

Norwich Union Risk Application Key Features Statements and Customer Information Brochure

Life, income and critical illness protection
Norwich Union Life Australia Limited ABN 34 006 783 295

Issue date 1 October 2002

Expiry date 30 September 2003

You should read the enclosed material carefully, especially the Key Features Statement. This contains the important information you should know about the product.



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This Customer Information Brochure will remain in force and can be referenced up to its expiry date, namely 30 September 2003.

Should any of the information in the brochure change to such an extent as to become misleading it will be withdrawn immediately.

In this brochure references to Norwich Union refer to Norwich Union Life Australia Limited ABN 34 006 783 295.

Key Features Statement

Norwich Union Life Cover and Norwich Union Executive Life Cover

This Key Features Statement follows guidelines set down by the Australian Securities and Investments Commission. It will help you to:

- decide whether this product meets your needs; and
- compare this product with others you may be considering.

Important notice

Norwich Union Life Cover and Norwich Union Executive Life Cover are not savings plans. The primary purpose of these policies is to provide a benefit in the event of your death.

If you terminate your plan at any time you will not get anything back.

What the plan provides

Norwich Union Life Cover

This is a guaranteed renewable term insurance policy designed to provide a lump sum benefit in the event of death. Disability benefits can be added for an additional premium.

Norwich Union Executive Life Cover

This is a guaranteed renewable term insurance policy designed to provide a lump sum benefit of over \$1,000,000 in the event of death. Disability benefits can also be added for an additional premium.

Superannuation option

Either policy may be set up as a superannuation policy, either under the Norwich Union Superannuation Trust (NUST) or an alternative complying superannuation fund of your choice. The policy will be owned by the trustee of the superannuation fund and you will be the Life Insured. Any benefits will be paid to the trustee and not to you.

The trustee will determine how the benefits may be paid to you in accordance with the Trust Deed and superannuation law. If any part of the superannuation benefit is required to be preserved, then it must be held in a superannuation fund until you reach the preservation age or satisfy a condition of release. For further details regarding the superannuation option please refer to pages 40 to 42.

Please note: Norwich Union Life Cover and Norwich Union Executive Life Cover have the same features and options, except where expressly stated.

Premiums

Your health, occupation, gender and lifestyle may affect the amount of your premium.

Norwich Union may change the scale of rates but only if it does so for all clients with policies and premiums based on that scale. Premiums are payable monthly, quarterly, half yearly or yearly. Norwich Union does not provide a premium rate guarantee.

Two premium options are available for the Life Cover Policy. However, the level premium option is not available for the Executive policy.

Stepped Premiums

The premium is recalculated at each policy anniversary based upon your age and/or any increase in the sum insured arising from indexation increases.

Level Premiums

The premium is calculated at the commencement of the policy. The minimum term for this option is 5 years.

The level premium **may change** if there is an alteration to your sum insured, and **will automatically change to a stepped premium** at the policy anniversary preceding a certain age, which is nominated by you. The choices are any of the 55th, 60th or 65th birthday.

Key Features Statement continued

Norwich Union Life Cover and Norwich Union Executive Life Cover

Minimum premium

Stepped

\$100 p.a. plus policy fee (currently \$85.00).
The minimum premium does not apply if death sum insured is \$175,000 or greater.

Level

\$2,000 p.a. plus policy fee (currently \$85.00).
The minimum does not apply if death sum insured is \$300,000 or greater.

Non payment of premiums

If the premium is not paid within the grace period of 30 days, the policy will lapse with effect from when the premium was due and no benefits will be payable.

Premium rates

A table of premium rates is available upon request. Discounts are available for non-smokers.

Issue ages

Ordinary policy

Ages 11 - 70 next birthday for Death Benefit.

Ages 17 - 60 next birthday for Disability Benefits.

Superannuation arrangements

Ages 11 - 65 next birthday for Death Benefit.

Ages 17 - 60 next birthday for Disability Benefits.

Benefits

In the event of death or (if applicable) Total and Permanent Disability, the agreed sum insured will be paid.

For ordinary policies, you determine who the benefits are paid to by completing the form on page 61 (otherwise benefits are paid to the policyowner/s).

For superannuation policies, the death benefits may, at the discretion of the trustee and with the consent of the beneficiary, be payable as a pension.

Where this policy is written in conjunction with a Norwich Union Flexible Recovery Money or a Norwich Union Executive Flexible Recovery Money policy:

1. The amount of sum insured payable on death under the Norwich Union Life Cover or Norwich Union Executive Life Cover will be reduced by the amount of benefits paid under the Norwich Union Flexible Recovery Money or Norwich Union Executive Flexible Recovery Money policy;
2. The amount of sum insured payable on Total and Permanent Disability under the Norwich Union Life Cover or Norwich Union Executive Life Cover policy, will be reduced by any payment that the critical illness benefit paid exceeds the Total and Permanent Disability benefit under the Norwich Union Flexible Recovery Money or Norwich Union Executive Flexible Recovery Money policy.

Any remaining benefit under the Norwich Union Life Cover or Norwich Union Executive Life Cover policy, if applicable, will continue upon payment of the appropriate premium.

In the event of a payment for Terminal Illness or Total and Permanent Disability, the benefits held under the Norwich Union Flexible Recovery Money or Norwich Union Executive Flexible Recovery Money policy will be reduced by the amount of benefits actually paid under a Norwich Union Life Cover or the Norwich Union Executive Life Cover policy.

Guaranteed Yearly Renewable

The cover is guaranteed to be renewable each year without further health evidence until the following dates:

Ordinary policy

- Death benefit: Policy anniversary preceding age 90
- Disability benefit: Policy anniversary preceding age 65

Superannuation arrangements

- Death benefit: Policy anniversary preceding age 70
- Disability benefit: Policy anniversary preceding age 65

If cover is provided under superannuation arrangements you will be able to continue your death cover beyond the policy anniversary before age 70 under a non-superannuation policy should you wish.

Additional benefits

Additional benefits available **at no extra cost** are:

Terminal Illness Benefit

A payment of up to \$1,000,000 of your death benefit can be made in advance if you become terminally ill. If the death cover sum insured exceeds \$1,000,000, provided premiums are paid, the balance will be payable upon death.

The availability of this benefit for superannuation policies is subject to superannuation legislation regarding the release of benefits (see page 42). However, the taxation position may be less favourable than deferring payment until it is payable as a death benefit.

Economiser Option

At any time after your 30th birthday you can request for this option to be applied. Applying this option means:

- (a) indexation ceases; and
- (b) except at policy anniversaries when benefits automatically reduce or cease for other reasons, or premium loadings cease, the sum insured will be automatically reduced in inverse proportion to the increase in premium rates which would have occurred had this reduction not been made.

This has the effect of "freezing" the premium, apart from changes in the policy fee or premium scale, or crossing below size adjustment bands. You may cancel the Economiser at any time by notice in writing. Indexation, if applicable, is reinstated.

This option is not available where the level premium option has been selected.

Future Insurability Option

This provides the opportunity to increase the death sum insured without further evidence of insurability on the occurrence of the following events:

- The life insured marries;
- A child is born to, or legally adopted by, the life insured;

- Arrangement of a housing loan by the life insured to buy the first home.

You must apply for this increase within 30 days of the first renewal date following the defined event.

You may only increase the death sum insured under this benefit once in any 12 month period. You may increase your sum insured by 25% or \$75,000, whichever is lower at any time.

The maximum total amount of increase under this benefit over the life of the policy is the lesser of:

- The amount of death sum insured under your policy, excluding indexation increases and increases effected under this Option; and
- \$1,000,000.

The benefit cannot, however, be exercised if at the time of your request:

- you are older than 50 years of age,
- you have previously been accepted by Norwich Union with special conditions affecting the premium rates,
- the premiums are being waived under the Waiver of Premium Option, or
- you are currently entitled to make a claim for a terminal illness or critical illness benefit under a policy insuring your life with us.

Indexation Benefit

The policy automatically provides increases in the benefits by the greater of the percentage increase in the CPI or 3%, without further medical evidence. The maximum initial sum insured that can be indexed is \$3,000,000.

The increases are applied on each policy anniversary. You have the right to refuse an increase in any year. You may cancel the Indexation benefit at any time.

This option is not available if the Business Protection Option has been selected.

Interim Accident Insurance (see page 45)

Key Features Statement continued

Norwich Union Life Cover and Norwich Union Executive Life Cover

Optional benefits

Optional benefits available **for an additional premium** are:

Business Protection Option (see page 6)

Disability Benefit Option

Under this option the disability sum insured will be paid if you become Totally and Permanently Disabled, at which point the policy ceases unless the sum insured on death exceeds your disability benefit. In such a case the excess death benefit continues upon payment of the corresponding premium.

Disability Buy Back Option

This option can only be exercised within thirty days from twelve months after the Disability benefit has been paid. It enables purchase of death cover renewable to age 90, at a time when you may have become uninsurable.

Norwich Union will in these circumstances accept a proposal provided that:

- (a) the sum insured does not exceed the disability claim value paid; and
- (b) premiums will be charged at the appropriate rate for the current age based on prevailing published term insurance rates; and
- (c) any original exclusions or special conditions will be maintained.

The option does not apply after a benefit payment for the Terminal Illness Benefit.

Waiver of Premium Option

This option provides for future premiums to be waived while the life insured suffers an extended period of Total Disability as defined on page 7.

If the life insured has been totally disabled for at least three continuous months then, while Total Disability continues, subsequent premiums falling due are waived up to the policy anniversary prior to the life insured's 65th birthday. Premiums for increases, or for policies effected as a result of the Business Protection Option or the Disability Buy-Back Option are not subject to this option.

Minimums

Norwich Union Life Cover

No minimum sum insured applies.

Norwich Union Executive Life Cover

The minimum death sum insured is \$1,000,000.

Maximums

Maximums applicable to both Norwich Union Life Cover and Norwich Union Executive Life Cover are:

Death benefits: no maximum.

Disability benefits: maximum disability cover is \$2,500,000, however a maximum of \$2,000,000 applies to the 'own occupation' definition.

There is no maximum death cover for policies effected under superannuation arrangements, but lump sum benefits are subject to higher taxation if Reasonable Benefit Limits (RBL) are exceeded (see page 42).

Exclusions

1. Death cover is not payable if death was caused by suicide within thirteen months of commencement or reinstatement of the policy. If death was caused by suicide within thirteen months of an increase then the increase in the sum insured is not payable.
2. Neither the Disability Benefit nor the Waiver of Premium will be payable in the event of attempted suicide, self inflicted illness or injury, participation in insurrection or as a result of any act of declared or undeclared war.

What are the charges?

All the charges of the Norwich Union Life Cover and Norwich Union Executive Life Cover Plans are fully described in this section. The life company undertakes not to apply any other charges without your specific consent.

The annual policy fee for these policies is \$85.00 until 31/12/2002. The policy fee can be periodically amended, but never at a rate greater than the rate of increase in the Consumer Price Index (CPI) since any previous amendment in the policy fee for equivalent policies.

Norwich Union reserves the right to charge any government tax, licence fee, stamp duty or impost relating to your policy at any time during the life of the policy (see page 39).

Where payments are received more frequently than annually, a loading of 5% of the premium and policy fee for half yearly payments, and 8% of the premium and policy fee for all other payments, is applied.

Policy size adjustments to premium scales also apply. Premiums are increased by 10% for policies with less than \$100,000 in death cover.

If there are any changes to the non-government charges and fees detailed above, Norwich Union will give you three months' advance notice.

Taxation

Ordinary policies

The premiums are generally not deductible for individuals. Tax deductions may be available to employers in certain circumstances. You should seek expert taxation advice on this issue. Death benefits are generally not taxable. Total and Permanent Disablement benefits are generally not taxable if the recipient is the person insured, or the spouse or certain relatives of the person insured (as defined in the Income Tax Assessment Act 1997). However, the exemption from assessment of Total and Permanent Disablement benefits under capital gains tax provisions may not apply for other recipients.

Superannuation arrangements

The contribution to pay the premium for a superannuation policy owned by a trustee for the benefit of the insured may be deductible for a self employed person and for an employer up to certain limits set by the government. Death benefits are generally not taxable if they are paid to your dependants and if the total amount is within your pension Reasonable Benefit Limit. Total and Permanent Disablement benefits may receive concessional taxation treatment. See pages 41 and 42 for further details on taxation in relation to superannuation policies.

The tax position detailed here is a general statement only, and individual circumstances may be quite different. The above tax interpretation reflects our current understanding of the tax laws as at the issue date of this brochure.

14 day cooling off period

Upon receipt of your policy documents you have fourteen days to check that the policy meets your needs. This is known as the cooling off period. Within this time you may cancel the policy by written request to Norwich Union without paying any charges.

For superannuation policies within the NUST, you may ask the trustee to cancel the policy within the cooling off period by writing to Norwich Union and returning all the documents sent to you.

Information on your policy

We will provide a policy document, a policy schedule and a policy information statement which explains the policy. These are important documents and should be read carefully and stored. All the terms of your insurance are effective as soon as we issue the policy.

While we are assessing your application you will be covered under the terms of the Interim Accident Insurance, detailed on page 45 of this brochure.

For policies effected under a superannuation arrangement you will receive a statement at least once every 12 months.

If you have any complaints

Norwich Union has established internal procedures for handling enquiries and complaints. Details of our procedures can be found on pages 39 and 40, along with information about independent complaints handling.

Additional Information

Norwich Union Life Cover and Norwich Union Executive Life Cover

A further optional benefit available for an additional premium is:

Business Protection Option

This option allows you to apply for an annual increase to the sum insured for Death and Total and Permanent Disability, without the requirement to supply further medical evidence. This option is designed to assist you in keeping your insurance in line with your business requirements. The Business Protection Option may be used for the following purposes:

- Business Succession Planning
- Loan Guarantor Insurance
- Key Person Insurance

You will need to apply to us in writing, nominating the purpose for which the Business Protection Option is being bought and provide a valuation from a qualified accountant or valuer of your business, key person, or evidence of the contractual guarantees, as the case may be, together with any other financial evidence we may require, to satisfy us that the value of your financial interest is at least equal to the increased amount of cover. Any increase in the sum insured is subject to Norwich Union's approval.

The death sum insured may be increased subject to the following maximums:

- For Business Succession Planning purposes - 3 times the sum insured when your option was first issued or \$10 million - whichever is less.
- For Loan Guarantor or Key Person Insurance purposes - 3 times the sum insured when your option was first issued or \$5 million - whichever is less.

You may increase the disability sum insured to 3 times the sum insured when the option was first issued or \$2 million - whichever is less. However, the benefit may not be increased to an amount in excess of the death cover under the policy.

You can apply for the increase within 30 days either side of the policy renewal date.

The maximum age at which the benefit can be taken out is age 60 next birthday.

The option is available until the policy renewal date immediately preceding the insured's 65th birthday.

If the option is not exercised on three consecutive policy renewals it will be automatically cancelled, unless you can satisfactorily demonstrate that the financial evidence relating to your business and the purpose identified by you, in respect of that period, did not support an increase in the sum insured.

This option is not available for a policy effected as a superannuation arrangement.

Definitions

Total and Permanent Disability

Total and Permanent Disability means either:

- (a) the Life Insured has suffered total and irrecoverable loss of the:
 - sight of both eyes, or
 - use of two limbs, or
 - sight of one eye and the use of one whole hand or one whole foot, or
- (b) the Life Insured has been unable to perform his or her own occupation for a period of at least three months due to bodily injury or illness and is so disabled that he or she is unlikely to ever be able to perform his or her own occupation, or other occupation for which the Life Insured is suited by education training or experience.

Own Occupation

Where Norwich Union agrees, part (b) of the definition of "Total and Permanent Disability" shall be substituted by the following definition, namely:

"the Life Insured has been absent from employment through injury or illness for an uninterrupted period of three months and has become incapacitated to such an extent as to render him or her unlikely ever to be able to engage in his or her own occupation."

Own occupation will be regarded as your occupation at the time of proposing for this policy, unless you have been in your current occupation for a consecutive period of at least eighteen (18) months at the time of making a claim.

Home Duties

If the insured's occupation immediately prior to the commencement of Total and Permanent Disablement can be described as "Home Duties", then "Total and Permanent Disablement of the Life Insured" shall mean that the Life Insured has, for an uninterrupted period of three months, been under medical supervision with complete inability to perform the majority of normal domestic duties and is unlikely ever to recover.

Occupations of a Specialised Nature

Specialist surgeons will be interpreted on the broader definition of 'medical practitioner' for the purposes of the Own Occupation definition.

Terminal Illness

Where the insured is diagnosed as being terminally ill and death is likely to occur within twelve months, the sum insured may be paid out early, with the agreement of the policyowner, as a Terminal Illness Benefit. A medical practitioner nominated by Norwich Union will be required to certify the extent of the illness or injury, providing diagnosis and prognosis of the condition. The maximum amount currently payable under the Terminal Illness Benefit, including all other amounts payable by Norwich Union, is \$1 million. Where the sum insured under the policy is greater than this maximum the unpaid balance of the sum insured shall be payable on the Life Insured's death. If a Disability Benefit is attached and, for Norwich Union Recovery Money policies (including Executive version) a Critical Illness Benefit is attached, the amount of cover provided by these benefits will be reduced by the amount paid.

Waiver of Premium Option

– Total Disability

Total Disability means Norwich Union is satisfied that either:

- (a) the Life Insured has suffered total and irrecoverable loss of the:
 - sight of both eyes, or
 - use of two limbs, or
 - sight of one eye and the use of one whole hand, or one whole foot, or
- (b) the Life Insured has been unable to perform his/her own occupation (or other occupation for which the Life Insured is suited by education, training or experience) for a period of at least three months due to bodily injury or illness.

Where the Life Insured is wholly engaged in full time unpaid domestic duties at the date of the event causing Total Disability, then "occupation for which the Life Insured is suited by education, training or experience" shall be taken to include unpaid domestic duties. The Life Insured must be disabled to such an extent that he/she is confined to his/her place of principal residence unless assisted.

Refer further notes on page 39 for information which is relevant to all policies.

Key Features Statement

Norwich Union Recovery Money and Norwich Union Executive Recovery Money

This Key Features Statement follows guidelines set down by the Australian Securities and Investments Commission. It will help you to:

- decide whether this product meets your needs; and
- compare this product with others you may be considering.

Important notice

Norwich Union Recovery Money and Norwich Union Executive Recovery Money are not savings plans. The primary purpose of these policies is to provide a benefit in the event of your death, or suffering a critical illness.

If you terminate your plan at any time you will not get anything back.

What the plan provides

Norwich Union Recovery Money

This is a guaranteed renewable term insurance policy designed to provide a lump sum benefit in the event of death with part or all of the benefit payable on a prior critical illness at your option.

Norwich Union Executive Recovery Money

This is a guaranteed renewable term insurance policy designed to provide a lump sum benefit of over \$1,000,000 in the event of death with up to \$1,500,000 as critical illness cover.

You may choose to add disability benefits for an additional premium to either policy.

Please note: Norwich Union Recovery Money and Norwich Union Executive Recovery Money have the same features and options, except where expressly stated.

Premiums

Premiums for these policies are subject to the same terms and conditions and with the same options as set out on pages 1 and 2 of the Key Features Statement of Life Cover and Executive Life Cover, under the section headed 'Premiums'.

Non payment of premiums

If the premium is not paid within the grace period of 30 days, the policy will lapse with effect from when the premium was due and no benefits will be payable.

Premium rates

A table of premium rates is available upon request. Discounts are available for non-smokers.

Issue ages

Ages 17 to 60 next birthday.

Benefits

In the event of Death, Critical Illness or if such option is selected, Total and Permanent Disability, the agreed sum insured will be paid as a lump sum.

You determine who the benefits are paid to by completing the form on page 61 (otherwise benefits are payable to the policyowner).

