



AMP Wealth Protection
Adviser use only

Enhancements to the AMP risk insurance offer

Continuing to deliver on our promise
to you and your customers

Flexible Lifetime – Protection
Flexible Super – Flexible Protection
Flexible Lifetime – Super
Flexible Super – Employee Flexible Protection
SignatureSuper
CustomSuper
AMP Group life insurance plans



28 March 2011

AMP continues to make enhancements to our product and services because we are committed to:

- Providing insurance for more Australians
- Making it easier to do business with us
- Delivering on our promises to both advisers and customers
- Improving our competitive position

We have introduced some great enhancements, effective from 28 March 2011.

These enhancements apply to both **individual** and **group** product offerings. Icons used throughout this brochure highlight if the changes are individual, group or both. Here is our guide;

Flexible Lifetime – Protection

Flexible Super – Flexible Protection

Flexible Lifetime – Super

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Flexible Super –
Employee Flexible Protection

SignatureSuper

CustomSuper

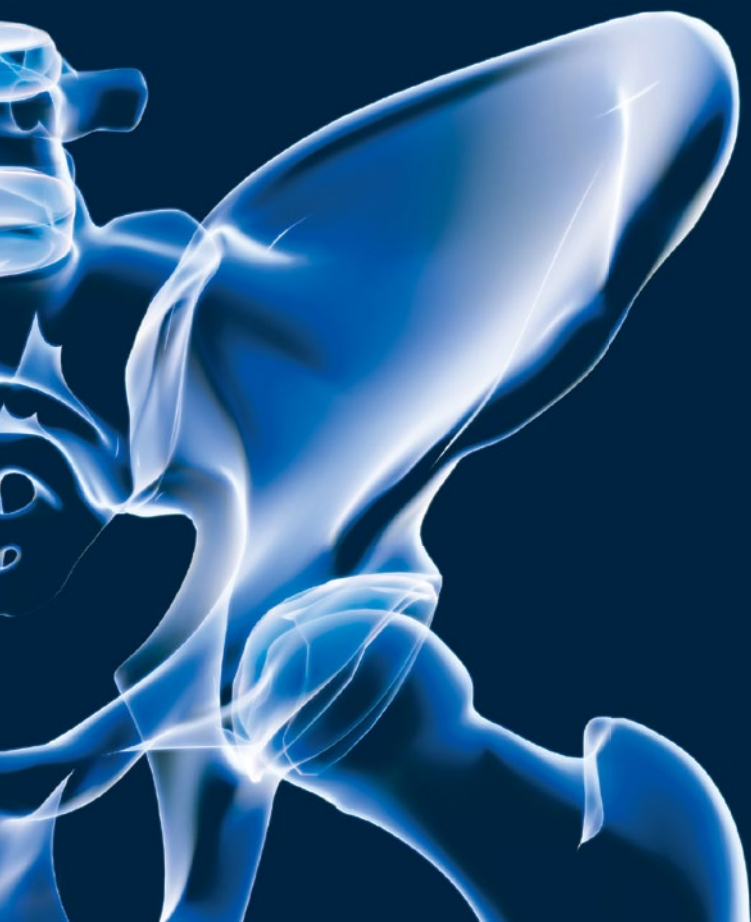
AMP Group life insurance plans

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AMP's Flexible Lifetime – Protection's unique Automatic Plan Enhancement feature is our promise that all existing customers receive these plan enhancements without a "pre-existing conditions exclusion". This means that from the 28 March 2011, any future claim payable under an improved definition cannot be denied on the basis that it was a pre-existing condition.

The Automatic Plan Enhancement will benefit over 28,000 trauma, 88,000 Income Protection and Temporary Salary Continuance plan holders.

The product changes in this brochure only apply to claims arising on or after 28 March 2011.





Flexible Lifetime – Protection Trauma Cover enhancements

Coronary Artery Angioplasty partial benefit

Angioplasty is performed in over two-thirds* of surgical procedures to correct coronary artery disease.

We recognise the importance of this trauma benefit. From 28 March 2011, we will now pay:

1. the Coronary Artery Angioplasty partial benefit more than once, provided the procedures occur at least 6 months apart.

*AIHW Heart, Stroke and Vascular Disease Australian Facts 2004

Applies to:

Flexible Lifetime – Protection,
Trauma Cover Optimum with Partial Package option,
Trauma Cover Standard with Partial Package option,
Trauma Cover Premier, Advanced with Partial Package

Cancer

Cancer is the most common form of Trauma claim with 76% of AMP claims paid in 2010 attributed to Cancer.

We recognise the importance of continuing to deliver on our promise to keep trauma cover contemporary by making 5 meaningful and realistic improvements.

1. We will now pay for thrombocytopenia and polycythemia vera.
2. We will now pay for melanoma showing signs of ulceration.
3. We will now pay a full benefit for T1 prostate cancer with a Gleason score of 7 or more.
4. We have clarified that we will pay a full benefit if removal of the prostate is required or radiotherapy recommended.
5. We no longer exclude HIV and AIDS related cancers.

