improvement. Overall the 'health check' has been very positive and we're confident that we are well positioned for a successful future.

The World of Protection 'health check' introduces a range of new features, and responds to adviser feedback. Fiona Evans – Manager, Individual Risk Market, will outline the details of these enhancements. Initial feedback from research houses has been positive and ensures we will be well represented.

At ING we know 'product' is only one component of a risk insurance solution. Another area just as vital is ease of doing business. To this end we have revamped our application form, removing duplication, unnecessary tick boxes and have even reduced the number of pages. We have expanded the availability of own occupation, ensuring that more of your clients have access to this important coverage.

The last year has seen tremendous change. We have seen terrorism, companies fail, mergers and acquisitions and the birth of FSRA (finally). The economy is unstable and many companies are 'battening down the hatches'.

You can be confident that ING has the financial strength and security to ensure we can fulfil your client's needs. I find it reassuring that at this time ING has 'weathered the storm' quite well. We are actively recruiting specialist staff to ensure we have the right skills and resources available to effectively service your needs and those of your clients. Later in this booklet we'll introduce our risk insurance leaders. I am confident we have the right team to lead us – a team who understands the environment you work in and actively seeks your input and suggestions.

As always, we welcome your feedback on this or any other initiatives. At ING we look forward to working with you to build strong partnerships for a successful future.

Kind regards,

**Helen Troup**  
**Head of Risk Insurance Product Management**

## World of Protection 2002 Health Check

ING has spent a year in review. It's been a year well spent.

We have carefully revised our insurance products with a view to add value and keep pace with changes in both the financial and clinical fields.

ING assessed the range as a whole, identifying areas that needed attention or any possible product solution gaps. The result means ING has enhanced its comprehensive range of individual insurance options, accommodating latest developments in the medical field and addressing the changing needs of clients.

The introduction of Stand Alone Recovery ensures that you can offer the flexibility and choice of personal insurance options, whilst the addition of Binding Nominations gives clients more control about how their benefits will be paid. The ING product marketing team identified some recent and important advances in the clinical field – such as changes to the way many doctors diagnose heart attacks.

The 2002 assessment and review process has seen many changes to the World of Protection range, further details are outlined over the following pages.

The 'health check' shows ING to be fit, healthy and able to provide value added and effective personal insurance solutions to you and your clients, now and in the future. We are confident the World of Protection range represents a complete suite of personal insurance solutions that are in line with both current market trends and clinical advances.

Kind Regards,

**Fiona Evans**  
Manager, Individual Risk Market



>> Insure  
your  
future  
with ING//

### STAND ALONE RECOVERY

Stand Alone Recovery is the newest addition in the 2002 review. You can now offer clients trauma cover, without requiring either death or Total and Permanent Disablement (TPD) cover.

As a premium product, Stand Alone Recovery covers over 30 different trauma conditions and also has the added benefit of a 12-month buy back option, a feature not commonly seen on non-death and non-TPD products. Stand Alone Recovery completes the World of Protection range. ING now offer access to a complete range of insurance products with options and added flexibility to suit the specific individual needs of clients.

### THE BIG 4 TRAUMA CONDITIONS

**Cancer, Heart Attack, Stroke, Coronary Artery Surgery.**

The critical test for any Trauma policy is how it defines the conditions for benefit payment. In addition, the 'Big 4' comprise 96% of all trauma claims in Australia. Importantly of this 96%, Cancer accounts for 64%<sup>1</sup>. ING have made changes designed to enhance the major definitions to keep pace with the latest medical developments.

#### Cancer

In recent years we have seen additions to the exclusions in Cancer definitions. A review of recent claims and medical trends has seen ING resist this trend. The result sees the removal of the exclusion for Kaposi's Sarcoma and HIV related tumours, providing further protection for your clients.

<sup>1</sup> Source: Mercantile & General - Sales & Claims Update 1989-1995.

## Heart Attack

The most notable change in this field has been a change in the diagnostic procedure many doctors use for heart attacks. Previously an enzyme called CK-MB was used as a biomarker to detect the occurrence of a heart attack. CK-MB, while effective, can also be present in people who haven't had heart problems, which can potentially reduce the sensitivity of the test.

The protein Troponin has become the preferred cardiac biomarker for diagnosis of a Heart Attack. Troponin offers a greater level of sensitivity, allowing doctors to accurately detect heart attack incidents.