The critical illnesses covered are:

Aplastic Anaemia, Benign Intracranial Tumour, Blindness, Cancer, Chronic Lung Disease, Coma, Coronary Artery By-Pass Surgery, Coronary Artery Disease, Deafness, Dementia, Diplegia, Encephalitis, Heart Attack, Heart Surgery, Hemiplegia, Idiopathic Cardiomyopathy, Liver Disease, Loss of Independent Existence, Loss of Speech, Major Burns, Major Head Trauma, Major Organ Transplant, Motor Neurone Disease, Multiple Sclerosis, Occupationally Acquired HIV Infection, Open Heart Surgery, Out of Hospital Cardiac Arrest, Paraplegia, Parkinson's Disease, Pneumonectomy, Primary Pulmonary Hypertension, Quadriplegia, Renal Failure and Stroke.

In respect of Coronary Artery Disease the maximum amount payable will be limited. Refer to page 13 for precise details.

In respect of Occupationally Acquired HIV Infection the benefit may be excluded where a cure becomes available. Refer to page 15 for precise details.

The definitions of critical illness are shown on pages 12 to 15.

Guaranteed Yearly Renewable

The cover is guaranteed to be renewable each year without further health evidence until the policy anniversary preceding age 65 for both the Critical Illness and Disability Benefit, and the policy anniversary preceding age 90 in the case of the Death Benefit.

Additional benefits

Additional benefits available at **no extra cost** are:

Terminal Illness Benefit

This benefit is provided on the same terms as set out on page 7 for the Life Cover and Executive Life Cover policies.

Economiser Option and Future Insurability Option

Each of these options is provided upon the same terms as are set out in the Key Features Statement for Life Cover and Executive Life Cover policies on page 3.

Indexation Benefit

This option is not available if the Business Protection Option has been selected. It is available upon the same terms as set out in the Key Features Statement for Norwich Union Life Cover on page 3, except that the maximum initial sum insured which can be indexed is \$1,000,000

Interim Accident Insurance (see page 45)

Optional benefits

Optional benefits available **for an additional premium** are:

Business Protection Option (see page 6)

Disability Benefit Option

Under this option your benefit is extended to include disablement cover if you become Totally and Permanently Disabled (as defined on page 6). Upon payment of this benefit both death and critical illness benefits are reduced by the disablement benefit paid out and the policy ceases unless your Death Benefit exceeds your disablement sum insured, in which case the excess Death and Critical Illness Benefits continue upon payment of the corresponding premiums.

Disability Buy Back Option and Waiver of Premium Option

Each of these options is available upon the same terms as set out in the Key Features Statement for Norwich Union Life Cover and Executive Life Cover policies on page 4, subject to the following additional terms applicable to the Recovery Money and Executive Recovery Money policies:

- The Disability Buy Back Option does not apply after a benefit payment for the Critical Illness Benefit.
- The Waiver of Premium Option does not apply to policies set up as a result of exercising the Critical Illness Benefit Buy Back Option.

Critical Illness Buy Back Option

This option can only be exercised within thirty days from twelve months after the critical illness benefit has been paid. It enables the purchase of death cover on similar terms to those for the Disability Buy Back Option except that the sum insured must not exceed the critical illness claim value paid. This option does not apply after benefit payments for Disability or Terminal Illness Benefits.

Where the Critical Illness Buy Back Option is exercised in conjunction with the Critical Illness Reinstatement Option indexation will not be available.

Key Features Statement continued

Norwich Union Recovery Money and Norwich Union Executive Recovery Money

Critical Illness Reinstatement Option

This valuable option can be exercised within thirty days twelve months after the Critical Illness Benefit has been paid. It allows you to reinstate 50% of the critical illness cover renewable to age 65 without underwriting. This option provides critical illness sufferers with a second level of protection and peace of mind.

For a period of thirty (30) days from the first anniversary of the payment of the critical illness sum insured, Norwich Union will accept a proposal provided:

- (a) the sum insured does not exceed 50% of the critical illness benefit paid; and
- (b) premiums will be charged at the appropriate rate for the current age based on prevailing published term insurance rates; and
- (c) Indexation will not be available on the critical illness cover; and
- (d) any original exclusions or special conditions applicable under the policy will be maintained.

The Critical Illness Reinstatement Option must be exercised within thirty days from twelve months of the payment of the critical illness claim. The option does not apply after benefit payments of a critical illness claim for Coronary Artery Disease or for the Disability or Terminal Illness Benefits.

We will pay a claim under the reinstated cover if the life insured suffers from a critical illness; and if

- You have not claimed under the same or a related critical illness event.
- It is not a condition that has occurred as a direct or indirect result of the original critical illness event.
- It is not a Stroke (including Plegia's as a result of a cerebrovascular accident) and the original claim was for a Cardio Vascular related condition.
- The critical illness event occurs after the cover has been reinstated.

Related Critical Illness Event

Plegia's: Diplegia, Hemiplegia, Paraplegia, Quadriplegia

Cardio Vascular: Coronary Artery By-Pass Surgery, Heart Attack, Heart Surgery, Idiopathic Cardiomyopathy, Open Heart Surgery, Out of Hospital Cardiac Arrest, Primary Pulmonary Hypertension

Minimum

Norwich Union Recovery Money

A minimum Critical Illness sum insured of \$25,000 applies to Norwich Union Recovery Money. Minimum premium requirements also apply.

Norwich Union Executive Recovery Money

A minimum Critical Illness sum insured of \$25,000 and a minimum Death sum insured of \$1,000,000 apply.

Maximum

The maximum sum insured is \$1,500,000 in aggregate, for Critical Illness insurance on your life, with Norwich Union and under any similar policy with any other insurers. Additional Critical Illness cover will not be issued in excess of this aggregate limit.

Note: Once the Critical Illness Benefit or Disability Benefit has been paid, the policy ceases unless the Death Benefit sum insured exceeds the Critical Illness Benefit or Disability Benefit, in which case the excess Death Benefit continues upon payment of the appropriate premium.

Exclusions

1. Death cover is not payable if death was caused by suicide within thirteen months of commencement or reinstatement of the policy. If death was caused by suicide within thirteen months of an increase then the increase is not payable. No Critical Illness Benefit or Disability Benefit will be payable in the event of self-inflicted illness or injury.
2. The Critical Illness Benefit will not be payable if it is shown that you do not have the condition which has been diagnosed.

- Neither the Disability Benefit nor the Waiver of Premium will be payable in the event of attempted suicide, self inflicted illness or injury, participation in insurrection or as a result of any act of declared or undeclared war.
- No payment will be made for Heart Attack, Stroke, Benign Intracranial Tumour, Cancer, Heart Surgery, Open Heart Surgery, Coronary Artery By Pass Surgery or Coronary Artery Disease if the condition is diagnosed, or symptoms leading to diagnosis become reasonably apparent, before or within three months after the commencement or reinstatement of the policy. If any of these conditions are diagnosed or become apparent within three months of an increase in benefits, then the amount of the increase will not be payable.

Payment will be made for any insured events that are independent of any condition or symptoms originally diagnosed within the three month period.

Where we agree to takeover an existing policy from another insurer, the three month exclusion of payments will not apply where the same medical conditions and procedures have been covered under the policy to be replaced, and the sum insured under the policy being replaced is greater than or equal to the sum insured under this policy and the policy being replaced has been in force for at least 3 months.

What are the charges?

All the charges for Norwich Union Recovery Money and Norwich Union Executive Recovery Money are fully described in this section. The life company undertakes not to apply any other charges without your specific consent.

The information provided on page 5 for the charges for Life Cover and Executive Life Cover equally reflect the details of the charges for Recovery Money and Executive Recovery Money.

Taxation position

The premium is generally not deductible and the death benefit is generally not taxable. Critical Illness and Disability benefits are generally not taxable if the recipient is the person insured or spouse or certain relatives of the person insured (as defined in the Income Tax Assessment Act 1997). However, the exemption from assessment of these benefits under capital gains tax provisions may not apply for other recipients.

The tax position detailed is a general statement only and individual circumstances may be quite different. The above tax interpretation reflects our current understanding of the tax laws as at the issue date of this brochure.

14 day cooling off period

Upon receipt of your policy documents you have fourteen days to check that the policy meets your needs. This is known as the cooling off period. Within this time you may cancel the policy by written request to Norwich Union without paying any charges.

Information on your policy

We will provide you with a policy document, a policy schedule and a policy information statement which explains the policy. These are important documents and should be read carefully and stored. All the terms of your insurance are effective as soon as we issue your policy.

While we are assessing your application you will be covered under the terms of the Interim Accident Insurance detailed on page 45 of this brochure.

If you have any complaints

Norwich Union has established internal procedures for handling enquiries and complaints. Details of our procedures can be found on pages 39 and 40, along with information about independent complaints handling.

Additional Information

Norwich Union Recovery Money and Norwich Union Executive Recovery Money

Payment upon diagnosis

The policy provides you with money upon correct diagnosis of any of the listed critical illnesses.

Payment of these benefits is based upon the precise definitions as shown on pages 12 to 15.

Definitions

The definitions in respect of:

Total and Permanent Disability, Terminal Illness and Total Disability for Waiver of Premium Option are the same as shown under Norwich Union Life Cover and Norwich Union Executive Life Cover on pages 6 to 7.

Definitions of Critical Illnesses

(these definitions also apply for Critical Conditions Benefit contained in Norwich Union Income Protection - Gold, where applicable)

Aplastic Anaemia

Bone marrow failure which results in anaemia, neutropenia and thrombocytopenia requiring as a minimum one of the following treatments:

- (a) marrow stimulating agents;
- (b) bone marrow transplantation;
- (c) blood product transfusions;
- (d) immunosuppressive agents.

Benign Intracranial Tumour

A life threatening*, non-cancerous tumour on the brain giving rise to symptoms of increased intracranial pressure such as papilloedema, mental symptoms and seizures as confirmed by a consultant Neurologist. The presence of the underlying tumour must be confirmed by imaging studies such as CT Scan or MRI. Cysts, granulomas, cholesteatomas, malfunctions in or of the arteries or veins of the brain, haematomas and tumours in the pituitary gland or spine are not covered.

*Life threatening means that in the opinion of the consultant Neurologist death is likely to occur within twelve months.

Blindness

The complete and irrecoverable loss of sight of both eyes from any cause.

If the extent of sight loss is such that correction measures can achieve neither Visual acuity of 6/60 or greater in at least one eye, nor a field of vision of 10 degrees of arc or greater in at least one eye, then this will be accepted as Blindness.

Cancer

Means the presence of a malignant tumour, including leukaemia, malignant lymphoma and other haemopoietic malignancies.

The tumour must be confirmed by histological examination and must:

- Require major interventionist therapy including radiotherapy, chemotherapy, biological response modifiers or any other major treatment, or
- Be incurable.

The following cancers are specifically excluded

- Tumours treated only by endoscopic procedures.
- Carcinoma in situ. This includes Dukes' A Stage Colorectal Cancer and Ductal Carcinoma in situ of the breast. Papillary Carcinoma in situ of the breast is covered under the Policy.
- Prostatic cancers which are histologically described as TNM Classification T1 (including T1 (a) or T1 (b)) or are of another equivalent or lesser classification.
- All skin cancers other than malignant melanoma of greater than Clark Level 2 depth or invasion equal to or greater than 1.5mm thickness.

Chronic Lung Disease

Means end stage lung disease requiring permanent supplementary oxygen, with FEV1 test results of consistently less than one litre.

Coma

Means total and permanent failure of cerebral function characterised by total unarousable unresponsiveness to all external stimuli, persisting continuously with the use of a life support system for a period of at least ninety six (96) hours.

Coronary Artery By-Pass Surgery

Means coronary artery by-pass graft surgery performed in an open chest operation considered necessary by a cardiologist to treat coronary artery disease causing inadequate blood supply.

Coronary Artery Disease

Means the actual undergoing for the first time one of Angioplasty, Atherectomy, Laser Therapy, Laparoscopic Surgery or Insertion of a Stent, that is considered necessary by a cardiologist to treat coronary artery disease.

Due to government regulations the Coronary Artery Disease benefit only applies where the Critical Illness sum insured is \$100,000 or more. Where this is so the amount of Benefit payable under this condition is limited to ten (10) percent of the Sum Insured as stated on the Policy Schedule or \$25,000 whichever is the lesser.

Benefits can only be paid once under this condition and the remaining sum insured for death, critical illness or disability benefits will be reduced by the amount paid.

Deafness

Means the total, irreversible and irreparable loss of hearing, both natural and assisted, in both ears as a result of disease, illness or injury as measured by audiogram.

Dementia

Means a significant loss of brain function causing a permanent defect (eg Alzheimer's Disease), as diagnosed by a consultant Neurologist. There must be deterioration and loss of intellectual capacity on standard testing criteria and a need for continual care either professionally or as an in-patient. Alcohol and drug abuse are excluded as causes of the dementia condition.

Diplegia

Means total loss of function of both sides of the body where the loss of function is permanent due to brain injury or spinal cord injury or disease.

Encephalitis

Means severe inflammation of the brain resulting in permanent neurological deficit causing at least 25% impairment of whole person function, as certified by a consultant Neurologist. Encephalitis as a result of HIV infection is excluded.

Heart Attack

Means death of a portion of heart muscle as a result of inadequate blood supply to a relevant

area. The basis for diagnosis shall include electrocardiographic changes associated with the Myocardial Infarction and elevation of cardiac enzymes consistent with the Myocardial Infarction

If in the insured's opinion the above tests are inconclusive we will consider other appropriate tests.

Heart Surgery

Means the actual undergoing of open heart surgery to replace or correct cardiac valves as a consequence of heart valve defects or to correct any narrowing, dissection or aneurism of the thoracic or abdominal aorta.

Hemiplegia

Means total loss of function of one side of the body where the loss of function is permanent due to brain injury or spinal cord injury or disease.

Idiopathic Cardiomyopathy

Means a condition of impaired ventricular function of unknown aetiology resulting in significant physical impairment to the degree of at least Class 3 on New York Heart Association Classification of cardiac impairment.

Liver Disease

Means end stage liver failure. The diagnosis must be based on the following criteria:

- a rapidly decreasing liver size; and
- necrosis involving entire lobules; and
- rapid degeneration of liver function tests; and
- deepening jaundice.

Liver damage secondary to alcohol usage or intravenous drug use is excluded.

Additional Information continued

Norwich Union Recovery Money and Norwich Union Executive Recovery Money

Loss of Independent Existence

Means a condition as a result of a disease, illness or injury whereby You are totally and irreversibly unable to perform at least two of the following five "Activities of Daily Living":

- bathing and showering;
- dressing and undressing;
- eating and drinking;
- using a toilet to maintain personal hygiene; and
- moving from place to place by walking, wheelchair or with assistance of a walking aid.

Loss of Speech

Total and permanent loss of the ability to produce intelligible speech, as a result of permanent damage to the larynx or its nerve supply or the speech centres of the brain, whether caused by injury, tumour or sickness. The loss must be certified as being total and permanent by an appropriate medical specialist not less than three (3) months after the ability to speak was first lost.

Major Burns

Means tissue injury caused by thermal, electrical or chemical agents causing third degree burns to 20% or more of the Body Surface Area as measured by the "rule of 9" of the Lund and Browder Body Surface Chart.

Major Head Trauma

Means a cerebral injury resulting in neurological deficit, causing at least 25% impairment of function as defined by the Guide to the Evaluation of Permanent Impairment Third Edition, American Medical Association, lasting more than six (6) weeks from the date of the trauma, and likely to persist, as certified by a consultant Neurologist.

Major Organ Transplant

Means the human to human organ transplant as a result of injury or disease from a donor to the Life Insured of one or more of the following complete organs:

- kidney;
- heart;
- lung;

- liver;
- pancreas, or
- the transplantation of bone marrow.

The transplantation of all other organs or parts of organs or any other tissue transplant is excluded from this definition.

Motor Neurone Disease

Means an unequivocal diagnosis of motor neurone disease by a consultant Neurologist, with the Insured not necessarily confined to a wheelchair.

Multiple Sclerosis

Means a disease characterised by demyelination of nervous tissue. An unequivocal diagnosis has to be made by a consulting physician confirming more than one episode of well defined neurological deficit with persisting neurological abnormalities and with at least a 25% impairment of function as defined by the Guide to the Evaluation of Permanent Impairment Third Edition, American Medical Association. The diagnosis will be based on confirmatory neurological investigations eg lumbar puncture, evoked visual responses, evoked auditory responses and MRI (Magnetic Resonance Imaging) evidence of lesions of the central nervous system.

Occupationally Acquired HIV Infection

Means Human Immunodeficiency Virus contracted where the virus was acquired due to an accident occurring whilst engaging in the Life Insured's normal occupation and the seroconversion to the HIV infection being demonstrated by testing within six months of the accident. HIV infection acquired in any other manner is excluded.

Any accident that potentially may give rise to a claim must be reported to Norwich Union in writing within thirty days of the accident. This advice will require a supporting negative HIV Test performed on material taken after the accident date. Blood product will need to be made available for independent testing.

Exclusion - occupationally acquired HIV infection

No payment will be made where a Cure has become available prior to the accident causing the infection or where the Life Insured has elected not to take any Vaccine available prior to the accident.

“Cure” means any Australian Government approved treatment which renders HIV inactive and non-infectious.

“Vaccine” means any antigenic preparation approved by the Australian Government and recommended by a government authority for prophylactic use in the Life Insured’s occupation to produce immunity to the Human Immunodeficiency Virus.

Open Heart Surgery

Means the undergoing of a thoracotomy for treatment of cardiac defect(s), cardiac aneurysm or benign cardiac tumour(s).

Out of Hospital Cardiac Arrest

Means cardiac arrest which is not associated with any medical procedure and is documented by an electrocardiogram, occurs out of hospital and is due to:

- (a) Cardiac asystole; or
- (b) Ventricular fibrillation with or without ventricular tachycardia.

Paraplegia

Means the total loss of function of the lower limbs due to spinal cord injury or disease and where such functional loss is expected to be permanent.

Parkinson’s Disease

Means unequivocal diagnosis of Parkinson’s Disease where the disease:

- (a) prognosis indicates progressive and permanent impairment of the Insured to dress, feed and bathe without assistance;
- (b) cannot be controlled with medication.

Pneumonectomy

Means the excision of an entire lung when deemed medically necessary by an appropriate specialist.

Primary Pulmonary Hypertension

Means primary pulmonary hypertension associated with right ventricular enlargement established by cardiac catheterisation resulting in significant permanent physical impairment to the degree of at least Class 3 of the New York Heart Association Classification of cardiac impairment.

Secondary Pulmonary Hypertension due to chronic lung disease is excluded.

Quadriplegia

Means the total loss of function of the lower limbs and total loss of function of the upper limbs due to spinal cord injury or disease and where such functional loss is expected to be permanent.

Renal Failure

Means end stage renal failure presenting as chronic irreversible failure of both kidneys to function, requiring permanent regular renal dialysis.

Stroke

Means any cerebrovascular accident or incident producing neurological sequelae. Evidence of infarction of brain tissue, intracranial or subarachnoid haemorrhage, embolisation from an extracranial source is required. Transient ischaemic attacks, reversible ischaemic neurological deficit, cerebral symptoms due to migraine and any intracranial bleeding caused by a trauma are each excluded.

Note:

Refer further notes on page 39 for information which is relevant to all policies.

Key Features Statement

Norwich Union Flexible Recovery Money and Norwich Union Executive Flexible Recovery Money

This Key Features Statement follows guidelines set down by the Australian Securities and Investments Commission.

It will help you to:

- **decide whether this product meets your needs; and**
- **compare this product with others you may be considering.**

Important notice

Norwich Union Flexible Recovery Money and Norwich Union Executive Flexible Recovery Money are not savings plans. The primary purpose of these policies is to provide a benefit in the event of you suffering a critical illness.

If you terminate your plan at any time you will not get anything back.

What the plan provides

Norwich Union Flexible Recovery Money

This is a guaranteed renewable ancillary policy which must be held in conjunction with an approved Norwich Union Life Cover policy. It provides for a benefit to be payable on the occurrence of a critical illness. The two policies are linked. A benefit payable by one will reduce the remaining benefit provided by the other.

Norwich Union Executive Flexible Recovery Money

This policy is similar to the Norwich Union Flexible Recovery Money contract, except that the Norwich Union Life Cover policy must provide cover of at least \$1,000,000.

You may choose to add disability benefits to either policy for an additional premium.