Applies to:

Flexible Lifetime – Protection,
Trauma Cover Optimum, Trauma Cover Premier,
Trauma Cover Advanced, Trauma Cover Standard,
Children's Trauma Cover option

Cardiomyopathy

Heart attack and other heart related Trauma conditions such as Cardiomyopathy accounted for over 15% of AMP trauma claims in 2010.

To keep the definition of Cardiomyopathy contemporary we have:

1. removed the drug and alcohol exclusion.

Applies to:

Flexible Lifetime – Protection,
Trauma Cover Optimum, Trauma Cover Premier,
Children's Trauma Cover option

Coma

We have made two simple, yet practical, changes to the definition of Coma by:

1. reducing the number of days the insured person must be unconscious from 4 to 3
2. removing the drug and alcohol exclusion.

Applies to:

Flexible Lifetime – Protection,
Trauma Cover Optimum, Trauma Cover Premier,
Trauma Cover Advanced, Trauma Cover Standard,
Children's Trauma Cover option

Liver failure

Liver failure is a serious and life threatening condition. To deliver on our philosophy to pay genuine claims we have made the following two enhancements:

1. we will now pay at end stage liver failure rather than once a liver transplant is needed.
2. we have removed the drug and alcohol exclusion from the definition.

Applies to:

Flexible Lifetime – Protection,
Trauma Cover Optimum, Trauma Cover Premier,
Trauma Cover Advanced, Trauma Cover Standard,
Children's Trauma Cover option

Severe burns

We have made the following enhancement to our definition of Severe Burns in recognition of the impact that burns, specifically to either the hands or face, can have.

1. We now cover burns covering 50% of the hands or face requiring debridement and/or grafting.

Applies to:

Flexible Lifetime – Protection,
Trauma Cover Optimum, Trauma Cover Premier,
Trauma Cover Advanced, Children's Trauma Cover option

Claims concierge service enhancements

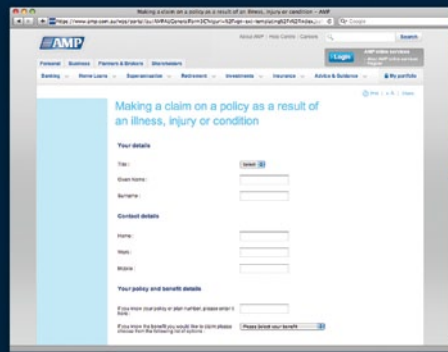
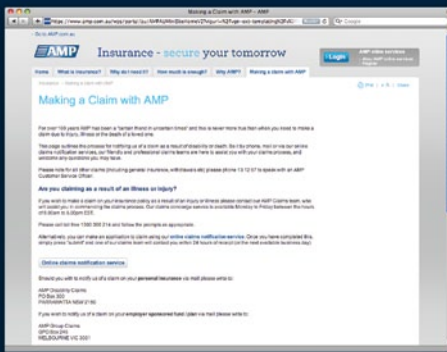
I In 2010 we launched our **Claims concierge service** to make access even easier for you and your customers, with dedicated phone numbers, claims assessors and more timely assessment.

AMP has met our promise to notify of our decisions for Income Protection claims by the next day in almost 90% of cases.

I G In 2011 we have extended our **Claims concierge service** www.amp.com.au/claims – online claims notification service

You and your customers can now notify a claim via the AMP website.

Once the notification has been submitted the claims assessor responsible for the management of the claim will call the next day to facilitate the claim process.



I G Customer guides for making a claim

We want to make it as easy as possible to lodge a claim with us. Typically life insurance claims are made at a difficult time emotionally and physically. We want to deliver on our promise to our customers in the most empathetic and efficient way possible.

We have new step by step guides available to customers to walk them through the claims process including what to expect, what documentation and medical reports may be required in the process and who to contact if they have questions.

The guides are available to download at www.amp.com.au/claims





Flexible Lifetime – Protection Children’s Trauma Cover enhancements

The emotional and financial impact of a child suffering a serious illness needs to be considered as part of a practical solution for a family’s financial plan. We are building on our commitment to keep our product contemporary with a package of 3 enhancements:

1. We have removed the age 10 cover start restriction for all conditions
2. The Death Cover amount of \$25,000 is now payable if the insured child is terminally ill
3. We have added the following conditions to Children’s Trauma Cover:
 - Benign tumour of the brain or spinal cord
 - Cardiomyopathy
 - Intensive Care
 - Loss of Speech
 - Stroke



Income Protection enhancements

Guaranteed Future Insurability

The Guaranteed Future Insurability feature means that customers can increase their cover in line with their income without the need to be medically underwritten.

The monthly benefit can now be increased under the Guaranteed Future Insurability feature by 10% to a maximum of \$1,500.

Applies to:

Flexible Lifetime – Protection, Income Protection Advanced, Income Protection Standard, Income Protection Basic

Flexible Lifetime – Super, Temporary Salary Continuance and Flexible Super – Flexible Protection Temporary Salary Continuance

Trauma feature – Occupationally acquired HIV and Hepatitis B or C

A unique occupational risk for health care professionals is exposure to the serious blood borne conditions of HIV and Hepatitis B or C due to needlestick injury. Our solution is to offer an inbuilt solution that covers your customers for 6 months, even if they continue working and occupationally acquire HIV or Hepatitis B or C.

