

Navigate with success: Tips to help make online applications easier

Using Macquarie Life's online platform to submit your clients' applications can save you time and ensure your clients are covered as soon as possible. The following are some quick and easy tips that should help you during this process.

1. Default settings

The default setting for all policies is:

- Stepped premiums
- Upfront/Ongoing commission with no rebates

Ensure you change these settings should the advice be different.

2. Payment details

Payment details are added in the 'Policies' or 'Assessment Results' screens. It is an underlined link that states 'add/edit payment details'. Macquarie Life will put a policy into force once underwriting has completed and payment details have been received.

3. Beneficiary details

Beneficiary details are added in the 'Benefit Summary' screen, via the underlined link 'Add/edit beneficiary details' contained in the 'Policy type' box for the Life policy within the summary. They can also be added in the 'Assessment Results' screen before 'Authorisation'.

4. Policy fees

Premiums generated in the 'Policies' screen do not include a policy fee and are an indicative figure based on annual payment frequency. You are able to see the total monthly and annual premiums inclusive of policy fee in the 'Benefit Summary' screen.

5. Flexi linking

Any flexi linking or Superannuation Optimiser linking nominated in the 'Policies' section must be completed in the 'Benefit Summary' screen by clicking on the 'Flexi linking' tab. Here you will be able to assign the flexi linked benefits to the appropriate life policy.

6. Flexi linking inside super

If choosing to flexi link TPD or Trauma to a Life benefit inside super, please complete the super benefit(s) part of the application first then add the benefits to be flexi linked.

7. Flexi linking to Super Protector

When flexi linking to a Life policy under Super Protector, you need to tick the box under the flexi linked benefit that states 'Linked to Super Protector'.

8. Superannuation Optimiser definition for TPD

When choosing the Superannuation Optimiser definition for TPD, two policy owners are required. The first owner will be for the TPD portion inside super and the second owner will always be the TPD portion held through FutureWise. If you have selected Super Protector or FutureWise Super as the super product, you will need to select the FutureWise product type for the second policy owner.

9. Policy ownership

The online platform allows multiple policy owners to be selected within the one application. However, only one life insured may be entered for each application. When selecting a product type you will be prompted to add a policy owner.

By choosing **FutureWise Super** as the product, the online platform automatically selects an individual entity type in the name of the life insured. MIML acts as the trustee of this policy. There are no other options available for policy ownership under FutureWise Super.

If you select **FutureWise** as the product, all policy owner entity types are available. If the policy owner is the life insured, simply click on the underlined link 'Add insured person as policy owner'. Should the intended policy owner be different to the life insured, you will need to use the 'Policy owner search' function. Simply enter the name of the policy owner and click 'Search'. Should your search yield no results, click on the underlined link 'Create new policy owner'. The entity type options available are: Individual, Company, Joint Owners, Trust and SMSF.

Selecting **Super Protector** as the product immediately prompts you to select a Wrap account or Super Options from the drop down list. If the client account selected is Super Manager, Super Accumulator or Super Options, you

will need to then click 'Search'. In the event the search returns no results, click on the underlined link 'Create new policy owner' and the entity type will automatically create as an individual in the name of the life insured and MIML acts as the trustee. If the client account selected is Investment Manager or Investment Accumulator, you will need to click 'Search' and in the event no results are returned, please click 'Create new policy owner' to then enter the SMSF details.

10. Making amendments

Once you have moved to the personal statement, you are unable to make amendments to sums insured and policy owner(s). Should an amendment or addition of benefit be necessary (e.g. you forgot to add Trauma or need to amend the life sum from \$1,000,000 to \$500,000), please use the 'Additional disclosures' section located at the end of the personal statement. Here you are able to enter a variety of information that Macquarie Life can act upon.

11. Authorisation

When authorising an online application, only the adviser MAC used to access the application can be used to authorise it. Support staff members are able to input an online application, however they cannot authorise it with their MAC.

We hope you find these tips useful when using Macquarie Life's online platform. Remember, for any help during this process, you can contact your Training and Relationship Manager, **Chris Zegers**, on 07 3233 5234.

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