

Suncorp Income Protection

Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) supplements, and should be read together, with the Suncorp Income Protection Combined Product Disclosure Statement (PDS) and Financial Services Guide (FSG) issued on 23 March 2020. The SPDS is effective from 18 May 2020 (Issue Date). This SPDS is issued by TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life). TAL Life is not part of the Suncorp Group. TAL Life uses the Suncorp brand under licence.

TAL Life Limited
Level 16, 363 George Street
Sydney NSW 2000

The purpose of this document is to inform you that the Income Protect Cover option is no longer available.

This document must be read together with the PDS that you hold and any other supplementary PDS (SPDS) we have given you, or may give you. This SPDS is effective for all applications for cover and policies issued on or after the Issue Date of this SPDS.

Some sections of the Suncorp Income Protection PDS issued on 23 March 2020 are deleted by the issue of this SPDS as the cover options are no longer available and the associated conditions, exclusions and definitions are, therefore, no longer applicable. Other sections have been replaced with new policy wording. The following table identifies the page numbers and sections that are deleted by this SPDS and the new wording that replaces existing wording.

Date of Issue: 18 May 2020

Sections of the PDS that are deleted by this SPDS; and Sections of the PDS where existing wording is replaced by new wording.

Page No.	Section Heading	SPDS New Wording (where applicable)		
7	Why Income Protection?	<p>The final row of the table on page 7 is deleted and replaced with the following new wording:</p> <hr/> <table border="1" data-bbox="401 421 951 797"> <tr> <td data-bbox="401 421 539 797">Accident Benefit Option</td> <td data-bbox="539 421 951 797">This option backdates benefit payments to the start of the 14 or 28 day <i>claim waiting period</i> if you're <i>out of action</i> due to an <i>accidental injury</i>. This benefit is not available on policies with a 60 or 90 day <i>claim waiting period</i>.</td> </tr> </table>	Accident Benefit Option	This option backdates benefit payments to the start of the 14 or 28 day <i>claim waiting period</i> if you're <i>out of action</i> due to an <i>accidental injury</i> . This benefit is not available on policies with a 60 or 90 day <i>claim waiting period</i> .
Accident Benefit Option	This option backdates benefit payments to the start of the 14 or 28 day <i>claim waiting period</i> if you're <i>out of action</i> due to an <i>accidental injury</i> . This benefit is not available on policies with a 60 or 90 day <i>claim waiting period</i> .			
9 & 10	Step 1: Choose the right plan	<p>Step 1 is deleted in its entirety as the Income Protect Cover option is no longer available and replaced with the following new wording:</p> <p>Step 1: Choose the right plan type</p> <p>Income protection is designed to help replace some of your income if <i>sickness</i> or <i>injury</i> prevents you from working.</p> <p>Everyone's lifestyle and circumstances are different, and that's why our Suncorp Income Protection Insurance is flexible with your choice of <i>benefit</i> amount and how you choose to pay premiums.</p> <p>You can <i>cover</i> up to 75% of your income, to a maximum of \$10,000 a month, with Income Protect Plus Cover.</p>		

11 & 12	Compare Income Protect Plus Cover and Income Protect Cover	<p>Pages 11 and 12 are deleted in their entirety as the Income Protect Cover option is no longer available and replaced with the following new wording and table of benefits:</p> <p>Here's a snapshot of the <i>benefits and options of Suncorp Income Protect Plus</i>:</p> <table border="1"> <tr> <td data-bbox="401 373 583 460">Age at application</td> <td data-bbox="583 373 940 460">18 - 60</td> </tr> <tr> <td data-bbox="401 460 583 563"><i>Policy expiry</i></td> <td data-bbox="583 460 940 563"><i>Policy anniversary</i> after your 65th birthday.</td> </tr> <tr> <td data-bbox="401 563 583 733">Maximum Out of Action Benefit</td> <td data-bbox="583 563 940 733">\$10,000 per month. Up to 75% of your income.</td> </tr> <tr> <td data-bbox="401 733 583 945"><i>Claim waiting period</i> Refer to page 14</td> <td data-bbox="583 733 940 945">14 days 28 days 60 days 90 days</td> </tr> <tr> <td data-bbox="401 945 583 1153"><i>Claim benefit period</i> Refer to page 14</td> <td data-bbox="583 945 940 1153">6 months 12 months 24 months 5 years</td> </tr> <tr> <td data-bbox="401 1153 583 1808">Availability</td> <td data-bbox="583 1153 940 1808"> <ul style="list-style-type: none"> - Online & telephone for <i>Australian residents</i> aged 18 to 60 working 20 or more hours a week. - Cover available for <i>pre-existing medical conditions & mental health related conditions</i> subject to you satisfying health and lifestyle criteria. - <i>Proof of monthly income</i> required when making a claim. - Exclusions & limitations apply. </td> </tr> <tr> <td data-bbox="401 1808 583 2020">Accident Benefit Option Refer to page 16</td> <td data-bbox="583 1808 940 2020">Available for 14 or 28 day <i>claim waiting period</i> (optional extra cost cover)</td> </tr> </table>	Age at application	18 - 60	<i>Policy expiry</i>	<i>Policy anniversary</i> after your 65th birthday.	Maximum Out of Action Benefit	\$10,000 per month. Up to 75% of your income.	<i>Claim waiting period</i> Refer to page 14	14 days 28 days 60 days 90 days	<i>Claim benefit period</i> Refer to page 14	6 months 12 months 24 months 5 years	Availability	<ul style="list-style-type: none"> - Online & telephone for <i>Australian residents</i> aged 18 to 60 working 20 or more hours a week. - Cover available for <i>pre-existing medical conditions & mental health related conditions</i> subject to you satisfying health and lifestyle criteria. - <i>Proof of monthly income</i> required when making a claim. - Exclusions & limitations apply. 	Accident Benefit Option Refer to page 16	Available for 14 or 28 day <i>claim waiting period</i> (optional extra cost cover)
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Accident Benefit Option Refer to page 16	Available for 14 or 28 day <i>claim waiting period</i> (optional extra cost cover)															

13	Step 2: Choose the amount of cover	The second paragraph is deleted in its entirety.
14	Claim Waiting Period	The third paragraph is deleted and replaced with: Suncorp Income Protection offers options for how long you wait before <i>benefits</i> commence if you are unable to work. With Income Protect Plus Cover you can choose a <i>claim waiting period</i> of 14, 28, 60 or 90 days for <i>sickness</i> and <i>injury</i> claims. The longer the <i>claim waiting period</i> you choose, the lower the cost of your <i>cover</i> .
14	Claim Benefit Period	The third paragraph is deleted and replaced with: With Income Protect Plus Cover, you can choose a <i>claim benefit period</i> of either 6, 12, 24 months or 5 years for <i>sickness</i> or <i>injury</i> .
15	Claim Benefit Period	The third paragraph is deleted in its entirety.
16	Benefit Terms and Conditions	The second paragraph is deleted and replaced with: <i>Benefit</i> means the monthly amount we will pay you upon a valid claim for the <i>plan type</i> shown on your <i>policy schedule</i> . To be eligible for a <i>benefit</i> under this <i>policy</i> , the <i>life insured</i> must suffer a loss of capacity to perform their <i>usual occupation</i> as a result of a <i>sickness</i> or <i>injury</i> first occurring after <i>cover</i> commences.
17	Out of Action Benefit	The first paragraph is deleted and replaced with: The Out of Action Benefit begins to accrue after a <i>life insured</i> has been <i>out of action</i> solely due to <i>sickness</i> or <i>injury</i> for the entire <i>claim waiting period</i> . The <i>benefit</i> will be paid monthly in arrears, and for partial months, the amount paid will be at the rate of 1/30th of the <i>benefit</i> for each day the <i>life insured</i> is <i>out of action</i> after any applicable <i>claim waiting period</i> .

<p>22 - 24</p>	<p>What isn't Covered?</p>	<p>Pages 22 to 24 are deleted in their entirety and replaced with the following new wording:</p> <p>5. What isn't covered?</p> <p>Like all insurance policies, there are some things you can't claim for. Also, please be aware that no <i>benefit</i> is payable if you are in jail or lawfully detained.</p> <p>For Sickness and Injury Cover, no <i>benefit</i> will be payable under this <i>policy</i> if the event giving rise to the claim is caused directly or indirectly by:</p> <p>Pregnancy: normal and uncomplicated pregnancy, miscarriage or childbirth is not covered. Normal and uncomplicated pregnancy includes, but is not limited to morning sickness, backache, varicose veins, ankle swelling, bladder problems, multiple pregnancy, or participation in an IVF or similar program.</p> <p>Self-harm: any intentional act of self-harm. This includes exposing yourself to risk of <i>sickness</i> or <i>injury</i> for any reason.</p> <p>Drug and alcohol related sickness or injury: taking intoxicating liquor (however, we will pay a claim if you are at or under the legal blood alcohol limit for driving); taking drugs (unless prescribed to you by a <i>medical practitioner</i> and taken in the correct dose).</p> <p>Criminal activity: any <i>sickness</i> or <i>injury</i> that occurs as a result, or during, committing or attempting to commit a criminal offence.</p> <p>War and terrorism: terrorism, civil commotion or unrest; guerrilla or insurgent activities in countries outside Australia, if the Australian Government has advised you to not travel to that country; war, or an act of war.</p> <p>Other: any other specific exclusion agreed with you first and as listed in the <i>policy schedule</i>.</p>
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47	Glossary	Definition of Back Injury is deleted.
49	Glossary	Definition of Income Protect Cover is deleted.
51	Glossary	Definition of Plan Type is deleted and replaced with: Plan type: means Income Protect Plus Cover as shown on the <i>policy schedule</i> .
51 & 52	Glossary	Definition of Pre-existing or Known medical conditions is deleted.

No other changes

Apart from the changes detailed above, the original combined PDS and FSG remains unchanged.

Future Changes

The information in this SPDS is current at the date of issue. From time to time we may change or update information that is not materially adverse by providing a notice of any such changes at www.suncorp.com.au/policy-documents. If you'd like a free printed copy of the updated information, please contact us on 13 11 55.

General Information

The information contained in this SPDS is of a general nature and does not take into account your individual objectives, financial situation or needs. You should consider how appropriate the insurance is in regards to your objectives, financial situation and needs, and seek advice from your financial adviser before deciding on appropriate insurance cover.

Suncorp Income Protection Insurance

Combined Product Disclosure Statement and Financial Services Guide

This product and Product Disclosure Statement (PDS) is issued by TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life). TAL Life is not part of the Suncorp Group. TAL Life uses the Suncorp brand under license.

Issue date: 23 March 2020



About this document

The Suncorp and TAL group companies have entered into an agreement for TAL Life to issue Income Protection Insurance under the Suncorp brand (Suncorp Income Protection).