Applies to:

Flexible Lifetime – Protection, Income Protection Advanced

Trauma feature – other conditions

The trauma feature now covers 22 conditions for which we pay for a minimum period of 6 months, even if the customer continues working. We have added 5 extra conditions under the Trauma feature:

1. Cardiomyopathy
2. Coronary artery angioplasty - triple vessel
3. HIV/AIDS med acquired
4. Pneumonectomy
5. Primary pulmonary hypertension

Applies to:

Flexible Lifetime – Protection, Income Protection Advanced

Major fracture or loss feature

The Major fracture or loss feature now covers 14 fractures for which we pay for a minimum specified period, even if the customer continues working. We have added 2 extra fractures under the Major fracture or loss feature:

1. The skull (not bones of the nose or face) for 2 months
2. The jaw for 1 month

Applies to:

Flexible Lifetime – Protection, Income Protection Advanced

Providing insurance for more Australians

Making it easier to access insurance and underwriting

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Graduates

We have enhanced our Income Protection (IP) offer for some recent graduate professionals, allowing certain occupations to obtain Agreed value cover to certain limits on commencement of their first job and before being able to provide 12 months evidence of earned income.

Availability is subject to:

- working at least 3 months
- suitably qualified and registered
- working full time
- fulfilment of residency requirements, and
- commenced working in the last 12 months.

Graduate occupation	Maximum benefit without financial evidence
Medical Doctor – GP	\$6,250
Medical Specialist	\$15,000
Dentist	\$6,250
CPA	\$4,000
Optometrist	\$4,000
Pharmacist	\$4,000
Barrister	\$6,250
Architect	\$3,750
Engineer	\$3,750

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Commonly disclosed conditions

In keeping with trends in our underwriting and claims experience, we have reviewed the most frequently disclosed conditions, of mental health and musculoskeletal conditions and taken a more practical view. This means that in certain circumstances medical reports would not be required resulting in a shorter decision making process.

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Income Protection application simplification

We have made it simpler to apply for Income Protection insurance by revising our limits so that more customers can apply with just a Personal Statement.

This means:

- more customers being able to apply with just a Personal Statement
- a decrease in the number of medical tests required to access this product

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Making it easier to access insurance and underwriting

We are committed to delivering an underwriting service that is efficient and that gives you access to the right people at the right time

We have reviewed the structure of our underwriting team and have created dedicated teams to better meet the needs of you and your customers.

We have also undertaken an extensive review of our processes resulting in an improvement in our median end-to-end turnaround times.

Enhancing our offer for customers in our employer sponsored superannuation plans

We provide insurance cover to thousands of Australians through employer sponsored plans in our contemporary superannuation products. We are just as committed to our existing customers as we are to new business.

G Improvements to Automatic Acceptance Limits and TSC cover for small employer plans

AMP has made further improvements to Automatic Acceptance Limits (AALs) to allow increased AALs and TSC cover for small employer plans (5-9 insured members).

The changes in the 5-9 insured members grouping are:

- Allowing AAL for TSC cover (previously not available until the plan had 10 or more insured members).
- Increasing the AAL for Death and TPD Cover to \$300,000 (previously \$250,000).

These changes are effective for new plans commencing from 1 February 2011 and existing plans from their next annual review date. This applies to employer plans insured by AMP Life in the following products:

- AMP Flexible Super – Employee Flexible Protection
- SignatureSuper
- CustomSuper (closed to new employer plans)
- AMP Group Life insurance plans (Group Salary Continuance standalone is not included).

G Pricing improvements

AMP has further improved the pricing of the Employee Flexible Protection module within AMP Flexible Super.

Increased Plan Size discounts

The changes incorporated into the table below relate specifically to plan sizes of less than 800 and apply to all plans (including new and existing plans).

	OLD	NEW
Plan Size	Discount Prior to 1 Feb 2011	Discount as of 1 Feb 2011
0-4	0.0%	0.0%
5-9	15%	22.5%
10-49	30%	45%
50-99	35%	47.5%
100-199	40%	47.5%
200-499	42.5%	50.0%
500-799	47.5%	50.0%
800-1,199	50.0%	50.0%
1,200-1,499	50.0%	50.0%
1,500-1,999	50.0%	50.0%
2,000+	50.0%	50.0%

TSC base premium rate reductions

The following reductions have been applied to the TSC base premium:

- TSC2 all rates have a premium reduction of 10%
- TSC65 all female rates have a premium reduction of 10%
- TSC65 male rates with a 1 month waiting period have a premium reduction of 10%

These changes are effective from 1 February 2011 and apply to AMP Flexible Super – Employee Flexible Protection new and existing plans.



Contact us

Call your AMP Business Development Manager on 1300 785 066 (option 5).

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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 131 267 or visiting www.amp.com.au before making a decision about their insurance cover.

Flexible Lifetime – Protection and AMP Group Life are issued by ABN 84 079 300 379 AFSL No. 233671.
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Savings Trust, ABN 76 514 770 399.