Please note: Norwich Union Flexible Recovery Money and Norwich Union Executive Flexible Recovery Money have the same features and options, except where expressly stated.

Premiums

Premiums for these policies are subject to the same terms and conditions and with the same options as set out in the Key Features Statement for Life Cover and Executive Life Cover on pages 1 and 2 under the heading 'Premiums'; except that you must select the same premium option as you select for the Norwich Union Life Cover policy and no policy fee applies.

Minimums/Maximums

There are no minimum or maximum premium requirements relating to this policy.

Non payment of premiums

If the premium is not paid within the grace period of 30 days, the policy will lapse with effect from when the premium was due and no benefits will be payable.

Premium rates

A table of premium rates is available upon request. Discounts are available for non-smokers.

Issue ages

Ages 17 to 60 next birthday.

Benefits

In the event of Critical Illness, as defined under the policy, (or, if the option is selected, Total and Permanent Disability), the agreed sum insured will be paid to the owner of the policy. An approved Norwich Union Life Cover or Norwich Union Executive Life Cover policy must have been in force throughout the period insured by this policy, with a death sum insured at least equal to the greater of the Critical Illness sum insured and the aggregate of the Total and Permanent Disability sum insured held under this and the associated Life Cover or Executive Life Cover policy.

In the event of a claim under this policy the amount of Death, Terminal Illness (and, if applicable Disability cover) held under the Life Cover or Executive Life Cover policy will be reduced as explained on page 2.

In the event of a death or terminal illness claim under the Life Cover or Executive Life Cover policy the amount insured will be reduced by the amount actually paid under that claim.

In the event of a Total and Permanent Disablement claim the critical illness sum insured will be reduced by the aggregate of the amounts actually paid under this policy and the associated Life Cover or Executive Life Cover policy.

The Critical Illnesses covered are:

Aplastic Anaemia, Benign Intracranial Tumour, Blindness, Cancer, Chronic Lung Disease, Coma, Coronary Artery By-Pass Surgery, Coronary Artery Disease, Deafness, Dementia, Diplegia, Encephalitis, Heart Attack, Heart Surgery, Hemiplegia, Idiopathic Cardiomyopathy, Liver Disease, Loss of Independent Existence, Loss of Speech, Major Burns, Major Head Trauma, Major Organ Transplant, Motor Neurone Disease, Multiple Sclerosis, Occupationally Acquired HIV Infection, Open Heart Surgery, Out of Hospital Cardiac Arrest, Paraplegia, Parkinson's Disease, Pneumonectomy, Primary Pulmonary Hypertension, Quadriplegia, Renal Failure and Stroke.

In respect of Coronary Artery Disease the maximum amount payable will be limited. In respect of Occupationally Acquired HIV Infection the benefit may be excluded where a cure becomes available. Refer to pages 13 and 15 for further details.

Payment of these benefits is based upon the precise definitions as shown on pages 12 to 15.

Definition of Critical Illnesses

The definitions in respect of the Critical Illness benefits are the same as those under Norwich Union Recovery Money and Norwich Union Executive Recovery Money policies (see pages 12 to 15).

Guaranteed Yearly Renewable

Norwich Union guarantees to renew your plan each year without further health evidence until the policy anniversary preceding age 65.

Additional Benefits

Additional benefits available at **no extra cost** are:

Indexation Benefit

This option is available upon the same terms for Norwich Union Life Cover as set out on page 3, except that the maximum initial sum insured which can be indexed is \$1,000,000.

Economiser Option

This option is also available upon the same terms as for Norwich Union Life Cover as set out on page 3.

Interim Accident Insurance (see page 45)

Optional benefits

Optional benefits available **for an additional premium** are:

Disability Benefit Option

This option is also available upon the terms as for Norwich Union Life Cover and Executive Life Cover as described on page 4; except that the aggregate of the disablement cover held under this contract and the approved Life Cover or Executive Life Cover contract cannot exceed the amount of Death cover held under the Life Cover or Executive Life Cover contract.

Waiver of Premium Option and Disability Buy Back Option

Each of these options is also available upon the same terms as for Norwich Union Life Cover and Executive Life Cover as described on page 4.

Critical Illness Buy Back and Critical Illness Reinstatement Options

These options are available upon the same terms as for Norwich Union Recovery Money as described on page 9.

Minimum/Maximum

Norwich Union Flexible Recovery Money

- Minimum sum insured - \$25,000

Norwich Union Executive Flexible Recovery Money

- Minimum sum insured for Death Cover under Norwich Union Life Cover - \$1,000,000

The maximum sum insured for either policy is \$1,500,000 in aggregate for Critical Illness insurance on your life with Norwich Union and other insurers. Additional Critical Illness cover will not be issued in excess of this aggregate limit.

The sum insured cannot exceed the death cover under the Life Cover or Executive Life Cover contract.

Key Features Statement continued

Norwich Union Flexible Recovery Money and Norwich Union Executive Flexible Recovery Money

Exclusions

1. No Critical Illness benefit will be payable in the event of self-inflicted illness or injury.

It will also not be payable if it is shown that you do not have the condition which has been diagnosed.

2. No payment will be made for Heart Attack, Stroke, Benign Intracranial Tumour, Cancer, Heart Surgery, Open Heart Surgery, Coronary Artery By-Pass Surgery or Coronary Artery Disease if the condition is diagnosed, or symptoms leading to the diagnosis become reasonably apparent before or within three months after the commencement or reinstatement of the policy.

If any of these conditions are diagnosed or become apparent within three months of an increase of benefits, then the amount of the increase will not be payable. Payment will be made for any insured events that are independent of any condition or symptoms originally diagnosed within the three month period.

Where we agree to takeover an existing policy from another insurer, the three month exclusion of payments will not apply where the same medical conditions and procedures have been covered under the policy to be replaced, and the sum insured under the policy being replaced is greater than or equal to the sum insured under this policy and the policy being replaced has been in force for at least 3 months.

3. Neither the Disability Benefit nor the Waiver of Premium will be payable in the event of attempted suicide, self inflicted illness or injury, participation in insurrection or as a result of any act of declared or undeclared war.

What are the charges?

All the charges for Norwich Union Flexible Recovery Money and Norwich Union Executive Flexible Recovery Money are fully described in this section. The life company undertakes not to apply any other charges without your specific consent.

Norwich Union reserves the right to charge any government tax, licence fee, stamp duty or impost relating to your policy at any time during the life of the policy. Currently the only fee applicable is State Government stamp duty which is added to the premium payable. (see page 39)

Where payments are received more frequently than annually, a loading of 5% of premium for half yearly payments and 8% of premium for all other payments, is applied.

Policy size adjustments to premium scales also apply. Premiums are increased by 10% for policies with less than \$100,000 in cover.

If there are any changes to the non-government charges and fees detailed above we will give you three months advance notice.

Taxation position

The taxation position is the same as stated for the Norwich Union Recovery Money and Executive Recovery Money on page 11.

The tax position detailed is a general statement only and individual circumstances may be quite different. The above tax interpretation reflects our current understanding of the tax laws as at the issue date of this brochure.

14 day cooling off period

Upon receipt of your policy documents you have fourteen days to check that the policy meets your needs. This is known as the cooling off period. Within this time you may cancel the policy by written request to Norwich Union without paying any charges.

Information on your policy

We will send you a policy document, a policy schedule and a policy information statement which explains the policy. These are important documents and should be read carefully and stored. All the terms of your insurance are effective as soon as we issue your policy.

While we are assessing your application you will be covered under the terms of the Interim Accident Insurance detailed on page 45 of this brochure.

If you have any complaints

Norwich Union has established internal procedures for handling enquiries and complaints. Details of our procedures can be found on pages 39 and 40, along with information about independent complaints handling.

Key Features Statement

Norwich Union Stand Alone Recovery Money and Norwich Union Executive Stand Alone Recovery Money

This Key Features Statement follows guidelines set down by the Australian Securities and Investments Commission. It will help you to:

- **decide whether this product meets your needs; and**
- **compare this product with others you may be considering.**

Important notice

Norwich Union Stand Alone Recovery Money and Norwich Union Stand Alone Executive Recovery Money are not savings plans. The primary purpose of these policies is to provide a benefit in the event of you suffering a critical illness.

If you terminate your plan at any time you will not get anything back.

What the plan provides

Norwich Union Stand Alone Recovery Money.

This is a guaranteed renewable term insurance policy designed to provide a lump sum benefit in the event of a critical illness.

Norwich Union Executive Stand Alone Recovery Money.

This is a guaranteed renewable term insurance policy designed to provide a lump sum benefit of over \$1,000,000, up to a maximum of \$1,500,000 in the event of a critical illness.

Please note: Norwich Union Stand Alone Recovery Money and Norwich Union Executive Stand Alone Recovery Money have the same features and options, except where expressly stated.

Premiums

Premiums for these policies are according to the same terms and conditions and with the same options as set out on pages 1 and 2 of the Key Features Statement of Life Cover and Executive Life Cover, under the section headed 'Premiums'.

Minimum/Maximum Sum Insured

There are no minimum Sum Insured requirements for the Stand Alone Recovery Money contract, but for the Executive Stand Alone Recovery Money contract a minimum Sum Insured requirement of \$1,000,000 applies.

The maximum sum insured is \$1,500,000 in aggregate for Critical Illness insurance on your life with Norwich Union and under any similar policy with any other insurers.

Additional Critical Illness cover will not be issued in excess of this aggregate limit.

Minimum premium

Stepped \$100 p.a. plus policy fee (currently \$85.00)

Level \$2000 p.a. plus policy fee (currently \$85.00)

Non payment of premiums

If the premium is not paid within the grace period of 30 days, the policy will lapse with effect from when the premium was due and no benefits will be payable.

Premium rates

A table of premium rates is available upon request. Discounts are available for non-smokers.

Issue ages

Ages 17 to 60 next birthday.

Benefits

In the event of your Critical Illness Norwich Union will pay the agreed sum insured as a lump sum to the owner of your policy, legal personal representative or the nominated third party, as the case may be.

The critical illnesses covered are the same as those covered by a Flexible Recovery Money or Executive Flexible Recovery Money policy, as described on page 17.

In respect of Coronary Artery Disease the maximum amount payable will be limited. In respect of Occupationally Acquired HIV Infection the benefit may be excluded where a cure becomes available. Refer to page 13 and 15 for further details.

Key Features Statement continued

Norwich Union Stand Alone Recovery Money and Norwich Union Executive Stand Alone Recovery Money

The definitions of the critical illnesses covered are shown on pages 12 to 15.

Guaranteed Yearly Renewable

The cover is guaranteed to be renewable each year without further health evidence until the policy anniversary preceding age 65

Additional benefits

Additional benefits available at **no extra cost** are:

Economiser Option

This option is available upon the same terms as for Norwich Union Life Cover as set out on page 3.

Indexation Benefit

This option is also available upon the same terms as for Norwich Union Life Cover as described on page 3 except that the maximum initial sum insured which can be indexed is \$1,000,000

Death Benefit

In the event of your death, within 14 days of the diagnosis of the critical illness, Norwich Union will pay \$5,000 to the owner of the policy, legal representative or the nominated third party, as the case may be.

We will not pay this benefit if you commit suicide within thirteen months of the commencement or reinstatement of the policy.

Interim Accident Insurance (see page 45)

Optional benefit

Optional benefit available **for an additional premium** is:

Critical Illness Reinstatement Option

This option is available upon the same terms as for Norwich Union Recovery Money on page 9.

Exclusions

1. No critical illness benefit will be payable in the event of self inflicted injury or illness. It will also not be payable if it is shown that you do not have the condition which has been diagnosed.
2. In the event of a critical illness, we will only pay the Critical Illness Benefit if you live for at least fourteen days without the aid of a life support system, after diagnosis of the critical illness.

3. No payment will be made for Heart Attack, Stroke, Benign Intracranial Tumour, Cancer, Heart Surgery, Open Heart Surgery, Coronary Artery By Pass Surgery or Coronary Artery Disease if the condition is diagnosed or symptoms leading to diagnosis become reasonably apparent before or within three months after the commencement or reinstatement of the policy.

If any of the above conditions are diagnosed or become apparent within three months of an increase in benefits, then the amount of the increase will not be payable.

Payment will be made for any insured events that are independent of any condition or symptoms originally diagnosed within the three month period.

Where we agree to takeover an existing policy from another insurer, the three month exclusion of payments will not apply where the same medical conditions and procedures have been covered under the policy to be replaced, and the sum insured under the policy being replaced is greater than or equal to the sum insured under this policy and the policy being replaced has been in force for at least 3 months.

What are the charges?

All the charges for Norwich Union Stand Alone Recovery Money and Norwich Union Executive Stand Alone Recovery Money are fully described in this section. The life company undertakes not to apply any other charges without your specific consent.

The information provided on page 5 for the charges for Life Cover and Executive Life Cover equally reflect the details of charges for Stand Alone Recovery Money and Executive Stand Alone Recovery Money contracts.

Norwich Union reserves the right to charge any government tax, licence fee, stamp duty or impost relating to your policy at any time during the life of the policy. Currently the only fee applicable is State Government stamp duty which is added to the premium payable (see page 39).

Taxation position

The tax position is the same as stated for Norwich Union Recovery Money and Executive Recovery Money on page 11.

The tax position detailed is a general statement only and individual circumstances may be quite different. The above tax interpretation reflects our current understanding of the tax laws as at the issue date of this brochure.

14 day cooling off period

Upon receipt of your policy documents you have fourteen days to check that the policy meets your needs. This is known as the cooling off period. Within this time you may cancel the policy by written request to Norwich Union without paying any charges.

Information on your policy

We will send you a policy document, a policy schedule and a policy information statement which explains the policy. These are important documents and should be read carefully and stored. All the terms of your insurance are effective as soon as we issue your policy.

While we are assessing your application you will be covered under the terms of the Interim Accident Insurance detailed on page 45 of this brochure.

If you have any complaints

Norwich Union has established internal procedures for handling enquiries and complaints. Details of our procedures can be found on pages 39 and 40, along with information about independent complaints handling.

Key Features Statement

Norwich Union Income Protection - Gold

This Key Features Statement follows guidelines set down by the Australian Securities and Investments Commission. It will help you to:

- decide whether this product meets your needs; and
- compare this product with others you may be considering.

Important notice

Norwich Union Income Protection - Gold is not a savings plan. The primary purpose of this policy is to provide a benefit in the event of you becoming totally or partially disabled.

If you terminate your plan at any time you will not get anything back.

What the plan provides

Norwich Union Income Protection - Gold provides income replacement while you are Totally Disabled or Partially Disabled and unable to work as a result of either sickness or injury up to the cessation of the Benefit Period.

You have the choice of an agreed monthly value (Agreed Value) or a sum insured limited to the lesser of your nominated monthly value and 75% of your average monthly earnings for the 12 months preceding the date of Total Disablement (Indemnity). See pages 27 and 31 for more details.

Premiums

Your health, occupation, gender and lifestyle may affect the amount of your stepped or level premium. Norwich Union may change the scale of rates, but only if it does so for all clients with policies and premiums based on that scale. Premium rates are payable monthly, quarterly, half yearly or yearly. Norwich Union does not provide a premium rate guarantee. You have the choice of Stepped or Level premiums.

Stepped Premiums

The premium is recalculated each policy anniversary based on your age and /or any increase in the sum insured arising from indexation increases.

Level Premiums

The premium is calculated at the commencement of the policy and **may change** if there is an alteration to your sum insured.

Non Payment of Premiums

If the premium is not paid within the grace period of 30 days, the policy will lapse with effect from when the premium was due and no benefits will be payable.

Premium rates

A table of premium rates is available upon request. Discounts are available for non-smokers. Norwich Union does not provide a premium rate guarantee.

Issue ages

Ages 20-60 next birthday.

Benefits

Total Disability Benefit

If, as a result of Injury or Sickness, you sustain Total Disability whilst the Policy is in force, we will pay your Monthly Benefit, commencing from the first day after the Waiting Period has elapsed. It will continue while you are disabled up to the cessation of the Benefit Period for any one Injury or Sickness. We will pay 1/30th of the Monthly Benefit for each day of Total Disability.

Partial Disability Benefit

If you are Partially Disabled, a proportion of the Monthly Benefit will be paid to you.

If the Indemnity option is selected then the Partial Disability Benefit is restricted to a maximum claim period of 2 years in respect of any one claim.

With any Income Protection policy there is a Waiting Period before benefits commence. Norwich Union offers a wide selection of Waiting Periods and Benefit Periods (see page 27).

Both Total and Partial Disability benefits are subject to the definitions and formulae outlined on pages 29 to 31.

Guaranteed Yearly Renewable

The cover is guaranteed to be renewable annually without further health evidence until the Policy expiry date, and cannot be cancelled by Norwich Union as a result of an adverse claims experience.

The policy provides 24 hour world wide cover.

Additional benefits

Additional benefits available at **no extra cost** are:

- Waiver of Premium (see page 28)
- Recurrent Claim Benefit (see page 27)
- Nursing Care Benefit pays a specified daily amount when disabled and confined to bed (see page 34)
- Automatic Indexation of Benefit (see page 27)
- Rehabilitation Expense Benefit (see page 34)
- Scheduled Injury Benefit pays monthly benefits for specified severe injuries for set periods (see page 28)
- Death Benefit pays a lump sum if death occurs while you are receiving Income Protection benefits (see page 28)
- Spouse Accommodation Benefit pays accommodation costs for spouse, partner or relative (see page 34)
- Rehabilitation Income Benefit pays benefits in addition to eligible monthly benefits when rehabilitation has been pursued (see page 33)
- Emergency Travel Benefit pays a refund of emergency transport costs incurred as a result of disablement (see page 33)
- Unemployment Waiver (see page 33)
- Critical Conditions Benefit pays the monthly benefit for a guaranteed period of six months on the occurrence of specified medical conditions (see page 34)
- Interim Accident Insurance (see page 45)

Optional benefits

Optional benefits available **for an additional premium** are:

- Platinum Benefit (see page 28)
- Guaranteed Insurability Option (see page 28)
- Increasing Claim Benefit (see page 28)
- Accident Benefit Option (see page 28)

Minimums/Maximums

- Minimum Sum Insured - \$1,000 per month.
- Maximum Sum Insured - a percentage of the gross income p.a after business expenses.
 - 75% of first \$200,000
 - 50% of next \$100,000, and
 - 40% thereafterbut subject to a maximum Sum Insured of \$20,000 per month.

Exclusions

The contract shall not cover any Disability arising out of or in connection with:

- (a) war, or an act of war; or
- (b) intentional self-injury or attempted suicide; or
- (c) pregnancy, childbirth or miscarriage unless Total Disability continues for more than three months after the end of the pregnancy (when this occurs, the date of Disability will be taken as being the date of the end of the pregnancy); or
- (d) your participation in a criminal activity or your incarceration.

IN ADDITION, regardless of whether or not there is a connection between your Disability and your incarceration, benefits will not be paid in relation to any period during which you are incarcerated.

Criminal activity means any activity giving rise to your conviction and incarceration. Incarceration means confinement in a jail of any description (including a prison farm or remand centre).

If your policy is an Indemnity contract then benefits in respect of any mental disorder will be restricted to a cumulative total of 2 years, excluding any period of confinement in a hospital or other health institution.

Any mental disorder includes, but is not limited to, anxiety, depression, stress, fatigue, exhaustion, fibromyalgia, physical complication of psychiatric disorders, drug or alcohol abuse, cognitive impairment, behavioural disorders or complications thereof.

Key Features Statement continued

Norwich Union Income Protection - Gold

Unemployment

If you are unemployed or on maternity or paternity leave for more than twelve months immediately before becoming totally disabled, then condition (a) in the definition of "Total Disability" is replaced by "you are unable to perform any occupation for which you are reasonably suited by way of education, training or experience." Sabbatical leave or long service leave will not be considered as unemployment.

Maximum benefits payable offset

In respect of the Total Disability Benefit and Partial Disability Benefit the maximum benefit payable may be reduced in some circumstances. For complete details refer to pages 29 and 30.

Concurrent benefits

Only one of the Total Disability benefit, Partial Disability benefit, Critical Conditions benefit, Nursing Care benefit, Scheduled Injury benefit or Accident benefit is payable at any one time.