This document is designed to help you decide whether to buy Suncorp Income Protection Insurance. This document comprises the Product Disclosure Statement and Policy Document (together referred to as the PDS) and Financial Services Guide (FSG). The PDS contains information about the product's key features, premiums, *policy benefits* and limits, risks and the complaints handling procedure and sets out the terms of the *policy*. The FSG outlines the financial services offered, including the fees and commissions, and is designed to assist you in deciding whether to use any of the financial services we offer. We are required to give you an FSG if we provide certain financial services to you.

The information in this document is general information only, which means it doesn't consider your individual objectives, financial situation or needs. Therefore, before acting on this information you should consider how appropriate this product is for you and carefully read this PDS before making a decision whether to buy this product. You may wish to consider seeking advice from a financial adviser or compare the product with products offered by other insurers.

If you take out a *policy*, please keep a copy of this document with your *policy schedule* in a safe place as, together with your application, they form the contract between TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life) and the *policy owner*. The PDS sets out all the terms and conditions for the *policy* and the *policy schedule* sets out your *policy* details and any additional terms and conditions applicable to you. Please read the PDS and the *policy schedule* carefully to understand how your *policy* operates and to ensure all your details in the *policy schedule* are correct. If there is any inconsistency between this PDS and the *policy schedule*, the full terms and conditions contained in the *policy schedule* will prevail to the extent of the inconsistency. These documents will be required in the event of a claim. If the *policy* is altered at any time, including increases due to *inflation protection*, you will receive a new *policy schedule* confirming the changes.



All correspondence and notices about your *policy* will be sent to the email address you give to us unless you ask to receive this information in the post. You can nominate at any time to receive your *policy* correspondence by post instead of email. You should save or print a copy of any information or documents that we email to you and keep these in a safe place so that you can always refer to them. Some documents, such as your *policy schedule*, may be required in the event of a claim.

If you ever lose or misplace these documents and need another copy, just give us a call or send an email to customerservice@suncorplifeinsurance.com.au so a replacement can be organised.

Your Suncorp Income Protection *policy* does not acquire a cash value. It works just like your car and home insurance – it's not a savings plan. No premiums or refunds will be payable to you in the event of *policy* cancellation, except within the 30 day cooling-off period.

There are risks involved with taking out insurance and you should be aware of these. Please refer to page 41 for more information.

Up to date information

All the information in this PDS is current at the time of issue. From time to time we may change or update information about our products. If the change is not materially adverse to you, we may notify you by way of a website update at www.suncorp.com.au/policydocuments. If you'd like a free printed copy of this information, please call us on 13 11 55.

If the change is a material or significant one, we will notify you within 3 months of the change occurring. We may also make improvements to your *policy* without any increase to your premium.

About the distributor of this product and issuer of the FSG

TAL Direct Pty Limited ABN 39 084 666 017 AFSL 243260 (TAL Direct) distributes this product and is responsible for the FSG.

TAL Direct and TAL Life are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL).



Understanding what we mean

In this document, references to 'you' and 'your' mean the *life insured* and/or the *policy owner* as the context requires. References to 'we', 'us' and 'our' mean TAL Life. When reading this PDS, please refer to the Glossary.

Some words and expressions have a special meaning. They have been *italicised* and their meaning is explained in the Glossary.

The singular includes the plural and vice versa. Words of one gender include the other gender. Headings are only for convenience. Apart from the Glossary, headings don't affect the interpretation of the words of the *policy*.

You should be aware that some limitations and exclusions will apply under this insurance product. This means that in some cases we will not pay a claim or will pay a claim only in limited circumstances. Before you buy this insurance, please read this PDS carefully, including Section 5 - 'What isn't covered?'

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Why Income Protection?

When you work hard to give your family a good life, it's important to know that if you're ever *out of action* you can still provide for them and pay the bills. That's why Suncorp Income Protection has made it easier for you to keep regular income coming in if you can't work due to *sickness* or *injury*. It helps your family continue with the lifestyle that you've planned for, while you focus on recovering.

Suncorp Income Protection can help replace up to 75% of your income for a limited time if you're *out of action* due to *sickness* or *injury*. It's great to know you'll have that extra protection in place for life's twists and turns. You'll find everything you need to know about Suncorp Income Protection in this easy to understand PDS.

These are the *benefits* you can expect:

Flexible	Take out insurance that you can tailor and adjust to your requirements.
Simple	No complicated application process or medical exams required for <i>Australian residents</i> aged 18 to 60.
Comprehensive	You can choose to insure up to 75% of your income up to \$10,000 a month (Income Protect Plus Cover) and \$7,500 a month (Income Protect Cover).
Choice of claim benefit period	Under Income Protect Plus Cover, you can choose a <i>claim benefit period</i> of either 6, 12, 24 months or 5 years for <i>sickness or injury</i> . Under Income Protect Cover, the <i>claim benefit period</i> is 6 months.
Existing Suncorp Customer Discount	If you hold other Suncorp insurance policies such as car insurance, we will apply a 5% discount on your Suncorp Income Protection premium for the life of the <i>policy</i> .
Life Insurance Premium Waiver	If you hold a Suncorp Life Insurance and Suncorp Income Protection <i>policy</i> , the premiums for your Suncorp Life Insurance policy will be reimbursed with your Suncorp Income Protection monthly <i>benefit</i> payments for up to 3 months while the <i>life insured</i> is <i>out of action</i> and receiving Suncorp Income Protection <i>benefits</i> .
Recovery Support Benefit	The Recovery Support Benefit reimburses the cost of eligible expenses and is payable for up to 2 months when the <i>life insured</i> has been totally <i>out of action</i> for the duration of the <i>claim waiting period</i> and for so long (up to a maximum of 2 months) as the <i>life insured</i> remains totally <i>out of action</i> and <i>bed confined</i> at the start of the <i>claim benefit period</i> as confirmed by a <i>medical practitioner</i> .
Optional benefit available	
Accident Benefit Option (available under Income Protect Plus Cover only)	This option backdates <i>benefit</i> payments to the start of the 14 or 28 day <i>claim waiting period</i> if you're <i>out of action</i> due to an <i>accidental injury</i> . This <i>benefit</i> is not available on policies with a 60 or 90 day <i>claim waiting period</i> .

1. Taking out cover

Your Duty of Disclosure

Before you enter into a contract of insurance, you have a duty to tell us anything that you know, or could reasonably be expected to know, that may affect our decision to provide the insurance and on what terms. For this duty of disclosure section, 'you' includes both the *policy owner* and the *life insured*.

You have this duty until we agree to provide the insurance to you.

You have the same duty if you extend, vary or reinstate the contract.

You do not need to tell us anything that:

- reduces the risk we insure; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive the duty to tell us about.

If you do not tell us something

In exercising the following rights, we may consider whether different types of *cover* can constitute separate contracts of insurance. If they do, we may apply the following rights separately to each type of *cover* (each referred to as a contract).

If you do not tell us anything that you are required to, and we would not have provided the insurance if you had told us, we may avoid the contract within 3 years of entering it.

If we choose not to avoid the contract, we may, at any time, reduce the amount of insurance provided. This would be worked out using a formula that takes into account the premium that would have been payable if you had told us everything you should have. However, if the contract provides *cover* on death, we may only exercise this right within 3 years of entering into the contract.

If we choose not to avoid the contract or reduce the amount of insurance provided, we may, at any time vary the contract in a way that places us in the same position we would have been in if you had told us everything you should have. However, this right does not apply if the contract provides *cover* on death.

If the failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

To assess whether we can provide you with income protection cover under this product we rely on your complete and accurate disclosures. Therefore, where relevant to your application or to any claim you make, we have the right to request you to provide access to relevant medical, financial, employment and other relevant records. We also have the right to request you to provide your consent or grant us authority to obtain access to such records.

If you do not provide the above relevant records or you do not provide consent or authority for us to access relevant records, we may not be able to provide this product to you or assess any claim you make (in which case we may not pay a claim which we have not been able to assess).

Who can apply?

If you're an *Australian resident* aged 18 to 60, working a minimum of 20 hours a week and generating an income, you can request more information and take out Suncorp Income Protection Insurance over the phone or online. Just call **13 11 55** or go to www.suncorp.com.au/policydocuments for more information.

2. Choosing the right policy

Step 1: Choose the right plan type

Income protection is designed to help replace some of your income if *sickness* or *injury* prevents you from working.

Everyone's lifestyle and circumstances are different, and that's why our Suncorp Income Protection Insurance is flexible with your choice of *benefit* amount and how you choose to pay premiums.

To make sure more people can take out this important protection, we've designed Suncorp Income Protection to have more options. You can choose between Income Protect Plus Cover and Income Protect Cover *plan types*.

Income Protect Plus Cover

Income Protect Plus Cover is available for those who are happy to answer some health and lifestyle questions in return for more features, including higher *cover* amounts, lower premiums, shorter *claim waiting periods* and longer *claim benefit periods* and *cover for mental health related conditions*, subject to you satisfying health and lifestyle criteria. This is because we find out all we need to know up front in order to accept your application.

Income Protect Plus Cover provides additional flexibility and features that may offer more value and protection to those with more complex personal circumstances, such as greater financial commitments. With Income Protect Plus Cover you can *cover* up to 75% of your income, to a maximum of \$10,000 a month for *sickness* or *injury*.

Income Protect Cover

Income Protect Cover is an option for those who want *cover* with fewer features, including reduced *cover benefit* amount, without the need to answer lengthy questions up front, which reduces the time and effort required to take out a *policy*. With Income Protect Cover, you can *cover* up to 75% of your income, to a maximum of \$7,500 a month for *sickness* or *injury*.

Income Protect Cover provides simple and short-term protection that may offer suitable *cover* for those with fewer financial and personal commitments. If you choose Income Protect Cover, it is important you understand you are not covered for any loss of income caused by a *sickness* or *injury* that exists at the time of taking out *cover* or existed in the 5 years before you took out *cover* (we call this a *pre-existing medical condition*). We have the right and may gather further medical information if we believe your claimed condition to fall within the *pre-existing medical condition* exclusion. We have the right to request you to provide access to relevant medical and other relevant health records. We also have the right to request you to provide your consent or grant us authority to obtain access to such records.

There is no *cover* at all for *mental health related conditions* under Income Protect Cover. Other exclusions and limitations also apply. Please see Section 5 - 'What's isn't covered?'

