



AMP Wealth Protection
Adviser use only

Flexible Lifetime – Protection
Flexible Lifetime – Super
Flexible Super – Flexible Protection

What's changed in 2010?

What's changed today, for you and your clients,
to own tomorrow?



If you would like to **own tomorrow** and help your clients own their tomorrows too, then find out how inside this brochure.

You'll learn about **AMP Wealth Protection's** latest insurance solution that provides more **flexibility** and **choice** to meet your clients' individual needs, as well as the enhancements to our service offer that will help you get business on the books sooner and process claims with greater ease.

Our **new insurance solution** is all about you and your clients owning tomorrow by securing what they have today.

Product Solutions

Flexible Lifetime® – Super Flexible Super – Flexible Protection

On 22 May 2010, the insurance available through Flexible Lifetime – Super Easy (now Flexible Super) and Flexible Lifetime – Super, will be automatically enhanced, at no extra cost, to provide greater flexibility and choice.

The changes only apply to new claims made on or after 22 May 2010.

Extra Death Benefit (EDB)

- We've increased the maximum entry age for EDB from 65 to 74. Only level commission applies if a client applies for cover between the ages of 70 to 74.
- We've also extended the EDB expiry age from 85 to 99.

Total and Permanent Disablement (TPD) Benefit

- The TPD cover expiry age has now been extended from age 85 to 99.

Temporary Salary Continuance (TSC) Benefit

- We've increased the maximum entry age from 55 to 59. For TSC with a "to age 65" benefit period (TSC 65), premium rates from age 45 will change for new business clients from 22 May 2010. *Existing* clients in these age groups will be *maintained* and allowable *increases* will be permitted on their plans. For ease of reference we are referring to these client groups as the 'M&I' (maintenance & increases) groups. Clients classified as 'M&I' will have the same product definitions, terms and conditions as new business clients with premiums being the only difference.

Partial disability payments – existing 2 year limitation removed

- Previously, we stopped paying the Partial Disability benefit when the sum of all the periods for which we paid the Partial Disability benefit under one claim equalled 2 years – even if the benefit period was to age 65.

This restriction has been removed and we will now pay a partial disability benefit for the full benefit period, as long as all other conditions for payment are satisfied.

Interim Accident Cover

- Clients can now receive the lower of \$10,000 per month (previously \$5,000) and the monthly benefit applied for Temporary Salary Continuance (TSC) for any income protection claims in the interim cover period.

Flexible Lifetime® – Protection

On 22 May 2010, we will introduce some great enhancements to Flexible Lifetime Protection, at no extra cost, to provide greater flexibility and choice.

The changes only apply to new claims made on or after 22 May 2010.

Apart from the extended cooling off period, the changes do not apply to insurance cover through the AMP Personal Superannuation Fund.

Automatic Enhancements Feature

- Our product enhancements are automatically added to existing client plans under our automatic enhancements feature, without changing the premium rates.

Cooling off Period

- We've extended the cooling off period for clients from 14 days to 28 days.

Product Solutions

Life Protection Plan (Death, TPD, Trauma)

Death Cover Enhancements

Increased Entry Age

- We have increased the maximum entry age for Death Cover from 69 to 74 if the premium type is “stepped”. This applies to new cover and increases to existing cover. If the premium type is “level”, the maximum entry age remains at 59.

Only level commission will be available if a client applies for cover between the ages of 70 to 74.

Improved Funeral Benefit

- We have increased the amount payable under the Funeral benefit to \$20,000 (or the insured amount, if less). Previously, the amount we paid under the Funeral Benefit was up to \$10,000.

Total and Permanent Disablement Cover Enhancements

Improved Any Occupation definition

- The insured person can now earn up to 25% of their pre-disability income and still qualify for a TPD benefit. The new “unable to work” definition of totally and permanently disabled is as follows:

The insured person is totally and permanently disabled if:

- they suffer an illness or injury; and
- the illness or injury wholly prevents them from engaging in regular remunerative work for at least 3 months in a row; and
- since they became ill or injured, they have been under the ongoing care and attention of a doctor for that illness or injury; and
- in our opinion, the illness or injury means that they are unlikely to ever work in regular remunerative work:
 - for which they are reasonably fitted by education, training or experience; and
 - which allows them to earn greater than 25% of their pre-disability income.

The insured person must also survive 3 months. Upon admittance of your claim, we will refund any premiums falling due during this 3-month period, that have been paid for the insured person.