Payment of benefits

Benefits are payable to you monthly in arrears except for the Scheduled Injury Benefit and the Critical Conditions Benefit which are payable monthly in advance. Benefits for periods of less than one month will be paid pro rata based on a thirty day month.

Termination of policy

Your policy will finish on the earlier of: the Expiry Date shown on the schedule, the death of the life insured, when we receive your written request for cancellation, or when any premium remains unpaid for more than thirty days. Where the benefit period to age 70 has been chosen, the policy terminates at the policy anniversary prior to age 65, but claim payments may continue past that date, as explained on page 27.

What are the charges?

All the charges for Norwich Union Income Protection - Gold are fully described in this section. The life company undertakes not to apply any other charges without your specific consent.

The information provided on page 5 for the charges for Life Cover and Executive Life Cover equally reflects the details of charges for Income Protection Gold, except in respect of policy size adjustments to premium scales. Premiums are increased by 5% for monthly benefits under \$1,500.

Norwich Union reserves the right to charge any government tax, licence fee, stamp duty or impost relating to your policy at any time during the life of the policy. Currently the only fee applicable is State Government stamp duty which is added to the premium payable (see page 39).

Taxation position

Under the current legislation, premiums payable under an Income Protection Policy are generally tax deductible under Section 8-1 of the Income Tax Assessment Act 1997. The proceeds under a Policy are regarded as income and are therefore assessable.

If you receive a benefit you must declare the benefit as taxable income. Norwich Union does not deduct tax from the proceeds. This is your responsibility.

The tax position detailed is a general statement only and individual circumstances may be quite different. The above tax interpretation reflects our current understanding of the tax laws as at the issue date of this brochure.

14 day cooling off period

Upon receipt of your policy documents you have fourteen days to check that the policy meets your needs. This is known as the cooling off period. Within this time, you may cancel the policy without paying any charges if you return it to Norwich Union with a written request to cancel the policy. If you return it after the fourteen days you may not receive a refund of any premium you have paid.

Information on your policy

We will provide a policy document, a policy schedule and a policy information statement which explains the policy. These are important documents - and should be read carefully and stored. All the terms of your insurance are effective as soon as we issue your policy.

While we are assessing your application you will be covered under the terms of the Interim Accident Insurance detailed on page 45 of this brochure.

If you have any complaints

Norwich Union has established internal procedures for handling enquiries and complaints. Details of our procedures can be found on pages 39 and 40, along with information about independent complaints handling.

Key Features Statement

Norwich Union Income Protection - Excell

This Key Features Statement follows guidelines set down by the Australian Securities and Investments Commission.

It will help you to:

- decide whether this product meets your needs; and
- compare this product with others you may be considering.

Important notice

Norwich Union Income Protection - Excell is not a savings plan. The primary purpose of this policy is to provide a benefit in the event of you becoming totally or partially disabled.

If you terminate your plan at any time you will not get anything back.

What the plan provides

Norwich Union Income Protection - Excell provides income replacement while you are Totally Disabled or Partially Disabled and unable to work as a result of either sickness or injury.

You have the choice of an agreed monthly value (Agreed Value) or a sum insured limited to the lesser of your nominated monthly value and 75% of your average monthly earnings for the 12 months preceding the date of Total Disablement (Indemnity). See pages 27 and 28 for more details.

Premiums

Premiums for these policies are according to the same terms and conditions and with the same options, as set out on page 22 of the Key Features Statement of Income Protection - Gold.

Non Payment of Premiums

If the premium is not paid within the grace period of 30 days, the policy will lapse from when the premium was due and no benefits will be payable.

Premium rates

A table of premium rates is available upon request. Discounts are available for non-smokers. Norwich Union does not provide a premium rate guarantee.

Issue ages

Ages 20-60 next birthday.

Benefits

Total Disability Benefit and Partial Disability Benefit

Each of these benefits is available upon the same terms as for Norwich Union Income Protection - Gold, as set out on page 22.

Guaranteed Yearly Renewable

The cover is guaranteed to be renewable annually without further health evidence until the Policy expiry date, and cannot be cancelled by Norwich Union as a result of an adverse claims experience.

Additional benefits

Additional benefits available **at no extra cost** are:

- Waiver of Premium (see page 28)
- Recurrent Claim Benefit (see page 27)
- Automatic Indexation of Benefit (see page 28)
- Scheduled Injury Benefit pays monthly benefits for specified severe injuries for set periods (see page 28)
- Death Benefit pays a lump sum if death occurs while you are receiving Income Protection benefits (see page 28)
- Interim Accident Insurance (see page 45)

Optional benefits

Optional benefits available for an additional premium are:

- Guaranteed Insurability Option (see page 28)
- Increasing Claim Benefit (see page 28)
- Accident Benefit Option (see page 28)

Minimums/Maximums

These are the same as described for Income Protection - Gold on page 23.

Key Features Statement

Norwich Union Income Protection - Excell

Exclusions:

These exclusions are on the same terms as for the Norwich Union Income Protection Gold policy, as detailed on page 23.

Unemployment

The restrictions applicable to unemployment are on the same terms as for the Norwich Union Income Protection - Gold policy, as detailed on page 24.

Maximum benefits payable offset

The Total Disability Benefit and Partial Disability Benefit may be reduced in some circumstances. For complete details refer to pages 29 and 30.

Concurrent Benefits

Only one of the Total Disability benefit, Partial Disability benefit, Scheduled Injury Benefit or Accident benefit is payable at one time.

Payment of Benefit

Benefits are payable to you monthly in arrears except for the Scheduled Injury Benefit which is payable monthly in advance. Benefits for periods of less than one month will be paid pro rata based on a 30 day month.

Termination of policy

This policy will terminate in exactly the same circumstances as described for Norwich Union Income Protection - Gold on page 24.

What are the charges?

All the charges for Norwich Union Income Protection - Excell are fully described in this section. The life company undertakes not to apply any other charges without your specific consent.

The information provided on page 5 for the Life Cover and Executive Life Cover equally reflects the details of charges for Income Protection - Excell, except in respect of policy size adjustments to premium scales. Premiums are increased by 5% for monthly benefits under \$1,500.

Norwich Union reserves the right to charge any government tax, licence fee, stamp duty or impost relating to your policy at any time during the life of the policy. Currently the only fee applicable is State Government stamp duty which is added to the premium payable (see page 39).

Taxation position

The taxation position is the same as stated for Income Protection - Gold on page 24.

The tax position detailed is a general statement only and individual circumstances may be quite different.

The above tax interpretation reflects our current understanding of the tax laws as at the issue date of this brochure.

14 day cooling off period

Upon receipt of your policy documents you have fourteen days to check that the policy meets your needs. This is known as the cooling off period. Within this time, you may cancel the policy without paying any charges if you return it to Norwich Union with a written request to cancel the policy. If you return it after the fourteen days you may not receive a refund of any premium you have paid.

Information on your policy

We will provide a policy document, a policy schedule and a policy information statement that explains the policy. These are important documents and should be read carefully and stored. All the terms of your insurance are effective as soon as we issue your policy.

While we are assessing your application you will be covered under the terms of the Interim Accident Insurance detailed on page 45 of this brochure.

If you have any complaints

Norwich Union has established internal procedures for handling enquiries and complaints. Details of our procedures can be found on pages 39 and 40, along with information about independent complaints handling.

Additional Information

Norwich Union Income Protection - Gold and Norwich Union Income Protection - Excell

The following benefits and definitions apply to Norwich Union Income Protection - Gold and Norwich Union Income Protection - Excell.

With any Income Protection policy there is a Waiting Period before benefits commence. Norwich Union offers a wide selection of Waiting Periods and Benefit Periods.

Benefit period

Benefit period	Expiry at policy anniversary preceding age
2 yrs for sickness and injury	65
5 yrs for sickness and injury	65
To age 60 years for sickness and injury	60
To age 65 years for sickness and injury	65
To age 70 years for sickness and injury	65

The benefit period to age 70 years is only available to AAA, MP, LP and AA rated lives. The expiry date of the policy is the policy anniversary preceding age 65 years. If the insured is Totally or Partially Disabled at the policy anniversary preceding age 65 years then the claim payment may continue to the Policy Anniversary preceding age 70 years or until the insured ceases to be Totally or Partially Disabled, whichever occurs first.

If your policy is an Indemnity policy and you are receiving benefits as a result of partial disability, then the claim payment will continue for a maximum of two years.

Waiting period

Stepped Premiums

The following waiting periods are available: 14 days, 30 days, 60 days, 90 days and 180 days. For injury and sickness to age 60, 65 or 70 years, 365 day and 730 day waiting periods are also available. However, the following ancillary benefits do not apply for 365 day or 730 day waiting periods: Critical Conditions Benefit, Spouse Accommodation Benefit, Nursing Care Benefit, Scheduled Injury Benefit, Emergency Travel Benefit, Rehabilitation Income where applicable.

Level Premiums

The following waiting periods are available:

- 14 days, 30 days, 60 days and 90 days

Monthly Benefit

Agreed Value

At the time of the purchase you nominate a monthly benefit up to a maximum of 75% of Monthly Earnings (see the definition of "Monthly Earnings" on page 32). You will be paid this benefit, upon due proof if you are Totally Disabled, subject to the limited circumstances under which this may be adjusted, as set out in "Maximum Benefits Payable Offsets" on pages 29 and 30. For the proportion payable on Partial Disability refer to pages 29 and 30.

Indemnity policies

At the time of the purchase you nominate a monthly benefit up to a maximum of 75% of Monthly Earnings (see the definition of "Monthly Earnings" on page 32). If you are Totally Disabled, subject to the limited circumstances under which this may be adjusted, as set out in "Maximum Benefits Payable Offsets" on pages 29 and 30, you will be paid the lesser of this amount and 75% of your Pre-Disability Earnings (see the definition of Pre-Disability Earnings on page 31). For the proportion payable on Partial Disability refer to page 31.

Additional Benefits

Automatic Indexation of Benefit

The policy automatically provides increases in the Monthly Benefit by the greater of the percentage increase in the CPI or 3%, without further medical evidence.

The increases are applied on each policy anniversary and you have the right to refuse an increase in any year. You may cancel the CPI linking at any time.

No further increases will be applied after your 64th birthday.

Recurrent Claim Benefit

Benefits will commence immediately if Total or Partial Disability from the same cause should re-occur within six months of you receiving your last monthly benefit. No further waiting period will apply and the payments will be considered part of the same benefit period.

Additional Information continued

Norwich Union Income Protection - Gold and Norwich Union Income Protection - Excell

Waiver of premium

After you have been disabled for longer than the waiting period, Norwich Union will waive all premiums payable under your policy for the period you continue to receive either the Partial or Total Disability Benefit.

Death benefit

If you die whilst you are receiving any benefit from your policy, the Death Benefit will be paid. The benefit is six times the monthly benefit, subject to a maximum of \$60,000 and is paid upon proof of death. This will be paid monthly to your estate in six equal instalments over a period of six months. Payment of the Death Benefit means that no other benefits are payable.

Scheduled injury benefit

If you sustain any of the following injuries, we will pay you the Monthly Benefit set out below whether or not you are able to return to work.

Scheduled Injury	Payment period (mths)
Total and Permanent Loss of:	
Use of your legs or your legs and arms due to spinal cord injury or disease resulting in paraplegia or quadriplegia	60
Use of one or both sides of the body due to brain injury, spinal cord injury or disease resulting in diplegia or hemiplegia	24
Both feet or both hands or sight in both eyes	24
Any combination of two of a hand, a foot and sight in one eye	24
One leg or one arm	18
One hand or one foot or sight in one eye	12
The thumb and index finger of the same hand	6
Fracture of the:	
Thigh	3
Pelvis	3

Fracture of the:

Skull (except bones of face or nose)	2
Upper arm	2
Shoulder bone	2
Jaw	2
Leg (excluding ankle)	2
Knee cap	2
Forearm (above the wrist)	1 1/2
Collarbone	1 1/2

Benefits commence upon receipt of the claim form verifying the Scheduled Injury. If you are still Totally Disabled at the end of the scheduled period of benefits, the Waiting Period must have expired before Total Disability benefits continue.

Optional benefits available for an additional premium

Increasing Claim Benefit

After you have been on claim for twelve months, the amount of benefit will be increased by the lesser of 8% p.a. or the increase in the CPI.

Accident Benefit Option

If during the Waiting Period you become Totally Disabled due to injury for at least three days, you will receive 1/30th of the insured monthly benefit for each day of Total Disability during the Waiting Period, up to a maximum of ninety days.

Guaranteed Insurability Option

This option provides for an opportunity to increase your benefit up to 15% every three years without evidence of health. Up to six option dates are available to age 50 next birthday.

Platinum benefit (Income Protection Gold only)

If you purchase the Platinum Benefit then any monthly benefit paid to you as a Critical Condition Benefit or a Nursing Care Benefit will be increased by 1/3rd. If death occurs while you are receiving a Platinum Benefit, the death benefit is determined using this increased monthly benefit.

Definitions and Conditions - Gold and Excell

In respect of the 'Agreed Value' and 'Indemnity' policies there are certain definitions and conditions which have different meanings. In these circumstances the definition specific to the 'Agreed Value' or 'Indemnity' policy will be shown.

The definitions and conditions specific to 'Agreed Value' or 'Indemnity' policies that are different are:

- Maximum benefits payable offsets
- Partial Disability benefit formula
- Pre-Disability Earnings
- Total Disability

The definitions and conditions applicable to 'Agreed Value' policies only are:

Maximum benefits payable offsets

This condition only applies to the Total Disability Benefit and Partial Disability Benefit.

- (a) The maximum benefit payable may, in some circumstances be adjusted where:
- (i) You are eligible to receive benefits from a disability insurance policy or salary continuance policy from Norwich Union or another insurer which you had not disclosed, when applying for this policy, or a monthly benefit is received from a policy, taken out after this policy and you did not disclose your entitlements to receive benefits under this policy; or
 - (ii) The occupation class shown in the disability income schedule is not AAA, MP or LP and a worker's compensation or other legislated payment is received in respect of loss of income and in calculating the payment the relevant tribunal or authority did not or could not take into account entitlements under The Norwich Union Income Protection Plan.
- (b) If paragraph (a) is applicable, then:
- (i) Your Monthly Total Disability Benefit may be reduced so that it, together with the aggregate of those monies, does not exceed 75% of your Pre-Disability Earnings;
 - (ii) if a payment is a lump sum it will be converted to income on the basis of 1% of the lump

sum for each month that a benefit is paid to you for a maximum of seven (7) years, and the maximum benefit will be calculated taking this figure into account;

- (iii) Your Monthly Partial Disability benefit may be reduced so that the total of your Monthly Earnings and your Monthly Benefit (as limited by this condition) is not greater than 100% of your Pre-Disability Earnings.
- (c) Your benefit will not be affected by any amounts you receive from:
- (i) lump sum or income benefits under other insurance policies, except as described in paragraph (a) above;
 - (ii) lump sum or income benefits under any retirement or superannuation fund (including government and statutory funds), provided that these policies or funds existed at the time of the policy commencement date or its reinstatement and all details were fully disclosed.
- (d) When benefits are reduced in accordance with this Condition, a proportionate refund of premiums paid will be made. The refund will be:

$$A \times B \times C$$

where: "A" is the percentage reduction in Monthly Benefit; and

"B" is your average Monthly premium over the 12 months prior to Total Disability; and

"C" is the lesser of the number of months your policy was in force before your claim started and 12.

Partial Disability Benefit Formula

If you are Partially Disabled, a proportion of the Monthly Benefit will be paid to you. The proportion will be:

$$\frac{A - B}{A}$$

where A is your Pre-Disability Earnings and B is your Monthly Earnings for the month in which Partial Disability is claimed.

If, during the first three months of a continuous period of Partial Disability, your Monthly Earnings are 20% or less of your Pre-Disability Earnings, we will pay the full Monthly Benefit during these months.

Additional Information continued

Norwich Union Income Protection - Gold and Norwich Union Income Protection - Excell

If you are no longer Totally Disabled but You are not working, then B will be calculated based on medical advice (which will include the opinion of your Medical Practitioner), and what you could reasonably be expected to earn if you were able to obtain work.

The Partial Disability Benefit begins to accrue from the day after you are no longer Totally Disabled or the day after the Waiting Period, whichever is the later. It is paid monthly in arrears and will stop at the end of the Benefit Period or when you cease to be Partially Disabled or when your Monthly Earnings equal your Pre-Disability Earnings, whichever is the earlier.

Pre-Disability Earnings

Is the greater of:

- (a) your Monthly Earnings for the twelve months immediately prior to the Commencement Date, and
- (b) your Monthly Earnings for any consecutive twelve months in the three years immediately prior to the date Disability commences.

When you are Disabled, this figure will be increased every twelve months following the date of commencement of Disability by the percentage change in the Consumer Price Index.

Total Disability

Total Disability or Totally Disabled means that solely because of injury or sickness:

- (a) you are not capable of doing at least one of the important duties of your regular occupation, and
- (b) you are not working in any gainful occupation, and
- (c) you are following the advice of a Medical Practitioner.

An important duty is one that involves 20% or more of your overall tasks.

The definitions and conditions applicable to 'Indemnity' policies only are:

Maximum benefits payable offsets

This condition only applies to the Total Disability Benefit and Partial Disability Benefit.

- (a) The maximum benefit payable may be adjusted where:
 - (i) You are eligible to receive benefits from a disability insurance policy or salary continuance policy from Norwich Union or another insurer or through a superannuation fund; or
 - (ii) any income provided by or arranged by an employer, partnership or business including sick leave; or
 - (iii) a worker's compensation or other legislated payment is received in respect of loss of income and in calculating the payment the relevant tribunal or authority did not or could not take into account entitlements under The Norwich Union Income Protection Plan.
- (b) If paragraph (a) is applicable, then:
 - (i) Your Monthly Total Disability Benefit may be reduced so that it, together with the aggregate of those monies, does not exceed 75% of your Pre-Disability Earnings;
 - (ii) if a payment is a lump sum it will be converted to income on the basis of 1% of the lump sum for each month that a benefit is paid to you for a maximum of seven (7) years and the maximum benefit will be calculated taking this figure into account;
 - (iii) your Monthly Partial Disability benefit may be reduced so that the total of your Monthly Earnings and your Monthly Benefit (as limited by this condition) is not greater than 100% of your Pre-Disability Earnings.
- (c) Your benefit will not be affected by any amounts you receive from:
 - (i) lump sum or income benefits under other insurance policies, except as described in paragraph (a) above;
 - (ii) lump sum or income benefits under any retirement or superannuation fund (including government and statutory funds), provided that these policies or funds existed at the time of the policy commencement date or its reinstatement and all details were fully disclosed.

Partial Disability Benefit Formula

If you are Partially Disabled, a proportion of the Monthly Benefit will be paid to you. The proportion will be:

$$\frac{A - B}{A}$$

where A is your Pre-Disability Earnings and B is your Monthly Earnings for the month in which Partial Disability is claimed.

If, during the first three months of a continuous period of Partial Disability, your Monthly Earnings are 20% or less of your Pre-Disability Earnings, we will pay the full Monthly Benefit, during these months.

If you are no longer Totally Disabled but you are not working, then B will be calculated based on medical advice (which will include the opinion of your Medical Practitioner) and what you could reasonably be expected to earn if you were able to obtain work.

The Partial Disability Benefit begins to accrue from the day after you are no longer Totally Disabled or the day after the Waiting Period, whichever is the later. It is paid monthly in arrears and will stop at the end of the Benefit Period or when you cease to be Partially Disabled or when your Monthly Earnings equal your Pre-Disability Earnings, whichever is the earlier.

The Partial Disability Benefits will be restricted to a maximum of two years in respect of any one claim, including benefits paid under the Recurrent Claim Benefit.

Pre-Disability Earnings

Where you do not directly or indirectly own all or part of the business from which you earn your regular income, your average Monthly Earnings over the twelve months immediately preceding the date of Total Disability.

Where you do directly or indirectly own all or part of the business from which you earn your regular income, your average Monthly Earnings based on the financial evidence required for taxation purposes for the tax year prior to the date of Total Disability.