Compare Income Protect Plus Cover and Income Protect Cover

Here's a snapshot of the options under each type of cover:

	Suncorp Income Protection	
	Income Protect Plus Cover	Income Protect Cover
Age at application	18-60	18-60
Policy expiry	Policy anniversary after your 65th birthday.	Policy anniversary after your 65th birthday.
Maximum Out of Action Benefit	\$10,000 per month. Up to 75% of your income.	\$7,500 per month. Up to 75% of your income.
Claim waiting period Refer to page 14	14 days 28 days 60 days 90 days	28 days
Claim benefit period Refer to page 14	6 months 12 months 24 months 5 years	6 months
Availability	<ul style="list-style-type: none"> - Online & telephone for <i>Australian residents</i> aged 18 to 60 working 20 or more hours a week. - Cover available for <i>pre-existing medical conditions & mental health related conditions</i> subject to you satisfying health and lifestyle criteria. - Proof of <i>monthly income</i> required when making a claim. - Exclusions & limitations apply. 	<ul style="list-style-type: none"> - Online & telephone for <i>Australian residents</i> aged 18 to 60 working 20 or more hours a week. - No cover for <i>mental health related conditions or pre-existing medical conditions</i>. - Proof of <i>monthly income</i> required when making a claim. - Exclusions & limitations apply.
Out of Action Benefit	✓	✓

Returning to Work Benefit Refer to page 17	Available for 24 months or 5 years <i>claim benefit period</i>	X
Inflation protection Refer to page 19	✓	✓
Life Insurance Premium Waiver Refer to page 20	✓	✓
Recovery Support Benefit Refer to page 20	✓	✓
Accident Benefit Option Refer to page 16	Available for 14 or 28 day <i>claim waiting period</i> (optional extra cost cover)	X

You can upgrade from Income Protect Cover to Income Protect Plus Cover at any time, subject to you satisfying health and lifestyle criteria – just give us a call to see if you're eligible.

Step 2: Choose the amount of *cover*

For Income Protect Plus Cover, you can select *cover* up to 75% of your income, to a maximum of \$10,000 per month for *sickness* or *injury*.

For the Income Protect Cover option, you can select *cover* up to 75% of your income, to a maximum of \$7,500 a month for *sickness* or *injury*.

We generally calculate income as your before tax average personal *earnings* in the 12 months preceding your *sickness* or *injury*. If you're self-employed, your business expenses are excluded from your before tax *earnings* to calculate your personal income. Please see the Glossary on page 48 for the definition of *earnings*.

If you receive other income (such as any workers' compensation, *benefits* from other insurers or claims made under any Australian legislation or common law or social security) during a period where you are claiming on your insurance, we may adjust your payment – but only if the combined amount of your Suncorp Income Protection Insurance *benefit* and the other income is more than 75% of your *monthly income*.

When choosing the amount of *cover*, as well as considering your family's monthly expenses (factoring in any quarterly or yearly bills, such as rates or school fees), it's a good idea to also keep in mind that above your usual costs, your *cover* is to keep your family safe during unusual circumstances. You may want to factor in costs that would be incurred in recovering from a *sickness* or *injury*.

And don't worry about changes in your circumstances – we know these happen. Alterations to your Suncorp Income Protection *policy* can be made, subject to you satisfying health and lifestyle criteria; for example, increase your *cover* when you get that pay rise you've been waiting for. If you require less *cover* because you reduce your hours of work, or start earning less, you can reduce your *benefits* too.

Step 3: Choose the claim waiting period and claim benefit period

Claim waiting period

The *claim waiting period* is the amount of time after a *sickness* or *injury* occurs that you have to wait before your *benefits* commence. If you are off work and make a claim for Suncorp Income Protection, you will not receive any payments for the duration of your *claim waiting period*. A *policy* with a shorter *claim waiting period* will have higher premiums.

Once we've confirmed that you've been continuously off work for the duration of your *claim waiting period*, you'll start receiving payments a month later, as they're paid a month in arrears.

Suncorp Income Protection offers options for how long you wait before *benefits* commence if you are unable to work. With Income Protect Plus Cover you can choose a *claim waiting period* of 14, 28, 60 or 90 days for *sickness* and *injury* claims. The longer the *claim waiting period* you choose, the lower the cost of your *cover*. With Income Protect Cover, a fixed *claim waiting period* of 28 days applies.

Claim benefit period

The *claim benefit period* is the maximum amount of time you can receive payments when you are unable to work due to *sickness* or *injury*. These payments will continue as required up to the end of your chosen *claim benefit period* as long as all the other requirements of your entitlement to a *benefit* are satisfied. A *policy* with a longer *claim benefit period* will have higher premiums.

During the *claim benefit period*, you won't need to pay anything towards your Suncorp Income Protection *policy*. Once your payments start, we'll hold in credit any premiums you may have paid during the *claim waiting period*.

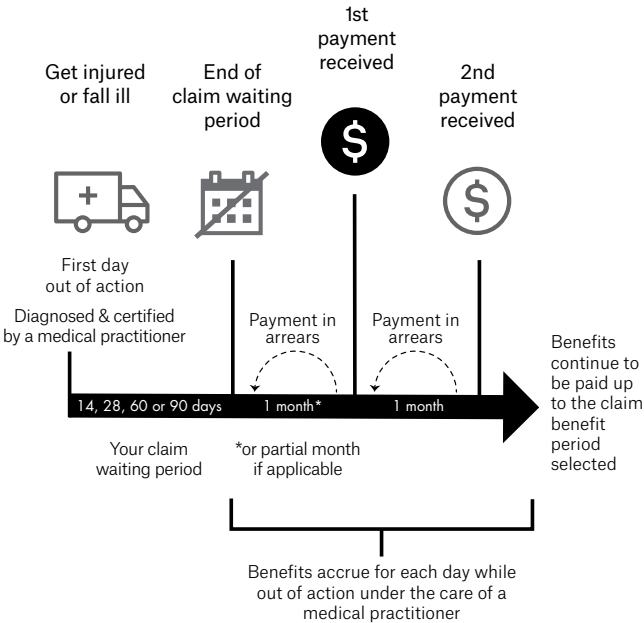
With Income Protect Plus Cover, you can choose a *claim benefit period* of either 6, 12, 24 months or 5 years for *sickness* or *injury*. With Income Protect Cover, a *claim benefit period* of 6 months applies.

Under Income Protect Plus Cover, if you're eligible for *benefit* payments for claims for *mental health related conditions*, the *claim benefit period* is limited to the lesser of 2 years in total over the life of your policy or the claim benefit period, whichever is shorter.

For example, if your *claim benefit period* is 5 years, we will pay a *benefit* for a maximum of 2 years only.

Note: There is no cover for any *mental health related condition* under the Income Protect Cover option.

This diagram illustrates how the *claim waiting period* works and when *benefits* are payable:



Step 4: Add additional lives

You can add an additional *life insured* to your *policy*. If you add an additional *life insured*, you'll both receive a 5% discount on your *sickness* and *injury* Cover.

Step 5: Choose whether to add the Accident Benefit Option

Accident Benefit Option

Available with Income Protect Plus Cover, the Accident Benefit Option will backdate the *benefit* payment to the date of the *life insured's* *accidental injury* resulting in:

- the *life insured* being totally *out of action* for the duration of the *claim waiting period*;
- the *life insured* remaining totally *out of action* beyond the end of the *claim waiting period* and eligible to receive a *benefit* or partial *benefit*; and
- the total *benefits* paid on any claim is up to the maximum *claim benefit period* nominated on your *policy*.

The Accident Benefit Option is available to applicants taking out Income Protect Plus Cover with a 14 or 28 day *claim waiting period* only.

3. Benefit terms and conditions

With Suncorp Income Protection, there's no small print or nasty surprises. We encourage our customers to make sure they understand all aspects of their income protection *benefits*, so here are a few things you need to know before you take out your *cover*.

Benefit means the monthly amount we will pay you upon a valid claim for the respective *plan type* shown on your *policy schedule*. To be eligible for a *benefit* under this *policy*, the *life insured* must suffer a loss of capacity to perform their *usual occupation* as a result of a *sickness* or *injury* first occurring after *cover* commences. The *benefit* for each *plan type* means:

Sickness and Injury Cover

Out of Action Benefit

The Out of Action Benefit, on Income Protect Plus Cover and Income Protect Cover plans, begins to accrue after a *life insured* has been *out of action* solely due to *sickness* or *injury* for the entire *claim waiting period*. The *benefit* will be paid monthly in arrears, and for partial months, the amount paid will be at the rate of 1/30th of the *benefit* for each day the *life insured* is *out of action* after any applicable *claim waiting period*.

The Out of Action Benefit payable is the lesser of:

- the monthly *benefit* shown on the *policy schedule*; or
- 75% of the *life insured*'s pre-tax *monthly income* during the 12 months preceding the *sickness* or *injury* that caused the *life insured* to be *out of action*,

less any adjustments that may be applicable.

The *benefit* will continue until the earliest of:

- the *life insured* no longer being *out of action*;
- the end of the *claim benefit period* for Sickness and Injury Cover as shown in the *policy schedule*; or
- the termination date of the *policy*.

We will pay a *benefit* for a maximum of 3 months for any one claim whilst the *life insured* is and remains outside of Australia subject to the terms and conditions of this *policy* and on provision of medical evidence acceptable to us (in English). The *benefit* will cease but can resume or continue once the *life insured* has returned from overseas (while the claim is still valid).

Returning to Work Benefit

The Returning to Work Benefit only applies under Income Protect Plus Cover where the *claim benefit period* is either 24 months or 5 years.

The Returning to Work Benefit means that, solely because of the *sickness* or *injury* that caused the *life insured* to be *out of action*, the *life insured*:

- is working or capable of working in a *gainful occupation*, but in a reduced capacity;
- is under the ongoing care of, and following the advice of a *medical practitioner*; and
- has suffered a reduction in the ability to generate their average *earnings* for the 12 consecutive months prior to the start of the *claim waiting period*.

To be eligible for the Returning to Work Benefit, the *life insured* must have been *out of action* for the entire *claim waiting period* and have received at least one monthly Out of Action Benefit.

The Returning to Work Benefit to be paid will be:

$$\frac{A - B}{A} \times C$$

less any adjustments that may be applicable, where:

A = the *life insured's* monthly income;

B = the *life insured's* monthly earnings while claiming the Returning to Work Benefit; and

C = the lesser of the monthly *benefit* shown on the *policy schedule* or 75% of the *life insured's* monthly income.

If the *life insured* is not working or is suffering a loss of income for reasons other than *sickness* or *injury*, 'B' will be calculated on the *earnings* it would be reasonable to expect the *life insured* to earn if they were working to their full capacity.

We will take into account all medical and other appropriate evidence.

Concurrent claims

If a *life insured* suffers more than one *sickness* or *injury* at the same time, we will only pay one *benefit* under this *policy*, that being the highest *benefit* applicable to any one of the *sicknesses* or *injuries*.