The “unable to work – own occupation” definition of totally and permanently disabled (which is an additional premium option) remains unchanged, as do the other parts of the totally and permanently disabled definition.

Trauma Cover Enhancements

New Trauma Cover – Trauma Cover Optimum

- A new type of trauma cover has been introduced – *Trauma Cover Optimum*, which provides cover for 48 trauma conditions and medical procedures. Trauma Cover Premier will not be available to new clients from 22 May 2010.

New Partial Package Options – Trauma Optimum and Standard

- To offer greater flexibility and choice, we’ve introduced the partials package option. The partials package option is an additional premium option which will be available under both Trauma Optimum and Trauma Standard.
- Subject to maximums, the amount payable under the partials package option is 25% of the trauma cover insured amount.

The trauma conditions and medical procedures covered are listed below and more information can be found in the May 2010 Product Disclosure Statement.

- | | |
|--|--|
| – Aortic surgery by minimal invasive techniques | – Carcinoma in situ of breast |
| – Carcinoma in situ of cervix uteri | – Carcinoma in situ of fallopian tubes |
| – Carcinoma in situ of ovary | – Carcinoma in situ of testes |
| – Carcinoma in situ of vagina | – Carcinoma in situ of vulva |
| – Complications of pregnancy | – Coronary artery angioplasty |
| – Heart valve surgery by minimal invasive techniques | – Melanoma |
| – Parkinson’s disease | – Partial blindness |
| – Prostate cancer | – Severe inflammatory bowel disease |
| – Severe osteoporosis | – Temporal arteritis |

With the introduction of Trauma Cover Optimum and the Partial Package option, Trauma Cover Premier and Premier Partial Plus are closed to new business from 22 May 2010. Clients with Trauma Cover Premier can still increase their cover and/or add options to their cover.

Other Trauma Cover Enhancements

The following are auto-enhancements for Trauma Cover. Please refer to the table to see which Trauma Cover options these options may apply.

Trauma condition	What is the change?	Children's Trauma				
		Standard	Advanced	Premier	Trauma feature in Income Protection – Advanced	
Chronic Lymphocytic Leukaemia	Payments for Chronic Lymphocytic Leukaemia (classified as RAI stage 1 and 2) will now be made if diagnosed at any age. Previously there was a restriction on these payments in that a payment would only be made if the insured person was diagnosed under the age of 45.	✓	✓	✓	✓	✓
Prostate Cancer	A full benefit for prostate cancer classified as 'T1' will be paid provided a prostatectomy is performed to treat the cancer. Previously, the definition required a 'Gleason score' requirement to also be met.	✓	✓	✓	✓	✓
Aortic surgery	We have removed reference to 'thoracic or abdominal' to make it clear payments are for all aortic surgery not just laparotomy or thoracotomy.	x	✓	✓	✓	✓
Loss of use of limbs and/or sight	We have replaced reference to 'loss due to physical severance or permanent nerve damage' with 'irreversible functional impairment on either a neurological or musculoskeletal basis' to reflect that we will pay for conditions such as irreversible bone disease.	✓	✓	✓	✓	x
Severe burns	We have removed reference to third degree burns as this an outdated measure in assessing burns. We have updated the definition to pay for burns that are classified as 'Deep dermal thickness or Full thickness'	✓	x	✓	✓	✓
Peripheral blood stem cell or bone marrow transplant	We have expanded the scope of this definition by replacing reference to 'lymphoma or leukaemia' with ' <i>malignant blood disorders and metabolic disorders where transplant is required</i> ' to clarify that there are other conditions that could require a peripheral blood stem cell transplant (e.g. myeloma).	✓	✓	✓	✓	✓
Definition of "Significant functional impairment" and "Significant impairment"	We have clarified the meaning to include disorders of function such as: cognitive or motor function, speech, vision or hearing impairment or other disability requiring daily assistance of any Activity of Daily Living.	✓	✓	✓	✓	✓
NEW Condition – Occupationally acquired Hepatitis B or C	Please refer to the May 2010 Product Disclosure Statement for the definitions.	x	x	✓	✓	x
New Conditions – a) coma and b) loss of use of limbs and/or sight	Please refer to the May 2010 Product Disclosure Statement for the definitions.	✓	x	x	x	x

Product Solutions

Income Protection Cover Enhancements

The following are auto-enhancements for Income Protection Plans.