Total Disability

Total Disability or Totally Disabled means that solely because of injury or sickness:

- (a) you are not capable of doing at least one of the important duties of your regular occupation, and
- (b) you are not working in any gainful occupation, and
- (c) you are following the advice of a Medical Practitioner.

An important duty is one that involves 20% or more of your overall tasks.

If you have been receiving payments under the Total Disablement Benefit for two years, including as a result of the Recurrent Claim Benefit, or you were unemployed for more than six months prior to commencing to receive the Total Disablement Benefit, then part (a) of the definition of "Total Disability" shall be substituted by the following definition, namely:

"you are unable to work in any occupation for which you are reasonably suited by training, experience or education, and"

The following definitions and conditions apply to both the 'Agreed Value' and 'Indemnity' Policies:

Benefit Period

is the first to occur of:

- the expiry of the Benefit Period shown on your policy schedule;
- the date on which your Disability ceases;
- the Expiry Date as shown on your policy schedule;
- the date of your death; or
- the termination of the policy.

Injury

is an accidental bodily injury you suffer whilst your policy is in force.

Additional Information continued

Norwich Union Income Protection - Gold and Norwich Union Income Protection - Excell

Waiting Period

is the number of days you must wait until your Disability benefits begin to accrue and commences on the date that you receive advice from a Medical Practitioner after becoming Totally Disabled.

In circumstances where it can be substantiated that Disability had begun earlier than the date of receiving advice from a Medical Practitioner, the date of commencement may be backdated by up to 7 days with medical certification.

Monthly Earnings

Monthly Earnings means

- (a) where you do not directly or indirectly own the business or professional practice from which you earn your regular income:

The total monthly value of your remuneration in respect of the performance of your regular occupation.

It includes salary, fees, commission, bonuses, regular overtime and fringe benefits.

It will be determined by calculating the amount you could be expected to receive if your total remuneration was received as a salary or wage (before income tax is deducted).

- (b) When you do directly or indirectly own all or part of the business or professional practice from which you earn your regular income:

The income earned by your business directly due to your personal exertion or activities less your share of the necessarily incurred Business Expenses (as defined in the policy) and costs for that business or professional practice, calculated on a monthly basis.

Deemed Disability

means that whilst the policy is in force You have suffered from one of the Scheduled Injuries (or a Critical Condition if your policy is Gold) and fourteen days after the Scheduled Injury or Critical Condition occurs, for the purpose of being eligible for Partial Disability benefits you are deemed to have been Totally Disabled for fourteen days.

Partial Disability or Partially Disabled

means after you have suffered from a Deemed Disability or you have been Totally Disabled for at least fourteen consecutive days since Total Disability began, and in either case:

- (a) you are no longer Totally Disabled because you are performing at least one of the duties of your regular occupation, you are working in another occupation, or you are capable of returning to work in your own occupation on a partial basis but are not working; and
- (b) your Monthly Earnings are less than your Pre-Disability Earnings because of the sickness or injury which caused your Total Disability, and
- (c) you are following the advice of a Medical Practitioner.

If you are capable of returning to work on a partial basis but are not working then your Monthly Earnings will be calculated based on medical advice (which will include the opinion of your Medical Practitioner), and what you could reasonably be expected to earn if you were able to obtain work.

If you were unemployed for more than twelve months immediately before becoming totally disabled, then "your own occupation" in part (a) will be replaced by "an occupation for which you are reasonably suited by way of education, training or experience."

Pre-Existing condition

is a sickness, disease or physical condition for which symptoms existed that would cause a reasonable person to seek diagnosis, care or treatment from a Medical Practitioner, before the Commencement Date, date of reinstatement or the date an improvement is offered under the upgrade guarantee.

For any pre-existing sickness, disease or physical condition to be covered under the policy you must have told us about it in accordance with your Duty of Disclosure.

Sickness

means a sickness or disease you suffer and which becomes apparent after the Commencement Date, or which is disclosed in accordance with your Duty of Disclosure.

Making a claim

Notice of claim

Written notice of a claim for Total Disability Benefit must be given to us within thirty days of you becoming disabled.

Proof of loss

You and your doctor must complete the claim form and return it to us within sixty days of the beginning of a period of Total Disability for which benefits are being claimed. You will be responsible for any costs incurred in completing the claim form.

No Monthly Benefit will be payable in respect of any period more than sixty days prior to us receiving the claim form or any progress claim form we may issue unless your disability is such as to prevent you from informing us within the sixty day period.

Gold only

Rehabilitation Income benefit

If you are Totally Disabled and choose to engage in Rehabilitative Employment we will increase the Monthly Benefit by 50%, which will be paid while Rehabilitative Employment continues for up to twelve months for any one period of disability.

Emergency travel benefit

If, as a result of an Injury or Sickness, you require emergency transport by air, sea or land ambulance while you are outside Australia, we may refund the costs of emergency transport within the country where the injury or sickness occurred.

If you become Totally Disabled whilst you are outside Australia and remain so for more than thirty days then, if Disability continues and you choose to return to Australia, we will reimburse you the cost of a single economy airfare by the most direct route on a recognised airline.

This benefit is limited to a maximum of three times the monthly benefit and is payable only once in any twelve month period. Emergency travel benefits are not payable on costs for which you are insured or entitled to obtain reimbursement from another source.

Unemployment waiver

After this policy has been in force for six months, if you involuntarily become unemployed and register with Centrelink or a recognised employment agency we will waive premiums due or paid for the duration of your unemployment and a cumulative maximum of twelve months during the life of the policy.

Critical conditions benefit

If you are first diagnosed as suffering from one of the critical conditions listed below after purchasing a policy you will be paid the Monthly Benefit, even if working, provided the critical condition is diagnosed by a medical practitioner and supported by histological and laboratory evidence as appropriate, depending on the circumstances: Aplastic Anaemia, Benign Intracranial Tumour, Cancer, Chronic Lung Disease, Coma, Coronary Artery By-Pass Surgery, Deafness, Dementia, Encephalitis, Heart Attack, Heart Surgery, Idiopathic Cardiomyopathy, Liver Disease, Loss of Independent Existence, Loss of Speech, Major Burns, Major Head Trauma, Major Organ Transplant, Motor Neurone Disease, Multiple Sclerosis, Occupationally Acquired HIV Infection, Open Heart Surgery, Out of Hospital Cardiac Arrest, Parkinson's Disease, Pneumonectomy, Primary Pulmonary Hypertension, Renal Failure and Stroke.

Please refer to pages 12 to 15 for the applicable definitions of the critical conditions.

This benefit is payable once only for the same type of critical condition until the expiry date of your policy. It will only be paid for another type of critical condition if you recovered from your prior critical condition, returned to employment and have not been receiving any benefits from this policy for at least six months. The benefit is paid monthly in advance for a total of six months.

If you are disabled at the end of the Critical Conditions Benefit Period, your eligibility to be paid Disability benefits is determined under the appropriate conditions of your policy.

Additional Information continued

Norwich Union Income Protection - Gold and Norwich Union Income Protection - Excell

The benefit will not be paid:

- (a) If Heart Attack, Stroke, Benign Intracranial Tumour, Cancer, Heart Surgery, Open Heart Surgery or Coronary Artery By-pass Surgery is diagnosed, or symptoms leading to the diagnosis become reasonably apparent, within three months of the inception, increase or reinstatement of the policy. If this occurs within three months of an increase in benefits, the increase will not be payable.

OR

- (b) If it is shown that you do not have the condition which has been diagnosed.

Rehabilitation expenses benefit

Should you need to undergo a formal rehabilitation course whilst Totally Disabled or require special equipment to assist you to return to work or live at home, we will pay for such extraordinary expenses incurred up to an amount equal to six times the monthly benefit.

Spouse accommodation benefit

If your spouse, close relative or partner needs accommodation more than 100 km from your home, so that he or she can be close to where you are hospitalised during a period of Total Disability lasting more than three days we will reimburse the cost of the accommodation, less amounts that are reimbursed from another source, to a maximum of 1/30th of the monthly benefit or \$200.00 per day for a maximum of thirty days.

Nursing care benefit

If during the Waiting Period, you are totally disabled and confined to bed and certified by a doctor to require the continuing care of a registered nurse, other than an immediate family member, for a period of at least three days, Norwich Union will pay an amount of 1/30th of the monthly benefit for each day of confinement, commencing from the first day of such care, until the end of the waiting period, when you are no longer confined to bed or you no longer require the care of a registered nurse or for a maximum of ninety days, whichever is the lesser.

Key Features Statement

Norwich Union Income Protection - Business Expenses Insurance

This Key Features Statement follows guidelines set down by the Australian Securities and Investments Commission.

It will help you to:

- decide whether this product meets your needs; and
- compare this product with others you may be considering.

Important notice

Norwich Union Income Protection - Business Expenses Insurance is not a savings plan. The primary purpose of this policy is to provide a benefit in the event of you becoming totally disabled.

If you terminate your plan at any time you will not get anything back.

What the plan provides

This policy provides protection for an insured's business expenses in the event of disability. Monthly benefits are payable while the insured is unable to work as a result of injury or sickness for up to one year after the waiting period for any one claim.

This policy must be held in conjunction with an approved Norwich Union Income Protection policy.

Premium

Premiums for this policy are subject to the same terms and conditions and with the same options set out on page 22 of the Key Feature Statement for Income Protection - Gold.

Non payment of premiums

If the premium is not paid within the grace period of 30 days, the policy will lapse from when the premium was due and no benefits will be payable.

Premium rates

A table of premium rates is available upon request. Discounts are available for non-smokers. Norwich Union does not provide a premium rate guarantee.

Issue ages

Ages 20-60 next birthday.

Benefits

Benefit Period

is the period expiring on the first to occur of:

- the expiry of the Benefit Period shown on your policy;
- the date on which your Disability ceases;
- the Expiry Date as shown on your policy;
- the date of your death; or
- the termination of the policy.

Total Disability Benefit

The amount of Monthly Benefit insured can be up to 100% of the eligible expenses listed by the insured on the proposal subject to the maximum monthly benefit amount. If a claim arises, a current list of eligible expenses for which the insured wishes to claim is requested. The benefit payable will be this amount subject to a maximum of the Monthly Benefit.

Definition - Total Disability or Totally Disabled

Means that solely because of injury or sickness:

- (a) you are not capable of doing at least one of the important duties of your regular occupation, and
- (b) you are not working in any gainful occupation, and
- (c) you are following the advice of a Medical Practitioner.

An important duty is one that involves 20% or more of your overall tasks.

Partial Disability Benefit

If you remain partially disabled, an amount of the monthly benefit will be paid to you if gross business income (ie, income of the business before expenses and tax), falls below business expenses as a result of your partial disability.

Key Features Statement continued

Norwich Union Income Protection - Business Expenses Insurance

We will pay the difference between your business' monthly gross business income, (or what you could reasonably be expected, as agreed between you and us, to contribute to the monthly gross business income) and your monthly business expenses to a maximum of the Monthly Benefit. Payment will be monthly in arrears.

The benefit will only be payable if gross business income has exceeded business expenses for the previous 12 months, and it would be reasonable to assume that this would have continued if you had not suffered a disability.

Definition - Partial Disability or Partially Disabled

means after you have been Totally Disabled for at least fourteen consecutive days since Total Disability began, and:

- (a) you are no longer totally disabled because you have returned to work and performing at least one of the duties of your regular occupation or you are working in another occupation; and
- (b) your gross business income or your share of the gross business income is less than your business expenses because of the sickness or injury which caused your total disability; and
- (c) you are following the advice of a medical practitioner.

The Partial Disability benefit begins to accrue from the day after you are no longer totally disabled. It is paid monthly in arrears and will stop at the end of the benefit period or when you cease to be partially disabled or when your monthly gross business income equals or exceeds your monthly expenses, whichever is sooner.

Extension of benefit period

If Total Disability benefits have been paid for a period of twelve months, the benefit period may be extended if the total amount paid does not equal twelve times the current Monthly Benefit.

The period of extension will be:

- for six months; or

- until Total Disability ceases; or
- until the total amount paid equals twelve times the monthly benefit amount; or
- until the benefit expiry date;

whichever occurs first.

Death Benefit

If you die whilst receiving any benefits from your policy, the Death Benefit will be paid. The Death Benefit is 12 times the Monthly Benefit, less any amounts already paid in respect of the current claim, up to a maximum of \$60,000 and is paid upon proof of death. This benefit will be payable as a lump sum to the policy owner. Payment of the Death Benefit means that no other benefits will be payable.

Guaranteed Yearly Renewable

The cover is guaranteed to be renewable each year without further health evidence until the policy anniversary preceding age 65.

The policy cannot be cancelled by Norwich Union as a result of an adverse claims experience.

Automatic Indexation of Benefit

The policy automatically provides increases in the Monthly Benefit by the greater of the percentage increase in the CPI or 3%, without further medical evidence.

The increases are applied on each policy anniversary and you have the right to refuse an increase in any year. You may cancel the Indexation at any time.

Waiting Period

is the number of days you must wait until your Disability benefits begin to accrue and commences on the date that you receive advice from a Medical Practitioner after becoming Totally Disabled.

There is a choice of 14 day or 30 day Waiting Periods.

Waiver of premium

After you have been disabled for longer than the waiting period Norwich Union will waive all premiums payable under your policy for the period you continue to receive either the Partial or Total Disability Benefit.

Pre-Existing Condition

is a sickness, disease or physical condition for which symptoms existed, that would cause a reasonable person to seek diagnosis, care or treatment from a Medical Practitioner, before the Commencement Date, date of reinstatement or the date an improvement is offered under the upgrade guarantee.

For any Pre-Existing sickness, disease or physical condition to be covered under the policy you must have told us about it in accordance with your Duty of Disclosure.

Maximum benefits payable

(a) The Monthly Benefit payable under this Policy is the lesser of:

the Monthly Benefit, or

one twelfth part of the Business Expenses actually incurred by you in the operation of your profession, business or occupation during the twelve months immediately preceding your Total Disability and which continue during that Total Disability.

(b) If the Monthly Benefit payable (together with any benefit payable under any other disability policy deemed to be business expenses insurance), exceeds in any month the eligible business expenses which are incurred during that month, then the Monthly Benefit will be reduced by the excess.

(c) For the purposes of this condition, Business Expenses shall consist of the following expenses: rent, regular interest instalment payment on business mortgage or loan, electricity, gas, water, heat, laundry, telephone, cleaning, business property rates and taxes, non-income producing

employees' salaries and costs directly related to salaries, (eg. superannuation and other such fixed expenses which are normal in the operation of your profession, business or occupation), but SHALL NOT include salary, fees, drawing account or any other remuneration for you or your replacement or members of your family or any person who is not your employee or the salaries of employees who generate income for your business or the cost of goods or equipment used in your profession, business, or occupation, depreciation of real estate or payments of principal on business mortgages or loans.

Exclusions

The contract shall not cover any Disability arising out of or in connection with:

- (a) war, or an act of war; or
- (b) intentional self-injury or attempted suicide; or
- (c) pregnancy, childbirth or miscarriage unless Total Disability continues for more than three months after the end of the pregnancy (when this occurs, the date of Disability will be taken as being the date of the end of the pregnancy); or
- (d) your participation in a criminal activity or your incarceration.

IN ADDITION, regardless of whether or not there is a connection between your Disability and your incarceration, benefits will not be paid in relation to any period during which you are incarcerated.

Criminal activity means any activity giving rise to your conviction and incarceration. Incarceration means confinement in a jail of any description (including a prison farm or remand centre).

Recurrent claim benefit

The terms of this benefit are identical to the terms described for Income Protection Gold as set out on page 27.

Key Features Statement continued

Norwich Union Income Protection - Business Expenses Insurance

Termination of policy

Your policy will automatically terminate on the earlier of the Expiry Date as shown on the Policy Schedule, the death of the Life Insured, when we receive your written request for cancellation, or when you cease to be responsible for any expenses incurred by any business for a period of at least six months. We may also cancel your policy if you cease to have an Income Protection Gold or Excell policy with Norwich Union, or if any required premium or instalment is not paid by the due date. Your policy will cease thirty days after we give you notice of cancellation, if the premium remains unpaid.

Minimums/Maximums

- Minimum sum insured - \$1000 per month
- Maximum sum insured - up to 100% of the eligible expenses

What are the charges?

All the charges for Norwich Union Income Protection - Business Expenses Insurance are fully described in this section. The life company undertakes not to apply any other charges without your specific consent.

The information provided on page 5 for the charges for Life Cover and Executive Life Cover equally reflect the details of the charges for Business Expenses Insurance, except in respect of policy size adjustments. Premiums are increased by 5% for monthly benefits under \$1,500.

Norwich Union reserves the right to charge any government tax, licence fee, stamp duty or impost relating to your policy at any time during the life of the policy. Currently the only fee applicable is State Government stamp duty which is added to the premium payable (see page 39).

Taxation position

Under the current legislation, premiums payable under a Business Expenses Income Protection Policy are generally tax deductible under Section 8-1 of the Income Tax Assessment Act 1997. The proceeds under a Policy are regarded as income and are therefore assessable.

If you receive a benefit you must declare the benefit as taxable income. Norwich Union does not deduct tax from the proceeds. This is your responsibility.

The tax position detailed is a general statement only and individual circumstances may be quite different. The above tax interpretation reflects our current understanding of the tax laws as at the issue date of this brochure.

14 day cooling off period

Upon receipt of your policy documents you have fourteen days to check that the policy meets your needs. This is known as the cooling off period. Within this time you may cancel the policy without paying any charges if you return it to Norwich Union with a written request to cancel the policy. If you return it after the fourteen days you may not receive a refund of any premium you have paid.

Information on your policy

We will send you a policy document, a policy schedule and a policy information statement that explains the policy. These are important documents, please read them carefully and store them. All the terms of your insurance are effective as soon as we issue your policy.

While we are assessing your application you will be covered under the terms of the Interim Accident Insurance detailed on page 45 of this brochure.

If you have any complaints

Norwich Union has established internal procedures for handling enquiries and complaints. Details of our procedures can be found on pages 39 and 40, along with information about independent complaints handling.

Further notes applying to all products

Goods and Services Tax

Goods and Services Tax ('GST') is not payable on the premiums for your policy.

Stamp duty rates

For Norwich Union Life Cover, Norwich Union Executive Life Cover, Norwich Union Recovery Money and Norwich Union Executive Recovery Money, the State Government Stamp Duty rates are currently paid by Norwich Union out of the premium. No separate fee is charged.

In respect of all other policies Norwich Union will add the amount of these duties set out below to the Premium payable.

ACT, Victoria & Northern Territory	10% of Premium*
South Australia	11% of Premium*
Western Australia & Tasmania	8% of Premium*
New South Wales	5% of Premium*
Queensland	8.5% of Premium*

*Premium means the total premium including the policy fee.

Statutory Fund

Your Norwich Union Risk Policy will form part of Norwich Union's Number 1 Statutory Fund.

Upgrade guarantee

For all policies of this product series, and subject to the approval of our Actuary:

If, in the future, Norwich Union improves the benefits for any of these products without any part of the premium scale increasing then the improved benefit will be made available to existing clients.

Benefit improvements may have an exclusion for pre-existing conditions at the time of the upgrade.

Insurance Reference Association Australia

Certain details of insurance business and claims received are provided to the Insurance Reference Association Australia for the purpose of maintaining a central reference bureau for use by insurers.

Complaints Resolution

Complaints should first be attempted to be resolved through Norwich Union. Norwich Union has set up formal internal procedures for dealing with complaints within 45 days. Our Client Support Team freecall phone number is 1800 037 022. We may be able to solve the problem over the phone, but if not, we will ask you to put it in writing.

If you are not satisfied with the outcome of a complaint, or where it is not resolved within 90 days you may contact the Financial Industry Complaints Service. The Service is totally independent of Norwich Union and provides free, expert and impartial advice. Inquiries can often be answered on the phone but complaints will need to be in writing.

The Service will investigate any complaint within its terms of reference and may help you resolve the problem with the company.

The Financial Industry Complaints Service can be contacted in Melbourne on

03 9629 7050, or on tollfree 1300 780 808

The postal address is

Financial Industry Complaints Service
PO Box 579
Collins Street West
Melbourne Victoria 8007
The facsimile number is 03 9621 2291.

