

# It's time for your clients to get 'Covered'

## Introducing ING's new customer-facing insurance magazine

### What is Covered?

To better help your clients stay informed and protected, ING is pleased to introduce Covered – our new customer-facing insurance magazine.

### What is the purpose of Covered?

Covered is an educational publication which reinforces the necessity of insurance.

It will feature:

- real-life claim stories
- general interest health pieces
- brain teasers /competitions
- policy upgrade information.

### How frequently will be Covered be published?

One edition of Covered will be published annually with small updates throughout the year. The first issue was produced late December 2009.

On 1 March, we updated Covered with:

- March 2010 product upgrade information
- a claims story
- health and lifestyle articles
- a new competition to win Matt Moran's cookbook 'When I get home'.

### How will Covered be distributed?

Covered will be distributed via clients' renewal packs throughout 2010.

### How can I view a copy of the March edition?

To view a copy of the edition of Covered, [click here](#).

**For more information, please call Risk Adviser Services on 1800 222 066 or speak with your Business Development Manager.**

# covered

**win**  
a year's  
worth of  
cover

create  
Matt Moran's  
peach salad

a new  
direction for  
ING Australia

check out  
your policy  
enhancements



Welcome to the first edition of **Covered**, the magazine dedicated to ING Australia's life insurance customers.

When you're covered, everything else in life is just that little bit more relaxing.

Having taken steps to protect your family financially from sickness and injury, you can get on with life – knowing all your hard work won't be undone by bad luck.

Working in the life insurance industry, it's my privilege to see first-hand the valuable role life insurance can play in people's lives. And it's our pleasure to continue looking after your policy for the year ahead.

Regards,

Shez Ford  
Head of Life Insurance Operations and Customer Service  
Insurance  
ING Australia

# welcome

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# a new direction for ING Australia

The ING Australia joint venture, between the ING Group and ANZ, started in 2002. In December 2009, ING Australia ceased to be a member of the ING Group when ANZ took 100% ownership of ING Australia.

For customers like yourself, there will be no change to your policy, or our commitment to you. We will continue to operate as a specialist wealth management and insurance business under the ownership of ANZ.

Our CEO, Harry Stout, will remain in his position. And our Board will continue with the same members it had before. It's very much business as usual.

ANZ is one of Australia's largest companies. It has operations in 32 countries and has more than 40,000 employees servicing 8 million customers\* worldwide. As a result, your policy will continue to be in safe hands.

As time goes on, we will provide you with more updates on the transition – including a move away from the ING brand. We look forward to taking you with us on that journey.

**If you have any questions about what the change of ownership means for your policy, please speak to your financial adviser or call us on 133 667.**

\*This includes two million customers from the recently acquired RBS Asia business.



# Leanne's story

A year ago, Leanne had never even heard of myeloma. But when she finally found out that this rare form of blood cancer was what had been making her sick for over 12 months, she soon came to realise just how serious it was. Thankfully, she was covered.

Leanne and her husband Tony took out their ING Trauma Cover over a decade ago, at the suggestion of their financial adviser. But when competing financial priorities started to mount, it seemed something had to give.

"We'd actually been thinking about cancelling my insurance just before I was diagnosed," Leanne said. "We had a lot of expenses at the time, and the budget was looking pretty tight."

In hindsight, the decision to hang onto their cover proved an extremely valuable one.

"Obviously we hoped we'd never need life insurance. But in the end, we didn't really know – so we thought it was better to keep it just in case something happened. And it did"

