



AMP Wealth Protection
Adviser use only

Enhancements to the AMP risk insurance offer

Continuing to deliver on our promise
to you and your clients

Flexible Lifetime – Protection®
Flexible Lifetime – Super®
AMP Flexible Super – Flexible Protection®
AMP Flexible Super – Employee Flexible Protection®
SignatureSuper®
CustomSuper®
AMP Group life insurance plans (Standalone)



7 November 2011

Choice, flexibility, accessibility and efficiency

Based on your feedback and our commitment to provide contemporary and reliable solutions, we have introduced a number of new features and enhancements to our risk offer, effective 7 November 2011 for Flexible Lifetime – Protection[®] and 21 November 2011 for AMP Flexible Super[®], Flexible Lifetime – Super[®], SignatureSuper[®] and CustomSuper[®].

These new features and enhancements range across our product, technology and most significantly, service. The enhancements discussed in this brochure are more than just what we offer to your future customers, it's also about providing certainty and value to your existing customers. Our upgrade philosophy means peace of mind for you and your existing clients.

Our 2011 risk enhancements continue to deliver on our promise to:

- Provide **contemporary** product solutions.
- Maintain our **competitive** product position.
- Improve the **service experience** for planners and customers.
- Provide **more cover** to more Australians.
- Make it **easier** to do business with us.

Overview of enhancements

Product

- Thirty three enhancements to our individual policy definitions and benefits.
- Four enhancements to our group risk plans, including a new offer for high risk plans and changes to Automatic Acceptance Limit eligibility.

Underwriting

- Continued improvements to our medical underwriting philosophy.
- Short-form personal statements for group plans.
- New online tele-personal statement booking service for individual policies.

Claims

- Introduction of electronic claim forms.
- Improved online notification.
- A new suite of educational material for your clients.

Key to the tables

E Enhancement of existing feature or benefit

N New feature or benefit

Enhancements to our product

Death and Total & Permanent Disablement (TPD): Individual risk

		Death cover – Super	TPD cover – Super	Death cover – Non-super	TPD – Non-super	What this enhancement or new feature means for your client	
		Applies to: Flexible Lifetime – Super, AMP Flexible Super – Flexible Protection & Flexible Lifetime Protection – Superannuation		Applies to: Flexible Lifetime – Protection			
E	Interim cover	✓		✓			
	Interim accident cover has been extended to include cover for illness. Customers now have the added protection of being covered for illness as well as accident during underwriting.						
E	Guaranteed Future Insurability feature ‘non-standard’ lives	✓	✓	✓	✓	Guaranteed Future Insurability feature ‘non-standard’ lives Guaranteed Future Insurability is an in-built benefit that provides certainty; certainty that the insured can increase their cover in the future without the need for medical underwriting. For customers who have an existing health condition, this is extremely relevant. While they may be able to gain cover today, if their health condition deteriorates they may not be able to get any more cover in the future. Case study John is a 35 year old non-smoker who applied for Death and Trauma cover. The underwriter assessed John at + 50% due to high blood pressure and a significant family history of heart disease. John has become a father and wants to increase his Death and Trauma cover. Unfortunately the underwriter has indicated that the premium loading for any increase would now be 100% because John is now taking medication to manage high cholesterol. Because the birth of a child is an eligible ‘trigger’ event under the Guaranteed Future Insurability benefit, John is able to increase his Death and Trauma cover, without medical underwriting, at the current premium rate of + 50%.	
	The Guaranteed Future Insurability benefit is now available to insured lives with a premium loading of up to 50% or an exclusion.						
E	Guaranteed Future Insurability feature Business events	✓	✓	✓	✓		
	In addition to the eight existing ‘trigger’ events, Guaranteed Future Insurability feature now allows for increases in relation to business insurance events supporting partnership protection, key person cover and loan protection.						
E	Home duties definition*		✓		✓		
	The home duties definition of TPD now includes the ‘any occupation’ definition. This enhancement means that customers who are assessed for TPD under the home duties definition could also be assessed for a claim based on their inability to perform any occupation for which they are reasonably suited by their education, training and experience. * The home duties definition also applies to CustomSuper, SignatureSuper, SuperLeader, and Group Life Insurance.						
N	Day 1 TPD eligibility		✓		✓	Day 1 TPD eligibility The Day 1 TPD eligibility benefit recognises that there are some illnesses such as motor neurone disease and specific injuries such as paraplegia that can cause immediate and permanent disablement. This benefit supports the claims philosophy of paying TPD as soon as appropriate so that the insured and their family have the financial support they need. Case study Mary is a 45 year old physiotherapist. She has Death and ‘any’ occupation TPD cover. Mary is tragically involved in a motor vehicle accident, resulting in a major head injury. The specialists determine that the extent of the head trauma means that Mary will have permanent and significant functional impairment. Based on the medical evidence Mary is able to be paid her TPD benefit without having to wait three months.	
	The three-month disablement period required for TPD claims will be waived if the customer experiences one of 18 specified health conditions or injuries.						
N	Accommodation benefit			✓	✓		
	We will now reimburse reasonable accommodation expenses of an immediate family member of the insured person, if the insured person is bedridden and over 100km from home, or if they need to travel for medical treatment. We pay up to \$250/day, up to a maximum of 14 days.						
N	Death benefit feature		✓		✓		
	If the insurance plan does not include Death cover, then we will pay \$10,000 under the death benefit feature if the insured person dies. This benefit provides practical financial assistance to families in the event that the insured does not have life cover.						

