



# Underwriting quick reference guide

March 2011



## AMP underwriting requirements

The medical and financial requirements for risk insurance plans are provided below including:

- Flexible Lifetime® - Protection Death, Total and Permanent Disablement (TPD), Trauma, Income Protection and Business Overheads Insurance.
- AMP Flexible Super - Flexible Protection: Extra Death Benefit (EDB), TPD Benefit, Temporary Salary Continuance (TSC) Benefit.

## Medical requirements

When applying for:

1. Death and TPD Stand Alone or Linked cover - use Table 1.
  - For Stand Alone cover take the largest benefit and add half the sum of all other benefits under the same plan.
  - For Linked cover take the largest benefit only.
2. Trauma cover - use Table 2.
3. Death, TPD and Trauma cover use the greater requirements from Table 1 or 2.
4. Income Protection, TSC and Business overheads insurance - use Table 3.

Table 1 - Death and TPD cover

TOTAL COVER (\$)	AGE NEXT BIRTHDAY				
	<45	46-50	51-55	56-60	61+
1 - 250,000					
250,001 - 500,000					2
500,001 - 1,000,000				2	3
1,000,001 - 1,500,000			2	3	4
1,500,001 - 2,000,000		2	3	5	6
2,000,001 - 2,500,000		3	3	5	6
2,500,001 - 5,000,000	3	5	5	6	6
5,000,001 - up	5	6	6	6	6

Table 2 - Trauma cover

TOTAL COVER (\$)	AGE NEXT BIRTHDAY				
	<45	46-50	51-55	56-60	61-65
1 - 100,000					
100,001 - 250,000					1
250,001 - 500,000				2	2
500,001 - 750,000			3	3	3
750,001 - 1,000,000		3	3	5	5
1,000,001 - 1,500,000	3^	5^	6^*	6^*	6^*
1,500,001 - 2,000,000	5^	5^	6^*	6^*	6^*

\* Males require a PSA (Prostate Specific Antigen) blood test.

^ Females will require a breast examination report either completed at the time of the medical examination or, if the insured person prefers, completed separately by a doctor of their choice.

### Key:

Blank = Personal Statement

1 = Personal Statement + Express Check

2 = Personal Statement + Express Check + Blood Tests

3 = Personal Statement + Blood Tests + Paramedical or Own Doctor exam

4 = Personal Statement + Express Check + PMAR

5 = Personal Statement + Blood Tests + PMAR + Paramedical exam + Resting ECG

6 = Personal Statement + Blood Tests and Full Blood Count + PMAR + Specialist exam + Exercise ECG

### Blood tests required are:

- Multiple Biochemical Analysis (MBA)
- HDL and LDL Cholesterol
- HIV Antibodies
- Hepatitis B and C Serology.

Table 3 - Income Protection, TSC and Business Overheads Insurance

TOTAL COVER (\$)	AGE NEXT BIRTHDAY		
	20-50	51-55	56+
1 - 6,000			
6,001 - 7,500			2
7,501 - 10,000		2	3
10,001 - 15,000	2	3	6
15,001 - 20,000	3	6	6
20,001 - up	6	6	6

To determine requirements where both Income Protection/TSC and Business Overheads Insurance is proposed, take the full Income Protection/TSC monthly benefit amount and add half the Business Overheads Insurance monthly benefit.

## Financial requirements

### Income Protection/TSC

When the proposed maximum monthly benefit exceeds the amount in the table below, then financial evidence supporting the insured person's income must be supplied. Refer to the Underwriting Guide for further details.

OCCUPATION CATEGORY	AGREED VALUE (\$)	INDEMNITY (\$)
4A, 3A	15,000	15,000
2A	10,000	15,000
A	10,000	15,000
4B	7,500	15,000
3B	7,500	15,000
2B	7,500	15,000
1B	7,500	15,000
E	7,500	15,000

### Business Overheads Insurance over \$10,000

Business Overheads Insurance questionnaire must be completed. Further evidence may also be requested at the underwriter's discretion.

### Death, TPD, Trauma

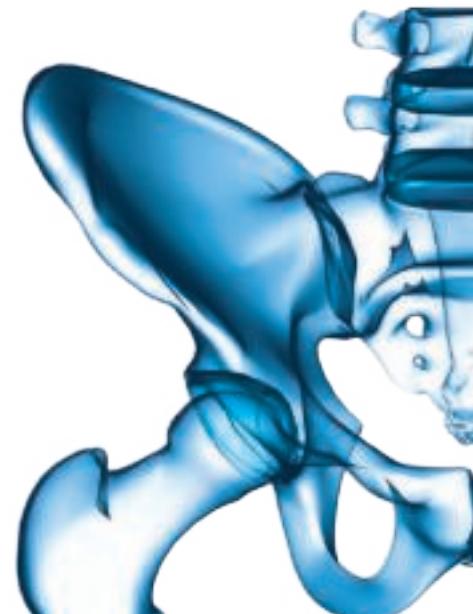
TYPE OF COVER	SUM INSURED FOR PERSONAL PROTECTION				
	UP TO \$1M	\$1M TO \$2M	\$2M TO \$3M	\$3M TO \$5M	OVER \$5M
Death	A	A	A	B	C
TPD	A	A	B	C	
Trauma	A	B			

