



# Life on Wrap

**BT Life Protection Plans (Wrap and Wrap Essentials and SuperWrap and SuperWrap Essentials) enhancements**

Adviser Guide — December 2008

 **BT** Insurance



# More reasons to choose BT Life Protection Plans

You already know that the unexpected happens and therefore life insurance is an essential part of any client's financial plan. To ensure that you can offer your clients the very best protection, we have enhanced the BT Life Protection Plans offered via the BT Wrap Platform.

BT Life Protection Plans provide real benefits to your clients, their families and businesses, providing an integrated package of comprehensive and competitively priced life insurance solutions. Online application via the DeskTop streamlines the application process and allows your client to benefit from the consolidated reporting provided by Wrap.

The changes being introduced in December 2008, will help you provide your clients with an even better life insurance solution.

## What are the changes?

- We're **introducing new benefits** — making life insurance more attractive to your clients
- We're **enhancing existing benefits and definitions** — making life insurance more competitive in the marketplace
- We're **improving our processes** — making life insurance even easier to apply for.

The following pages detail these changes and the benefits the enhancements bring to you and your clients. Except where specifically noted, these changes apply to Wrap and Wrap Essential only.

# new

# What's new?

**We've introduced a range of new benefits to our products, which will provide your clients with more extensive and comprehensive insurance cover.**

From 1 December 2008, these new features will be available both to new clients and to clients with existing BT Life Protection Plans policies.

## **Total and Permanent Disablement (TPD) Partial Benefit**

If your client becomes partially disabled, then a partial benefit will be paid to the policy owner, helping your client get back on their feet and recover more quickly with access to money when they need it most.

This new feature is available to clients who have a Term Life policy with a Disability benefit, or a Standalone TPD policy. This will automatically apply to new and existing clients.

## **Waiver of Life Premium Benefit**

You can offer your clients with a Term Life policy with a Disability benefit, the opportunity to waive premiums if they become temporarily disabled. Effectively this allows the customer to maintain their insurance benefits without the burden of paying the monthly premium when it is most difficult.

Any premiums paid during the waiting period will be paid back to the client, ensuring your clients are not out of pocket unnecessarily. This option is available at an additional cost and can be calculated when creating the Quote. Existing clients may apply for this benefit by completing an application for additional benefits (additional underwriting may apply).

## **New conditions we will pay benefits on**

Your clients will now be able to claim on the following two conditions:

- Diabetes Complication/Advanced Diabetes
- Severe Rheumatoid Arthritis

If your client suffers from either of these conditions, then a benefit (either full or partial) will be paid them (so long as the Insured Person meets the specified requirements for the condition).

This new feature will be available to your clients with a Term Life policy with a Living benefit, or your clients with a standalone Living Insurance policy. This will automatically apply to new and existing clients with one of the above policies.

## **Future Insurability**

Your clients now have the option to increase their insurance cover in the future, without requiring additional medical underwriting if their income increases. There is no immediate additional cost for this option; however when your client wishes to take up this feature, their premiums will be re-calculated based on the increase in cover applied for.

This new feature is available only to your clients with an Income Protection Plus policy.

benefits



enhance  
your  
performance

## What's been enhanced?

### Terminal illness payments increased

To give your clients better financial security in the most difficult of situations, it will now be possible for your clients to claim the entire Death benefit payable on the policy if the Insured Person is diagnosed with a terminal illness. Previously, this amount was capped at \$2 million.

This feature is available on all Term Life policies and will automatically apply to new and existing clients.

The enhanced feature is also available for SuperWrap and SuperWrap Essential policies.

### Changes to TPD employment provisions

The changes being made to the TPD employment definitions mean that your clients who have elected the 'own occupation' option will continue to be assessed against an 'own' occupation, even if they become unemployed.

This feature is available to your clients who have a Term Life policy with a Disability benefit, or a standalone TPD policy. This will automatically apply to new and existing clients.

The enhanced feature is also available for SuperWrap and SuperWrap Essential policies.



### Angioplasty now pays more

To provide better cover to your clients who require angioplasty, a 15% (to a maximum of \$30,000) partial Living Benefit will now be payable, if the Insured Person undergoes this surgery (so long as they meet the specified requirements for the condition).