Recurrent Sickness and Injury Cover claims

If within 6 months of receiving a *sickness* or *injury cover benefit*, the *life insured* suffers from the same or related *sicknesses* or *injury* which caused the initial claim, the recurrence will be treated as a continuation of the original claim. This means that subject to the terms and conditions of the *policy*:

- the *claim waiting period* does not apply;
- subject to ongoing evidence that the *life insured* is *out of action*, *benefit* payments will recommence monthly in arrears;
- all periods of claim from the same or related *sickness* or *injury* will be added together for the purpose of determining the remaining *claim benefit period*; and
- the *claim benefit period* selected by you, as noted on your *policy schedule*, is only payable once per claimed *injury* or *sickness*, including any recurrences, and it expires when the end of the *claim benefit period* is reached.

If you do not make a *full recovery*, no *benefit* will be payable for the same or related *sickness* or *injury* for which the previous claim was paid in full (i.e. for the entire *claim benefit period*).

Inflation protection

Each year, except when a *life insured* is *out of action*, your *benefit* will increase automatically at your *policy anniversary* to ensure that it keeps pace with rising costs in living. We call this increase in your *benefit* inflation protection. Each year the Sickness and Injury Cover *benefit* will increase by the annual *indexation factor* on the *policy anniversary* until a *life insured's* Sickness and Injury Cover reaches \$15,000. Corresponding increases in premiums will apply, based on the premium rates that apply at that time. If you do not want an increase, tell us within 30 days of the *policy anniversary* and we will reverse the increase.

Inflation protection increases will not apply if we are currently paying you a *benefit* in respect of a *life insured*.

Apart from when you are on claim, you may apply to increase the Sickness and Injury Cover at any time up to the maximum level/s then available. Any increases to the *benefits* will be subject to you satisfying health and lifestyle criteria and will not be payable until confirmed in writing by us.

Life Insurance Premium Waiver

If you have Suncorp Life Insurance and Suncorp Income Protection, the premiums for your Suncorp Life Insurance *policy* will be reimbursed with your Suncorp Income Protection monthly *benefit* payments for up to 3 months while the *life insured* is *out of action* and receiving Suncorp Income Protection *benefits*. The waiver will not apply if you are receiving monthly *benefit* payments under Returning to Work Benefit.

Recovery Support Benefit

During your initial recovery from *sickness or injury*, you may be *bed confined* and not able to leave your home unassisted. During the first 2 months of your *claim benefit period*, the Recovery Support Benefit can provide additional financial support such as the reimbursement of expenses incurred for:

- professional childcare of a dependent child or children of the *life insured*;
- professional nursing care for the *life insured*;
- professional home cleaning services, meal preparation or meal delivery services, laundry services;
- travel to and from necessary medical treatment;
- accommodation if you are required to travel away from home for necessary outpatient medical treatment; or
- other services or assistance to which we have agreed in writing.

The Recovery Support Benefit is payable for up to a maximum of 2 months when the *life insured* has been totally *out of action* for the duration of the *claim waiting period* and for so long (up to a maximum of 2 months) as the *life insured* remains totally *out of action* and *bed confined* at the start of the *claim benefit period* as confirmed by a *medical practitioner*.

The Recovery Support Benefit amount payable is the lesser of:

- the reimbursement of expenses to which we have agreed before the expense is incurred; or
- 25% of *life insured's monthly income*, less amounts reimbursed from elsewhere.

If you have Income Protect Plus Cover, you can also select the following optional *benefit*:

Accident Benefit Option

The Accident Benefit Option applies if it has been selected by you and the *benefit* is shown on your *policy schedule*. The monthly *benefit* will be backdated to the date of disability in the event of an *accidental injury* resulting in the *life insured* being *out of action* for the duration of the *claim waiting period*.

The Accident Benefit Option is available with Income Protect Plus Cover with 14 and 28 day *claim waiting periods* only.

We will pay you up to a total of the maximum *claim benefit period* stated in your *policy schedule* per claim.

4. When does cover start and end?

If we accept your application and you have paid the first premium, we will issue you a *policy schedule*. Your *policy* starts at the *policy commencement date* set out in your *policy schedule*.

For Income Protect Plus Cover, a 6 month qualifying period applies before *cover* for any *mental health related condition* commences. This means that no claim will be accepted for any *mental health related condition* of the *life insured* that occurs during the first consecutive 6 months of *cover*, or within 6 months of any increases in the *benefit* amount (but only in respect of the increased *benefit* amount).

Your *policy* ends when the earliest of the following events occurs:

- the *policy anniversary* immediately following the *life insured's* 65th birthday;
- the death of the *life insured*;
- your *policy* is cancelled due to:
 - non payments of premiums; or
 - you making a fraudulent claim;
- the date we receive a written request from the *policy owner* to cancel the *policy*; or
- your *policy* is avoided due to you making a non-disclosure or misrepresentation at the time of application.

5. What isn't covered?

Regardless of which *plan type* you've applied for and received, there are some things you can't claim for. Also, please be aware that no *benefit* is payable if you are in jail or lawfully detained.

For Sickness and Injury Cover, no *benefit* will be payable under this *policy* if the event giving rise to the claim is caused directly or indirectly by:

Pregnancy: normal and uncomplicated pregnancy, miscarriage or childbirth is not covered. Normal and uncomplicated pregnancy includes, but is not limited to morning sickness, backache, varicose veins, ankle swelling, bladder problems, multiple pregnancy, or participation in an IVF or similar program.

Self-harm: any intentional act of self-harm. This includes exposing yourself to risk of *sickness* or *injury* for any reason.

Drug and alcohol related sickness or injury: taking intoxicating liquor (however, we will pay a claim if you are at or under the legal blood alcohol limit for driving); taking drugs (unless prescribed to you by a *medical practitioner* and taken in the correct dose).

Criminal activity: any *sickness* or *injury* that occurs as a result, or during, committing or attempting to commit a criminal offence.

War and terrorism: terrorism, civil commotion or unrest; guerrilla or insurgent activities in countries outside Australia, if the Australian Government has advised you to not travel to that country; war, or an act of war.

Other: any other specific exclusion agreed with you first and as listed in the *policy schedule*.

In addition to these, there are some further situations not covered if you have the Income Protect Cover option. These are:

Pre-existing or known medical conditions: any *sickness*, *injury*, disease, disorder, syndrome, sign or symptom that occurred, the *life insured* was aware of, or of which it's reasonable to expect a person would be aware, in the 5 years immediately prior to *cover commencement date*. No claim will be paid for any cardiovascular condition, stroke or severe



stroke if you had any of the following *pre-existing medical conditions* in the 5 years immediately prior to the *cover commencement date*:

- diabetes mellitus;
- a body mass index (BMI) of 40 or higher; or
- blood pressure or cholesterol above the normal reference range that hasn't returned to levels within this reference range after medical treatment.

Any mental health related condition: including anxiety disorders and depression; stress or adjustment disorders; eating disorders; emotional or behavioral disorders; drug or alcohol abuse; psychosomatic disorders, or any treatment complications thereof.

Fatigue: disorders related to myalgia; fatigue, including chronic fatigue syndrome.

Back injuries: a 90 day *claim waiting period* applies from the date you are first *out of action* as a result of a *back injury*.

Football related injuries: a 90 day *claim waiting period* applies from the date you are first *out of action* as a result of a football related *injury*.

Heights/depth/speed: meaning engaging in work or a lifestyle activity that involves explosives, weapons, heights above 20m, depths below 30m underground or underwater or speeds above 130km per hour, other than as a fare-paying passenger on a commercial airline.

Aviation: if your *sickness or injury* is related to being involved in any form of aviation apart from being a paying passenger on a commercial flight.

Dangerous occupations: are those occupational duties that involve an inherent degree of danger and increased risk, including but not limited to work and activities:

- at heights above 20 metres;
- underground or underwater, or working offshore;
- at speeds above 130 kilometres per hour, other than as a fare-paying passenger on commercial transportation;
- that involve the handling of weapons, explosives, hazardous materials, chemicals or substances;

- in the police, protective or custodial services; as a firefighter; or while on active duty in the armed services;
- flying in an aircraft, except as a fare-paying passenger on a commercial airline; or
- in the sex or adult entertainment industry.

Dangerous Pastimes: are those pastimes, sports and activities that involve an inherent degree of danger and increased risk, including but not limited to the following activities:

- engaging in or training for professional sport;
- engaging in or training for stunts, whether professionally or otherwise;
- engaging in or training for sporting activities involving either animals or the use of weapons;
- boxing, competitive fighting, martial arts or combative sports of any kind;
- solo hang gliding, skydiving or parachuting;
- flying in an aircraft, except as a fare-paying passenger on a commercial airline;
- being at depths below 30 metres underground or underwater;
- speed racing or contests of any kind involving any type of motor vehicle, motorcycle, or power boat;
- the riding of trail, dirt, pit or motocross bikes, quad bike riding, or riding any other type of power assisted off-road buggy, kart or other vehicle;
- rock fishing, extreme white water canoeing or kayaking;
- back-country skiing or snowboarding, mountain climbing, BASE (buildings, antennas, spans and earth) jumping, bungee jumping, abseiling or canyoning; or
- Any other pastimes undertaken outdoors at heights above 20 metres.



6. Adjustments

Adjustments may apply to payments under the Out of Action Benefit or Returning to Work Benefit. A reduction to your Out of Action Benefit or Returning to Work Benefit will only be made if you receive or are due to receive any *other payment* or *other payments* (including on a periodic or lump sum basis). If an adjustment applies, it will be to ensure that the Out of Action Benefit or Returning to Work Benefit plus the *other payments* including *earnings* is not greater than 75% of your *monthly income*.

If any *other payment* (defined below) is received or payable as one or more lump sum payments, the lump sum payment(s) will be converted to a monthly amount on the basis of 1% of the lump sum for each month that a *benefit* is paid or payable to you. The *benefit* will be calculated taking this figure into account for a maximum of 8 years.

Other payment means any payment or payments received or payable:

- from any other individual or group income protection *policy*;
- under social security laws; or
- pursuant to any workers' compensation or *accident* claim made under any state or federal legislation or under common law where these *other payment(s)* relate to a condition covered by your *policy* and the amount of these *other payment(s)* do not account for *benefits* paid or payable under your *policy*.



7. About your premiums

How premiums are calculated

Depending on the *plan type* you've selected, premiums take into account some or all of the following:

- the *plan type* and any optional *benefits* you have selected (generally, the more *cover* option/s you select, the higher the premium);
- the amount of *benefit* (generally, the higher the sum insured, the higher the premium);
- *inflation protection* increases in the *benefit* amount;
- your age (premiums generally increase each year as you get older);
- *claims benefit period* (generally, the longer the *claims benefit period*, the higher the premium);
- *claim waiting period* (generally, the longer the *claim waiting period*, the lower the premium);
- risks involved in your lifestyle and occupation (generally, the higher the risk, the higher your premium); and
- other factors including gender, smoking status and health (generally, the better the state of health, the lower the premium. Additionally, life expectancy and illness rates differ between men and women which can result in different premiums).