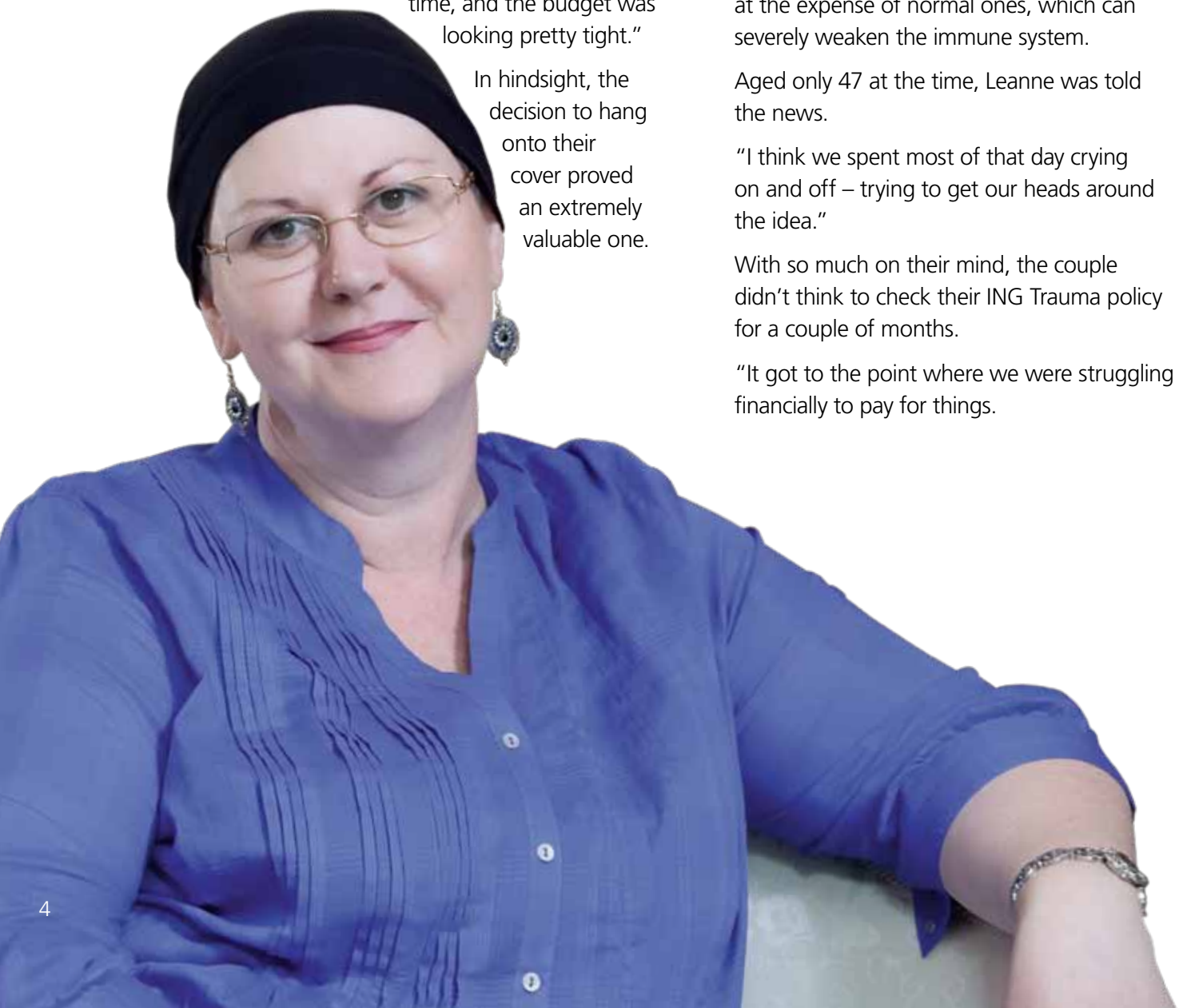
That 'something' was a diagnosis of multiple myeloma – a rare blood cancer that causes the body to produce malignant plasma cells at the expense of normal ones, which can severely weaken the immune system.

Aged only 47 at the time, Leanne was told the news.

"I think we spent most of that day crying on and off – trying to get our heads around the idea."

With so much on their mind, the couple didn't think to check their ING Trauma policy for a couple of months.

"It got to the point where we were struggling financially to pay for things.



Then we remembered we had this policy. We weren't sure whether it covered what was happening to me."