This enhanced feature will automatically apply to new and existing clients with a Term Life policy with a Living benefit, or a Standalone Living Insurance policy.

### More cancer conditions now covered

Cancer is a major cause of illness in Australia and to better assist your clients, we've broadened our definition of cancer to cover a greater number of conditions. Changes to cover for cancer condition include:

Previous	Current
Excluding chronic lymphocytic leukaemia (less than RAI stage 2)	Excluding chronic lymphocytic leukaemia (less than RAI stage 1)
Not covered	Colorectal cancer (from Dukes stage A)

This broadened definition is available to your clients with a Term Life policy with a Living benefit, or a Standalone Living Insurance policy. These definitions will automatically apply to new and existing clients.

## What's been enhanced? (continued)

### **Living Benefit minimum cover abolished for advancement benefit**

It is now easier for your clients to claim an advancement benefit on their insurance policy. The minimum qualifying sum insured of \$100,000 has now been removed.

An Advancement Benefit is a partial payment (a nominated percentage of the overall benefit cover, capped to a pre-determined maximum amount) if the Insured Person suffers one of certain conditions, but does not meet the definition to qualify for the full benefit payment. The overall sum insured is reduced by the amount of the advancement benefit paid.

This enhanced feature is available to clients with a Term Life policy with a Living benefit, or a Standalone Living Insurance policy. This enhanced feature will automatically apply to new and existing clients.

We will pay an advancement benefit on the following conditions:

- Single or double vessel angioplasty
- Carcinoma in situ of female organs
- Prostate cancer (stages T1a, T1b and T1c)
- Alzheimer's disease and other dementias, Motor neurone disease, Multiple sclerosis, Muscular dystrophy, Parkinson's disease
- Major organ transplant, and
- Diabetes complications (new)

### **Longer payment period for Nursing Care Benefit**

Your clients who are confined to bed will now be able to claim for an increased number of days the benefit is payable for. Clients will still need a minimum of 3 days confined to bed to qualify. However once they have qualified, they will be able to claim for the first 3 days as well as any additional days.

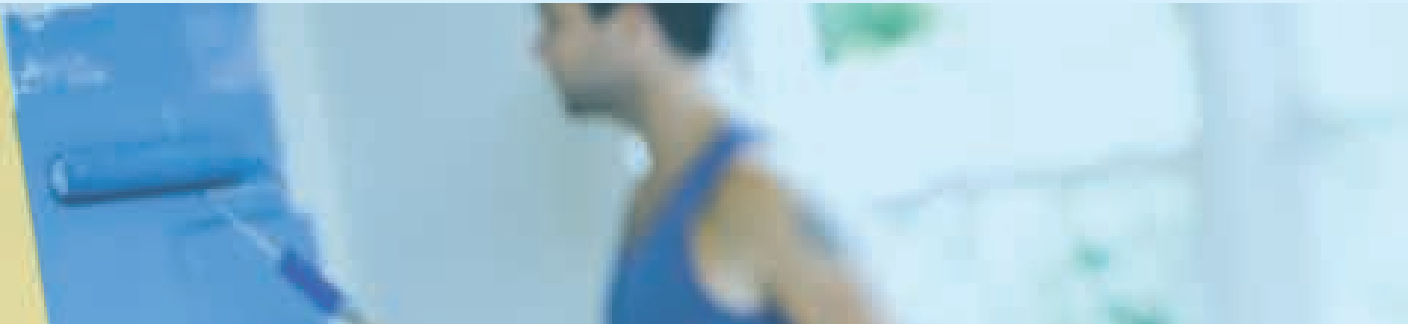
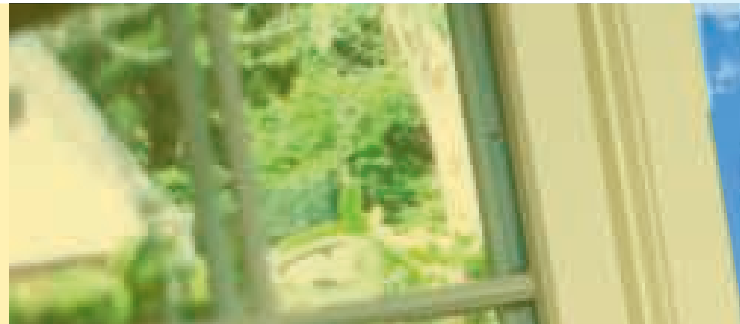
This feature is available to new and existing clients with an Income Protection Plus policy.