In addition to the *policy* cost, government duties and charges are included in your premium. Sometimes discounts may apply to certain policies, however these may not apply for the full term of your *policy*.

When do you or do you not have to pay?

The premium is due on the date and at the frequency shown in the *policy schedule*. All premiums are payable by the due date shown in your *policy schedule* (unless otherwise advised). You can change the frequency of premium payments at any time.

If you are paying by direct debit, the premium will be deducted from the account that you have authorised us to debit, on the agreed date and frequency. If the agreed date falls on a weekend or public holiday, the deduction will be made on the next business day.

We will waive the premium for the respective *life insured* while that *life insured* is *out of action* and we are paying a Sickness and Injury Cover *benefit* or Returning to Work Benefit.

If the premium has been paid while a *life insured* is *out of action*, the payment will be credited towards the next premium due following the end of the *benefit* payment/s.

Changes in premiums

Premium rates are not guaranteed. Your premium will change when any of the following events occur:

- your premium will increase each year in accordance with your age and any increase to your *benefits*;
- if you make changes to your *policy*;
- if your *benefit amount* is increased or decreased;
- if you add or remove a *cover* or option;
- if you change your premium frequency from yearly, then you will lose the annual premium payment discount;
- if there are changes in government duty or taxes and we choose to pass on these additional costs. If this happens, we will give you 30 days written notice; and
- if there are circumstances impacting the cost of providing *cover* across Suncorp Income Protection Insurance *policy* holders (for example, where more people make a claim on their *policy* than expected) and we choose to reprice our Suncorp Income Protection Insurance portfolio. If this happens, we will give you 30 days written notice. You will never be singled out for a premium rate increase and we cannot change your premium just because your health changes.

Payment frequency

You can pay your premium fortnightly, monthly or annually via a direct debit from your nominated account or credit card. If you pay annually, you get 12 months of *cover* for the price of 11.

The total first year premium, or the first instalment of the premium you must pay is shown in your *policy schedule*.

We also provide you with a payment schedule, which lists the regular payment dates for the coming year. This schedule is included with your *policy schedule*.

You can change the frequency of premium payments at any time. An updated payment schedule will be sent for your records.

Payment method

Premiums may be paid by:

- direct debit; or
- credit card.

If you are paying by direct debit or credit card, the premium will be deducted from the account that you have authorised us to debit, on the agreed date and frequency. Depending on weekends and public holidays, the deduction will be made on the next business day. If we are unable to debit on the agreed date due to insufficient funds we will, subject to the relevant debit authority, attempt to debit again.

Unpaid premium and premium dishonours

To ensure your *cover* continues you must pay your premiums when due.

If you don't pay the premium when due or the premium deduction from your account can't be made, then:

- if the unpaid premium is the first premium, the *policy* will be cancelled and treated as if it had not existed at all; or
- if the unpaid premium is a premium other than the first premium, we will allow 30 days from the due date to make this payment. If we have not received payment by this time, we will send you a notice telling you that we will cancel your *policy* if the premium then due is not paid by the date shown in the notice. This date will be at least 28 days from the date of the giving of this notice. If you do not pay the premium by that date, we will cancel the *policy*; and
- if any *benefit* under the *policy* becomes payable, any unpaid premium due to us will be deducted from the *benefit* paid to you. No *benefit* will be paid if the *policy* is cancelled.

What happens if I stop paying?

Your *cover* is only valid while premiums are paid when due, so if you stop paying, your *cover* will end in accordance with the process outlined in the 'Unpaid premium and premium dishonours' section. As Suncorp Income Protection is an insurance *policy*, not a savings plan, it works in the same way as other insurance policies, such as car insurance. If you stop paying or cancel outside of the first 30 days, there will be no refund of any of the money you've paid in premiums.

If you are having trouble meeting your premium payments, we may be able to offer you options to assist. Please call us to discuss the options that might be available to you.

Taxation

If you are considering the tax implications of purchasing and receiving *benefits* under Suncorp Income Protection, it is important you seek independent, professional taxation advice. The complexity of taxation laws and rulings is such that this advice should be specific to your circumstances. For comprehensive advice regarding the taxation implications of paying premiums or receiving any of the *benefits* under the *policy* that takes into account your personal circumstances, please contact a registered tax agent, tax (financial) adviser or the Australian Taxation Office.

The following general information only applies to *Australian resident* individuals who are both the *policy owner* and the *life insured* and the recipient of any *benefits*. It is based on the Australian tax law as at the date this PDS was prepared. The tax law and its interpretation are subject to change.

Premiums paid for insuring against loss of your income should generally be tax deductible and *benefit* payments received which substitute for your income should generally be assessable income for tax purposes.

There are no premiums payable for the Life Insurance Premium Waiver *benefit* and Recovery Support Benefit.

Where the law requires an amount to be withheld or deducted from a *benefit* payment, we will withhold or deduct the required amount from the payment and forward it to the relevant authority.



Suncorp Income Protection is treated as input taxed under the Australian Goods and Services Tax (GST) law and premiums are not subject to GST. The premium rates are inclusive of any GST costs incurred in relation to the *policy*. An input tax credit will not be available to the *policy owner*.

Reinstatement

If this *policy* lapses, *cover* may be reinstated at our sole discretion, on such terms and conditions as we may require including, but not limited to, the following:

- outstanding premiums will need to be paid before a *policy* can be reinstated;
- reinstatement is not guaranteed; and
- reinstatement may be in the form of a new *policy*, with a new *policy* number and contract conditions.

Government duties

We reserve the right to pass on to you any Government duties, taxes or other charges that are or become payable by us or you in respect of this *policy*.

Premium and commission

TAL Life may pay commissions and other benefits to Suncorp and/or TAL Direct. Any amounts paid are factored into the cost of your *policy*. Suncorp and/or TAL Direct will provide details of the benefits they will receive in the FSG given to you.

8. Making a claim

How do I make a claim if I ever need to?

Suncorp Income Protection helps take the financial difficulty out of what can be a very stressful time. That's why we've kept the process as straightforward as possible.

To claim a *benefit*, we require claim documentation in support of *benefit* entitlement. We may ask for additional information to ensure that the terms and conditions of the *policy* as set out in this PDS are satisfied.

Step 1

If you need to make a claim, please contact us on 1300 618 255 as soon as you know you will be *out of action* for longer than your *claim waiting period*. You need to tell us about your claim as soon as you can. Delays could potentially affect our ability to pay your claim. You or your legal representative will need to provide us with claim details and our claims staff will provide you with a list of all requirements needed to assess your claim. We will help you understand the claims process, what to expect for the assessment of your claim and to make the claim as easy as possible for you.

Suncorp Income Protection Claims

Phone: 1300 618 255

Mail: Claims Department, Suncorp,
Reply Paid GPO Box 5380, Sydney NSW 2001

Email: claims@suncorplifeinsurance.com.au

Step 2

You or your legal representative will need to collate all the relevant information and return it to us together with proof of the condition, your income and any other requested documents we need to validate the claim. Depending on the claim, we'll let you know if any additional requirements (including employment and other relevant financial and health records) are needed once the initial information is reviewed.

Step 3

Every month that you are unable to work you will need to complete and send us progress claim forms so that we know you are still entitled to receive a *benefit*.

Usually, you are responsible for any costs of providing the initial and ongoing claim information or documents to support your claim. However, if your circumstance requires anything above our standard processes, we'll pay for any costs incurred in meeting those requirements or we will contact the relevant parties on your behalf.

Duty of Disclosure

Claims may be declined in full or in part and the *policy* may be avoided in full or varied if the *policy owner* and/or the *life insured* fails to comply with the duty of disclosure as stated on page 5 or makes a misrepresentation while applying for *cover* or any alteration in *cover*.

We will require relevant information from you to assess your claim and to be satisfied of our liability under your *policy*. Where relevant to assessing any claim you make, we have the right to request you to provide access to relevant medical, financial, employment and other relevant records. We also have the right to request you to provide your consent or grant us authority to obtain access to such records.

If you do not provide the above relevant records or you do not provide consent or authority for us to access relevant records to assess your claim, we may not be able to assess any claim you make (in which case we may not pay a claim which we have not been able to assess).

Fraudulent claims

We will refer any suspected fraudulent claims or illegal activity to the relevant law enforcement authorities and will, to the extent permissible by law, seek to recover any monies paid, expenses or damages incurred in obtaining such evidence as may be required to protect our rights. We can cancel your *policy* and no claim will be payable if you make a fraudulent claim.

Information we will need

You or your legal representative must provide us, at your own expense, with any completed claim forms, information or certified copies of documentation supporting the claim that we reasonably require. We will contact you within a reasonable time from the date you submit of your claim and inform you of any additional information and/or documentation that we require in order to assess your claim.

We require the following for all claims:

- *certified copy* of proof of age of the *life insured*;
- *certified copy of identification document of the policy owner*; and
- initial or progress claim form (as relevant in the circumstances).

Authority to obtain information

To obtain all relevant evidence and to assess your claim, we will require you to provide us with written authority to receive information relevant to the assessment of the claim from third parties. For example, we may use this authority to seek information from *medical practitioners* who have treated you, including historical medical records which are relevant to determining whether you have complied with your Duty of Disclosure when you applied for, reinstated or modified your *policy*.

If you choose to withhold your consent and do not complete your authority, we may not be able to assess your claim and your claim will be declined until we are able to obtain the information and evidence we reasonably require.

For Sickness and Injury Cover and/or Accident Benefit Option claims, we will require proof of the *sickness, injury* or event for which a claim is being made, supported by (but not limited to):

- evidence of the date and location of where the event leading to the *injury* occurred (if applicable);
- appropriate evidence from a *medical practitioner*, including confirmatory investigations such as clinical, radiological, histological and laboratory evidence;

- confirmation that any surgical procedures are medically necessary and usual treatment for the condition;
- proof of payment, when a claim for reimbursement is being made;
- confirmation of income received from other sources (including other insurers) for the claimed condition; and
- if applicable, proof of income for the last 12 months and/or last financial year.

Financial requirements

We will advise you if you are required to provide:

- verification of the *life insured's earnings* stated in the application; and/or
- verification of the *life insured's earnings*, business income and business expenses for the period before and after the event giving rise to your *claim*; and/or
- an audit of the *life insured's* business and personal financial circumstances as often as is required. This may include auditing documents that constitute a legal claim requirement such as business and personal taxation returns and profit and loss statements.

We may require you to provide us with copies of the tax returns lodged with the ATO or other financial documentation which verifies your *earnings* during a period for which we have paid a Suncorp Income Protection *benefit*. We must receive this information by any reasonable timeframe we require.