Income Protection and Temporary Salary Continuance (TSC)

		Income Protection Advanced	Income Protection Standard	Income Protection Basic	Temporary Salary Continuance	What this enhancement means for your client
E	Interim cover	✓	✓	✓	✓	<p>Interim cover</p> <p>An illness that first occurs, or symptoms become apparent, after the application has been lodged is now covered under the interim cover provision.</p> <p>Case study John has applied for Income Protection Advanced to age 65 with a monthly benefit of \$6,000 on a 30-day wait period. John has disclosed a history of chronic back pain and the underwriter has requested a medical report from his doctor. While waiting for the medical report to be returned, John is diagnosed with Ross River Virus a condition that causes fever and severe joint pain. John will be unable to work for three months. John is able to claim under interim cover which provides a maximum of \$10,000 monthly benefit for up to 12 months.</p>
N	Change of employer feature – reduction of waiting period: New to TSC	✓	✓	✓	✓	
	Employed customers who change jobs can reduce their waiting period to the next shortest available, without underwriting. This is available for waiting periods up to 90 days. Changing jobs means that accrued benefits such as sick leave and annual leave are lost. Shortening the waiting period without underwriting is one way of compensating for these lost employee benefits.					
E	Change of employer feature – continuation privilege	✓	✓	✓	✓	
	Customers who have a personal plan with a two-year waiting period to supplement an employer group plan, will be able to reduce the waiting period on their personal plan in the event that their employer group plan is cancelled when they change employer. The customer can reduce their personal plan waiting period from two years to 52, 26 or 13 weeks.					
N	Death feature: New to TSC	✓	✓		✓	
	If the insured person dies while on claim, six times the monthly benefit is payable to a maximum of \$60,000. This feature provides additional financial support to the insured's family during this very difficult time.					
E	Trauma feature	✓				
	<p>The enhanced definitions of cancer and major head trauma have been applied to the trauma feature under Income Protection Advanced.</p> <p>The trauma feature pays a guaranteed benefit for six months if the insured is diagnosed with one of 22 trauma conditions.</p>					