### **Partial Disability Benefit**

To provide better cover, we are enhancing the partial Disability benefit for your clients, where the Insured Person no longer has to be totally disabled to qualify and be able to claim for this benefit.

This feature is available to new and existing clients with an Income Protection Plus policy with an occupation class of AA or A.

complete



### **Disability buy-back now more attractive**

It is now possible for your clients to reinstate their Death benefit cover just 14 days after a Disability benefit claim has been paid. Previously, your clients had to wait 12 months for this optional benefit to be available.

Existing clients may apply to buy-back their Death benefit by completing an application for additional benefits (additional underwriting may apply).

This enhanced feature is available to your clients who have a Term Life policy with a Disability benefit.



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# Simple Processes and Systems





# How are we making Life easier?

**We have improved our processes and streamlined the way in which your clients can apply for Life on Wrap and Life on SuperWrap. Cutting down on paperwork and waiting times, means life insurance is now easier to sell.**

## **Less paperwork for your clients to sign and return**

We've streamlined the way in which you and your clients can complete online Applications via the Insurance functionality on the DeskTop.

Any Applications and Personal Statements completed online will now mean less paperwork to be sent back to BT. You will no longer have to send back the entire form — only the pages your clients are required to sign.

To further reduce the number of pages your clients need to return to us, the online Application forms will now be tailored and contain specific sections relevant to your client's medical history.

For amended Applications and Personal Statements, we will still require you to send back the whole form(s) to BT.

More information about these enhancements can be found on the Life on Wrap Online User Guide on the DeskTop

## **Conditional Cover for your clients**

We have enhanced the underwriting engine of the Insurance functionality on DeskTop, which means that your clients who meet specified requirements will receive immediate Conditional Cover.

An automated letter will be generated from the system, along with the Application and Personal Statement, which you can print out at the end of the Application process and provide to each of the Policy Owners on the

new policy. This letter will detail the cover they have and explain that they have cover from the date your client completes the necessary paperwork (providing that they meet the requirements outlined in the letter).

Your clients will still need to sign and return the shortened paper forms to us, but they can have piece of mind, knowing that they have their cover in place.

## **Limited term now officially available**

We've formalised our process and made it possible to set a fixed or Limited Term on your client's policy contract. This means that Limited Term cover will now be offered to some of your clients who previously would have been declined.

Once this contract term expires, your clients cover will cease. In some circumstances however, extensions of cover may be available (at the discretion of Westpac Life).

# Tools to help your clients choose Life!



## Essential Documents

**BT Life Protection Plans (Wrap and Wrap Essentials) Product Disclosure Statement and Policy Document (PDS)**



**BT Life Protection Plans (SuperWrap and SuperWrap Essentials) Insurance Booklet**



**BT Life Protection Plans (SuperWrap and SuperWrap Essentials) Investor Guide**



## Product Fact sheets

**BT Life Protection Plans Summary**



**Term Life Insurance Fundamentals**



**Living Insurance Fundamentals**



**Total and Permanent Disablement Fundamentals**



**Income Protection and Income Protection Plus Fundamentals**



These resources are available to you on the Insurance Page on the DeskTop, or by calling Adviser Relations on 1300 360 899.

# resources

# Support

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## Want more information?

Life on Wrap and SuperWrap come with a whole range of support services available to you.

You can:

- Visit the DeskTop and go to the Insurance tab under Products and Research.
- Call the Wrap Adviser Line on 1300 360 899 and speak to a dedicated consultant about your Insurance queries.
- Talk to your Business Development Manager
- Get access to Life specialists and underwriters to discuss complex issues (this can be organised via the Wrap Adviser Line)

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