Change	What is the change?	Applies to the following Income Protection Cover											
		Basic	Standard	Advanced									
Interim Accident Cover	In the interim cover period for any income protection claims, we will now pay the lower of \$10,000 per month (previously \$5,000 per month) <i>or the maximum monthly benefit applied for.</i>	✓	✓	✓									
Entry Ages	<p>Entry age ranges for IP – Advanced and Standard (with ‘stepped’ premiums) have been extended. These entry ages now match the entry age for level premiums.</p> <table border="1"> <thead> <tr> <th>Benefit Period</th> <th>Prev.</th> <th>Now</th> </tr> </thead> <tbody> <tr> <td>To age 60</td> <td>49</td> <td>54</td> </tr> <tr> <td>To age 65</td> <td>54</td> <td>59</td> </tr> </tbody> </table> <p>This applies to new plans and increases to existing plans.</p>	Benefit Period	Prev.	Now	To age 60	49	54	To age 65	54	59	×	✓	✓
Benefit Period	Prev.	Now											
To age 60	49	54											
To age 65	54	59											
Removal of 7-day Total Disability Requirement from Partial Disability Benefit White collar and professional occupations only	Clients classified as ‘white collar’ will have an enhanced definition of partial disability. For these occupations we have removed the requirement to be ‘totally disabled’ for 7 consecutive days during the waiting period from the definition. As a result, these clients can be partially disabled for the whole waiting period and are able to be considered for a partial disability claim.	×	×	✓									
Enhanced Offsets clause White collar and professional occupations only	<p>Clients classified as ‘white collar’ will no longer have any benefit offsets applied against their income protection claim.</p> <p>Note: This does not apply to reductions permitted under the Rehabilitation Costs feature, the Overseas Transport benefit and the Domestic Transport benefit.</p>	×	×	✓									
Partial disability payments – 2 year limitation removed	<p>Previously, for Standard Plans and Basic Plans, we stopped paying the Partial Disability benefit when the sum of all the periods for which we paid the Partial Disability benefit under one claim equalled 2 years – even if the benefit period was longer than 2 years.</p> <p>1. For Standard Plans, this restriction has been removed and we will now pay a partial disability benefit for the full benefit period, as long as all other conditions for payment are satisfied. There has been no change to Basic Plans</p>	×	✓	×									
Enhanced Total Disability Definition – Choice of ‘duties based’ or ‘hours-based’ definition	For Advanced Plans, the Total Disability Definition now gives your client the choice to claim under either a ‘duties-based’ definition or an ‘hours-based’ definition. Under the hours-based definition, the insured person can work up to 10 hours per week and still be considered for a total disability claim. Please see table opposite for the definitions.	×	×	✓									

Definition of totally disabled		
Duties based	The insured person is totally disabled if: <ul style="list-style-type: none"> ■ they are so ill or injured that they are unable to carry out any one duty, or combination of duties, which are critical to the proper performance of their usual occupation; and ■ they are under the ongoing care of a doctor for that illness or injury; and ■ they do not do any remunerative work 	
Hours based	If the insured person is working more than 20 hours a week in the 12 months immediately preceding disability, the insured person is totally disabled if:	If the insured person is working 20 hours or less a week in the 12 months immediately preceding disability, the insured person is totally disabled if:
	<ul style="list-style-type: none"> ■ they are so ill or injured that they are unable to carry out the important income producing duties of their usual occupation for more than 10 hours a week; and ■ they are under the ongoing care of a doctor for that illness or injury; and ■ they are not working for more than 10 hours a week. 	<ul style="list-style-type: none"> ■ they are so ill or injured that they are unable to carry out the important income producing duties of their usual occupation for more than 5 hours a week; and ■ they are under the ongoing care of a doctor for that illness or injury; and ■ they are not working for more than 5 hours a week.

If the insured person suffers an illness or injury more than 12 consecutive months after temporarily leaving remunerative work (other than for maternity or paternity leave), we treat the insured person's usual occupation as being any occupation for which they are reasonably suited by education, training or experience.

In order to deliver on adviser feedback that we needed to be more competitive for new business Income Protection customers aged 45 to 55 we have reviewed the existing premium "curve".

As a result we have designed a premium curve for new business customers aged between 45 and 55 that provides lower entry age premiums and gradual aged based premium increases, as opposed to the current premium curve which has higher entry age premiums and flatter premium increases with age.

Service Solutions

New Business Applications

Changes have been made to the way you can do business with us to make it easier to lodge a new business application and process the application.