We may recalculate the amount of the Suncorp Income Protection *benefit* that we would have otherwise paid if your *earnings* were averaged over the relevant claim period, and either:

- pay any underpayment of Suncorp Income Protection *benefit*;
- recover any overpaid Suncorp Income Protection *benefit* in full; or
- reduce the amount of any future Suncorp Income Protection *benefit* payable until the excess amount paid has been recovered.

Occupation requirement

You will be advised if you are required to provide verification of your occupation, including the breakdown of all the duties that you performed prior to ceasing work as a result of *sickness* or *injury*. If you are self-employed, your occupation will also take into consideration the duties required in running your business or a similar business. This information will be used to assess your ability to perform your occupation.

Claim requirements at our expense

We reserve the right to obtain any additional information that we deem necessary. Should we request any further information in excess of the initial and progress claim requirements in order to assess your entitlement to *benefit*, these requirements will be met at our expense.

Depending on the type of claim, you may be required to provide or participate in some or all the following:

- additional medical examination(s) which may involve imaging studies and clinical, histological and laboratory evidence to confirm the occurrence of the condition;
- confirmatory assessment and diagnosis of current functional and vocational capacity by a qualified *medical practitioner* or an appropriately qualified person selected by us;
- access to details of the *life insured's* previous medical consultations; and
- interviews with various parties including you, in relation to your claim by a member of our staff or someone appointed by us, as often as is required.

Need to continually follow the advice of a medical practitioner:

Claim payments will be contingent on the *life insured* being under the regular care of and following the advice of a *medical practitioner*, including recommended courses of treatment and rehabilitation.

Payment of claims

We will pay your claim once we have received all the claim requirements and established proof acceptable to us of your entitlement to be paid a *benefit* under this *policy*.

If, while *out of action*, a *life insured*, under the regular care of and following the advice of a *medical practitioner*, travels to or resides overseas, *benefit* payments will only be made for a maximum of 3 months while the *life insured* remains outside Australia. The *benefit* can resume or continue once the *life insured* has returned from overseas (while the claim is still valid).

Misstatement of age

If the age of the *life insured* has been understated on the application for this *policy*, then the *benefit* payable in respect of a *life insured* will be recalculated based on the *benefit* that the premium would have purchased if the correct age had been provided. If the age of the *life insured* has been overstated, we will refund any excess premium paid. Where the terms and conditions of a *benefit* vary by the age of the *life insured*, the correct age of the *life insured*, if applicable, will be used to determine whether a *benefit* is payable.

We may also vary the end date of the *policy* to what it would have been had the correct date of birth been provided by the *life insured*.

When we will not pay a claim

We are not liable to pay a claim or may reduce a *benefit* arising from or in any way connected with anything we have specifically excluded or adjusted in the *policy schedule*.

If your *policy* was purchased to replace an existing income protection *policy*, until the other income protection *policy* is cancelled, no claim will be paid under your income protection *benefit*. If the previous income protection *policy* is not cancelled and a claim occurs, any premiums paid to us will be refunded, and no *benefit* will be paid.

So there is no misunderstanding, we will also not pay a claim:

- where your claim does meet the relevant *policy* terms and conditions for a *benefit* to be paid;
- where you did not comply with your Duty of Disclosure when you applied for your *policy* or *plan type*, and we apply an appropriate remedy available under the Insurance Contracts Act;
- where you have not provided us with all information we have reasonably requested to assess your claim;
- where there is insufficient evidence to support your claim; and
- where we do not receive any authority that we require to obtain the information, records and evidence we reasonably require to assess your claim and your compliance with your Duty of Disclosure.

9. Important things you need to know about your cover

We encourage our customers to make sure they understand all aspects of their Suncorp Income Protection, so here's what you need to know before and after you take out your *cover*.

How we communicate with you

All correspondence and notices about your *policy* will be sent to the email address you give to us unless you ask to receive this information in the post. You can nominate at any time to receive your *policy* correspondence by post instead of email. You should save or print a copy of any information or documents that we email to you and keep these in a safe place so that you can always refer to them. Some documents, such as your *policy schedule*, may be required in the event of a claim.

If you change your mind (cooling-off period)

We offer a 30 day money back guarantee, giving you time to review your *policy*, and make sure it's the right one for you. This is commonly referred to as a cooling-off period. If you cancel your *policy* within 30 days of the *policy commencement date* and you haven't made a claim, we'll refund the premium you've paid.

You can cancel your *policy* at any time after the cooling-off period. Cancellation can be effective as of the next premium due date, which means you're covered until then, or it can be effective as of the date you notify us, which means you're no longer covered and we'll refund any unused premium. For example, if you've paid an annual premium and cancel your *cover* halfway through the year, we'll refund half of the annual premium you paid.

More than one life insured

You can have more than one *life insured* on the same *policy*, subject to you meeting entry age requirements, satisfying health and lifestyle criteria. Each *life insured* can have a different amount of Suncorp Income Protection *cover*.

All *lives insured* will be shown individually on your *policy schedule* along with their respective premium.

If more than one *life insured* is covered under this *policy*, a reference to a *life insured* means each respective *life insured* individually.

You may add a new *life insured* to your *policy* after the *policy commencement date*, subject to the *life insured* meeting entry age requirements, and satisfying health and lifestyle criteria, where applicable. If a new *life insured* is added, a new *policy schedule* will be sent to you listing all the *lives insured* covered under the *policy*, effective as of the issue date of the *policy schedule*.

The 30 day cooling-off period only applies when the *policy* is first issued. No further cooling-off period applies when a *life insured* is added to an existing *policy*.

Alterations to existing cover

We understand that circumstances change, and you may need to make changes to your *cover*. You can make the following changes:

- update your contact details;
- add or remove a *life insured*;
- increase or decrease your *benefit* amount;
- increase or decrease your *claim waiting period* and *claim benefit period*;
- add or remove optional *cover*;
- change the premium frequency or the date we debit your bank account or credit card; and
- change how you pay your premiums.

You may increase the Suncorp Income Protection *benefit* amount for each *life insured* up to the maximum monthly *benefit* amount prior to the *life insured* reaching 60 years of age, subject to the *life insured* satisfying health and lifestyle criteria. Premiums for the increased portion of *cover* will be based on the premium rate applying for the *life insured's* age at the time of increase.

Alterations to your *policy* may have an impact on your premium.

No cash value

Your Suncorp Income Protection *policy* does not acquire a cash value. It works just like your car and home insurance – it's not a savings plan. No premiums or refunds will be payable to you in the event of *policy* cancellation, except within the 30 day cooling-off period.

Guaranteed renewal of cover

As long as you continue to pay your premiums when due, we guarantee to renew your *policy* each year until *cover* ends. This guarantee of renewal applies regardless of any changes to your health or personal circumstances.

Currency

All payments in connection with this *policy* must be made in Australian dollars.

Statutory fund

The assets of TAL Life's Statutory Fund Number 1 will alone be liable for the payment of the *benefits* under this *policy*. You have no rights to the assets of TAL Life or any other TAL Life statutory fund.

Variations

This *policy* can only be changed by TAL in writing. No other person or company including an agent of TAL has the right to change any part of the *policy*.

Special conditions and exclusions

It is important that you read the *policy schedule* to confirm the details are correct and to note any special conditions or exclusions which may apply to this *policy*.

Risks

There are risks involved with taking out insurance that you should be aware of. These include:

- you may not select the right insurance product and cover level for your needs;
- it is possible to pay more in premiums than the amount you are covered for;
- if you are replacing another insurance contract, you should consider the terms and conditions of each insurance contract before deciding to make the change; and
- our policies do not contain a savings or investment component, which means that if you cancel your *policy* after the 30 day cooling-off period, you may not receive any money back.

You should consider if the *policy* meets your needs both now and in the future. You may need to seek assistance from a financial adviser to assist you to determine if the terms are consistent with your objectives, financial situation and needs.

Complaints process

We offer an internal complaints department to assist with any concerns you may have about your *policy*, our services or your privacy. If you have a complaint about your *policy* or our services, please contact us on the details below:

Telephone: 13 11 55

Email: customerservice@suncorplifeinsurance.com.au

In writing: Suncorp Income Protection
Reply Paid GPO Box 5380
Sydney NSW 2001

If you are not satisfied with our initial response, please ask to speak to a manager or a representative from the Complaints Team.

We will attempt to resolve your complaint within 45 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

Contacting us

If there's anything we haven't answered for you here, or even if there's anything you're not completely sure about, please don't hesitate to contact us on the details below:

Telephone: 13 11 55

Email: customerservice@suncorplifeinsurance.com.au

In writing: Suncorp Income Protection
Reply Paid GPO Box 5380
Sydney NSW 2001

10. Your privacy

This Privacy Statement is given on behalf of both TAL Life and Suncorp. In this section 'TAL Life' means TAL Life Limited ABN 70 050 109 450 and its related companies that assist it to provide its services, 'Suncorp' means a member of the Suncorp Group of companies (Suncorp), 'we/us' means TAL Life and Suncorp collectively (or singularly/separately where the context requires) and 'you/your' means the *life insured* and/or the *policy owner* as the context requires.

Personal and sensitive information is collected from you or about you to enable us to provide insurance products or services to you. Further information may be requested from you at a later time, such as if you want to make alterations to your insurance *policy* or at claim time when financial and health information about you may need to be collected to assess the claim. If you do not supply the information that is required, then it may not be possible to provide the product to you or pay the claim.

Privacy policy

The ways in which your personal information is collected, used, secured and disclosed are set out in the respective privacy policies which are available at www.tal.com.au/privacy and www.suncorp.com.au/privacy, and are free of charge on request.

A privacy policy contains details about the following:

- the kinds of personal information that we collect and hold;
- how we collect and hold personal information (including sensitive information such as health and lifestyle information);
- the purposes for which we collect, hold, use and disclose personal information (including sensitive information);
- how our customers may access personal information about them which is held by us and how they can correct that information; and
- how we deal with any complaints that our customers may have regarding privacy issues.

Contacting us about privacy matters

If you have any questions regarding privacy related matters, including how we manage your information, or a privacy related complaint, please contact us on the details below:

Telephone: 13 11 55

Email: customerservice@suncorplifeinsurance.com.au

In writing: The Privacy Officer
Suncorp Income Protection
Reply Paid GPO Box 5380
Sydney NSW 2001

TAL Life and Suncorp rely on the accuracy of the information you provide. If you think the information held about you is incorrect, please let us know using the communication methods above.

Additional information about privacy issues

The website of the Privacy Commissioner which is available at www.oaic.gov.au is a useful source of additional information about both the privacy rights of individuals and the privacy laws imposed on organisations like the providers of this product. This website also contains sensible steps that individuals can take to protect their information when dealing with organisations and when using modern technology. We take no responsibility for the contents of this government run website.

