

Enhancements brochure

Flexible Lifetime[®] – Protection

Flexible Lifetime – Super

AMP Flexible Super[®] – Flexible Protection

Because your clients' lives keep

Changing
our insurance does too.

Contemporary insurance cover in a changing world

We live in interesting times. Changing work patterns, family structures and business practices mean that yesterday's comprehensive insurance solutions may not provide the cover your clients need today. At AMP we know the importance of making sure your clients' insurance cover stays relevant and up-to-date.

That's why we're continually working on developing enhancements to our insurance offer.

We are also committed to providing your existing clients with access to the same enhancements that are available to your new clients, whenever we can.

A range of enhancements and new product features for Flexible Lifetime – Protection, Flexible Lifetime – Super and AMP Flexible Super – Flexible Protection, come into effect from 19 August 2012. These changes apply automatically from this date for new clients as well as for all clients who currently have insurance under these products.* Now you can rest easy knowing your clients are taken care of.

* Existing clients who are surgeons will need complete the *Change of occupation rating form* (NS4104) to apply to change their occupation rating from 3A to 4A.

The more things change...

In a world of change, it's reassuring to know that some things stay the same.

The same commitment to reward your loyal clients.

The same flexibility to develop contemporary, up-to-date cover that reflects the real lives of Australians today.

And the same experience that has kept generations of Australians coming back to us to help protect their wealth over the past 160 years.

It's all backed by leading technology-based solutions, a quality service experience for you and your clients and a commitment to paying approved claims promptly. So not only can you do business with us your way, you can be confident the promise you make to your clients will be delivered.

We're in it for the long haul. We are committed to ensuring that AMP's risk insurance will continue to evolve to reflect the changing needs of your business and the changing needs of your clients.

It all starts with the customer

We design our enhancements with the customer front and centre of our thinking. We ask ourselves what our valued customers – our planners – and their clients need in today's world. We then use these insights to enhance our products and services.

Our philosophy of starting with the customer and working back means that you can be confident our enhancements are specifically designed to benefit your business and your clients.

Contemporary insurance

Today's world is ever changing and your clients' insurance cover needs to reflect this.

It's a world in which not every client will be getting married in the traditional sense, so we've adjusted our Guaranteed Future Insurability feature to allow de facto couples to increase their cover more easily.

It's a world in which medical procedures and diagnostic techniques are rapidly changing. So we've enhanced our trauma definitions of Alzheimer's disease, lung disease and primary pulmonary hypertension to reflect current medical practices.

It's a world where not everyone enjoys perfect health. So we've changed our eligibility criteria for the in-built Guaranteed Future Insurability feature for Income Protection and Temporary Salary Continuance to allow our customers to increase their insured amount, if their cover has one exclusion, or their premium has been loaded by up to 50%.

Australia has the highest rate of skin melanoma in the world. According to the Cancer Council 10,300 Australians were diagnosed with melanoma last year. So we have enhanced our trauma partial payment definition to cover all forms of melanoma.

AMP. We live in today's world.

AMP risk insurance – offers peace of mind

Our Automatic Plan Enhancement feature is AMP's promise that if we improve our products without increasing premium rates, all eligible customers receive the plan enhancements without a pre-existing conditions exclusion.

With AMP you're getting contemporary features and benefits that reflect the changing world in which Australians live.

And you're getting flexible plans that you can tailor to individual client requirements.

Trauma cover: Adult conditions full cover

Enhanced or New		Optimum	Standard	Premier	Advanced
E	<p>Alzheimer’s disease and other dementias</p> <p>We have removed the requirement that the insured be unable to perform an Activity of Daily Living, by basing eligibility on the more widely accepted and used Mini-Mental State Examination.</p>	✓		✓	✓
E	<p>Cancer</p> <p>We have enhanced the definition to clarify that any secondary cancer in another organ resulting from a primary skin cancer is covered.</p>	✓	✓	✓	✓
E	<p>Encephalitis</p> <p>We have added the 25% whole body function measure as an alternative to the inability to perform an Activity of Daily Living.</p>	✓		✓	
E	<p>Lung disease</p> <p>We have removed the FEV1 requirement which primarily tests for obstructive lung disease, by changing to a measure based on the lung’s ability to oxygenate the blood, giving scope to pay for non-obstructive lung disease.</p>	✓		✓	✓
E	<p>Paralysis</p> <p>We have enhanced all paralysis definitions by removing all exclusions that applied for partial or temporary post-viral paralysis and paralysis due to psychological causes.</p>	✓	✓	✓	✓
E	<p>Primary pulmonary hypertension</p> <p>We have removed the requirement that the insured person is diagnosed with impairment to Class 3 of the New York Heart Association Classification of Cardiac Impairment. We now pay on earlier diagnosis.</p>	✓		✓	
E	<p>Severe burns</p> <p>We have enhanced the definition to cover full thickness burns to 50% of both feet where grafting is required.</p>	✓		✓	✓

Trauma cover: Adult conditions partial cover					
Enhanced or New		Optimum Partials Package	Standard Partials Package	Premier Partials Plus Option	Advanced Partials Package
N	Carcinoma in situ of the uterus This new condition pays 25% of the sum insured for carcinoma in situ of the uterus, where the tumour is classified as TIS according to the TNM classification system.	✓	✓	✓	✓
E	Melanoma A partial payment is now available if the melanoma is classified as Clark level 1. This enhancement means that any melanoma classified as Clark Level 1 or 2 and less than 1.5mm in thickness is covered as a partial benefit.	✓	✓	✓	✓