It did. Leanne's adviser, Christopher Hale of Financial Services Partners, Nelson Bay, supported her through the claims process. And shortly after submitting the claim to ING Australia she received the payment.

"I felt very relieved. It was one part of my life I didn't have to worry about – with all the pressure of worrying about doctors' bills, and travelling back and forward."

Treatments Leanne has undergone have included thalidomide, steroids, and intravenous chemotherapy. She's also had some of her stem cells harvested – which one day may be treated and transplanted back into her body in the hope of kick-starting her immune system. Eventually she may have to undergo a bone marrow transplant from a donor.

Leanne has coped with the change in lifestyle by seeing the counsellors at the hospital, staying positive as much as possible, and by relying on the family for their support.

"My family's been wonderful, and that's helped me through a lot," she said. "One of the most valuable things is the feeling that you've got a support network around you, and not just feeling like you're going through it alone."

She also credits the insurance payout for helping her explore a wide range of treatment options.

"The insurance gave me the freedom to make decisions that we might not have been able to make otherwise. It also let me concentrate on getting treated and staying as well as possible."

Leanne remains extremely thankful that she and Tony made the decision to take out Trauma cover and with regular reviews with their adviser, Chris Hale, their insurance remained right for them.

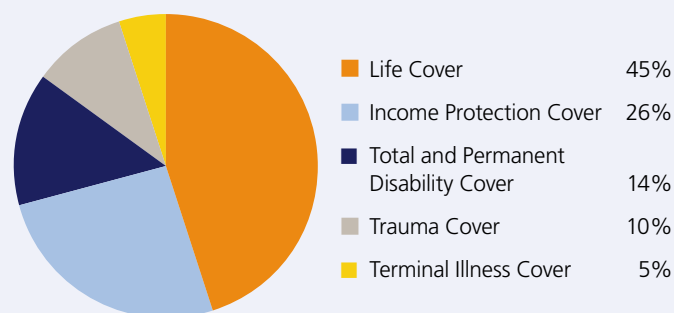
"No one ever thinks they're going to need it. But it's just nice to know that there's that security there if something happens. It makes your life so much easier."

## 469 million reasons why life insurance works

In 2009, ING Australia paid 469 million in claims to over 9,000 Australians. The claimants, and benefits paid, were many and varied.

The chart on the right illustrates the percentage of total benefits paid per cover type. Additional detail is tabled below.

Nobody expects to encounter misadventure. But, as evidenced by these results, it pays to be protected.



Life Cover	IP Cover	TPD Cover	Trauma Cover	TI Cover
Claims paid: \$211,361,921	Claims paid: \$121,353,625	Claims paid: \$63,632,439	Claims paid: \$48,886,711	Claims paid: \$23,784,874
Number of claims: 2,133	Number of claims: 5,791	Number of claimants: 916	Number of claimants: 285	Number of claimants: 216
Oldest claimant: 95	Oldest claimant: 65	Oldest claimant: 72	Oldest claimant: 67	Oldest claimant: 68
Youngest claimant: 9	Youngest claimant: 18	Youngest claimant: 19	Youngest claimant: 28	Youngest claimant: 21

# how do we calculate insurance premiums?

Every year, ING Australia calculates a premium for each insurance customer. How much you pay depends on a number of factors.

Firstly, the types of cover you select will determine under what circumstances you could be paid. Generally speaking, the more things you're covered for, the higher the cost.

We also determine how likely it is that you may need to make a claim. This takes into account a number of factors, including:

- **Age.** Generally the older you get, the more likely you are to claim.
- **Sex.** Male and females have different illnesses and claims experience.
- **Health and medical history.** Your current health status and also your family history. For example, a history of heart disease, may add to your premium.
- **Lifestyle.** Some pastimes are riskier than others, like sky diving or abseiling – increasing your risk of accidents.
- **Occupation.** Some occupations may have greater injury risk.

OneCare provides a number of additional options, which you can choose to 'top up' your cover. Some of these options come at a cost, and these are added to your premium.