Superannuation

Important information

Your Norwich Union Life Cover policy can be arranged as part of your superannuation arrangements. Your policy could form a part of the Norwich Union Superannuation Trust ABN 31 919 182 354 ("NUST") which is a complying fund under the Superannuation Industry (Supervision) Act 1993 ("the SIS Act"), or alternatively you could arrange for your policy to form a part of any other complying superannuation fund.

Norwich Union does not provide insurance cover for non-complying superannuation funds. If your fund ceases to be a complying fund at any time you must notify Norwich Union immediately and we may cancel the policy. However Norwich Union will offer to cover the Life Insured under a non superannuation policy owned by the Life Insured or any alternative party he or she nominates.

Trustee

If your policy is in NUST, NULIS Nominees (Australia) Limited ABN 80 008 515 633 ("the Trustee") as Trustee of NUST will own the policy. You will be the Life Insured. The Trustee is and will continue to be a constitutional corporation. As required by law, the Trustee is an "Approved Trustee". One of the conditions of receiving approval from the Australian Prudential Regulatory Authority (APRA) to act as an approved trustee, is a requirement to have at least \$5 million in net tangible assets, or to have secured a bank guarantee for that amount. The Trustee has secured such a guarantee from Westpac Banking Corporation. The documentation evidencing this guarantee is held at the registered office of the Trustee at 509 St Kilda Road Melbourne 3004.

Indemnity Insurance

Indemnity Insurance in excess of \$20 million covers NULIS Nominees (Australia) Limited as Trustee of the Norwich Union Superannuation Trust.

Nomination of Beneficiaries

You may now have certainty for your superannuation and estate planning, if your policy is in NUST, by utilising our Binding Death Nominations facility. You may specify up to seven dependants as beneficiaries as well as your estate and nominate the appropriate proportion of your benefits payable to each.

If you wish to make a Binding Death Nomination, you must use the form in the Norwich Union Super Estate Solutions brochure - please ask for a copy.

If you do not effect a binding nomination the Trustee must consider all known dependants and the legal personal representative when determining the distribution of death benefits. Dependants will include a spouse, children or any person maintained by the member as his/her child, and any other person financially dependent on the member at time of death. You may nominate beneficiaries using the form on page 55 to guide the Trustee, but this will not be binding on the Trustee. The Trustee has absolute discretion to determine who will receive the death benefits.

Where a fund other than NUST is used, then the trustee of that fund will exercise the above powers. Benefits from your policy will therefore be paid to that trustee.

Superannuation Complaints

Complaints in relation to superannuation policies should first be attempted to be resolved through the Norwich Union Superannuation Trust. Norwich Union has set up formal internal procedures for dealing with complaints within 90 days. Our Client Support Team phone number is 1800 037 022. We may be able to solve the problem over the phone, but if not, we will ask you to put it in writing.

If you are not satisfied with the outcome of any complaint, you may lodge a complaint in writing to the Superannuation Complaints Tribunal (SCT). The SCT is an independent body set up by the Commonwealth Government to help resolve complaints about decisions in relation to members (as opposed to decisions related to the management of the fund as a whole).

The SCT can also help you put the complaint in writing if required. A complaint can only be dealt with by the SCT after it has been dealt with by Norwich Union's internal process. It is located in Melbourne and its postal address is:

Superannuation Complaints Tribunal
Locked Bag 3060
GPO Melbourne Victoria 3001
Telephone: 1300 884 114
Fax: 03 8663 5588

Eligibility to contribute

Generally, contributions to the Fund can be received for any member under the age of 65 who is or has been employed during the last two years for at least 10 hours each week. This age is extended to 75 for members working at least 10 hours each week.

Taxation

The following information is of a general nature only. For more details on your tax situation, please consult your financial adviser.

Tax deductions for contributions

All employer contributions are fully tax deductible up to limits set by the Government. These limits are set out in the following table:

Age	Maximum Deductible Contributions*
Under 35 years	\$12,651
35 to 49 years	\$35,138
50 years & over	\$87,141

If you are self employed or substantially self employed, you may be able to claim a tax deduction in respect of some or all of your contributions.

You should consult your financial adviser to determine your eligibility. At the end of the financial year, Norwich Union will ask you to complete a form (section 82AAT Notice) indicating the amount you intend to claim as a personal tax deduction. The Trustee will acknowledge receipt of this Notice in writing, in order for you to claim a tax deduction.

Rebate for contributions made in relation to a spouse

A rebate is available where both the taxpayer and the spouse are Australian residents and the assessable income of the spouse is less than \$13,800 in the financial year in which contributions are made.

*These amounts apply to the 2002/2003 financial year and are indexed annually by Average Weekly Ordinary Time Earnings.

Tax on contributions

All contributions which are being claimed as a tax deduction by the contributor, less cost of insurance and certain other charges, are taxed at 15% as income of the NUST. Norwich Union will deduct appropriate amounts from the members' accounts. This will be nil for contributions used wholly for the payment of term insurance premiums.

Superannuation Contributions Tax (surcharge)

This tax applies to your 'surchargeable contributions' if your 'Adjusted Taxable Income' (ATI) exceeds \$90,527*. As a general rule, ATI equals taxable income plus surchargeable contributions plus reportable fringe benefits. Surchargeable contributions are generally employer contributions, deductible personal contributions and a portion of a rolled over employer ETP (Golden handshake).

The portion of an employer ETP used to calculate your adjusted taxable income will vary depending on the form in which you take your benefit and the date on which you take your benefit.

The maximum tax rate of 15% is payable where ATI is \$109,924* or more. Between \$90,527* and \$109,924*, the 15% is phased in. The Tax Office calculates the surcharge.

The 'surcharge' tax is complicated and you should consult your financial adviser for more details about how it affects your situation.

If the Trustee of NUST receives an assessment in respect of term insurance premiums, the Trustee will apply any tax against other benefits for the member first. If sufficient funds are not available, Norwich Union may seek reimbursement directly from the member, so that premiums may continue to be paid by the Trustee from contributions received.

When the policy is owned by a superannuation fund other than NUST it is the responsibility of the fund to ensure all requirements relating to contribution tax and surcharge are complied with.

Superannuation

Important information continued

Taxation of death and disability benefits

Death

Concessional taxation may apply on death benefits paid to dependants.

All Death benefit payments made on or after 1 July 1994 are subject to the Reasonable Benefits Limits (RBL). Death benefits are tested against the life insured's pension RBL. The pension RBL for 2002/2003 is \$1,124,384.*

Death benefits paid as a pension receive concessional tax treatment.

Disability

If the trustee is able to release your Disablement benefits because you fulfil the permanent incapacity requirements of superannuation legislation your benefit may also qualify for concessional treatment as 'Invalidity Benefits'. A 'post-June 1994 Invalidity component' may be calculated. This component is tax free. It can be rolled over but will not be counted against your RBL.

The remainder of the benefit is treated as an ordinary eligible termination payment and is taxed accordingly dependent upon the various tax components. If the trustee is unable to release the disablement benefits received from a particular policy, the monies will be held in the fund until you retire after your preservation age, or leave any particular employment after age 60. At the time of payment, the benefit will be treated as an ordinary eligible termination payment and is taxed accordingly dependent upon various tax components.

Conditions of release

Benefits accruing in a superannuation fund cannot normally be paid out to you satisfy a condition of release. Those conditions are:

- You leave employment after age 60; or
- You permanently retire from the workforce on or after your preservation age as shown in the table following:

*These amounts apply to the 2002/2003 financial year and are indexed annually by Average Weekly Ordinary Time Earnings.

Date of birth on or between

Preservation Age

Before 1 July 1960	55
1 July 1960 & 30 June 1961	56
1 July 1961 & 30 June 1962	57
1 July 1962 & 30 June 1963	58
1 July 1963 & 30 June 1964	59
After 30 June 1964	60

A benefit may be paid before this if you die, suffer permanent incapacity, suffer severe financial hardship (as determined by law), or on compassionate grounds (determined by the relevant Government authority).

Please note that not all claims for disability benefits will necessarily meet the definition of permanent incapacity under superannuation law. Where this is the case the monies will be held in the fund until you satisfy another condition of release.

The preservation rules are unlikely to affect you if your superannuation benefits consist only of death cover.

Tax File Numbers

The Fund is required to request you to provide your Tax File Number.

If you do not provide Norwich Union with your Tax File Number:

- Norwich Union is required to deduct tax at the highest marginal rate, plus the medicare levy on both the pre-1 July 1983 component and the post-30 June 1983 component of any ETPs paid.
- it may be more difficult to find your superannuation benefits if you change address without notifying your fund or to amalgamate any multiple superannuation accounts.
- the superannuation 'surcharge' may apply to your superannuation contributions, even if your 'Adjusted Taxable Income' is below \$90,527* (see 'Superannuation Contribution Tax (surcharge)' on page 41).

The taxation position detailed is a general statement only and individual circumstances may be quite different. The above tax interpretation reflects our current understanding of the tax laws as at the date of this brochure. Accordingly, you should consult your financial and/or taxation adviser, in respect of your specific circumstances.

Please read this.

It is important!

This brochure gives information for the general public.

Details about a policy specifically tailored for your needs are available on request.

1. The person who explains the life insurance to you

This person (your adviser) is either a representative of a life insurance company or a broker.

- 1.1 A representative of a life insurance company acts on behalf of one or more life insurance companies. The life insurance company is responsible for the information which its representatives give you. A representative cannot provide independent life insurance services to you.
- 1.2 A broker does not act for the life insurance company. Registered brokers are independent and it is they who are responsible for the advice they give you. The life insurance company is not responsible for the advice a broker gives you.
- 1.3 From 11 March 2002 a new licensing regime will gradually be introduced within the financial services industry. Accordingly after that date, your adviser may instead be an Australian Financial Services Licensee (AFSL), or an authorised representative of an AFSL. The licence holder will be responsible by law to ensure that the financial services for which they are licensed are provided efficiently, honestly and fairly.

You can ask your adviser to give you details of the types of life insurance that he/she is authorised to explain to you.

2. Your needs

- 2.1 Your adviser will help you work out what your needs may be so you can decide if any of the insurance products in this Customer Information Brochure are right for you.
- 2.2 Your adviser must explain the information in this brochure to you. This is a requirement of the Australian Securities and Investments Commission (ASIC) and is fully supported by Norwich Union Life Australia Limited (Norwich Union).

3. How to buy

To buy any of the Norwich Union Life Cover, Norwich Union Executive Life Cover, Norwich Union Recovery Money, Norwich Union Executive Recovery Money,

Norwich Union Flexible Recovery Money, Norwich Union Executive Flexible Recovery Money, Norwich Union Stand Alone Recovery Money, Norwich Union Executive Stand Alone Recovery Money, Norwich Union Income Protection - Gold, Norwich Union Income Protection - Excell or the Norwich Union Income Protection - Business Expenses policies you must complete and sign the application form in this brochure or from Norwich Union approved software.

Your adviser must explain to you what information you must give to the life insurance company. It is important that you give that information carefully and accurately.

General Privacy Statement - Use and Disclosure

Privacy rules covering all personal information held by organisations regulate, among other matters, the way organisations collect, use, disclose, keep secure and give people access to personal information.

In this statement 'we' and 'us' mean any or all of Norwich Union Australia Limited ABN 32 006 783 286 and each of its related companies within the Norwich Union Australia Group.

A privacy policy describing how we manage your personal information can be obtained through our website, www.norwich-union.com.au, or by writing directly to us at GPO Box 2567W, Melbourne, Victoria, 3001 (Attention: Privacy Officer).

Purpose and use of personal information

By maintaining your relationship with us, you consent to any personal information we collect about you being used and disclosed in the manner set out below.

The main reason we collect your personal information is to enable us to provide to you the financial products and services which you have asked us to provide. This also includes using your information:

- for our internal operations (including accounting, risk management, record keeping, archiving, systems development and testing, staff training and compliance monitoring);
- to help us develop, establish and administer arrangements with other organisations in relation to the administration and use of the products and services which you have asked us to provide;
- to help us develop, identify and inform you of enhancements to the products and services which

Please read this.

It is important! continued

you have asked us to provide (but not on the basis of any health or other sensitive information we may hold about you);

- for research in relation to financial products and services;
- where relevant, to enable your financial adviser to provide you with advice and ongoing service;
- if your employer makes superannuation contributions on your behalf into a product we provide to you, to give your employer any necessary details of their total contributions on your behalf for superannuation guarantee, taxation and fringe benefit reporting purposes.

We may also use and disclose your personal information for the following additional purposes:

- to help us develop, identify and inform you of other financial products and services that may interest you (but not on the basis of any health or other sensitive information we may hold about you);
- to help us develop, establish and administer arrangements with other organisations in relation to the promotion, administration and use of such other products and services;
- for marketing of financial products and services.

If you do not wish to consent to your personal information being used for these additional purposes you can call our Client Support Team on 1800 037 022 (toll free) or write to us at GPO Box 2567W Melbourne, Victoria 3001.

We may disclose your personal information to other members of the Aviva plc Group. We may also disclose your personal information to other financial institutions and to any person who carries out functions for us or to other organisations with whom we may have arrangements for promoting or marketing our respective financial products and services including the following (who will be bound by appropriate confidentiality obligations):

- your bank or other financial institution, for any direct debits or credits;
- if you are a member of a superannuation product, other entities for the purpose of rollover or transfer of benefits;
- entities we use for printing and/or mailing your regular statements and reports, newsletters and other correspondence;
- other entities we may use for outsourcing the administration of the financial products and/or

services we provide to you;

- auditors, consultants, legal or accounting firms, reinsurers and financial services industry bodies and regulators;
- debt collection agencies; and
- where relevant, your executor, administrator, trustee, guardian or attorney.

If you do not provide personal information we request, or do not consent to its use and disclosure as described above, this may affect our ability to provide to you the financial products and services you have asked us to provide.

Access to your personal information

You may request access to your personal information that we, or an outsourced service provider, hold in relation to your investment with us. You can request access to your personal information by writing directly to us at GPO Box 2567W, Melbourne, Victoria, 3001 (Attention: Privacy Officer).

Where it is established that personal information we hold about you is not accurate, complete or up-to-date, we will take all steps necessary to correct it.

You may be charged a fee for obtaining access to your personal information.

Personal Information about Third Parties

If you supply us with information about another person, you agree to show them a copy of this statement and to tell the person that:

- we are holding personal information about that person;
- personal information collected about that person will be used for the primary purpose set out in this statement and without that personal information, this purpose cannot be fulfilled;
- personal information collected about that person will usually be disclosed to third party organisations described in this statement; and
- the person has the right to access and correct personal information we hold about him or her.

We have always treated your personal information with care, and have been careful to put in place adequate protection against inappropriate and unauthorised use. This now has the force of law and you have the right to complain to the Privacy Commissioner if you believe your privacy has been breached.

Interim Accident Insurance

Benefits Provided

Interim Accident Insurance cover provides cover against:

- “Accidental Death” - for Norwich Union Recovery Money and Norwich Union Life Cover applications, including Executive versions.
- “Accidental Critical Injury” - for Norwich Union Recovery Money, Norwich Union Flexible Recovery Money and Norwich Union Stand Alone Recovery Money applications, and Norwich Union Life Cover with Disability benefit, including Executive versions.
- “Accidental Total Disability” - for Norwich Union Income Protection applications.

What types of Accidents are covered?

A benefit will only be available if the accident causing the death or critical injury or Total Disability of the proposed Life Insured occurs after the commencement of the interim cover and prior to the termination date.

The death or critical injury or Total Disability must be caused solely and directly by violent accidental external and visible means, independently of other causes, and satisfy the conditions set out below.

Conditions of cover

1. General conditions

No benefit is payable if:

- the policy applied for is to replace insurance cover or another application on the Insured's life; or
- the death or critical injury or Total Disability arises from suicide, attempted suicide or other intentional self-inflicted injury; or
- either the person to be insured or the proposer has failed to comply with the Duty of Disclosure as set out on the Application.

Only one Interim Accident benefit will be paid by Norwich Union and the benefit will be reduced by any interim accident benefits payable under any other insurance proposals to other companies. If the client has proposed for both Income Protection and Business Expenses cover, only one interim accident benefit is payable.

2. Conditions specific to Accidental Death

Death must occur within 90 days of the accident.

The benefit payable is the lower of \$1,000,000 and the proposed Death benefit.

3. Conditions specific to Accidental Critical Injury

“Accidental Critical Injury” means the person to be insured suffers one of the following critical injuries, for the first time, as a result of accident.

For a benefit to be payable the critical injury must satisfy the corresponding Norwich Union Recovery Money definition within 90 days of the accident occurring.

The injuries covered are Blindness, Diplegia, Hemiplegia, Major Burns, Major Head Trauma, Paraplegia, Quadriplegia, as defined on pages 12 to 15 and the total and irrecoverable loss of the use of two limbs.

The benefit payable is the lower of \$500,000 and the proposed amount of Disability benefit or Critical Illness benefit, as appropriate. The Buy Back Options do not apply to Accidental Critical Injury.

4. Conditions specific to Accidental Total Disability

“Total Disability” has the same meaning as in the relevant policy document. No benefit is payable if:

- the Total Disability arises from an act of war, or
- in respect of any Pre-existing condition, or
- if the occupation or pastimes of the person to be insured would not be accepted for cover by Norwich Union under its normal underwriting guidelines.

The benefit payable is the lower of \$5,000 per month and the proposed monthly benefit. The benefit is payable each month that the life insured remains continuously Totally Disabled after the end of the applied for waiting period, up to a maximum of six months.

Interim Accident Insurance continued

The total monthly benefit will not exceed 75% of Pre-Disability Earnings for Income Protection Gold or Excell, and the Life Insured's actual Business Expenses for Norwich Union Income Protection Business Expenses, taking into account all other disability benefits payable.

Commencement of Cover

Interim Accident Cover commences at the latest of the date of receipt of a completed proposal by a Norwich Union Branch or Head Office and the receipt of the first or deposit premium. In circumstances where Norwich Union practice is that a deposit premium is not required, a completed and valid Direct Debit Request or Credit Card authority is required. Interim Accident Cover is not provided if payment authorities are not honoured.

Termination of Cover

Interim Accident Cover ceases at the first to occur of:

- 90 days elapsing after commencement of the Interim cover;
- the application is accepted by Norwich Union underwriters and a policy document is issued;
- you are notified by us that Norwich Union underwriters have declined your application;
- the application is withdrawn;
- 21 days elapsing after you are offered cover on loaded or varied terms, if you haven't accepted those terms in writing.

Direct Debit Service Agreement

This document sets out the terms on which You will make payments by Direct Debit to Us.

1. Definitions and Interpretation

1.1 Definitions

'BECS' means the Bulk Electronic Clearing System as managed by the Australian Payments Clearing Association Limited.

'Business Day' means a day which We are ordinarily open for business.

'Direct Debit' means a debit made from Your nominated bank account to Us in accordance with instructions contained in a Direct Debit Request.

'Direct Debit Request' means a request completed by You and addressed to Us authorising debits from Your nominated bank account to Us.

'We' 'Us' or 'Our' means Norwich Union Life Australia Limited ABN 34 006 783 295;

'You' means the customer who completes the Direct Debit Request in Our favour.

'Your Financial Institution' means the financial institution holding Your account nominated in the Direct Debit Request.

1.2 Interpretation

In this document, unless the contrary intention appears:

- (a) the singular includes the plural and vice versa and one gender includes the other genders;
- (b) a promise or agreement by two or more persons binds each person individually and all of them jointly;
- (c) a reference to a party includes that party's successors and permitted assigns;
- (d) a reference to a document or agreement includes an amendment, supplement to, replacement or novation of, that document or agreement;
- (e) a reference to a thing includes a part of that thing;
- (f) a reference to a person includes an individual, a corporation, a government body and any other entity that the law recognises; and
- (g) if a word or phrase is defined another grammatical form of the word or phrase has a corresponding meaning.

2. The Arrangement

(a) This document and the Direct Debit Request contain the terms under which periodic debits to Us will be made directly from Your nominated bank account, as specified in Your Direct Debit Request.