Trauma Cover: Adult conditions full payment

Condition	Optimum	Standard	Premier	Advanced	What this new feature means for your client	
N Bacterial meningitis and meningococcal disease	✓		✓			
This new condition covers bacterial meningitis and meningococcal disease for adults.						
N Diabetes	✓		✓		<p>Diabetes</p> <p>According to Diabetes Australia:</p> <ul style="list-style-type: none"> • 275 Australians develop diabetes every day; and • Nearly one million Australians are currently diagnosed with diabetes. <p>There is no cure for diabetes and the condition must be managed with daily injections of insulin, diet and/or exercise. Unfortunately the long-term consequences of diabetes can be severe such as:</p> <ul style="list-style-type: none"> • Heart and vascular disease • Kidney disease • Vision disorders <p>Cover for type 1 and type 2 diabetes has now been added to Trauma cover Optimum and Premier. It recognises that the severe health complications resulting from diabetes will have a significant impact on health, work and quality of life.</p>	
This new condition covers diabetes leading to severe medical complications.						
E Benign tumour of the brain and spinal cord	✓		✓	✓		
We added Activities of Daily Living as an alternative to significant functional impairment.						
E Cancer	✓	✓	✓	✓		
This enhancement means we will now pay the full benefit for prostate cancer where the Gleason score is six or more.						
E Multiple sclerosis	✓		✓	✓		
The Activities of Daily Living requirement has been removed. We will now pay at an earlier stage of diagnosis based on persisting neurological abnormalities.						
E Major head trauma	✓		✓	✓		
We added Activities of Daily Living as an alternative to significant functional impairment.						
E Severe rheumatoid arthritis	✓		✓			
This enhancement means that the definition no longer requires surgery and the inability to perform the Activities of Daily Living. The new definition is reflective of current diagnosis and treatment of rheumatoid arthritis.						
N Death benefit feature	✓	✓	✓	✓		
If the insurance plan does not include Death cover, then we will pay \$10,000 under the death benefit feature if the insured person dies. This benefit provides practical financial assistance to families in the event that the insured does not have life cover.						
N Accommodation benefit	✓	✓	✓	✓		
We will now reimburse reasonable accommodation expenses of an immediate family member of the insured person, if the insured person is bedridden and over 100km from home, or if they need to travel for medical treatment. We pay up to \$250/day, up to a maximum of 14 days.						
N Guaranteed Future Insurability feature 'non-standard' lives	✓	✓	✓	✓		
The Guaranteed Future Insurability benefit is now available to insured lives with a premium loading of up to 50% or an exclusion.						
N Loss of independent living for Trauma Interim cover	✓					
We have added Loss of independent Living to the trauma conditions covered under Interim cover which covers customers applying for Trauma cover Optimum.						
N Tetraplegia	✓	✓	✓	✓		
We have added tetraplegia to the conditions we cover under Trauma cover Advanced.						

Trauma Cover: Adult conditions partial payment

Condition	Partials Package option	Premier Partials Plus option	What this new feature means for your client
<p>N Type 1 diabetes</p> <p>This new condition pays for diagnosis of type 1 insulin dependent diabetes mellitus (IDDM) for the first time after the age of 30.</p>	✓		<p>Type 1 diabetes</p> <p>According to Diabetes Australia:</p> <ul style="list-style-type: none"> • Diabetes is Australia's fastest-growing chronic disease. • The total number of Australians with diabetes and pre-diabetes is estimated at 3.2 million. <p>Being diagnosed with type 1 diabetes can be a confronting issue to many people. Apart from the need to carefully monitor blood sugar levels and take daily injections of insulin, it will require changes to diet, exercise, lifestyle and work. Type 1 diabetes is a new partial payment condition added to the Partials Package option to help assist with the adjustment of living with type 1 diabetes.</p>
<p>N Carcinoma in situ of the penis</p> <p>This new condition pays for carcinoma in situ of the penis, where the tumour is classified as tumour in situ (TIS) according to the TNM Classification system.</p>	✓		
<p>N Carcinoma in situ of the perineum</p> <p>This new condition pays for carcinoma in situ of the perineum, where the tumour is classified as tumour in situ (TIS) according to the TNM Classification system.</p>	✓		
<p>N Loss of use of one limb</p> <p>This new condition pays if the insured person, because of irreversible functional impairment on either a neurological or musculoskeletal basis, totally and permanently loses the use of one foot or one hand.</p>	✓		
<p>E Prostate cancer</p> <p>To complement the enhancement we have made to the full benefit cancer definition for prostate cancer, this change means we will now pay for prostate cancer where the Gleason score is five or less.</p>	✓	✓	

Trauma Cover: Children's conditions

Condition	Children's trauma cover
<p>E Major head trauma</p> <p>We added Activities of Daily Living as an alternative definition to significant functional impairment.</p>	✓
<p>N Meningococcal disease</p> <p>The definition of Bacterial Meningitis has been enhanced to also cover Meningococcal septicaemia.</p>	✓
<p>E Benign tumour of the brain and spinal cord</p> <p>We added Activities of Daily Living as an alternative definition to significant functional impairment.</p>	✓
<p>N Accommodation benefit</p> <p>We will now reimburse reasonable accommodation expenses of an immediate family member of the insured child, if the insured child is bedridden and over 100km from home, or if they need to travel for medical treatment. We pay up to \$250/day, up to a maximum of 14 days.</p>	✓