Then comes the good part – our discounts! OneCare policies come with a range of discounts that are applied when you first take out your insurance with us:

- **Packaging discount** of 5% if you have more than one type of cover including Income Protection and other (e.g. Income Protection and Death Cover).
- **Multi-life discount** of up to 10% if there is more than one associated person covered by ING Australia (e.g. a husband and wife).
- **Large sum insured discounts** for higher levels of cover.
- **Lower premiums** if you pay your premiums annually, as opposed to monthly.

As your life changes, many of the factors that make up your insurance premium can change too. That's why it's important to get a review of your insurance as your circumstances change – making sure your cover is as cost-effective as it could be.

## About your premium

At ING Australia, we are committed to continuing to provide affordable, comprehensive cover to our customers. That means we have to review our pricing structure from time to time.

As a result of the latest pricing review, you may notice a change in your premium this year. If you have any questions about your new premium, talk to your adviser, or call us on 133 667.

# there are plenty of good reasons to quit smoking

When you took out life insurance, you were assessed on a number of factors that can impact your health. No doubt one of the questions you were asked was whether you smoke.

Each year in Australia, it's estimated that around 19,000 deaths are related to smoking:<sup>†</sup>

According to the Australian Institute of Health and Welfare\*, smoking increases the risk of coronary heart disease, stroke, heart failure, peripheral vascular disease, lung cancer, cervical cancer and osteoporosis.

The added risks of smoking are also reflected in what you pay in insurance premiums each year – with smokers generally required to pay more for cover than non-smokers, all other things being equal.

But that's not to say that can't change. If you quit smoking, and stay that way, you can ask for a re-assessment of your insurance premiums.

## Former smokers may be eligible for a premium reduction if:

- You haven't smoked tobacco or any other substance in the past 12 months.
- You have no intention of resuming smoking of tobacco or any other substance in the future.
- You haven't been advised that you have a medical condition associated with your history of smoking
- You have not been advised to quit smoking on specific medical grounds.

Not only could you be doing something that's good for your health, you could also save yourself a considerable amount of money. For a 45 year old male with Life, Total and Permanent Disablement and Trauma Premier Covers, you could save over \$3,000 per annum by not smoking.<sup>^</sup>

If you'd like to arrange a re-assessment of your life insurance, speak to your financial adviser.

<sup>†</sup> 10 Facts about smoking – [www.nicorette.com.au/quitting-for-good/facts-about-smoking](http://www.nicorette.com.au/quitting-for-good/facts-about-smoking) \*'Common risk factors for the NHPA diseases and conditions' – Australian Institute of Health and Welfare website [www.aihw.gov.au](http://www.aihw.gov.au) <sup>^</sup>Based on an amount insured of \$400,000 paid annually.

# how much does your lifestyle cost?

You've probably got a pretty good idea of what you earn every week. But what about the money going out of your wallet? How much does it cost to maintain the lifestyle you enjoy today?

One of the goals of life insurance is to give you the ability to maintain your family's lifestyle if you have to get by without your income.

The following calculator can help you work out how much you spend each month – allowing you to work out the minimum amount you would need to get by.

Your expenses	How much do you spend per month?
Mortgage repayments or rent	
Utility bills (electricity, gas, council rates)	+
Groceries and food	+
Petrol and travel expenses	+
School fees	+
Insurances (car, home, life, private health)	+
Entertainment and holidays	+
Mobile phone/internet	
<b>Total monthly spend</b>	<b>=</b>

Now take the total monthly spend, and times it by 60 and consider 5% the CPI index. That's how much it would take to maintain this lifestyle for five years.

Aren't you glad you've got life insurance!



# life is always changing. is your cover keeping up?



It's nice to know you're covered. It's one of the reasons you took out life insurance in the first place. But does your cover still fit the way it did when you bought it?

It's easy to forget that your insurance needs change as your life does. Every time you increase the size of your mortgage, or your family, your financial commitments increase with it. Likewise, as your career or income changes, your insurance should reflect your changing lifestyle.