The Heart Attack definition contained within our Leading Life, Recovery Cash, Stand Alone Recovery and Income Protection Portfolios has been upgraded to include Troponin as an alternative criteria. The definition still includes ECG changes and cardiac enzymes as measures for a Heart Attack – the introduction of Troponin as a second tier to the definition ensures that clients have a definition which includes the latest in diagnostic technology.

### The new definition for Heart Attack is:

Heart Attack

Means the death of a portion of heart muscle arising from inadequate blood supply to the relevant area.

The basis for diagnosis shall be supported by the following clinical features being present and consistent with a heart attack and will include either:

- (i) recent electrocardiographic (ECG) changes and diagnostic elevation of cardiac enzymes CK-MB;
- or
- (ii) levels of Troponin I of 2.0µ/L or greater, or Troponin T of 0.6µ/l or greater, or their equivalent, and a left ventricular ejection fraction of less than 50%.

Troponin is a sensitive indicator and it directly relates to the level of severity of the Heart Attack. Lower levels of Troponin are released for Angina, micro infarctions and other heart conditions that are not indicative of a Heart Attack. The definition includes indicators that link to the level of severity and are consistent with the occurrence of a Heart Attack.

## Stroke

The 2002 review made no changes to either the definition or cover options relating to stroke. ING's definition and cover of stroke continues to be one of the best and most comprehensive available.

## Coronary Artery Surgery

There have been several changes in this area. Previously termed Coronary Bypass Surgery, the definition required a patient to undergo an open-heart surgical procedure to qualify for benefit payment. With recent advances in less invasive surgical procedures, like key-hole surgery, the definition has been expanded. This important change allows ING to offer clients cover that keeps pace with medical trends.

## Angioplasty

Angioplasty has also been refined to keep it current with recent medical procedures. The use of stents in angioplasty, as opposed to just a balloon, has become more commonplace and the definition has been extended to reflect this.

## BINDING NOMINATIONS

**Leading Life, through our MasterFund, now offers the option of Binding Nominations.**

A Binding Nomination allows a client to determine, with certainty, who receives their death benefits and in what amounts. Provided the nominated person or people qualify as dependants, the Trustee is required to pay the death benefits in accordance with the member's direction. Binding Nominations should be renewed every three years, or whenever a client's circumstances change.

## OWN OCCUPATION – TOTAL AND PERMANENT DISABLEMENT (TPD)

Traditionally, there are three types of cover relating to TPD:

- TPD from the client's own occupation – after 6 months of absence the client was unlikely to return to their former own occupation.
- TPD from any occupation – after 6 months of absence the client was unlikely to return to any occupation.
- TPD from home care duties.

The own occupation definition was previously restricted to less than 10% of possible occupations. **The 2002 review has expanded the available occupation list to include nearly half of all available occupations**, including many trade and 'blue collar' occupations that were previously ineligible. This expansion gives clients access to insurance that is more likely to suit their needs and you now have more options when putting together cover for clients.

## INCOME PROTECTION PORTFOLIO

The profitability of Income Protection continues to remain a problem for the insurance industry as the number and duration of claims are still on the increase. Our premiums need to more accurately reflect current market conditions and our own claims experience. As a result, effective 1 January 2003, rates will increase by:

>>No premium changes in 2002//

World of Protection – Income Safe, Income Safe Plus & Income Cover for both new and existing business	<b>5%</b>
All other income protection portfolios prior to World of Protection Range (e.g. Mercantile Mutual Income Protection)	<b>9%</b>

Recent studies in this area have highlighted two disturbing trends that are impacting on the income protection market:

1. Some occupations, which have typically been regarded as 'good occupations' are displaying adverse results. Examples include doctors, lawyers and people working greater than 60 to 70 hours per week.
2. Experience for policies with high monthly benefits are considerably worse than those with average benefit amounts.

In response to this and to ensure that premiums are equitable across all risk categories the following will be implemented on 1 January 2003:

- ING will have a new occupation class - 1P.

1P: Highly qualified medical, legal and financial professionals who require membership of a professional or government body in order to practice that occupation (refer to adviser guide for further details).



- The large monthly benefit discount for benefits greater than \$10,000 will reduce from 10% to 7.5%.

These two changes are for new business accepted in 2003 only.

In preparation for this transition we have updated our adviser guide, IQ quotation software and application form to cater for these changes. For the remainder of 2002 the occupations that are indicated as 1P will be underwritten and will attract the premiums for class 1 for the life of the policy.