(b) The amount of the debit to Us will equal the amount that We decide is payable to Us by You, or another amount that we both may agree, and that We notify to Your Financial Institution.

3. When Will Debits be Made?

(a) Debits by Your Financial Institution to Us under the instructions in the Direct Debit Request will be made on 4th day of each month.

(b) If the day on which any debits are due falls at a weekend or on a public holiday, then the debit will be made on the next Business Day.

4. Queries

If You have any queries about the Direct Debit Request, including the date on which the debits will be processed, Your queries must be directed to Us, not to Your Financial Institution.

5. Available Funds

You must ensure that there is always enough money, in cleared funds, in Your account to meet the required debit on the due date for the debit to occur.

6. What Happens if Funds are Not Available?

(a) If there is not enough money in cleared funds in Your account to meet any required debit, Your Financial Institution will not pay Us. If this happens We will not charge You a dishonour fee, although Your Financial Institution may do so. If You have any queries about fees which Your Financial Institution may charge You, You should contact Your Financial Institution.

(b) If any debit requested by You is not made, You remain obliged to pay any amount owing to Us until We receive Your payment. Cancellation of Your Direct Debit Request does not affect any of Our accrued rights.

7. Alterations

(a) If We want to make any changes to the terms of the Direct Debit arrangement, We will provide You with at least 14 days written notice of those changes.

Direct Debit Service Agreement continued

(b) If You want to make any changes to Your details contained on Your Direct Debit Request You may do so by sending Us a written notice describing those changes.

(c) In order to process Your changes to Your Direct Debit Request, We must receive Your request at least 7 Business Days prior to the next scheduled debit.

8. Stopping Debits

(a) You may stop a payment to be made to Us pursuant to the Direct Debit Request by contacting Us, preferably in writing and requesting that the debit be stopped. We require 7 Business Days notice from the time that We receive notification from You to take action on this type of request.

(b) We will confirm to You that the debit has been stopped.

(c) You may defer or cancel a Direct Debit Request by contacting Us preferably in writing, at least 7 Business Days prior to the next scheduled debit.

9. Availability of Accounts

(a) Payment by direct debiting through the BECS is not available on all accounts. Before completing the Direct Debit Request, You must check with Your Financial Institution and confirm that it will be possible for Direct Debits to be made to Us through the account that You wish to select.

(b) It is Your responsibility to ensure that You advise Us if Your nominated bank account is to be transferred or closed.

10. Complaints

(a) If You have any complaint about the way Your Direct Debit has been administered by Us, You should contact:

Risk & Savings
Client Support Team
GPO Box 2567W Melbourne Vic 3001 or
Freecall 1800 037 022

and provide full details of the complaint.

(b) The complaint will be reviewed and We will endeavour to forward a response to You within 3 Business Days.

(c) If any complaint referred to Us cannot be resolved in a manner satisfactory to You, You should contact Your Financial Institution who will then deal with the matter in the manner set out in the BECS rules.

11. Termination

We may terminate this arrangement by giving You 14 days notice in writing.

12. Privacy

We will not disclose any information about Your details contained in the Direct Debit Request except:

(a) to You;

(b) as required by any law, court or regulatory authority;

(c) to any person nominated by You in writing; and

(d) to the financial institution holding Our accounts.

By completion of the application form (attached to this brochure), you consent to any personal information we may collect about you in the normal course of our business being used as outlined in our privacy policy. Our policy, which is designed to protect your interests and is consistent with the Privacy Act, can be obtained through our website, www.norwich-union.com.au or by writing directly to us.

13. Assignment

(a) You must get Our written consent before You can assign or deal with any of Your rights under this agreement.

(b) We may assign any of Our rights under this document without Your consent.

14. Applicable Law

This agreement is governed by the laws of Victoria.

15. Notices

(a) Notices to Us should include Your policy number and must be sent to:

Risk & Savings
Client Support Team
GPO Box 2567W Melbourne Vic 3001 or
Freecall 1800 037 022

(b) We will send notices to You at the last known address that You have provided to Us.

(c) Notices may be left at or sent by pre-paid airmail post, hand delivery to that address, and will be treated as given to the recipient either:

1. on the day of delivery; or

2. three Business Days after the date of posting by pre-paid post, provided that if the time of delivery or receipt is on a non-Business Day or after 5 PM on a Business Day, delivery or receipt will be considered to have occurred on the next Business Day.

Application for Norwich Union Risk Cover

version 5.11



**NORWICH
UNION**

IMPORTANT INFORMATION for all Norwich Union clients

Before you sign this application form, be aware that the life company or adviser is obliged to have provided you with a brochure containing a summary of the important information in relation to this product. This information will help you to understand the product and to decide whether it is appropriate to your needs.

Issue date 1 October 2002 Expiry date 30 September 2003

We are not authorised to accept proposals after they have expired.

Please complete in blue or black ink, using BLOCK letters.

YOUR DUTY OF DISCLOSURE

Before you enter into a Contract of Life Insurance with an insurer you have a duty, under the Insurance Contracts Act 1984, to disclose to the insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept the risk of the insurance and, if so, on what terms.

Your duty, however, does not require the disclosure of a matter:

- that diminishes the risk to be undertaken by the insurer;
- that is of common knowledge;
- that your insurer knows or, in the ordinary course of business ought to know;
- as to which your duty is waived by the insurer.

Non-disclosure

If you fail to comply with your Duty of Disclosure and the insurer would not have entered into the Contract on any terms if the failure had not occurred, the insurer may void the Contract within three years of entering into it. If your non-disclosure is fraudulent, the insurer may void the Contract at any time.

An insurer who is entitled to void a Contract of Life Insurance may, within 3 years of entering into it, elect not to avoid it but to reduce the sum that you have been insured for in accordance with a formula that takes into account the premium that would have been payable if you had disclosed all relevant matters to the insurer.

FOR ADVISER COMPLETION:

New Business Application Replace Existing Policy Upgrade to current series Alteration to Existing Policy

Existing Policy number(s) to be altered/replaced

Adviser Name Adviser Number

Section 1 *Life to be Insured details*

Occupational rating of insured (Please tick)

AAA MP LP AA A B Other

Title Mr Mrs Miss Ms Dr Other

Surname

Maiden name (if applicable)

Given name/s

Home address

Suburb State Postcode

Telephone (home) - (mobile) -

(work) -

State register (if different from state of residence) Date of birth / / Age next birthday

Place of birth

Sex Male Female Proof of age Attached To follow Already submitted

What is your marital status?

Do you smoke or have you smoked within the last 12 months?

Yes If yes, please state form and daily quantity

No Reason/s for quitting (if applicable)

Date of cessation (if applicable) / /

(Complete Postal address **only** if insured is also the proposer of this application and postal address is different from home address)

Postal address

Suburb State Postcode

Section 2 **Cover details (Please attach a copy of the Norwich Union quotation)**

Norwich Union Life Cover

Options

Standard policy Ordinary Waiver of premium

Executive policy* Superannuation (NUST owned) Business protection option

***(Executive policies must have a minimum of \$1 million death cover)** Superannuation (issued to another complying superannuation fund) Disability buy back option

Frequency premium (must meet minimum premium levels)

\$ _____

\$ _____ Death benefit

\$ _____ Disability benefit (if required) Link to **own** occupation definition (AAA, MP, LP & AA lives only)

Occupational loading of _____ x standard rates on disability benefit (refer occupation rating guide)

Premium Stepped Level (not available for Executive policy) Age at which premiums convert to stepped 55 60 65

Norwich Union Recovery Money

Note: Only one contract type in this section may be selected.

	Recovery Money	Flexible Recovery Money	Stand Alone Recovery Money
Death Benefit	\$ _____	\$ N/A	\$ N/A
Critical Illness Benefit	\$ _____	\$ _____	\$ _____
Disability Benefit	\$ _____	\$ _____	\$ N/A

Link to **own** occupation definition (AAA, MP, LP & AA lives only)

Options

Standard Policy Waiver of premium*

Executive Policy Business protection option**

Critical illness buy back*

Disability buy back*

Critical Illness Reinstatement Option

Frequency premium (must meet minimum premium levels)

\$ _____

Occupational loading of _____ x standard rates on disability benefit (refer occupation rating guide)

* These benefits are not available where the Norwich Union Stand Alone Recovery Money contract has been selected.

** This benefit is not available for Flexible Recovery Money or Stand Alone Recovery Money contracts.

Premium Stepped Level (not available for Executive policy) Age at which premiums convert to stepped 55 60 65

Norwich Union Income Protection

Choose one Gold Indemnity

Excell Agreed Value

Options

Platinum benefit (Gold only)

Increasing claim benefit

Accident benefit option

Guaranteed insurability option

Frequency premium

\$ _____

Monthly benefit \$ _____

Waiting period 14 days 30 days

60 days 90 days

180 days (stepped premium only)

365 days (available only for stepped premium with benefit periods to age 60, 65 or 70)

730 days (available only for stepped premium with benefit periods to age 60, 65 or 70)

Benefit period for 2 years for 5 years

to age 60 to age 65

to age 70 (available only for AAA, MP, LP & AA lives only)

Premium Stepped Level

Norwich Union Business Expenses Cover

Monthly benefit \$ _____

Waiting period 14 days **Premium** Stepped

30 days Level

Frequency premium

\$ _____

Section 3 Policyowner details (Ordinary business only)

To be completed in all cases except where the insured is the **sole** proposer.
 Provision is made below for two different policyowners. If there are more than two policyowners please attach the following information for the extra proposers. For third party ownership of Norwich Union Income Protection policies the insured must own at least 50% of business in which they work.

Policyowner A Mr Mrs Miss Ms Dr Other

Title

Surname or Company name

Maiden name (if applicable)

Given name/s

Postal address

Suburb State Postcode

Telephone (home) - (mobile) -

(work) -

Date of birth / / (proposer) State register (if different from State of residence)

Which policy does the ownership pertain to: Life Cover Recovery Money Income Protection
 Business Expenses Flexible Recovery Money Stand Alone Recovery Money

Please indicate the relationship of the Proposer to the Life Insured

Policyowner B Mr Mrs Miss Ms Dr Other

Title

Surname or Company name

Maiden name (if applicable)

Given name/s

Postal address

Suburb State Postcode

Telephone (home) - (mobile) -

(work) -

Date of birth / / (proposer) State register (if different from State of residence)

Which policy does the ownership pertain to: Life Cover Recovery Money Income Protection
 Business Expenses Flexible Recovery Money Stand Alone Recovery Money

Please indicate the relationship of the Proposer to the Life Insured

PERSONAL STATEMENT INFORMATION - MUST BE COMPLETED

Section 4 Residency questions

How long have you lived in Australia? years months or all of life

Are you permanently residing in Australia? Yes No

Do you have any intention of travelling or living overseas? Yes No (If yes, please complete the following)

Date of departure / / Duration of stay

Destination

Purpose of stay Holiday Business Residing Other – Please specify

Section 5 **Height and weight details**

What is your height? cm OR feet/inches

What is your weight? kg OR pounds

Section 6 **Habits**

	Yes	No	<i>If Yes, please give details</i>
Alcohol			
(a) Do you consume alcohol?	<input type="checkbox"/>	<input type="checkbox"/>	Form and daily quantity <input type="text"/>
(b) If no, have you ever consumed alcohol?	<input type="checkbox"/>	<input type="checkbox"/>	Form, daily quantity & date <input type="text"/>
Drugs			
(c) Have you ever used or injected yourself with any drug not prescribed by a medical attendant?	<input type="checkbox"/>	<input type="checkbox"/>	<i>If Yes, please detail type of drug, frequency of use and when used</i> <input type="text"/>

Section 7 **Existing insurance details**

(a) Do you have, or have you recently applied for any life, disability and/or trauma insurance with any company, **including Norwich Union**, or from government employment?

Yes, please complete table below. No, please go to question (b) of this section

Company	Type of policy (eg. Death/TPD Inc. Prot.)	Date policy commenced	Insured amount	Policy number (if known)	To be replaced by this application?***

***For Norwich Union to consider waiving the three month waiting period for heart attack, stroke, cancer, heart surgery or coronary artery by pass surgery, we require a current policy schedule and evidence of currency for the policy to be replaced. The three month qualifying period for coronary artery disease and benign intracranial tumour will apply.

** Your application to replace a policy will be considered on the understanding that you will cancel your prior policy(ies). Failure to do so may render invalid a claim on your Norwich Union policy.

If this application is to replace a current Norwich Union policy, the policy to be replaced will cease and a new policy will commence.

(b) Have you ever had an application on your life declined, postponed, accepted with a loading or otherwise than as submitted? Yes No

If yes, provide name of company, alteration, date and reason, if known

(c) Are you, upon disablement, entitled to a pension or other benefit from a superannuation plan or your employer? Yes No

If yes, provide full details

(d) Are you in receipt of or have you made a claim for disablement insurance, workers compensation, social security or veteran's affairs, sickness or invalid benefits? If yes, please give details below: Yes No

Date	Company/Source	Period of disability	Cause of claim

Section 8 **Sports and pastimes**

Do you or do you intend to engage in any of the following sports and pastimes? Yes No

- Aviation other than as a fare-paying passenger
- Body contact sports
- Football
- Hang-gliding, etc
- Motor sports
- Parachuting or sky diving
- Receptions involving heights
- Underground activity
- Scuba/Skin diving
- Water sports
- Other (eg boxing, competitive riding etc)

If 'Yes' to any of these activities, please complete the questionnaire on page 57.

Section 9 **Occupation**

(a) What is your present (i) occupation (ii) Industry

(b) Name and address of place of employment

Suburb State Postcode

(c) What are your duties (Please give full details including % of manual work involved)

Type of Work	% of Time	Specific duties you perform
Sedentary/Administration	<input type="text"/>	<input type="text"/>
Light Manual Work	<input type="text"/>	<input type="text"/>
Heavy Manual Work	<input type="text"/>	<input type="text"/>
Other (please specify)	<input type="text"/>	<input type="text"/>
Total	100	

(d) Are you self-employed? Yes No
 If yes, how long Years Months, AND WHAT % of the business do you own? %
 What is the name of your business/company?

Do you have an ABN? Yes No

(e) How long have you been in your current occupation? Years Months

(f) What qualifications do you have?
 Type Source

(g) Are you thinking of changing your occupation? Yes No
 If yes, please advise details

Do you require Income Protection Cover? Yes No If 'yes', complete (h) to (o) following. If 'no', go to section 11.

(h) Phone number of company/business

(i) How many full-time employees do you have? Employees (excludes yourself)

(j) Do you work at your place of residence? Yes No If 'yes', how many hours per week

(k) How many hours do you work in your principal occupation? Hours per week

(l) Do you have any accumulated sick leave benefits? Yes No
 If yes total number of days

(m) Do you have any other occupation? Yes No
 If yes, please specify type, hours worked per week, and full name and address of place of employment
 Type
 Address
 Suburb State Postcode

(n) Have you ever been bankrupt? Yes No If yes, please provide details

(o) Please give details of your previous occupation/s over the last 5 years

From	To	Occupation	Employer name
<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"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Section 10 **Income – Income Protection only**

- (a) What is your **monthly** income from personal exertion over the last 12 months from your **principal** occupation? \$
Income includes salary, fees, commission, bonuses, regular overtime and fringe benefits earned directly due to your personal exertion. Deduct any business expenses incurred in earning that monthly income, but not tax.
- (b) Do you receive more than \$15,000 pa unearned income (eg from investments) Yes No If yes, how much?
- (c) To be completed if applying for Norwich Union Income Protection over \$10,000 per month. Additional financial information may also be required, usually the most recent Profit and Loss Statement or Income and Expenditure Statement.

Net assets	Amount
Real estate (excluding personal residence)	\$
Business interests	\$
Other, please specify:	\$

Additional income (Not derived through personal exertion)	Monthly amount
Dividends and interest	\$
Net real estate income (before depreciation)	\$
Other, please specify:	\$

Section 11 **Family history**

Has any parent, brother or sister living or deceased, had any of the following: Yes No
 If adopted, please complete only if family history is known.

- Diabetes
- High blood pressure
- Bowel cancer
- Kidney trouble
- Huntington's chorea
- Heart trouble
- Breast cancer
- Other cancer
- Haemophilia
- Any other hereditary disorder

If yes, please complete the following schedule of family history

Family member	Condition	Age at diagnosis

Section 12 **Doctor's details**

- (a) Please give full name and address of your usual medical attendant
- Doctor
- Address
- Suburb State Postcode
- Telephone - Fax -
- (b) When did you last attend him/her? / /
- (c) For what reason did you attend him/her, and what was the result?
- (d) For how long have you been his/her patient? years months
- (e) If less than 12 months also give previous medical attendant
- (f) If you have no usual medical attendant, please state date and reason why you last consulted any doctor, as well as the name and address of that doctor.
-
-

Section 14 **Health & Pastime Questionnaires**

(a) Supplementary Health statement

If you need to complete this Supplementary Health Statement for more than one underlined condition under Section 13, please complete and attach a separate form titled "Additional Supplementary Health Statement".

If the purpose of the Supplementary Health Statement is joint related, ie. 13(d) please indicate the side of the body affected ie. left hand/right hand.

1. What is the nature of your condition?

2. Please give details of:

(a) Date of first symptoms / /

(b) Frequency of symptoms

(c) Severity of symptoms

(d) Date of last symptoms / /

3. Give details of treatment including surgery, physiotherapy and medication

(a) Previously received

(b) Now being received

4. Is any change to your treatment contemplated, including surgery? Yes No

5. Have you completely recovered? Yes No

6. Do you have any disability as a result of the illness? Yes No

7. Time off work as a result of this condition? Days

8. Please include any additional information you feel may assist us.

9. Please provide the full name and address of the doctor who treated you for this condition.

Doctor or
Clinic name

Address

Suburb State Postcode

(b) Sports and pastimes

Only answer the question below if you answered "yes" to any of the questions in Section 8.

(i) Motor sports

Vehicle type and make Engine capacity cc

Type of circuits raced on (eg road, off road) Number of events per year

Maximum speeds reached kms per hour

Are you a professional or Amateur

Have you ever suffered any injuries as a result of this sport/pastime? Yes No

If "Yes", please specify type of injury, when it occurred and degree of recovery.

(ii) Football/Soccer/Aussie rules, etc

Type	Professional/Amateur	Times per year
<input type="text"/>	<input type="text"/>	<input type="text"/>

(iii) Mountain climbing/abseiling/caving

Type	Location	Times per year
<input type="text"/>	<input type="text"/>	<input type="text"/>

(iv) Scuba/skin diving

Average depth	Maximum depth	Professional/Amateur	Dives per year
<input type="text"/> metres	<input type="text"/> metres	<input type="text"/>	<input type="text"/>

Do you dive in caves or potholes? Yes No

Diving qualifications

(v) Aviation

1. Do you hold a Civil Aviation Authority Licence? Yes No
2. Do you intend to change the scope of your present licence? Yes No
3. Do you ever use other than recognised Civil Aviation Authority landing areas? Yes No
4. Do you intend to engage in any form of aviation other than the above categories, eg ballooning, paragliding etc? Yes No
5. Have you ever had an accident or been charged with violating Civil Aviation Regulations? Yes No

If "Yes", state type and period held

Please complete the following schedule

Indicate number of hours flown as follows	Last 12 months		Future annual average	
	Crew	Passenger	Crew	Passenger
Aero club/flying school	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Agricultural	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Charter	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Commercial airline	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Helicopter	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Private	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ultralight aircraft	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please elaborate on all "Yes" answers in *Additional information* below, ie type of sport, time spent training and participation, number of times per annum, receipt of fees or payments, any injuries sustained, etc.

Additional information

Section 15 **Business Expenses Cover Questionnaire** (only to be completed if a Business Expenses Policy is required)

Note: The following expenses cannot be included: Personal salary of the insured, remuneration to members of the insured's family, repayment of mortgage principal, costs of goods or merchandise, costs of implements of the insured's trade or profession, salaries of employees who would continue to produce income after the insured's disablement.

Name of business

Date business was started / / / / / Number of full-time employees

What percentage of business income is derived by your personal exertion? %

What type of business? Sole proprietor Company Partnership Other

Are business expenses shared with others? Yes No

If yes, please give details below.