Access to information held about you

Under the current privacy laws and regulations, you are generally entitled to access the personal information held about you. To access that information, simply make a request in writing to TAL. This process enables us to confirm your identity for security reasons and to protect your personal information from being sought by a person other than yourself.

If, for any reason your request to access and/or update your information is declined, you'll be provided with details of the reasons. In some circumstances it may be appropriate to provide copies of complex medical information to a treating *medical practitioner* rather than directly to the customer so that the medical terminology can be explained.

There are some limited exemptions where you are unable to access the personal information held about you. These are not limited to but include the following circumstances:

- if the access would have an unreasonable impact on the privacy of other people;
- if the access request is frivolous or vexatious; and
- if giving access would be unlawful.

Disclosure of information

In processing and administering your insurance (including at the time of claim) your personal information may be disclosed to other parties such as organisations to whom the providers of this product outsource mailing and information technology, government regulatory bodies, as well as disclosed to and received from companies within the TAL and Suncorp groups (if applicable). Your personal information (including health information) may also be disclosed to other bodies such as reinsurers, health professionals, investigators, lawyers and external complaints resolution bodies.

Generally, customer information will not be used or disclosed for any purpose other than providing the products and services unless:

- you consent to the use or disclosure of the information;
- the use or disclosure is required or authorised under an Australian law or a court/tribunal order; or
- the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body, e.g. the police.

Sometimes we need to get personal information from or provide it to parties located overseas for the purposes outlined in this privacy statement. For more information on this including a list of countries where personal information may be disclosed, refer to our respective privacy policies.

Our marketing practices and opt-out

We and our related bodies corporate, affiliate companies and their partners, service providers and agents who operate and/or offer products (including life insurance) and services under the Suncorp brand may use your personal information (including your telephone number and your email or other electronic addresses) to keep you informed about other products (including life insurance), services and offers which may be of interest to you.

We may do this by phone, mail, email and SMS or other electronic messages. These consents shall remain in effect unless and until you notify us that you do not want to receive such direct marketing communications from the Suncorp brand.

In order to keep you informed about products (including life insurance), services and offers which may be of interest to you as well as improving our products and services that we may provide to you, we collect your personal information from and disclose it to others (including between the TAL and Suncorp group of companies) that provide us with specialised data warehousing, matching, trending or analytical services, as well as customer feedback, general marketing and product development services.

We may use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you. We may also collect your personal information for marketing through competitions and by purchasing contact lists.

We, and other people who provide us with services, may combine the personal information collected from you or others, with the information we, or companies in the Suncorp group, or our service providers already hold about you.

If, in relation to the Suncorp brand, you do not wish to receive direct marketing communications including via telephone calls, or do not want your personal information to be used or disclosed for marketing purposes, please call us on 13 11 55 or email customerservice@suncorplifeinsurance.com.au. You can update your marketing preferences at any time.

11. Glossary

The Glossary defines expressions used in the PDS and the *policy*.

Accident or accidental: means an event where *injury* is caused directly and solely by *accidental*, violent, external and visible means.

Australian resident: means an Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia who has received the PDS in Australia.

Back injury: means any *injury* of the spine, including its intervertebral discs, nerve roots or supporting musculature or any complications thereof.

Bed confined: means the *life insured* is an inpatient in a hospital, or, if not in hospital, a *medical practitioner* has certified the *life insured* is required to remain in or near a bed for a substantial part of each day and we agree.

Benefit: means the monthly amount or lump sum amount, as applicable, we will pay you upon a claim accepted by us for the respective *plan type* on your *policy*. If a partial *benefit* is payable, the amount paid will be at the rate of 1/30th of the *benefit* for each day the *life insured* is *out of action*.

Certified copy: means a copy of an original document that has been certified as a true and correct copy by a person who is authorised to witness a statutory declaration. Persons who are authorised to witness statutory declarations, under the Commonwealth Statutory Declarations Act 1959, include:

- Accountant (Chartered or Certified)
- Clerk of a Court
- Commissioner for Affidavits
- Commissioner for Declarations
- Dentist
- Justices of the Peace
- Legal Practitioner
- Magistrate
- Medical Practitioners
- Nurse
- Pharmacists

- Police Officer
- Post Office Manager
- Sheriff or Sheriff’s Officer
- Teacher
- Veterinary Surgeon

Claim benefit period: means the maximum period for which a *benefit* is payable as shown in your *policy schedule*. *Benefit* payments for *mental health related conditions* under Income Protect Plus Cover, are limited to 2 years over the life of your *policy*.

Claim waiting period: means the continuous period of *out of action* time that must elapse before a *benefit* starts to accrue and/or become payable in respect of a *life insured*. The *claim waiting period* is shown in your *policy schedule*. It commences on the date a *medical practitioner* first certifies the *life insured* as being *out of action*. No *benefits* are payable during the *claim waiting period*.

Cover: means *cover* nominated under the *plan type* selected by the *policy owner* and which we have accepted in writing. The *cover* we have accepted will be shown in the *policy schedule*.

Cover commencement date: means the date a *benefit* was added to your *policy*.

Earnings: means

- (a) if the *life insured*, directly or indirectly, owns all or part of the business in which his or her work is performed (ignoring shares in publicly listed companies), their share of income earned in the conduct of the business or profession, less their share of business expenses necessarily incurred in the conduct of the business or profession; or
- (b) if the *life insured* is an employee (and paragraph (a) does not apply), salary, wages, superannuation, bonuses and any other income considered part of the *life insured’s* remuneration package, earned by him or her for services performed.

Income paid from other disability income policies, retirement plans, lump sum disability payments, rental income and investment income are some examples of income we would not consider part of *earnings*.

Full recovery: means for a continuous period of 6 months, you have not been *out of action*.

Gainful occupation, Gainful employment: means an occupation in which the *life insured* is working and as a result of the *life insured's* physical exertion generates *monthly income*.

Immediate family member: means a spouse, de facto, partner (same or opposite sex), child, grandchild, parent, grandparent, sibling, aunt, uncle, cousin, niece or nephew.

Income Protect Cover: means a *plan type* as selected by you and shown on your *policy schedule* whereby during the application process, no medical questions were asked by us or answered by the *life insured* and for which you agreed to additional exclusions.

Income Protect Plus Cover: means a *plan type* selected by you and shown on your *policy schedule* whereby during the application process, lifestyle and medical questions (*underwriting*) were asked by us and answered by the *life insured*. Based on the *life insured's* responses, cover may be declined or specific exclusions may be applied.

Index, Inflation, Indexation factor and Inflation protection: means the percentage increase in the Consumer Price Index (weighted average of eight capital cities combined) as last published by the Australian Bureau of Statistics or its successors in respect of the 12 month period ending 30 September in each year. If this is not available by 15 November in any year, the percentage increase will be calculated by reference to another price index as TAL determines.

Injury: means an *accidental* bodily *injury* suffered by the *life insured* after the *cover commencement date* or in the case of an increase to a *benefit* or the addition of a *benefit*, after the commencement of the increase or *benefit* addition.

Life insured: means the person/s that we have agreed to insure under this *policy* as shown in the *policy schedule*.

Medical practitioner: means a person who is registered in Australia as a *medical practitioner*, other than:

- the *life insured*;
- the *policy owner*;
- a business partner, employer or colleague of the *life insured*; or
- an *immediate family member* of the *life insured*.

If practising other than in Australia, the *medical practitioner* must be approved by us and have qualifications equivalent to Australian standards.

Note – a chiropractor, physiotherapist and/or alternative therapy provider is not a *medical practitioner* unless registered as a *medical practitioner*.

Mental health related condition: means a mental health illness, disorder or condition diagnosed by a *medical practitioner* that interferes with the *life insured's* cognitive, emotional, or social abilities.

Monthly income: means the gross (before tax is deducted) average *earnings* of the *life insured* in the 12 consecutive months prior to the start of the *claim waiting period*. Proof of income in the form of tax returns and assessment notices or employer issued pay slips is required.

Other payment: means any payment or payments received or payable:

- from any other individual or group income protection policy;
- under social security laws; or
- pursuant to any workers' compensation or *accident* claim made under any state or federal legislation or under common law where these *other payment(s)* relate to a condition or event covered by your *policy* and the amount of these *other payment(s)* do not account for *benefits* paid or payable under your *policy*.

Out of action: means the *life insured* is solely as a result of *sickness* or *injury*, as diagnosed by a *medical practitioner* and on his/her advice and in our opinion is:

- unable to attend or engage in his/her *usual occupation*;
- not working in or performing any occupation, whether income generating or not; and
- under the regular care of and following the advice of a *medical practitioner*, including recommended courses of treatment.

Plan type: means Income Protect Plus Cover or Income Protect Cover as shown on the *policy schedule*.

Policy: means the legal contract between the *policy owner* and us. This document, the application (whether in writing, verbally or online), the *policy schedule*, and any special conditions or endorsements make up the *policy*.

Policy anniversary: means each anniversary of the *policy commencement date*.

Policy commencement date: means the date your *policy* started and is shown in your *policy schedule*.

Policy owner: means the person/s shown in the *policy schedule* as the person/s to whom the *policy* has been issued. Also described as 'you' or 'your'.

Policy schedule: means the document which will be provided to you by us, containing details of the *life/lives insured* under this *policy*. The *policy schedule* includes the Confirmation of Personal Details and Additional Information sections of the pack mailed to you after purchasing the *policy*. Your *policy schedule* will be updated by us as a result of:

- any changes you make to your *policy* and agreed to by us; and/or
- any changes made by us in accordance with these *policy* conditions.

Pre-existing or Known medical conditions: means any *sickness*, *injury*, disease, disorder, syndrome, sign or symptom that occurred, the *life insured* was aware of, or of which it's reasonable to expect a person would be aware, in the 5 years immediately prior to *cover commencement date*.



No claim will be paid for any cardiovascular condition, stroke or severe stroke if you had any of the following *pre-existing medical conditions* in the 5 years immediately prior to the *cover commencement date*:

- diabetes mellitus;
- a body mass index (BMI) of 40 or higher; or
- blood pressure or cholesterol above the normal reference range that hasn't returned to levels within this reference range after medical treatment.

Self-employed: means a *life insured* (or an *immediate family member* of the *life insured*), who is a business owner, sole trader, an employee of their own company or trust, or is in a partnership.

Sickness: means an illness or disease that first manifests itself or is first suffered by the *life insured* after the *cover commencement date* or in the case of an increase to a *benefit*, after the commencement of the increase, and which is diagnosed by a *medical practitioner*.

Underwriting: means the process that we use to assess the eligibility of a *life insured* to receive *cover*. Based on the *life insured's* responses, *cover* may be declined, or specific exclusions may be applied.