Trauma cover: Children's conditions					
Enhanced or New					Children's Trauma cover
E	Severe burns We have enhanced the definition to cover full thickness burns to 50% of both feet where grafting is required.				✓
E	Paralysis We have enhanced all paralysis definitions by removing all exclusions that applied for partial or temporary post-viral paralysis and paralysis due to psychological causes.				✓
E	Cancer We have enhanced the definition to clarify that any secondary cancer in another organ resulting from a primary skin cancer is covered.				✓

Total and Permanent Disability					
Enhanced or New		Flexible Lifetime – Protection	Flexible Lifetime – Protection Super	AMP Flexible Super – Flexible Protection	Flexible Lifetime Super
E	Survival period The survival period has been reduced from 14 to 8 days for the following parts of the TPD definition: Day 1 TPD, Loss of use of limbs and/or sight, Loss of independent living, Loss of cognitive functioning and Partial TPD.	✓	✓	✓	✓
E	Interim cover Interim cover for TPD has been expanded to now include accidents leading to Loss of independent living, Loss of cognitive functioning and the inability to work under the “any occupation” definition.	✓	✓	✓	✓
E	Day 1 TPD The enhanced trauma definitions of Alzheimer's disease and other dementias, paralysis, lung disease and primary pulmonary hypertension now apply to the “Day 1 TPD” part of the definition of Totally and Permanently Disabled.	✓	✓	✓	✓

Death cover, Trauma cover and Total and Permanent Disability cover

Enhanced or New		Flexible Lifetime – Protection	Flexible Lifetime – Protection Super	AMP Flexible Super – Flexible Protection	Flexible Lifetime Super
E	<p>Guaranteed Future Insurability</p> <p>In addition to the 11 “trigger events” currently covered under the in-built Guaranteed Future Insurability feature, we have now added five life events:</p> <ul style="list-style-type: none"> – Increasing a mortgage on your primary residence – Registering a de facto relationship or entering into a de facto agreement – Legal separation – De-registration of a de facto relationship or cancelling a de facto agreement – Death of a spouse or de facto partner. 	✓	✓	✓	✓

Income Protection and Temporary Salary Continuance

Enhanced or New		Income Protection Advanced	Income Protection Standard	Income Protection Basic	Temporary Salary Continuance
E	<p>Trauma feature</p> <p>The enhanced trauma definitions of cancer, primary pulmonary hypertension and severe burns now apply to the Trauma feature under Income Protection Advanced.</p>	✓			
E	<p>Rating classification for surgeons</p> <p>Surgeons will now be classified as our best occupation category of 4A for Income Protection, Business Overheads and Temporary Salary Continuance insurance. Existing clients who are currently rated as 3A will need to complete the <i>Change of occupation rating form</i> (NS4104) to apply.</p>	✓	✓	✓	✓
E	<p>Guaranteed Future Insurability</p> <p>The Guaranteed Future Insurability feature is now available to insured lives with a premium loading of up to 50% or one exclusion.</p>	✓	✓	✓	✓

Service

We've updated our medical and financial underwriting requirements:

- We've removed the need for accountants' signatures on financial questionnaires.
- We've raised the limit for personal protection cover to be assessed on a personal statement from \$2 million to \$3 million for TPD cover.
- We've removed specialist medical examinations from the mandatory medical requirements.
- And we've also removed resting ECGs from the mandatory medical requirements.

Personal underwriting experience

We've designed our underwriting experience to support your business model, reduce the cost of servicing clients and make it easier to do business with us.

easywrite

- Asks tailored and relevant questions to achieve higher levels of early acceptance.
- Short Form functionality for all lump sum applications for all ages and sums insured (within product parameters) eg there are only 10 medical questions for a Death cover application.
- Fifty per cent of applications receive a first touch decision which is other than refer to underwriter, therefore applications are processed faster.

And don't forget...

- *easywrite* tele-underwriting service offers a 15% commission bonus

Underwriting

- Overall underwriting acceptance of 94%.
- Personal medical attendant reports (PMARs) on only 17% of applications thanks to *easywrite* and higher non-medical limits.
- Direct access to the right people at the right time.

Efficient claims

We are committed to paying all genuine claims fairly, quickly and efficiently, and in a professional manner. Our personalised concierge services and responsive customer service give you choice and flexibility. We have a claims process and track record that you and your clients can rely on – last year AMP paid out \$335.1 million in claims.

Open and accountable service

We give you access to the right people at the right time throughout the process – during application, submission, underwriting and claims.

Tailoring products for your clients' tomorrows

In providing quality financial advice to your clients it is important to know and understand that all our products can be tailored to ensure the insurance strategy you put in place will protect your clients' financial plans now and in the future ensuring all your clients' tomorrows.

Like to know more?

If you'd like to know more about how AMP's risk insurance offer can help your business and your clients, please contact your business development manager on 1300 785 066 (option 5) or visit adviseronline.amp.com.au

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What you need to know

Any advice in this brochure is general in nature and is provided by AMP Life Limited ABN 84 079 300 379 (AMP Life). The advice does not take into account your clients' personal objectives, financial situation or needs. Therefore, before your clients act on the advice, they should consider the appropriateness of the advice, having regard to those matters.

Before making a decision about Flexible Lifetime – Protection, Flexible Lifetime – Super or AMP Flexible Super, your client should consider the relevant Product Disclosure Statement available from AMP at amp.com.au or by calling 133 888.

The issuer of Flexible Lifetime – Super and AMP Flexible Super is AMP Superannuation Limited ABN 31 008 414 104. Flexible Lifetime – Protection is issued by AMP Life and AMP Superannuation Limited. AMP Life is part of the AMP group and can be contacted on 133 888 or polinfo@amp.com.au. If your client decides to purchase or vary a financial product, AMP Life and/or other companies within the AMP group will receive fees and other benefits, which will be a dollar amount or a percentage of either the premium your client pays or the value of their investments. Your clients can ask you or AMP for more details.



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