#### OTHER ENHANCEMENTS IN THE 2002 REVIEW INCLUDE:

- **Interim Cover** –accidental Trauma and TPD cover has now been introduced, providing cover up to \$500,000. Accidental Death cover has been increased to \$1,000,000.
- **Index Linking** under Leading Life, Recovery Cash and Stand Alone Recovery will now include a minimum rate of 3%, providing valuable protection for your client's sum insured
- **Improved Terminal Illness definition** and maximum sum insured increased to the market leading amount of \$2,500,000.

A summary overview is contained on pages 11 and 12.

For further details on any aspect of this review please contact your ING Business Development Manager.





>Tip: Some advisers forget to complete their own details on the application form. Without this information it is impossible for us to pay commission!...//

>Tip: Application forms that include the initial premium, by cheque or credit card authority, will be processed quicker....//

## New Application Form – a navigation guide

The 2002 review gave us a chance to take a fresh look at our application form. The main objective was to assist the 'flow' through the form, making it more user friendly.

The following information provides a quick overview of the changes. We trust you will find the new application form easy and intuitive to use. Your BDM will be able to assist if you have any queries. Even with the introduction of a new product and binding nominations we have been able to reduce the number of pages from 28 to 24.

### Highlights of the new application form include:

- Incorporation of Privacy consent into the standard declaration on Page 16 - no more tick box. There is still the ability for a client to opt out of direct marketing – this has been incorporated in the declaration section (F)
- Moving of information into CIB (e.g. the Privacy Statement, Tax File Number information, and elements of the declaration). These are all now found on pages 48 to 50 of the CIB.
- We have changed format from Yes and No boxes to tick boxes. This means there are fewer boxes to check and it minimises the chance of something being missed, avoiding the delays associated with having to go back to clients.
- Life insured details are now collected first, prior to policy ownership, at the commencement of the application (page 2). For policies where the life insured and policy owner are the same this will result in a faster completion of the application.
- We have added additional space to enable the collection of detailed information. This is critical for the underwriting process – the more detailed the answers the less likely an underwriter will need to follow up or ask for additional information.
- Updated to include September 2002 product enhancements.
- You are no longer required to record the initial/instalment premium within the application form. As we already have the requirement that a quote from IQ must be attached to the application form this information was no longer needed.
- As the majority of change is found in the first 7 pages more detailed navigation of these pages follows.

## NAVIGATION AROUND APPLICATION – PAGE 2, LIFE INSURED AND OWNERSHIP DETAILS

If life insured is same as policy owner mark box and move to section A4 – simple

**A3** DETAILS OF POLICY OWNERSHIP – Please provide details of the policy owner for each policy.  
**Please note that all documentation and correspondence relating to the policy(s) is sent to the policy owner(s) unless it is a superannuation policy.**

- Life Insured and Policy Owner are the same:** Tick Policy where Life Insured is same as policy owner.
  - Leading Life
  - Recovery Cash
  - Stand Alone Recovery
  - Income Protection Portfolio
  - Business Expenses Plan
- Superannuation:** If Leading Life is to be owned by a Superannuation Fund please tick relevant box below.
  - ING Masterfund – Complete sections B1 & B3
  - OR**
  - External Trustee – Complete Section B1 & B2

**Other Policy Ownership:** If policy owner is another person or company please complete additional details below and tick relevant policy.

- Leading Life
- Recovery Cash
- Stand Alone Recovery
- Income Protection Portfolio
- Business Expenses Plan

Dr/Mr/Mrs/Miss/Ms (please circle one)

1. Surname/Company Name:	First Name(s):
2. Surname/Company Name:	First Name(s):
No. and Street:	

If policy owner is another person or company provide details marking which policy it applies to.

If Superannuation complete

- Section B1 – all policies page 3
- Section B2 – external Trustee page 3
- Section B3 – ING MasterFund pages 4 & 5

Application now caters for multiple policy owners in one section for different products. For example: Client applies for Leading Life through ING MasterFund, and Income Safe Plus where the life insured is the policy owner

**EXAMPLE**

- Life Insured and Policy Owner are the same:** Tick Policy where Life Insured is same as policy owner.
  - Leading Life
  - Recovery Cash
  - Stand Alone Recovery
  - Income Protection Portfolio
  - Business Expenses Plan
- Superannuation:** If Leading Life is to be owned by a Superannuation Fund please tick relevant box below.
  - ING Masterfund – Complete sections B1 & B3
  - OR**
  - External Trustee – Complete Section B1 & B2

**Other Policy Ownership:** If policy owner is another person or company please complete additional details below and tick relevant policy.