Usual occupation: means

- the occupation in which the *life insured* was engaged for 20 or more hours a week immediately prior to being *out of action* and for which regular remuneration was received as a result of personal exertion; or
- any occupation for which the *life insured* is suited by reason of his or her education, training and/or experience.

We, us, our, TAL, the Insurer: mean TAL Life Limited, ABN 70 050 109 450 AFSL 237848

12. Direct debit service agreement

This Direct Debit Service Agreement is issued by TAL. It sets out the conditions for using direct debit to pay your insurance premiums. Please keep this agreement in a safe place for future reference.

How direct debit works

On the day your premiums are due, we send a request to your financial institution to debit the payment from your nominated account.

It usually takes between 1 to 3 days for the funds to be deducted — so make sure you keep enough money in your account during this time. If there are insufficient funds in your account to cover your premium payment, your bank may charge you a dishonour fee, and your insurance premiums will become overdue. TAL does not charge a dishonour fee for missed payments, but we may cancel your *cover* if your premiums remain unpaid.

When we deduct your payments

Usually we'll deduct your payment on the day it is due. Here are the exceptions:

- weekends — we'll deduct your payment the next business day, usually Monday; and
- public holidays— we'll deduct your payment the next business day. For public holidays that do not apply in all states, we'll deduct your payment the day it's due.

Our promise to you

We promise to:

- give you at least 10 business days written notice of changes to this agreement; and
- keep your nominated account information confidential, except where conducting direct debits with your financial institution, or otherwise as required by law.

Your commitment to us

You agree that:

- you've given us the correct account details (please check a recent account statement to confirm);
- the account you've nominated allows direct debit payments;
- all account holders are party to this agreement; and
- sufficient funds will be available on the due dates to cover your direct debit payments.

How to make changes

To make a change to your direct debit arrangement, please contact us on 13 11 55. We can help you with:

- changing your nominated account details;
- delaying, stopping or suspending any debits; and
- cancelling the agreement completely.

We'll need at least 2 business days notice before your next payment for these changes to take effect. If you delay, suspend, stop or cancel your direct debit payment, you'll need to make alternative payment arrangements to ensure your insurance cover can continue.

13. Financial Services Guide

This Financial Services Guide (FSG) is provided by TAL Direct Pty Limited ABN 39 084 666 017 (TAL Direct, the Licensee, we, us and our). TAL Direct holds an Australian Financial Services Licence (AFSL 243260) and is related to the insurers TAL Life Limited ABN 70 050 109 450, AFSL 237848 (TAL Life) and Asteron Life & Superannuation Limited ABN 87 073 979 530, AFSL 229880 (Asteron). TAL Direct, TAL Life and Asteron are part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL).

Purpose of this Financial Services Guide

This FSG is designed to assist you in deciding whether to use any of the services we offer. It contains important information about:

- the services we are authorised to provide under our Australian Financial Services Licence (AFSL);
- the remuneration received by us and any other relevant parties;
- who we act for when providing the financial services;
- how we handle your personal information;
- our internal and external dispute resolution services; and
- our compensation arrangements.

TAL Direct is responsible for the content of this FSG and has authorised its distribution.

Our services

TAL Direct is authorised under its AFSL to:

- provide financial product advice on life risk, and superannuation to retail clients;
- provide general advice only on general insurance products to retail clients;
- deal in life risk, superannuation and general insurance products to retail clients; and
- arrange superannuation products for retail clients.



About our representatives

A number of representatives have been appointed by TAL Direct to provide a financial service over the telephone and via webchat. These people have received specialist training to discuss the products we offer. They are only authorised to provide general advice. TAL Direct is responsible for any financial service provided by a representative over the telephone or via web chat.

General advice warning

It's important that you understand and are happy with your purchase decision. Any advice you receive is general advice only and has been prepared without considering your objectives, financial situation or needs. Before acting on the advice, you should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider it carefully before deciding whether or not to acquire the product.

Who we act for

TAL Direct is acting for itself when it provides a financial service.

When our representatives provide general financial product advice, or arrange for the insurer to issue policies, they act for TAL Direct.

TAL Direct has been authorised under an arrangement called a 'binder':

- by TAL Life, for life *cover*;
- by Asteron, for life *cover*;

to:

- enter into, vary or cancel insurance *cover*; and
- manage, administer and settle claims;

on behalf of these insurers as if it was the insurer. This means that TAL Direct is acting for the insurer in these circumstances.

TAL Direct's authority is subject to the limits of authority agreed to with these insurers.

The insurers' registered addresses are:

- TAL Life Ltd – Level 16, 363 George Street, Sydney NSW 2000
- Asteron Life & Superannuation Ltd – Level 16, 363 George Street, Sydney NSW 2000

Our associations and relationships

It's important that you are aware of the relationships we have with other service providers so you can decide on the services you wish to use. Given that we are a TAL group company, we are affiliated with TAL Life and Asteron.

If our representatives provide general advice or recommend a product issued by a TAL group company, the TAL group company may benefit from this by receiving fees (including product, administration, investment or management fees) charged on that product. The amount and calculation of those fees are shown in the relevant PDS. Further, we and our representatives may also benefit if a TAL group company product is issued to you, or a TAL group company product you hold is varied, as a result of the general advice provided to you. You can request details of this remuneration from us before you apply for your TAL group product – see the 'How to contact us' section for details.

Companies in the TAL group may provide services and obtain fees and charges or other benefits from the product issuer or service provider if you obtain a product or service from a company in the TAL group. These relationships will be detailed in the relevant disclosure document. Where we enter into transactions with related parties, we operate in accordance with the related party protocols and TAL policies and procedures which require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

Dispute resolution process

If you have a complaint about your *policy*, our services or your privacy, please contact us on the details below:

Telephone: 13 11 55

Email: customerservice@suncorplifeinsurance.com.au

In writing: Suncorp Life Insurance
Reply Paid GPO Box 5380, Sydney NSW 2001

If you are not satisfied with our initial response, please ask to speak to a manager or a representative from the Complaints Team. We will attempt to resolve your complaint within 45 days of the date it is received. If we are unable to resolve your complaint within that period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

If an issue has not been resolved to your satisfaction, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Time limits may apply to complaints to AFCA. You may wish to consult the AFCA website or contact AFCA directly to find out if there is a time limit on lodging a complaint with AFCA.

AFCA is an independent body and its service to you is free. Different terms of reference are applied by AFCA depending on whether your complaint relates to a life insurance product or a general insurance product. Please refer to the AFCA website for details.

Personal information

Personal and sensitive information (together 'personal information') is collected from you to enable TAL Direct and the insurers to provide their products or services to you. Further information may be requested from you at a later time, such as during the underwriting assessment, if you want to make alterations to your insurance *policy*, or when you make a claim.

The way in which we collect, use and disclose your information is described in our Privacy policy which is available at www.tal.com.au, and is free of charge on request. If you have any questions or complaints relating to your privacy, please contact us using the contact details below. Generally, you are entitled to gain access to information we hold about you. If you wish to request access, please let us know.

If you do not supply the requested information to us, we may not be able to provide our products and services to you such as issue a *policy* or assess a claim. In processing and administering your insurance (including at the time of claim) your personal information may be collected from, or disclosed to, the insurer and AFSL as well as any related bodies corporate including the third parties if it is legally permitted or authorised to do so. For example, we may need to collect information from, or disclose information to, general practitioners or health services providers to verify any health information you provide. Other examples include financial advisers, our related bodies corporate and other companies with which we have a business arrangement such as organisations to whom we outsource our mailing, administration and information technology, investigators, reinsurers, government agencies and law enforcement bodies if required or authorised to do so, or any person acting on your behalf such as a lawyer or accountant.

Information regarding the privacy rights of individuals is available at www.oaic.gov.au which is the website of the Office of the Australian Information Commissioner.

Opt-out

From time to time we and TAL group of companies may use your information to promote and market (by all communication channels, including telephone) our products (including life insurance) and services to you. If you do not want to receive telemarketing calls, or any information on other products (including life insurance) or services offered under the relevant brand by us or the insurer, please contact us on 13 11 55.

Remuneration

When insurance is arranged for you, you will be required to pay a premium and this will be paid to the insurer of the product. The premium includes any commission payable by the insurer for distributing the product, so you do not need to pay any extra. Where a representative arranges a *policy* for you over the telephone, that representative may in addition to their salary receive additional variable remuneration from TAL. The amount of remuneration is dependent on a number of factors including the number of factors including the number of policies issued and the quality of the representative's conduct.

If we provide you with a financial service, you are entitled to request details of this remuneration and may do so by contacting us on the number specified in this FSG. There may be circumstances where additional commissions, bonuses and non-cash incentives are paid and these will accrue from time to time. These are not an additional cost to you. TAL may also pay referral fees or commissions to people or organisations that refer new customers to us. The referral fee may be paid in the form of an upfront commission fee and/or periodical trail fees. This will be at no additional cost to you. In addition to paying referral fees, TAL may from time to time give other non-cash benefits to referral partners.

Direct Debit Request summary

This summary describes how the Direct Debit Request system works. The full Direct Debit Request Service Agreement (Agreement) is available to you at www.suncorp.com.au/policydocuments. You should read the Agreement carefully as it explains your rights and obligations relating to your ongoing direct debits.

When you complete your bank details and sign the authority, you are authorising the direct debit of the appropriate premiums from your nominated account. Your authority will be kept confidential at all times. If your premium cannot be paid (for example there's not enough money in your nominated account), your bank may dishonour that payment, in which case your *policy* may lapse. Insurance *cover* ceases when the *policy* has lapsed.

If you have concerns about its operation or you subsequently need to change any aspects of the authority, please contact us. From time to time updates about our services which are subject to change and which are not materially adverse to you may be found at www.suncorp.com.au/policydocuments and if you request a paper copy of any updated information, this will be provided to you without charge.

Compensation arrangements

TAL Direct is part of TAL and we confirm that TAL retains professional indemnity (PI) insurance to cover the activities of licensees within TAL, including TAL Direct. This PI cover is maintained in accordance with the law, is subject to its terms and conditions and provides indemnity up to the sum insured for the activities of the representatives of TAL and TAL Direct.

How to contact us

Phone: 13 11 55
Mail: Suncorp Income Protection,
Reply Paid GPO Box 5380, Sydney NSW 2001
Email: customerservice@suncorplifeinsurance.com.au

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How to contact us



13 11 55



*Suncorp Income Protection, Reply Paid
GPO Box 5380, Sydney NSW 2001*



customerservice@suncorplifeinsurance.com.au

Issuer of the PDS:

TAL Life Limited

ABN 70 050 109 450, AFSL 237848

Level 16, 363 George Street, Sydney NSW 2000

Issuer of this FSG:

TAL Direct Pty Limited

ABN 39 084 666 017, AFSL 243260

Reply Paid GPO Box 5380, Sydney NSW 2001