Corporate Super and Group Risk Insurance Offer

Condition	Employee Flexible Protection	Custom Super	Signature Super	Group standalone
E Automatic Acceptance Limits	✓			
<p>We have enhanced how we determine the eligibility and level of Automatic Acceptance Limit (AAL) applicable to the Employee Flexible Protection (EFP) module.</p> <p>When determining a plan's AAL we have now extended this to include insured members of an employer plan who are in the Flexible Protection (FP) or Essential Protection (EP) module. In summary, when determining a plan's AAL we will include the members who are within EFP, FP and EP.</p>				
N Short-form personal statement	✓	✓	✓	
<p>To make it easier for members to apply for insurance, we have introduced a short-form personal statement for sums insured up to \$1 million for Death and Death/TPD (including existing cover).</p>				
N 'High Risk' offer	✓			
<p>We have extended our insurance offer to provide high risk plans (e.g. mining, oil or gas industries) with the following types of insurance:</p> <ul style="list-style-type: none"> • Death and TPD • Total Salary Continuance with a two-year benefit period <p>The following non standard terms will apply to all high risk Plans:</p>				
Description	Expiry age	Max sum insured		
Death	70	\$2 million		
TPD	65	\$500,000		
TSC	55	\$7,500 per month plus Super Contribution		
TPD Definition	Between age 56–65, the ADL and Specific Loss definition will apply			
Rate guarantee period	We will guarantee the rates for one year, unless there is a 20% or more change in the membership			
<p>More details on non-standard terms will be provided during the quote period. All quote requests should be forwarded to your Business Development Manager.</p>				
E Home duties definition	✓	✓	✓	✓
<p>The home duties definition of TPD now includes the 'any occupation' definition. This enhancement means that customers who are assessed for TPD under the home duties definition could also be assessed for a claim based on their inability to perform any occupation for which they are reasonably suited by their education, training and experience.</p>				

Enhancements to our underwriting service

We are committed to delivering an efficient underwriting service that provides you access to the right people at the right time, and streamlined processes that make it easier for your clients to obtain risk cover. In line with this we have introduced a number of enhancements.

E Online pre-assessment form

We have enhanced our online pre-assessment form which was launched in May 2010 to include intuitive questioning to ensure the required information is captured in the first instance, saving you and your clients' time.

The online pre-assessment form ensures that when particular questions have been responded to, only relevant secondary questions will be asked – ensuring we capture the right information. This minimises the back and forth between you and our underwriters, ultimately leading to better quality outcomes.

You can access the new forms from your extranet from 21 November 2011.

E Changes to our medical philosophy

We have reviewed our medical philosophy to ensure that we are addressing the changing nature of Australians' health so we continue to offer more cover for more Australians.

Notably we have refined our philosophy on some of the most increasingly common conditions facing our nation.

- ✓ In recent years, a clear trend in increasing body weight has emerged globally. We have therefore broadened our **body mass index (BMI)** definitions to accommodate these trends.
- ✓ Mental health: Our market leading approach has been further refined to reduce the medical requirements necessary to assess applicants with a history of many **mental health issues**.
- ✓ Now the fourth most common cancer, we adopted practices to assess risk applications with a personal or family history of **colon cancer**.

N Tele-personal statements online booking

Through Planner Portal or Adviser Online, you can now book tele-personal statements on behalf of your clients applying for individual risk plans. The booking system will prompt you and your client to nominate a preferred time and should this not be available, you will be able to select from a range of alternative times.

Enhancements to our claims service

You and your clients have told us that you would like less paperwork, improved online accessibility and choice. The following enhancements aim to provide simplified processes which will reduce the overall claim service times.

E Online claim notification

Based on your feedback, we have improved our claims notification process so we will automatically contact you by telephone so you're notified as your client's case progresses. To protect your client's privacy when they make a claim, they may opt out of this service.

N Electronic claim forms

Our aim is to assess claims quickly, efficiently and most importantly, with minimal hassle. Our customers have told us they would like to see a reduction in the paperwork they need to complete. With that in mind, we now offer customers the choice of completing claims forms online, so they can be emailed directly back to us.

And of course, the choice is still there for those who would like to mail us their completed forms.

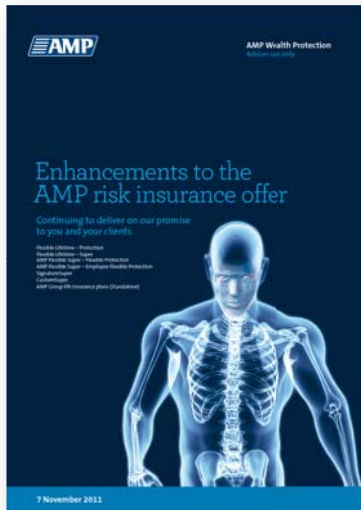
E amp.com.au enhancements

We have updated amp.com.au/claims to provide more information to your clients. We've developed a range of simple step-by-step guides on how they can make a claim, and added a range of case studies and case-related statistics which aim to assist in your advice approach.