- Leading Life
- Recovery Cash
- Stand Alone Recovery
- Income Protection Portfolio
- Business Expenses Plan

Dr/Mr/Mrs/Miss/Ms (please circle one)

1. Surname/Company Name:	First Name(s):
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## NAVIGATION AROUND APPLICATION – PAGES 4 & 5, LEADING LIFE ING MASTERFUND

- TFN moved from section 19 to become part of Super section.
- ✓ Less likely to be missed
- ✓ No double entry of Fund name, client names etc.
- ✓ Extra declaration information moved into CIB

### Leading Life – ING MasterFund

**B3** THE FOLLOWING SECTION IS TO BE COMPLETED IF YOU ARE JOINING THE ING MASTERFUND

**Tax File Number** (Please read TFN section on page 50 of the Customer Information Brochure before providing this information.)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Addition of Binding Nomination Option. Client indicates who is to determine where benefits are to be paid.

**Binding nomination**

I, the life insured, hereby advise the Trustee of the ING MasterFund of my binding choices in relation to who should receive the sum insured payable on my death, and in what proportions. Such payment is subject to the terms and conditions of the policy and any limitations imposed by law at the time of payment. I reserve the right to alter my nomination at any time.

**Preferred beneficiary (non-binding) nomination**

I, the life insured, hereby advise the Trustee of the ING MasterFund of my preferences in relation to who should receive the sum insured payable on my death, and in what proportions. Such payment is subject to the terms and conditions of the policy and any limitations imposed by law at the time of payment. I reserve the right to alter my nomination at any time.

**Note:** For a Binding nomination to be valid two witnesses are required

– The nomination is in writing and is signed and dated by me in the presence of two witnesses aged over 18, neither of whom is a nominated beneficiary.

Full name of life insured:	Date of birth:
Signature: X	Date:

**Signature of two witnesses (required for all binding nominations):**

I am over 18 years of age, and am not a beneficiary on this form, and the member signed and dated this form (above) in my presence.

Witness Name:	Witness Date of birth:
Witness Signature: X	Date:
Witness Name:	Witness Date of birth:
Witness Signature: X	Date:

**NAVIGATION AROUND APPLICATION – PAGE 6, POLICY DETAILS**

Policy details now combined on pages 6 & 7. Sum Insured, premium option, payment method and optional benefit details collected in this section. Taken from over four pages to now two. This is a good result for you and ING. Gives a quick picture of which policies the client is applying for.

For increases to existing policies **only** write additional sum insured required.

## Policy Details

Please select level of cover and options required. A copy of your quote must be attached. If this is an increase to an existing policy, please only state the additional sum insured required.

**C1**

### LEADING LIFE

Leading Life Sum Insured	\$
TPD Sum Insured	\$
Trauma Sum Insured	\$

**Premium Option**  Stepped or  Level

**Premium payment method (tick one)**

- Yearly  Direct Debit  Credit Card  Cheque  
 Half yearly  Direct Debit  Credit Card  Cheque  
 Monthly  Direct Debit  Credit Card

\*Note: Cheques should be made payable to ING Life Limited.

#### OPTIONAL BENEFITS

- TPD**  TPD Buy Back
- TPD Definition  'Any Occupation'  'Own Occupation'
- TPD Occupation Loading  Nil  50%
- Business Protection Options – Non Super Only**  Business Safeguard  Business Loan Cover (refer to section J1 on page 23)
- Trauma Options – Non Super Only**  Extended Trauma  Accelerated Trauma

> **TIP:** A copy of the quote from IQ must be attached to the application form. . . //

**C2**

### RECOVERY CASH

Recovery Cash Sum Insured	\$
Recovery Cash TPD Sum Insured	\$
Additional Life Cover Sum Insured	\$
Additional TPD cover Sum Insured	\$

**Premium Option**  Stepped or  Level

**Premium payment method (tick one)**

- Yearly  Direct Debit  Credit Card  Cheque  
 Half yearly  Direct Debit  Credit Card  Cheque  
 Monthly  Direct Debit  Credit Card

\*Note: Cheques should be made payable to ING Life Limited.