New Electronic Lodgement Process

- **Flexible Lifetime – Protection** – You can lodge your client's application electronically, without the need for your client to sign the application or for you to send any application form to AMP. To do this, your client only needs to sign an Electronic Lodgement Authority Form (available in the new Product Disclosure Statement). A different form is to be used for Flexible Lifetime – Protection through the AMP Personal Superannuation Fund (see below).

If you lodge the client's application electronically, the Personal Statement can be either lodged electronically or provided using *easywrite tele*.

We have designed the Electronic Lodgement Authority Form so that it can be kept by you as a file note. It records your client's consent for you to lodge the application electronically on their behalf and includes a medical authority. The form does not need to be sent to AMP unless we request a copy (for example, because the client's doctor wants to see the medical authority).

- **Flexible Super and Flexible Lifetime – Super** – Your client's application and Personal Statement for insurance through Flexible Super and Flexible Lifetime – Super can also be lodged electronically. Electronic Lodgement Authority Forms are available in the new Product Disclosure Statement.
- **Flexible Lifetime – Protection through the AMP Personal Superannuation Fund** – If your client is applying for Flexible Lifetime – Protection through the AMP Personal Superannuation Fund, you can still lodge your client's insurance application electronically. However, your client will need to complete an Application for Membership to the AMP Personal Superannuation Fund (available in the new Product Disclosure Statement). The Application for Membership will need to be sent to AMP. The form includes the electronic lodgement authority, a medical authority and a death benefit nomination section.

New *easywrite tele* and *easywrite office* Process

***easywrite tele* – lodgement process**

1. Provide customer with copy of the PDS
2. Have the insured person and the plan owner sign the 'Electronic Lodgement Authority Form'
3. Lodge the application electronically via *easy lodge*
4. 'Click' the button indicating you have provided customer with the 'Electronic Lodgement Authority Form'
5. Arrange time for tele interview
6. AMP will send a copy of the Personal Statement to the insured person when the plan is issued

***easywrite office* – lodgement process**

1. Provide customer with copy of the PDS
2. Have the insured person and the plan owner sign the 'Electronic Lodgement Authority Form'
3. Lodge the application electronically via *easy lodge*
4. 'Click' the button indicating you have provided customer with the 'Electronic Lodgement Authority Form'
5. Complete the Personal Statement online via *easywrite*
6. AMP will send a copy of the Personal Statement to the insured person when the plan is issued

Pre-assessment Service

Pre-assessment can halve the time it takes to let you and your client know, if they will be covered.

A new Underwriting Pre-Assessment Form can be emailed directly to the AMP Underwriting team at underwriting_preassessment@amp.com.au or a dedicated underwriter. The form includes built-in questionnaires for common medical conditions to assist in obtaining the relevant information that the underwriter requires to provide a pre-assessment decision.

The pre-assessment decision will be returned to the adviser via email within 48 hours and include the underwriter's direct contact details and a reference number that can be referred to for further discussion or future applications.

A record of the pre-assessment application, all documents provided to support the pre-assessment, as well as the underwriting decisions, are stored in a secure database for easy recall when required.

Updated underwriting guidelines for improved acceptance rates

A range of medical conditions such as Diabetes have been reviewed resulting in more people being offered terms or are being offered more favourable terms than has been the case in the past.

Premium discounts of up to 20% will be offered when certain exclusions are offered on the trauma products.

For example, if an applicant has had a past cancer, rather than decline an application for trauma cover, cancer is being excluded from the policy and discount of up to 20% will be provided to compensate.

Certain working arrangements have been reviewed such as the minimum hour requirement for income protection and TSC. This has been reduced from 25 to 20 hours allowing more part time workers to access Income Protection and TSC insurance.

Medical requirement arranged by AMP

We will arrange medical requirements directly with the insured person and the health provider for blood tests, express checks, medical examinations, ECG's etc. This can be done when lodging using the automated underwriting service – *easywrite*, or when lodging a paper based application.

We will arrange these on behalf of the advisers unless the adviser would prefer to opt out of this service.

Communication of the client bookings and progress of the medical requirements are via direct email from the service provider to the adviser. More detailed information can be obtained by accessing the service provider's web page, information of how to do this is provided in the communication emails.