Generally speaking, your need for cover will increase as your family grows. As your family circumstances change, as your kids become financially independent, and as your other assets (like superannuation) become more sizeable, your level of cover may need to be reviewed.

Life insurance products can also change. And while ING Australia passes on product enhancements to our existing policies, you may find there are new solutions that better suit your life today.

Are you aware of existing features within your OneCare policy?

- If your circumstances have changed recently including that the insured person marries, there has been an addition to the family or a dependent child has started secondary school, you may be eligible for the Future Insurability feature. This feature of your OneCare policy allows you to apply to increase the amount insured without having to supply further medical evidence when specified events occur.
- You may wish to consider exercising the 'Premium Freeze' option on your OneCare policy. Available within 30 days of your policy anniversary, this means your premium stays the same as last year, but your level of cover is adjusted accordingly.

**If it's been a while since you had a review of your cover, it might be worth making an appointment with your financial adviser or call us on 133 667.**

# why it pays to seek advice

You often hear us mention the importance of speaking to your financial adviser. But do you ever wonder why it's so important?

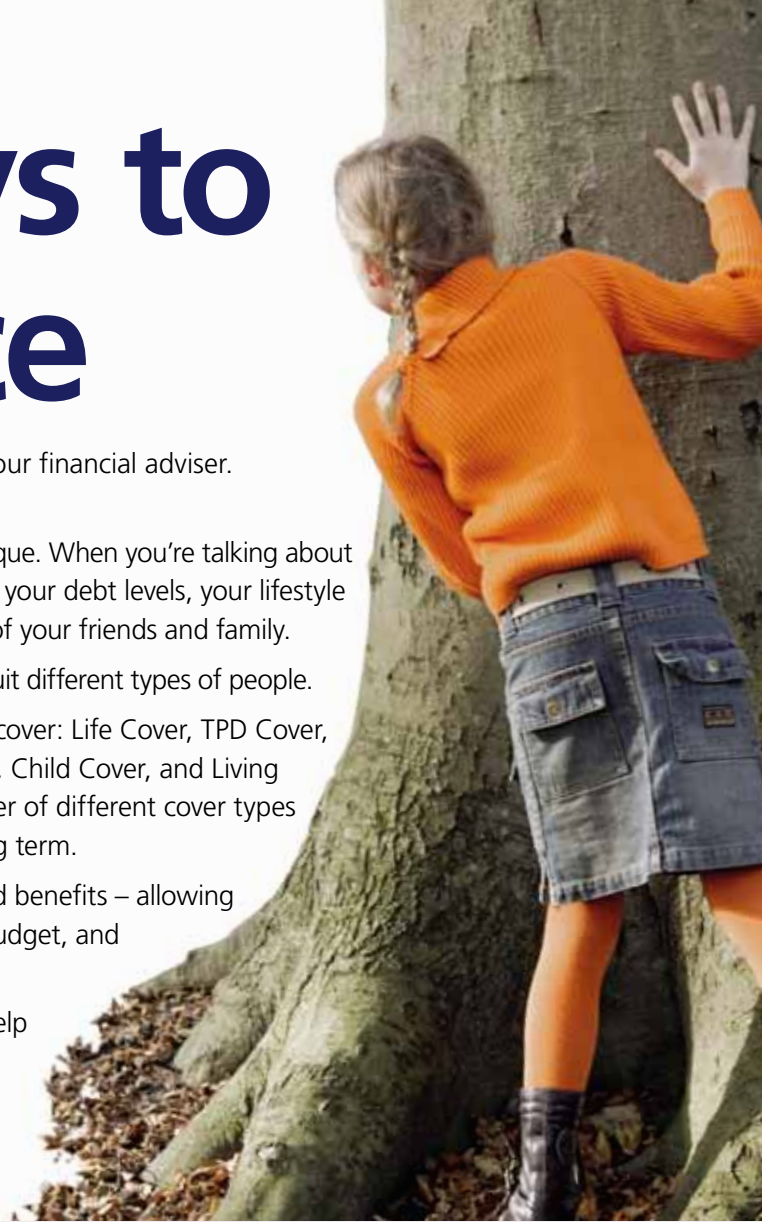
Financial advice is valuable because your circumstances are unique. When you're talking about life insurance, your need for cover is dictated by your income, your debt levels, your lifestyle expectations – things that can be quite different from those of your friends and family.