#### OPTIONAL BENEFITS

- Trauma Options**  Plus Conditions  Accelerated Buyback
- Recovery Cash TPD**  TPD Buy Back
- Recovery Cash TPD Definition  'Any Occupation'  'Own Occupation'  'Homemaker'
- Recovery Cash TPD Occupation Loading  Nil  50%  100%
- Business Protection Options**  Business Safeguard  Business Loan Cover (refer to section J1 on page 23)
- Additional Life Cover TPD**  Additional TPD Buy Back
- Additional Life Cover TPD Definition  'Any Occupation'  'Own Occupation'  'Homemaker'
- Additional Life Cover TPD Occupation Loading  Nil  50%  100%

## NAVIGATION AROUND APPLICATION – PAGE 7, POLICY DETAILS

**Please note:** Index Linking box has been removed and is an automatic feature for all policies.  
 Yes/No box convention changed to tick box if applicable.  
 To select optional benefits ensure applicable boxes are ticked.

New Stand Alone Recovery Product

Ensure that a **Premium Option** and **Payment Method** are completed. We will be unable to process the application without this information

## Policy Details

Please select level of cover and options required. A copy of your quote must be attached. If this is an increase to an existing policy, please only state the additional sum insured required.

### C3 STAND ALONE RECOVERY

Stand Alone Recovery Sum Insured

**Trauma Options**  Accelerated Buy Back

**Premium Option**  Stepped or  Level

**Premium payment method (tick one)**

Yearly  Direct Debit  Credit Card  Cheque  
 Half yearly  Direct Debit  Credit Card  Cheque  
 Monthly  Direct Debit  Credit Card

\*Note: Cheques should be made payable to ING Life Limited.

### C4 INCOME PROTECTION PORTFOLIO

Monthly Benefit

Super Maintenance Benefit (maximum 15%)

Total

**Premium Option**  Stepped or  Level

**Premium payment method (tick one)**

Yearly  Direct Debit  Credit Card  Cheque  
 Half yearly  Direct Debit  Credit Card  Cheque  
 Monthly  Direct Debit  Credit Card

\*Note: Cheques should be made payable to ING Life Limited.

**Plan Type**  Income Safe Plus  Income Cover  Income Safe

**Financial Evidence Attached?**  Yes  No (Must be attached for Income Safe Plus and Income Safe)

**Benefit Period**  2 years  6 years  to age 55  to age 60  to age 65

**Waiting Period**  14 days  30 days  60 days  90 days  180 days  365 days  730 days

1  1P  2  2B  3  4

Increasing Claim Benefit

Accident Benefit

Mental Disorder Limitation Discount →

Signature of policy owner:

>Tip: For quick processing, please ensure all applicable questions are fully answered... //

Adviser use only

## Summary of Changes a World of

### >Leading Life

- Binding Death Nominations now available for Leading Life policies through the ING MasterFund.
- Increase in expiry age for Life Cover from Age 80 next birthday to Age 100 next birthday. This also includes Loss of Independent Existence (if applicable).
- Increase in the maximum Terminal Illness benefit payment from \$1,000,000 to \$2,500,000.
- Increased number of occupations eligible to select Own Occupation definition under TPD.
- Index Linking now has a minimum increase of 3%.
- Business Insurance Upgrade Facility has been renamed to 'Business Safeguard'.
- Business Safeguard is now available to be selected if the Trauma option/s have been selected. It is **not** available on the Trauma sum insured amount.
- Interim Cover now includes **accidental** TPD and Trauma. Accidental death maximum amount has increased from \$500,000 to \$1,000,000. TPD and Trauma maximum is \$500,000.
- Interim Cover – increased expiry date from 60 days to 90 days.
- Payroll deduction is no longer available.

#### Medical Definition Changes

- Cancer – has improved with Kaposi's Sarcoma/HIV exclusion being removed.
- Heart Attack – has improved and now includes Troponin as one of the criteria to determine a heart attack.
- Coronary Artery Surgery – has improved. This condition no longer has to be performed in an open heart operation.
- Angioplasty – has improved with balloon being removed and Intra arterial procedures no longer being excluded.