Service Solutions

Adviser Marketing Support

PDS is now one source of truth

We have consolidated the FLP PDS, FLP Facts and Plan Rules into one document, so you can reduce shelf space and have one central source of truth for everything you need to know about Flexible Lifetime – Protection, whereas before you had five different documents to refer to in order to obtain the information you needed.



New Brand Identity

We've all seen the smiling faces and people shots before but life insurance is ultimately about the health of your clients and protecting them from devastating financial effects a serious illness or injury could have on their life and family.

The new life insurance brand identity for AMP, moves away from those clichéd visuals and hits home the nature of this type of insurance with a strong 'skeletal' theme for each of the major types of life insurance, as well as business overheads and loan cover 'blueprints'. Each image acts as an easy reference tool for you to use with clients to reinforce the type of illness or injury that could happen to them, prompting serious consideration of the need for appropriate cover.

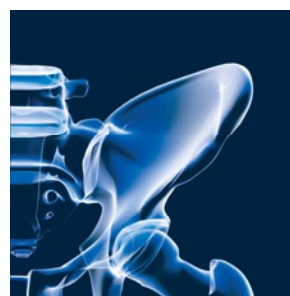
Brand images for Business to Business communications



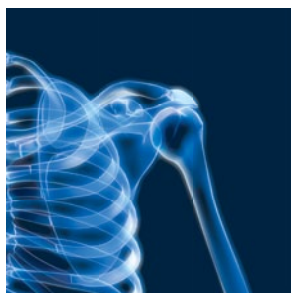
AMP Wealth Protection



Income Protection



Trauma Cover



Death Cover



Total and Permanent Disability Cover



Business Overheads Insurance



Loan Cover

Colour-coded marketing material

As an adviser, it's hard to know which document is for your use only and which ones are more appropriate for your clients. We've made it so much easier for you to tell, at a glance, which ones are for you and which ones are for your clients. The dark blue background is adviser-based and the white background is for you to use with clients. It's all part of our new service to you, to make your life a whole lot easier.

Brand images for Business to Customer communications



AMP Wealth Protection



Income Protection



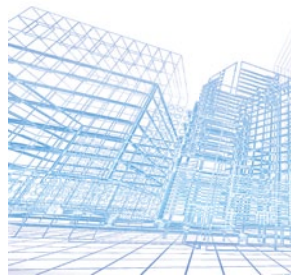
Trauma Cover



Death Cover



Total and Permanent Disablement Cover



Business Overheads Insurance



Loan Cover

Going green

To reduce our carbon footprint on the world, we now offer all our documents on one centrally stored USB Stick so you can plug it in whenever and wherever you need it. The following documents will be made available on-line in pdf format also and printed copies of the PDS's are available for you to order.

- NEW AMP Flexible Lifetime – Protection PDS
- NEW AMP Flexible Super PDS
- NEW Underwriting Guide
- What's changed? Brochure
- 2010 product enhancements Brochure
- 2010 service enhancements Brochure
- New Trauma Conversion form
- Flexible Lifetime – Protection Snapshots Flier
- Flexible Super – Flexible Protection Snapshots Flier
- AMP Life Limited Claims Statistics 2009 Brochure
- Claims Contact Card
- Underwriting Contact Card



Contact details

IFA

Phone	1300 785 066 (option 1 – existing policies or servicing enquiries) (option 2 – new business) Monday to Friday, 8.30am-7.00pm (Sydney time)
Email	New Business bansw1@amp.com.au General Enquiries polinfo@amp.com.au
Web	www.adviseronline.amp.com.au

AMP FP

Phone	1300 662 759
New business line	136 267 (option 1) (option 1 – new business) (option 2 – claims) (option 6 – general enquiries) Monday to Friday, 8.30am-7.00pm (Sydney time)
Email	New Business bansw1@amp.com.au General Enquiries polinfo@amp.com.au
Web	https://ampfp.amp.com.au (AMP FP) www.planner.hillross.com.au (Hillross)

This document has been prepared by AMP Life Limited and is for adviser use only. It should not be provided to clients. It does not contain all the terms and conditions relating to the cover and benefits described and you should refer to the relevant Product Disclosure Statement for more details.

Before making any decision to act or rely on any information in this document, advisers should consider the appropriateness of the information with regard to their client's particular objectives, financial situation and need. Your client should consider the relevant Product Disclosure Statement, available by calling us on 131 267 or visiting www.amp.com.au, before making a decision about their insurance cover.

The insurance products referred to in this brochure are issued by AMP Life Limited ABN 84 079 300 379.