Name of all such persons	Occupation	% Share of expenses	% Interest in business

Please provide a brief explanation of what downturn would occur to the business if the Life to be Insured were to become disabled.

Details of all employees (excluding family members)

Name of employee	Occupation	% of income generating duties	Hours worked per week

Please list the full annual expenses of the business.

Premises

Rent, or mortgage interest \$

Business insurance premiums (fire, liability, etc) \$

Property rates \$

Services

Telephone \$ Water \$

Electricity \$ Laundry \$

Gas \$ Cleaning \$

Equipment

Lease costs on equipment and motor vehicles \$

Registration and Insurance for motor vehicles \$

Maintenance \$

Salaries

Salaries and related costs for employees who do not generate any business income \$

Payroll tax \$

Professional

Accounting and auditing \$

Dues to professional bodies \$

Other

Please state details

Total annual

Monthly equivalent \$

Section 16 Superannuation NUST

To be completed for Norwich Union Life Cover policies **owned** by the Norwich Union Superannuation Trust (NUST) only (the applicant for this policy is the trustee of the NUST)

Part A: Contributions

Please identify who is contributing:

Personal contributions only* (member or spouse) % Member % Spouse (must equal 100%)
 Employer† only (including salary sacrifice)
 Part personal and part employer† contributions % Spouse % Personal % Employer (must equal 100%)

* If personal contributions, are you eligible for Self Employed personal deductions? Yes No

† Please complete the following only if the insured's employer is contributing to the Norwich Union Life Cover policy. Note that the applicant for this policy is the trustee of the Norwich Union Superannuation Trust.

Employer details:

Full name of employer (co.name)
 Contact name
 Postal address
 Suburb State Postcode
 Telephone - Fax -

Part B: Nomination of dependants: (A dependant is a spouse, child or financial dependant)

I nominate the following as my dependant(s) to receive benefits on my death. I acknowledge that the trustee is not bound by this nomination but will take it into account when paying out the death benefit (see page 40). If I require the trustees to be bound by my nomination I will complete the form contained within the Norwich Union Super Estate Solutions brochure.

Person 1

Name % of benefit
 Relationship to member Date of birth / /
 Address
 Suburb State Postcode
 Telephone -

Person 2

Name % of benefit
 Relationship to member Date of birth / /
 Address
 Suburb State Postcode
 Telephone -

Note: You can revoke or change the nomination at any time prior to ceasing to be a member of the fund

Part C: Declarations and acknowledgements to NULIS Nominees (Australia) Limited, trustee of the NUST.

- (a) I hereby apply to become a member of the Norwich Union Superannuation Trust
- (b) I am eligible to make superannuation contributions, or I am eligible to receive contributions made on my behalf (see page 40)
- (c) I will be bound by the Trust Deed governing the Trust as it may be varied from time to time
- (d) I will make a full disclosure in writing of any superannuation benefits which are to be transferred to the Trust to enable the trustee to effectively administer all benefits secured on my behalf under the Trust
- (e) I will advise the trustee in writing if the contribution information provided above changes
- (f) In the event of a claim under a Norwich Union Flexible Recovery Money policy written in conjunction with this policy the amount of death and, if applicable, disability cover payable under this policy will be reduced by the amount of benefit actually paid under the Norwich Union Flexible Recovery Money contract.

Member's signature X Date / /

Section 17 **Superannuation – issued to another complying superannuation fund**

Please complete the following if the Norwich Union Superannuation Life Cover policy is to be owned by another complying fund (ie not Norwich Union Superannuation Trust)

Declaration

To be signed by two directors or company secretary and one director in the case of a company trustee, or by at least two of the individual trustees.

- 1. I am one of the Trustees or an officer of the Trustee Company.
2. That our Fund is a complying superannuation fund and is operated in accordance with the requirements of the Superannuation Industry (Supervision) Act 1993 and Regulations. If your Fund is non complying, see page 39.
3. I undertake to promptly inform Norwich Union Life Australia Limited (Norwich Union) if the Fund ceases to be a complying superannuation fund or if the Life Insured ceases to be a member of the Fund.
4. The Trustee is authorised by the Fund's Deed to enter into insurance contracts providing life or disability cover.
5. There is nothing in the Fund's Deed which conflicts with the provision of any of the benefits selected for this insurance policy.
6. I undertake to promptly inform Norwich Union if there is a change of Trustee of the Fund.
7. I am aware that in the event of a claim under a Norwich Union Flexible Recovery Money policy written in conjunction with this policy the amount of death and, if applicable, disability cover payable under this policy will be reduced by the amount of benefit actually paid under the Norwich Union Flexible Recovery Money contract.

Name of Superannuation fund [grid]

APRA Regulated Fund Superannuation Fund Number (SFN) [grid]

ATO Regulated Fund Australian Business Number (ABN) [grid]

Postal address [grid]
Suburb [grid] State [grid] Postcode [grid]
Telephone [grid]

Trustee Details

Use this section if the Trustee is a company

I am a sole Director and the sole Secretary of this company Yes [] No []

EXECUTED for and on behalf of

[grid] PTY LIMITED

Date [] / [] / []

Signed [grid]
Director



Please affix company seal here if required by the Company's Constitution

Title [grid] Surname [grid]

Given name(s) [grid]

Signed [grid]
Director/Secretary

Title [grid] Surname [grid]

Given name(s) [grid]

OR Individual Trustee

Names (If more than 3 individuals, please attach further names. Note only two individual Trustees required to sign.)

First Individual Trustee

Title [grid] Surname [grid]

Given name(s) [grid]

Signature [grid]

Date [] / [] / []

Second Individual Trustee

Title [grid] Surname [grid]

Given name(s) [grid]

Signature [grid]

Date [] / [] / []

Third Individual Trustee

Title [grid] Surname [grid]

Given name(s) [grid]

Signature [grid]

Date [] / [] / []

Section 18 **Beneficiary Nomination Form/Third Party Interests** (Life Cover and Recovery Money policies only)

Ordinary business only

I, (the policy owner) nominate the undermentioned persons to receive any proceeds that may become payable under this policy as a result of the death or the occurrence of an insured event affecting the life insured.

	% of Death benefit	% of TPD and/or Critical Illness benefit
Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="text"/> Other		
Person 1 <input style="width: 100%;" type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Address <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> State <input type="text"/> <input type="text"/> <input type="text"/> Postcode <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Contact Phone no <input style="width: 100%;" type="text"/>		
Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="text"/> Other		
Person 2 <input style="width: 100%;" type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Address <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> State <input type="text"/> <input type="text"/> <input type="text"/> Postcode <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Contact Phone no <input style="width: 100%;" type="text"/>		
Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="text"/> Other		
Person 3 <input style="width: 100%;" type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Address <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> State <input type="text"/> <input type="text"/> <input type="text"/> Postcode <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Contact Phone no <input style="width: 100%;" type="text"/>		
Total (Must equal 100%)	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %

Notes

Payment of benefits will be made on the basis of the latest nomination received by Norwich Union. If there is no nomination, or the nomination has been revoked, benefits will be paid to the policy owner (or their estate). The policy owner may vary the nomination at any time. If a nominated person pre-deceases the Life Insured and no replacement nomination has been received by Norwich Union, then that person's nominated account will be paid to the policyowner (or the policyowner's estate). Persons nominated should seek advice from their taxation adviser regarding the potential taxation implication of any benefit received. Uncertainties about Capital Gains Tax implications exist for TPD and Critical Illness benefits if the recipient is other than the Life Insured or spouse or certain defined relatives.

Policyowner A signature	X	Date <input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Policyowner B signature (If applicable)	X	Date <input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>

Adviser notes (Relating to all Sections)

This page has been left blank intentionally

Section 19

Medical authority

Dear Doctor

Norwich Union Life Australia Limited (NULAL) is considering my application for insurance and I hereby authorise you or any other physician, surgeon or other person in your employ or associated with you to give Norwich Union or any third party engaged by NULAL any information which they may require and which you have acquired in a professional capacity in attending me. A photo copy of this Authority should be accepted as my personal authority.

Patient's full name

Patient's date of birth

[Text input field for name] [Date input field: / /]

Address

[Text input field for address]

S Signature [Text input field with X]

Date [Date input field: / /]

Medical authority

Dear Doctor

Norwich Union Life Australia Limited (NULAL) is considering my application for insurance and I hereby authorise you or any other physician, surgeon or other person in your employ or associated with you to give Norwich Union or any third party engaged by NULAL any information which they may require and which you have acquired in a professional capacity in attending me. A photo copy of this Authority should be accepted as my personal authority.

Patient's full name

Patient's date of birth

[Text input field for name] [Date input field: / /]

Address

[Text input field for address]

S Signature [Text input field with X]

Date [Date input field: / /]

Section 20 **Payment Authorities/Premium Receipt**

Deposit premium receipt

Received from

Name [Text input field]

Address [Text input field]

Suburb [Text input field] Postcode [Text input field:]

Total amount \$ [Text input field: , .]

For Norwich Union Life Australia Limited by [Text input field]

Norwich Union Life Australia Limited shall be on risk when the following conditions have been met.

- Conditions** 1. Payment of the first premium is received in full.
- 2. Norwich Union Life Australia Limited notifies the Policyowner that the Application is accepted.
- 3. If after signing the Application, but before the Policy is issued, the proposed Insured suffers any illness or injury or is refused life or disability insurance by another Insurer, Norwich Union Life Australia Limited is to be notified whereupon it will then confirm to the Policyowner the terms on which it will consider the risk.
- 4. This receipt is not valid unless signed by an Adviser, Broker or Employee of Norwich Union Life Australia Limited and unless the remittance, if made by cheque, is honoured on the first presentation. This receipt is to be issued only if payment is made at the time of signing the Proposal, otherwise it must not be detached.

If you are not contacted regarding the proposed Insurance within 30 days, please notify Norwich Union Life Australia Limited at its Head Office, 509 St.Kilda Road, Melbourne 3004, giving the name of the Adviser, Broker or Employee, date and amount paid.

Norwich Union Life Australia Limited
ABN 34 006 783 295

Head office and Registered Office
509 St Kilda Road Melbourne Victoria 3004 GPO Box 2567W Melbourne Victoria 3001
Telephone client support freecall on 1800 037 022 Fax 03 - 9820 1534
<http://www.norwich-union.com.au>

Norwich Union Life Australia Limited
ABN 34 006 783 295

Head office and Registered Office
509 St Kilda Road Melbourne Victoria 3004 GPO Box 2567W Melbourne Victoria 3001
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Section 20 **Payment Authorities/Premium Receipt (cont.)**

Credit card premium payment authority

The authority is to pay for All future payments All future payments & Deposit premium

Deposit premium \$ _____ Total deposit amount

Deposit for policy number _____

Deposit premium amount \$ _____ \$ _____ \$ _____ \$ _____

Credit card type Mastercard Visa Bankcard

Card number _____ Expiry date ____/____

Card holder's name _____

S Signature X _____ Date ____/____/____

Direct debit request

Policy number _____

Surname _____ First Name/s _____

I/We _____

request you, until further notice, to debit to my/our account at the financial institution identified below, any amounts which **Norwich Union Life Australia Limited ABN 34 006 783 295** (User ID No 000110) may debit or charge me/us through the Direct Debit Request System. This request will remain in force in accordance with the terms described in the service agreement provided to you.

Details of account to be debited

Name of Financial Institution _____

Branch Address _____

Account Name _____

Account Number _____ BSB Number ____-____

Please note: 1. Direct debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution.
2. A fee may be charged for this service.

S Signature of customer X _____ Date ____/____/____

Name _____

Address _____

Suburb _____ Postcode ____

Payment details

	Yearly	Half-yearly	Quarterly	Monthly
<input type="checkbox"/> DDR	<input type="checkbox"/> DDR	<input type="checkbox"/> DDR	<input type="checkbox"/> DDR	<input type="checkbox"/> DDR
<input type="checkbox"/> Credit Card	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Credit Card
<input type="checkbox"/> Cheque	<input type="checkbox"/> Cheque	<input type="checkbox"/> Cheque	<input type="checkbox"/> Cheque	

Office use only – deposit premium receipt

If no money submitted with proposal please indicate by writing "NIL" in space provided

	Policy 1	Policy 2	Policy 3	Policy 4
Policy number	_____	_____	_____	_____
Amount banked \$	_____,_____.____	_____,_____.____	_____,_____.____	_____,_____.____
Date received	____/____/____			
Payment method	_____ CDR number		_____	
Received by	____ (Norwich Union official's initials)			

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Section 21 **Declaration**

I/We acknowledge that I/We have received, read and had explained to me a current Norwich Union Risk Application Customer Information Brochure.

I/We acknowledge that (please tick)

I/We have provided information as requested by the life insurance adviser to do a complete fact find and needs analysis, and have elected to purchase the life policy(ies) recommended.

OR

I/We have chosen:

- not to provide all information as requested by the life insurance adviser; or
- to purchase a life policy that differs from the life insurance adviser's recommendation; or
- to only receive advice about a limited range of products
- not to have a complete fact find and was not given any advice.

I/We understand that by not providing sufficient information, electing to purchase a policy(ies) that differs from the life insurance adviser's recommendation or by not receiving advice that I/We risk making a financial commitment to a life policy which may not be appropriate to my/our needs and objectives.

If your adviser is a licensed securities dealer:

A copy of the customer advise record, or Financial Plan, or a Letter of Recommendation or similar was provided to me by my adviser.

If your adviser is an AFS licensee or an authorised representative of an AFS licensee:

A Financial Services Guide and a Statement of Advice was provided to me by my adviser.

Declaration and agreement

I/We, the person(s) proposed for the Insurance, declare that the statements concerning myself contained in this Application and in any Personal Statement subsequently signed by me are true and I/we hereby agree that any medical practitioner who has been, or who may hereafter be, consulted by me shall be and is authorised and directed by me to divulge at any time to Norwich Union Life Australia Limited, or to any legal tribunal, any information he may have acquired with regard to myself, and I expressly waive all professional confidence and provisions of law as to privilege or otherwise forbidding disclosure of such information.

I/We, the Policyowner, declare that all the answers to the questions and statements concerning the life to be insured, or myself, made in this form and any attachments are true and complete and details have been provided of all circumstances which might affect the risk of any insurance on the Life to be Insured.

I/We have read the duty of disclosure and the statement on non-disclosure set out on the front of this Application and I/We understand the contents. I/We understand that the information contained in this Application is relied upon by Norwich Union Life Australia Limited in assessing the risk and the insurance.

I/We have read the and understood the section on page 43 of the brochure titled 'Your Private Information' and consent to the use, collection and disclosure of my personal information for all the purposes and uses described within that section.

I/We understand that if, after signing this Application and before the policy is issued, the Life to be Insured suffers any illness or injury or is refused life or disability insurance by another insurer, the duty of disclosure extends to notification to Norwich Union Life Australia Limited whereupon it will confirm to the Policyowner the terms upon which this application will be considered.

The Policyowner hereby warrants receipt of the Norwich Union Customer Information Brochure from which this application was taken.

Life to be Insured to sign and date:

X _____

Date / /

Policyowner (if Ordinary business only and different from Life to be insured) to sign and date

X _____

Date / /

Section 22 **Adviser details**

To be completed by adviser

Please indicate to which one of the following categories you belong; Life Insurance Agent Life broker or Life Broker's Representative

ASIC Licensed Securities Dealer or proper Authority Holder acting as a Sub-agent of an ASIC Licensed Securities Dealer to whom Norwich Union has delegated certain Customer Advice Record responsibilities.

Authorised representative of an AFS licensee or AFS licensee

Company / Business name

Personal name

Telephone - Email

Fax -

Distribution fee format required (must be completed) Note: if transferring cover from an existing Norwich Union policy the format must remain the same.

	UpFront	No Renewal	Upfront Level	Level	Percentage of standard basis	(complete where distribution fee is being reduced)
Norwich Union Life Cover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> %
Norwich Union Recovery Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> %
Flexible Recovery Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> %
Stand Alone Recovery Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> %
Norwich Union Income Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> %
Business Expenses Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> %

Distribution fee split

Agency number	Initial distribution fee split	Production split	Agency number	Renewal distribution fee split (Upfront only)
<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"/> %
<input type="text"/>	<input type="text"/> %	<input type="text"/> %	<input type="text"/>	<input type="text"/> %
	Must = 100%	Must = 100%		Must = 100%

Adviser/Broker field underwriting report

If "No", please provide full details (if insufficient space provide separate summary)

- Is the proposer personally known to you? Yes No
- Did the proposer approach you for cover? Yes No
- Is the proposer able to fluently read and write in English? Yes No
- Has the application been fully completed and the declarations signed in your presence? Yes No
- Have the authorities on pages 63 to 65 been completed? Yes No
- Is the first premium attached to the application? Yes No
- Have all the relevant sections and declarations been completed in full and signed? Yes No
- Do you give permission for Norwich Union to contact your client direct to clarify any particular matter relevant to this application? Yes No
- Have all standard medical requirements been arranged? Yes No
- Are you utilising a paramedical service for the required medical information? Yes No
- If a HIV/MBA blood test is required, have you provided the client with the relevant brochure information? Yes No
- Even though this application is in respect of a risk policy, is this a "same day" sale, as defined in paragraph 11 of the Code of Practice? Yes No
- Is the Customer Advise Record or Statement of Advice (as applicable) attached? Yes No
- Are copies of the quotation attached? Yes No
- Have all adviser details including commission format, been completed? Yes No

Adviser notes (*special comments*)

Superannuation
Individual Tax File Number Notification
via Fund Trustee or Employer

This form may only be used to pass on your tax file number to your superannuation fund.

(Please print neatly in block letters with a black or blue pen only).

Fund name

NORWICH UNION SUPERANNUATION TRUST

Fund address

509 ST KILDA ROAD
MELBOURNE 3004

Fund telephone number

(0 3) 9 8 2 9 8 9 8 9

Employer name (if applicable)

Telephone number

()

Your surname/Family name

Given names

Date of birth

/ /

Sex Male

Female

Membership no/Policy no
(if known)

My Tax File Number

Signature

Date

/ /

The Trustee is authorised to collect Tax File Numbers under the Superannuation Industry (Supervision) Act 1993. You do not have to provide your Tax File Number. Choosing not to provide it is not an offence, however if you do not provide your Tax File Number:

- you may pay more tax on your benefits than you have to (you can claim this back at the end of the financial year in your income tax return);
- it may be more difficult to locate or consolidate your superannuation benefits in the future when paying you any benefits you are entitled to; and
- you may become liable to pay the superannuation 'surcharge' on contributions made by your employer on your behalf, or by you (in some cases the 'surcharge' can be reclaimed through the Australian Taxation Office).

These consequences may change in the future.

If you provide your Tax File Number, the Trustee must safeguard it and only use it for lawful purposes, which currently include the following and may change in the future:

- calculating the tax on any benefit you may be entitled to;
- finding, identifying and consolidating your superannuation benefits where other information is insufficient;
- providing information to the Commissioner of Taxation; and
- in the future, providing it to another fund trustee or retirement saving account provider to whom your benefit is to be transferred (unless you instruct the Trustee in writing not to).

NOTE FOR PRINTER

This is an attachment to page 59 and not a separate page.

The back of this attachment should be green.

Norwich Union Australia is proud to be part of the worldwide investment and insurance group, Aviva plc.

Aviva plc was formed in May 2000 following the merger of UK companies Norwich Union plc and CGU plc.

With offices in 29 countries, Aviva plc manages assets in excess of \$519 billion and is ranked as the number one life insurer in the United Kingdom and the world's seventh largest insurance group.

Norwich Union Australia is made up of three specialist companies, Norwich Union Life Australia Limited, Portfolio Partners and Norwich Union Navigator. Together they manage or administer more than \$16.4 billion for over 300,000 customers.

By choosing Norwich Union Australia, you can benefit from the global strength and security of Aviva plc while still enjoying a partnership with a local financial organisation.

Directors of Norwich Union Life Australia Limited

Robert Garnsworthy
(Chairman)

Allan Griffiths

Marc Mengler

Craig Brackenrig

Elizabeth Flynn
(Secretary)



**NORWICH
UNION**
Life Solutions

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www.norwich-union.com.au