Likewise, there are different types of life insurance policies to suit different types of people.

Under OneCare, for example, there are seven main types of cover: Life Cover, TPD Cover, Trauma Cover, Income Secure Cover, Business Expense Cover, Child Cover, and Living Expense Cover. Most people need a combination of a number of different cover types to ensure they're adequately protected for the short and long term.

OneCare also provides a comprehensive range of features and benefits – allowing you to customise your cover to suit your circumstances and budget, and choose the features and benefits that are important to you.

Rather than doing this on your own, a financial adviser can help you get the right cover, cost-effectively – both now and as your circumstances change. And if you ever need to make a claim, your adviser can help you through that process too.



## which do you choose – breakfast or snooze?

If you're leaving the house without eating, you could be missing out on some important contributors to good health and wellbeing.

When your morning's getting away from you, it's easy to dismiss the 10 minutes it can take to sit down to eat something. But such habits could be doing your body a disservice.

### **According to the Dietitians Association of Australia:**

- breakfast-eaters eat more essential nutrients such as carbohydrates, dietary fibre and certain vitamins and minerals
- breakfast-eaters are more likely to be a normal weight than non breakfast-eaters
- breakfast can often improve your alertness, concentration and memory (and mood).

The DAA also recommend that a healthy breakfast should include a variety of foods, is low in fat, and high in carbohydrates.

If you're bored of the same old toast and corn flakes routine, there are a number of ways to make breakfast more interesting – like keeping a supply of fresh fruit, eggs, yoghurt, raisin toast, cream cheese and baked beans. Even having a variety of cereals and mueslis in the cupboard can be good for inspiration. For great tips for a healthy, delicious and easy to prepare breakfast menu go to 'Smart Eating For You' at [www.daa.asn.au](http://www.daa.asn.au)

And if there's still no time for breakfast, you can always keep a box of cereal at work. Because let's face it, anything is better than skipping breakfast and heading straight for the biscuit jar!

For more great tips on how to help you maintain a healthy weight visit [www.healthyweightweek.com.au](http://www.healthyweightweek.com.au)

Dietitians Association of Australia  
[www.daa.asn.au](http://www.daa.asn.au)

# Matt Moran's

## peach, prosciutto and mozzarella salad

### Serves 4

20 ml extra virgin olive oil

20 ml balsamic vinegar

salt and pepper

2 ripe yellow peaches

1 handful rocket

¼ bunch mint, leaves picked

2 buffalo mozzarella balls,

cut into 12 pieces

4 slices prosciutto, torn into pieces



Whisk together the olive oil and balsamic vinegar and season with salt and pepper.

Blanch the peaches in a pan of boiling water for 10 seconds, then remove. When cool enough to handle, peel off the skin and cut each peach into eight slices.

Dress the rocket and mint with the balsamic dressing and arrange on a plate.

Place the peaches and mozzarella on top, then lay the prosciutto over the salad and serve.



## win Matt Moran's cookbook **when I get home**



Want a chance to win one of 21 copies of Matt Moran's cookbook **when I get home**? Enter by emailing your favourite recipe to [customer.risk@ing.com.au](mailto:customer.risk@ing.com.au) including your postal address and contact phone number and you'll have the opportunity to win **when I get home**. Winning recipes may be published online. For terms and conditions visit [www.ing.com.au/termsandconditions](http://www.ing.com.au/termsandconditions)

The winning entry will be judged by a panel chosen by the promoter against these criteria: originality, mixture of ingredients, creative flair, reason and merit between 7.30am EST on 1 February 2010 and 12pm EST on 20 December 2010. 21 winners will be chosen by the panel during the Promotional Period and 7 winners will be announced on the 27 April, 30 August and 21 December 2010. The 21 prize winners will be notified by email by 3 May, 6 September 2010 and 3 January 2011 and their details published via [www.ing.com.au](http://www.ing.com.au)

# it's exercise... without the effort

Exercise doesn't have to mean going to the gym, or even changing into your track-pants. Opportunities to improve your health and fitness are all around you.