A = personal statement

B = personal statement and Financial Report or SOA

C = personal statement, financial report or SOA, income tax returns

(for self employed persons we may ask for full business accounts to ascertain income)



## Frequently asked questions

### How do I arrange medical requirements?

Your client can choose to have medical tests performed by a paramedical provider.

A request form which can be found on your AMP planner website should be completed for the particular provider.

AMP's paramedical providers include:

- LifeScreen 1800 686 000
- Symbion Health 1800 770 001
- UHG 1800 101 984.

### Can I track applications online?

Yes. You can track the progress of your applications through your AMP planner website.

### What is ExpressCheck and where can I find the underwriting forms?

ExpressCheck is a 15 minute medical examination that can be done by LifeScreen. It records height, weight, pulse, blood pressure and checks urine. This can also be performed by other paramedical services, they may call this service Quick Check or Q Check.

ExpressCheck and other underwriting forms can be found on the Product and Process Centre which can be accessed from your AMP planner website.

- Adviser Online - [www.adviseronline.amp.com.au](http://www.adviseronline.amp.com.au).
- Hillross - [www.hillross.com.au](http://www.hillross.com.au) (for Hillross planners).
- Planner Portal - [www.ampfp.com.au](http://www.ampfp.com.au) (for AMP Financial Planning planners).

### What is the underwriting concierge service?

As part of our Underwriting Concierge service we offer smart solutions to reduce your cost to serve.

#### Pre-assessment

Use AMP's electronic **Underwriting Pre-Assessment Form**, which you email to either [underwriting\\_preassessment@amp.com.au](mailto:underwriting_preassessment@amp.com.au) or directly to your underwriter.

The **Underwriting Pre-Assessment Form** allows advisers to make enquiries about occupations, sporting activities, financial structures and has built-in questionnaires based on a wide variety of health conditions, helping you provide the specific details the underwriter needs to make a robust pre-assessment decision. This results in improved certainty for the pre-assessment decision.

The underwriter will provide an email response to you with a decision on the pre-assessment in question, along with the pre-assessment number for your records. This pre-assessment can then be lodged to support any future application, giving you confidence in being able to ensure coverage for your client.

#### Arranging medical appointments

We want to make it easier for you and your clients, and reduce the amount of time it takes you to service your clients. To help reduce your administrative workload and also speed up underwriting requirements, AMP will **automatically arrange standard medical tests directly with your client**.

However, if you choose to organise these yourself, you can "opt-out" of this service via *easy lodge* or in writing.

### How does *easywrite*, automated underwriting, make AMP even easier to do business with?

By simplifying the underwriting process, *easywrite* gives you more time to focus on your important client relationships.

#### *easywrite* benefits

- 30% of cases are accepted immediately - quicker turnaround times for the rest.
- Planners retain client relationship through the process.
- Higher up-front commissions.

You can use *easywrite* in 2 ways;

#### *easywrite* tele

- Personal statements are signature-free, as they're collected and recorded by phone.
- We assume responsibility for the client's disclosure.
- Planner notifies the client of outcome.

Tips when using *easywrite* tele:

- Refer to the "*easywrite* interview checklist" in the *easywrite* client brochure (NS2227) to increase your clients chances of acceptance with *easywrite* tele remember to complete the occupation details box on page 4 and income details on page 5.

#### *easywrite* office

- Input personal statement information online.
- *easywrite's* response available immediately.

#### Important information

This document has been prepared by AMP Life Limited and is for adviser use only. It should not be provided to clients.

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](http://www.amp.com.au) before making a decision about their insurance cover.

## Contact details

### IFA and Hillross

**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 ifanewbusiness@amp.com.au  
General Enquiries polinfo@amp.com.au

**Web** www.adviseronline.amp.com.au (IFA)  
www.planner.hillross.com.au (Hillross)

### AMP FP

**New business line** 1300 662 759

**Phone** 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  
NSW/QLD bansw1@amp.com.au  
VIC/TAS/WA/SA/NT baroar@amp.com.au  
General Enquiries polinfo@amp.com.au

**Web** https://ampfp.amp.com.au (AMP FP)

Flexible Lifetime - Protection is issued by AMP Life Limited ABN 84 079 300 379 AFSL No 233671. AMP Flexible Super is issued by AMP Superannuation Limited ABN 31 008 414 104, AFSL No. 233060