Marketing support tools

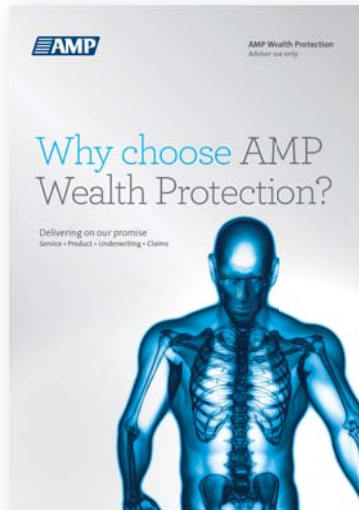
With the launch of these enhancements, we have developed a range of new material for your use. Some of these are detailed below. Remember to access Planner Portal or Adviser Online on 7 November to access copies of existing material which we've updated, and to order printed copies through Corporate Express, where available.



Enhancements to AMP Risk Insurance Offer (this brochure): Copies of this flyer, which outlines our product and service enhancements can be accessed via Planner Portal/Adviser Online or through Corporate Express.

How to access a copy
Available through:

- Planner Portal/Adviser Online
- Corporate Express: NS7524



Why AMP?
A complete overview of the AMP risk business, outlining our services and what sets us apart.

How to access a copy
Available through:

- Adviser Online
- Corporate Express: NS7525

Through life's twists and turns, our enduring commitment is to help Australians and be a 'sure friend in uncertain times'. During these uncertain times, we pride ourselves on providing courteous and compassionate, yet professional service.

Case study: Trauma

In early 2008, Julie* was diagnosed with motor neurone disease and frontal lobe dementia, and her husband, Paul became her full-time carer. Due to the speed and extent of her demise, AMP approved her Trauma policy claim, despite her conditions not specifically being recognised under the policy. Sadly, Julie passed away 18 months after receipt of the Trauma claim. At the time, the family's financial planner was the decision maker. AMP's massive off-bill and highlights at AMP, our claims by 9 and deliver.

In 2010, we paid almost \$300 million in claims to our customers, including the largest single claim paid was \$1 million.

For more about our risk insurance, visit amp.com.au/risksinsurance or call 1300 370 370.

*To protect their identities, we have changed individuals' names. This document has been prepared by AMP. The information contained in this flyer is important to you and does not take into account your personal objectives, financial situation or your needs. AMP is not a financial adviser. For more information, please contact your financial adviser. AMP is not a financial adviser. For more information, please contact your financial adviser. AMP is not a financial adviser. For more information, please contact your financial adviser.

Case study: Income protection

While playing football one weekend Matt*, a 25-year-old self-employed carpenter, injured his knee. Luckily he didn't require surgery, however he was unable to return to work for 8 weeks. The previous year, Matt consulted a financial planner who recommended Matt take out both Income Protection and Business Overhead Insurance. Being self-employed means that if Matt were unable to work due to illness or injury, his income would cease.

After the 8-week injury, Matt contacted his financial planner and his nearly 9 weeks of experience. He was able to receive his claim and return to work.

In 2010, we paid a total of \$55.9 million in income protection claims, including the largest claim paid was \$2.2 million.

For more about our risk insurance, visit amp.com.au/risksinsurance or call 1300 370 370.

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Case study: Terminal illness

In the last few days of April, we received contact from a financial planner, Stephen* regarding a terminal illness claim. The adviser's client, Craig* had been diagnosed with liver cancer and at the time, was in a hospice with only hours to live. The man's last wish was to finalise his mortgage, knowing that his wife would be free of debt and could stay in their family home. Realising how quickly he would need to act, Stephen immediately contacted Belinda, an AMP claims advisor. She was able to expedite the claim by the next morning. Craig's wife was able to finalise the mortgage and stay in their family home.

In 2010, we paid \$137.7 million in terminal illness claims. The youngest claimant was 18 years old and the oldest was 82. The largest single claim paid was \$2.2 million.

For more about our risk insurance, visit amp.com.au/risksinsurance or call 1300 370 370.

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Claims postcards
These three case studies may be used as a tool for you to help explain why your clients may like to consider risk insurance.

How to access a copy
Corporate Express:

- Income protection (NS7493 09/11)
- Trauma (NS7494 09/11)
- Terminal illness (NS7495 09/11)



It's all about...

flexibility

choice

accessibility

efficiency

It's AMP Wealth Protection

It's about your business needs **today**
for your clients' needs **tomorrow**



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.

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