As nice as it would be to be able to devote an hour of your day to exercise, few people can afford the luxury – especially if you work full-time and have a family. But that doesn't mean you can't look for ways to sneak up on your exercise targets gradually.

'Incidental exercise' refers to the types of exercise you can get in the course of everyday life. It's not necessarily time-consuming, structured or intense. And that's what makes it so accessible.

Think of some of things you do every day that are made easier for you – either by technology, or general laziness. Here are some examples of how you can take the healthy option, and give your body a boost:

- Walk to work, or to the shops, instead of driving
- Take the stairs at the shopping centre, instead of the escalator
- Get off the bus or train a stop or two early and walk the rest

- Take the kids to the park, instead of turning on the TV
- Wash your own car
- Walk the dog in the morning and night (they'll love you for it)
- Increase the amount of housework you do every week
- Use TV ad breaks to do stretches
- Go for a 10 minute walk in your lunchbreak.

Incidental exercise is never going to be a genuine substitute for 'intentional exercise'. But these little bursts of energy can play an important role in boosting your metabolism, and burning more calories. They're also a great supplement for the real stuff – both physically and mentally.

The best thing about incidental exercise is that there are so many opportunities to do it. And once you start looking for them, you'll enjoy making healthy decisions part of your everyday.



## your policy enhancements

Did you know your OneCare policy includes a guarantee of upgrade which means that when we improve the terms and conditions of OneCare we pass the enhancements onto our existing OneCare customers. Best of all, these improvements come at no extra cost to you.

The following enhancements have been added to the OneCare policy, effective March 2010:

- improvements to the exclusions for Life Cover
- improvements to terms and definitions for Total and Permanent Disability Cover

- two new events for exercising Future Insurability
- greater availability of Future Insurability
- an expanded business expenses definition for Business Expense Cover

For further information of the March 2010 OneCare upgrade announcement, please contact your financial adviser or call Customer Services on 133 667 or go to [www.ing.com.au/productupdates](http://www.ing.com.au/productupdates)

Please note all improvements apply to new claims received on or after 1st March 2010.

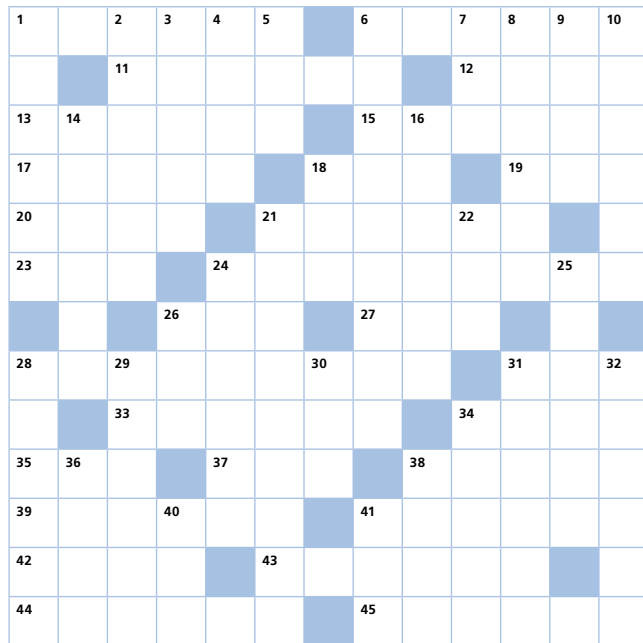
# win a year's worth of cover

Want a chance to win your premium back? Enter by emailing your response to the following question in 25 words or less, **'Why is ING Australia's life insurance an essential part of planning for your future?'**