### >Recovery Cash/Plus

- Increase in Expiry age for Death Benefit from Age 80 next birthday to Age 100 next birthday. This includes Loss of Independent Existence (if applicable).
- Increase in the Terminal Illness maximum benefit from \$1,000,000 to \$2,500,000.
- Increased number of occupations eligible to select Own Occupation definition under TPD.
- Index Linking now has a minimum increase of 3%.
- Business Safeguard has been introduced to Recovery Cash products. This is available for Life and TPD Cover only.
- Interim Cover now includes **accidental** TPD and Trauma. Death maximum amount has increased from \$500,000 to \$1,000,000. TPD and Trauma maximum is \$500,000.
- Interim Cover – increased expiry date from 60 days to 90 days.
- Payroll deduction is no longer available.

#### Medical Definition Changes

- Cancer – has improved with Kaposi's Sarcoma/HIV exclusion being removed.
- Heart Attack – has improved and now includes Troponin as one of the criteria to determine a heart attack.
- Coronary Artery Surgery – has improved. This condition no longer has to be performed in an open-heart operation.
- Angioplasty – has improved with balloon being removed and Intra arterial procedures no longer being excluded.

### >Stand Alone Recovery

- New product introduced from 1 September 2002.
- 32 Trauma conditions covered.
- A lump sum payment of \$10,000 payable if the life insured suffers one of the Trauma Conditions and does not survive for 14 days.
- Unique Buy Back option allows you to buy back 100% of Stand Alone Recovery sum insured as Life Cover (including Terminal Illness) 12 months after the event. This option is available for an additional premium.
- Interim cover now includes accidental Trauma. Maximum is \$500,000.
- Includes all Medical Definition changes.

Information contained in these summaries is intended as a guide only and does not form part of or operate as a variation to any of

as at 1 September 2002



> INVESTMENT > SUPERANNUATION  
> BANKING > INSURANCE

## Protection

### Income Protection Portfolio

#### >Income Safe Plus

- Interim Cover has increased its expiry date from 60 days to 90 days.

**Medical Definition Changes under Trauma Recovery Benefit:**

- Cancer – has improved with Kaposi's Sarcoma/HIV exclusion being removed.
- Heart Attack – has improved. Now includes Troponin as one of the criteria to determine a heart attack.
- Coronary Artery Surgery – has improved. This condition no longer has to be performed in an open-heart operation.

#### >Income Cover

- Interim Cover – increased expiry date from 60 days to 90 days.

**Medical Definition Changes Under Trauma Recovery Benefit:**

- Cancer – has improved with Kaposi's Sarcoma/HIV exclusion being removed.
- Heart Attack – has improved. Now includes Troponin as one of the criteria to determine a heart attack.
- Coronary Artery Surgery – has improved. This condition no longer has to be performed in an open-heart operation.

#### >Income Safe

- Interim Cover – increased expiry date from 60 days to 90 days.

**No other changes**

#### >Business Expenses

- Interim Cover – increased expiry date from 60 days to 90 days.

**No other changes**

L2065/0902

the existing policy terms. For current terms and conditions, product details and definitions you should refer to the relevant policy terms.



## Important Operational Guidelines

### NEW LOOK CUSTOMER INFORMATION BROCHURE

You will notice a new look to the Customer Information Brochure (CIB). To remove the inconvenience of policy terms being separate documents we have incorporated them into the Brochure. The application form is a separate document and will no longer need to be pulled out of the CIB. The presentation of the document has improved leaving the client with one publication including both the Key Features Statement and Policy Terms.

**Warning: Do not use old CIBs. ASIC does not permit life companies to accept applications that have been signed and dated after the expiry of the CIB**

### Key Dates

31 August 2002	Old World Of Protection CIB expires.
1 September 2002	New World of Protection CIB becomes effective.
20 September 2002	Grace period ends for accepting old applications signed and dated prior to 1/9/02.
25 October 2002	All applications in suspense (on old application forms) will be completed. (If unable to complete a new application form will be required.)

### EXISTING CUSTOMERS

In keeping with our philosophy of protecting existing clients needs, we will be upgrading all World of Protection clients' benefits to include the enhanced benefits such as the extension of expiry age and the revised trauma definitions. More details will be communicated to you and your clients in the following months.

### IQ – QUOTATION SOFTWARE

An updated version of the Instant Quotes software, (IQ version 2.6) will be released as part of the 1 September 2002 rollover. It is available from 1 September on [www.ingprofessional.com.au](http://www.ingprofessional.com.au) our website dedicated to advisers.

