

At Macquarie Life, we aim to pay claims quickly, offering a high level of service from claim notification right through to the claim payment and beyond.

We pride ourselves on our client-friendly claims process and quick turnarounds to ensure you receive excellent service and compassion at what is generally a difficult time.

Reality check

The following is an example of a real life claim which highlights the importance of trauma and disability income insurance.

Jane is a 56 year old hairdresser who took out her Macquarie Life insurance policy in October 2008. Her policy was for \$100,000 of trauma cover and \$1,875 of disability income cover.

In May 2009, she noticed that a mole on her shoulder had some discolouration. Jane visited her GP who elected to cut it out. Subsequent tests showed that this mole was, in fact, a Clark level 4 melanoma, which, in this case, is the equivalent of a stage 1 cancer. The GP then sent Jane to a surgeon so that he could remove a wider part of the skin and deep tissue to ensure that all the cancer had been removed. There was no spread of the cancer to the lymph nodes or other areas and at this point, Jane does not require any further treatment.

As a result, Jane placed a trauma and disability income claim with Macquarie Life and was paid out her \$100,000 trauma benefit within a week of Macquarie Life receiving her completed claim forms.

Jane also received a disability income payout for two months due to the stiffness and discomfort she felt in her shoulder post the surgery. This reduced mobility obviously had an impact on her ability to function as a hairdresser.

Macquarie Life

- ▶ Please talk to your financial adviser for any questions about your insurance cover with Macquarie Life.
- ✉ GPO Box 5216 Brisbane QLD 4001
- ▶ macquarielife.com.au

Claims

- ☎ Freecall 1800 208 130
- @ insuranceclaims@macquarie.com

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Macquarie Life

A client-centric claims experience

Macquarie Life



FORWARD thinking

The claims process

Macquarie Life has a four step claims process, outlined below. Often these steps will occur simultaneously:

1. Notification of the claim

First, you or your adviser will notify us of the claim. This can currently be done via phone or email or by faxing through the completed Notification of Claim form which is available on our web site. It is important to have the policy number, the benefit you need to claim from, the details of the claim and the address and telephone number of the doctor that we will need to contact. If notifying us by telephone, we will ask as many questions as we can upfront in order to minimise the number of requested requirements.

2. Lodgement of the paperwork

We will then send an initial claim form directly to you and a separate claim form to the doctor. Other requirements might be requested depending on the type of claim, for example, financial statements, death certificate, or Medicare records.

3. Assessment of the claim

Once we have received all the requirements, we will assess the claim and make payment if the claim is valid.

4. Ongoing management

If the claim is ongoing in nature, for example, long term disability income claims, we will need to request requirements, in most cases, on a monthly basis.

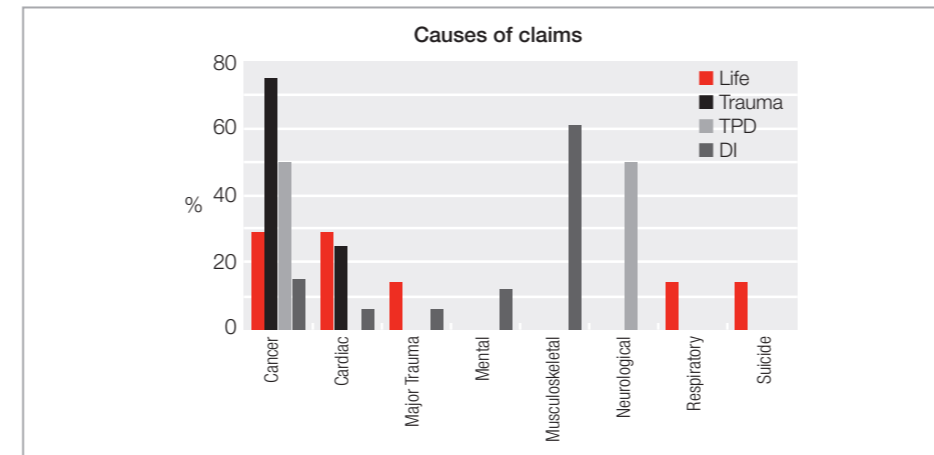
Going the extra mile

At Macquarie Life, we do more than just pay claims. We have a personal interest in your well being and offer additional services to help you during this difficult time:

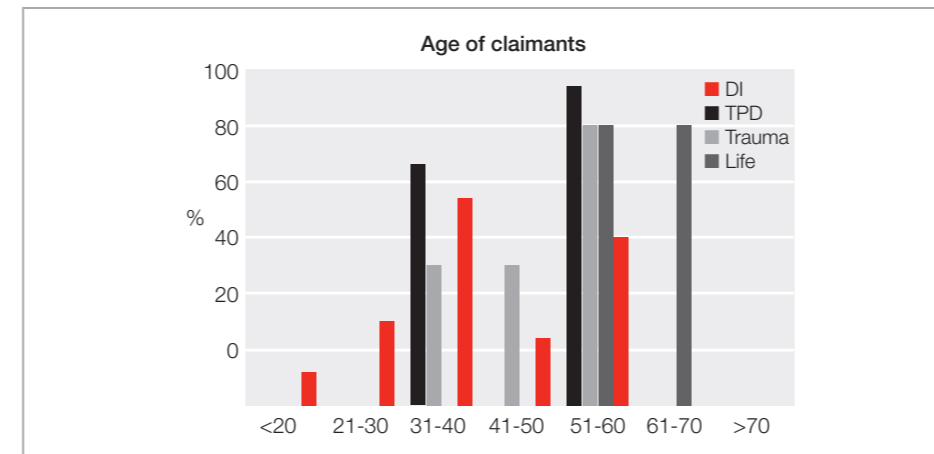
- We will offer three free counselling sessions to claimants or their immediate families where additional support is needed;
- We will put claimants in contact with organisations relevant to the claimant's disease, e.g. Beyond Blue; and
- Macquarie Life's claims assessors are happy to review ongoing and complex claims or organise monthly (or as required) reviews with your adviser on any open claims.

The facts of life

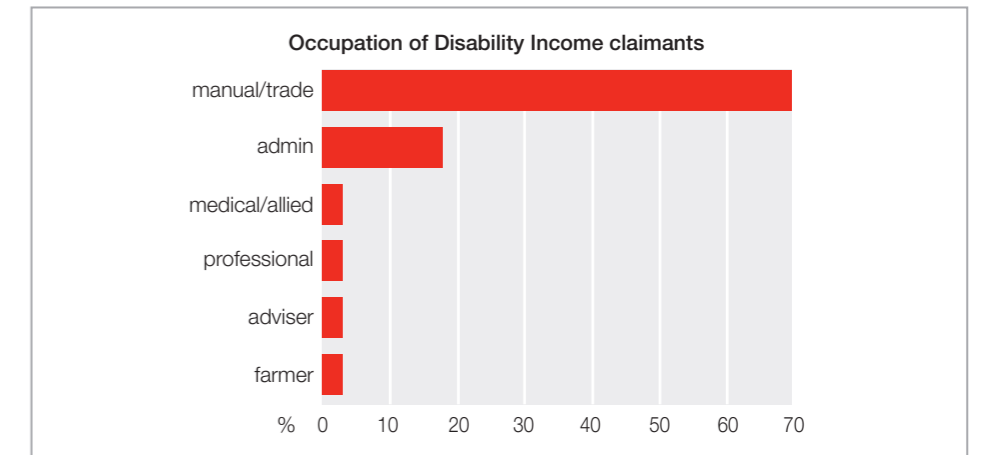
Let's look at some claims statistics and trends we have noticed at Macquarie Life.¹



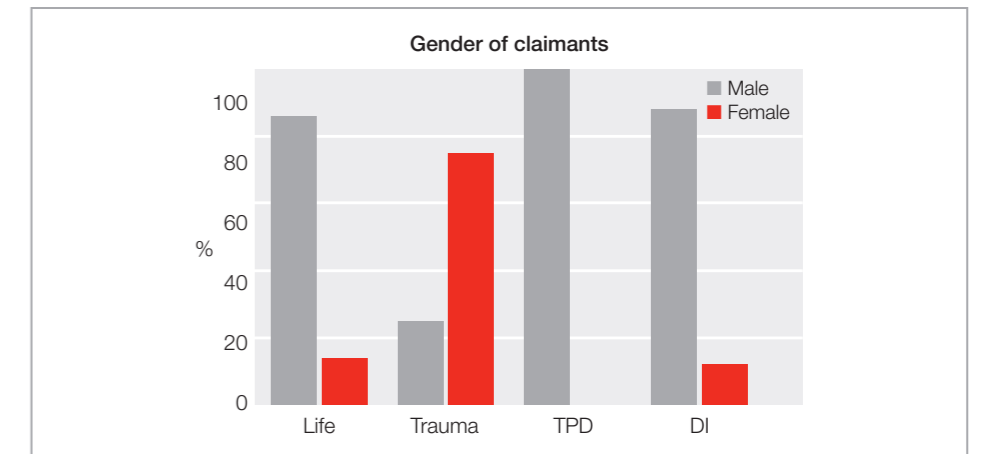
Cancer and heart attacks are still the biggest causes of Trauma claims, while many of the Disability Income claims are related to injuries to muscles, joints and bones.



There is a high percentage of DI claims below the age of 40, highlighting the need for DI in these age groups. Generally speaking, Trauma claims throughout the world are high in the 45–55 year old age bracket; Macquarie Life is no exception to this.



Claimants, who are self-employed, particularly in the manual trade professions, should consider having Disability Income insurance. Most of these claims are related to musculoskeletal injuries.



In our experience, women are not as insured as men across all types of insurance products, yet as our claims data shows, women do need insurance, especially Trauma cover. It is therefore important to review the whole family when providing insurance advice, not just the primary income earner.

¹ These claims statistics are current as at 30 June 2009.