Email your response, including postal address and contact phone number if these have recently changed, to [customer.risk@ing.com.au](mailto:customer.risk@ing.com.au) and you'll have the opportunity to win back your OneCare annual premium, up to the value of \$5,000. For terms and conditions visit [www.ing.com.au/termsandconditions](http://www.ing.com.au/termsandconditions)

The winning entry will be judged by a panel chosen by the Promoter against these criteria: clarity, skill, relevance and merit between 4 January 2010 and 12pm EST on 20 December 2010 (Promotion Period). Three winners will be chosen by the panel during the Promotion Period and announced on the 27 April, 30 August and 21 December 2010. The three prize winners will be notified by telephone and email by 3 May, 6 September 2010 and 3 January 2011 and their details published via [www.ing.com.au](http://www.ing.com.au)

## crossword



Answers available at [www.ing.com.au/covered](http://www.ing.com.au/covered)

### Across

1. Avoid (obstruction, eg.)
6. Leader of Aust. Democrats in early 1990s, Janet \_\_\_\_
11. Substance which neutralises acid, forming a salt
12. Greenish blue colour
13. Vegetable comprised of cloves
15. Forceful shove
17. Dwell upon in smug manner
18. Prosecute
19. Took repast
20. Unite (by treaty or contract, eg.)
21. Mettle
23. To regret
24. Something said
26. Dish-drying cloth, \_\_\_\_ towel
27. Variety of cobra
28. Not active (of person)
31. Steal from
33. Overly
34. Naked
35. Not well
37. Slippery fish
38. Cornet-like instrument
39. Small vehicle of child (2-4)
41. Small mechanical object
42. Having ended
43. Sudden, sharp feeling of pain
44. Weedy stinging plant
45. Pointer on measuring device

### Down

1. One who lives by asking for food or money
2. Conditional release from jail
3. Make less severe (concern or pain, eg.)
4. Short satirical play
5. Pouch like part of plant
6. Gland at base of brain
7. Tentacled aquatic creature, Portuguese man-of-\_\_\_\_
8. Treat as equivalent
9. Powerful urge
10. Present but inactive
14. Refer indirectly (to)
16. Unorthodox religious opinion
18. Soothing aerated bath
21. Small sculpted image
22. Little devil
24. Dispatcher of mail
25. Pasta strip
26. Even number
28. Former capital of South Vietnam
29. Sweet-sounding
30. Every one
31. Irregular and rough (of surface)
32. Hard-winged insect
34. Give gentle prod
36. Adore
38. That which causes misery, \_\_\_\_ of one's life
40. Official lottery, \_\_\_\_ union
41. Card game, \_\_\_\_ rummy



Winner - CANSTAR CANNEX:  
'outstanding value' award for life insurance 2009



Winner - AFR Smart Investor Blue Ribbon Awards: Life Company of the Year 2008 and 2009

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This publication is current as at February 2010. OneCare is issued by ING Life Limited (ABN 33 009 657 176, AFSL 238341, RSE L0000673) (ING Life). ING Life is a subsidiary of Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522 and is licensed by the ING Group to continue to use the ING brand while it transitions to a new brand – expected to be by late 2010. Before making a decision based on the contents of this publication, you should consider its appropriateness having regard to your objectives, financial situation and needs and consider the Product Disclosure Statement for OneCare which is available at [www.ing.com](http://www.ing.com) ANZ is an authorised deposit taking institution (ADI) under the Banking Act 1959. ING Life is not an ADI and any insurance policy issued by ING Life is neither a deposit nor liability of ANZ, nor of any member of the ANZ Group. Neither ANZ nor any member of the ANZ Group stands behind or guarantees the obligations of ING Life under any insurance policy ING Life receives premiums for any insurance cover you obtain from us. Our employees and directors receive a salary from us. They do not receive commissions; however, they may be eligible for performance related-related bonuses and other staff related benefits.