### PRODUCT COMPETENCY

As you know selling any ING Risk products requires the appropriate product accreditation. The launch of Stand Alone Recovery introduces a new product to the World of Protection range and therefore will require product accreditation.

This can be easily achieved via an internet learning program on our web site [www.ingprofessional.com.au](http://www.ingprofessional.com.au)

Click on the 'Product and Services' menu item, under this click on the 'Pro Learning' option. You can now undertake the learning programs.

Please note, for those advisers who have already attained Recovery Cash competency, there is a **supplementary exam available for Stand Alone Recovery competency**. For those advisers who do not have any Risk accreditation there is a single exam covering Leading Life, Recovery Cash and Stand Alone Recovery.

If you need any assistance concerning the above, please contact your ING Business Development Manager or the ING Compliance Adviser in your state.

### ORDERING NEW BROCHURES AND MARKETING MATERIALS

You can order these materials online at [www.ingprofessional.com.au](http://www.ingprofessional.com.au). Alternatively you can complete the enclosed order form and fax it directly to PMA on 02 9629 0888.

### NEW DOCUMENTS ADDED TO THE WEBSITE

The CIB and application form have been added to the already available materials (such as policy terms and selected forms) on our website.

You can download directly from [www.ingprofessional.com.au](http://www.ingprofessional.com.au). Simply start at the 'Product & Services' menu item, click through to the 'Product Information' and then 'World of Protection' under 'Life Insurance'. Then open the document you need and print.

### APPLICATIONS IN SUSPENSE

At every rollover there will be some cases where a client has signed and dated an application – on or before the expiry date of the CIB – but for some reason the business is unable to be finalised.

These incomplete applications are what we call 'applications in suspense'.

We understand that some applications are difficult to finalise, particularly when we are waiting for reports from third parties such as accountants and doctors.

### We want to help you finalise any business that is currently in suspense.

We would like to work closely with you to complete any business that is awaiting additional information. Our target is to complete applications written on or before 31 August, by 25 October, 2002. Should we be unable to achieve this, it will be necessary for us to return the documentation to you with a refund of the premium paid.

If your client wishes to make a further application, they must complete a new application form.

We are committed to working with you to ensure that your business is completed as soon as possible. Refer to the Key Dates Box in this briefing paper for details.

## Profiles

**Adrian Izaia**  
**Head of Risk,**  
**Customer Service Group**

I have been with ING just on 7 weeks now, but have worked in the financial services industry for 15 years across IT, Management Consulting and Operational roles. The companies I have worked for include ANZ, BT, Rothschild, Perpetual and JP Morgan. I am happy to be part of the many new and experienced faces strengthening the ING risk team.

**Fiona Evans**  
**Manager, Individual Risk Market**

I joined the industry just under 10 years ago in the role of Risk Researcher for a large dealer group. I took on the role of Disability Product Manager for ING in March 2000 and more recently the World of Protection suite was added to my responsibilities. I look forward to bringing you further World of Protection developments.



**Joel Hochberg**  
**Marketing Manager**

I am the new Marketing Manager for Risk. I only started with ING a month ago, having come from Norwich Union. I have 15 years marketing experience spanning the consumer goods industry as well as financial services. I am enthusiastic in being able to help bring new products and services to our customers.

**Danielle Manley**  
**Operations Manager – Risk**

Over the past 11 years I have worked with and managed various customer service administration teams and departments within the financial services industry. Specifically, I have worked for MLC and Citibank/Citicorp Life, before commencing with ING in March 2000.

**Scott Robinson**  
**Technical Services Manager**

I've been with ING for the last 9 years, performing numerous roles within the underwriting area. Given the different changes I've seen over these years, I believe the most recent changes will strongly enhance ING's leadership in the market place.

**Peter Tilocca**  
**Underwriting Manager**

I've been underwriting for 15 years and still enjoy the challenges it provides. I chose to join ING because I recognise the outstanding opportunities it has to offer in the risk market. I look forward to being of service to you.



**Helen Troup**  
**Head of Risk Insurance Product Management**

Starting with ING in late 2001 with over 10 years worth of Risk Insurance experience in product development, marketing activities and management. I believe that ING's Risk Insurance offering is of a high quality well positioned for a successful future.

**Simon Stanton**  
**Operations Manager – National Claims**

I have been involved in the life insurance industry since 1972 with extensive experience in the development of administration systems, claims management and risk products. I recently joined the ING customer service team as the National Manager for Claims.

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