

CANCER INSURANCE PLAN

PRODUCT DISCLOSURE STATEMENT AND FINANCIAL SERVICES GUIDE

Product Disclosure Statement
Issued by TOWER Australia Limited

and

Financial Services Guide
Provided by InsuranceLine Pty Ltd

19th June 2007

InsuranceLine Pty Ltd
Australian Business Number (ABN) 39 084 666 017
Australian Financial Services Licence (AFSL) 243260



All Enquiries and Correspondence Call 13 55 75

InsuranceLine Pty Ltd
Reply Paid 62, Carlton South VIC 3053
(no postage required)

Product Disclosure Statement

The Cancer Insurance Plan Product Disclosure Statement is issued 19th June 2007, by the insurer TOWER Australia Limited, 80 Alfred Street, Milsons Point, NSW 2061, ABN 70 050 109 450, AFSL 237848.

From time to time updates about this product which are not materially adverse to you may be found on the InsuranceLine website at www.insuranceline.com.au and if you request a paper copy of any updated information, this will be provided to you without charge.

The information in this Product Disclosure Statement includes general advice only. It does not take into account your individual objectives, financial situation or needs. You should consider the appropriateness of this product having regard to your objectives, financial circumstances and needs.

The Cancer Insurance Plan is promoted by InsuranceLine Pty Ltd, Level 3, 4 Martin Place, Sydney, NSW 2000, ABN 39 084 666 017, AFSL 243260.

Financial Services Guide

The Financial Services Guide is provided by the promoter, InsuranceLine. From time to time updates about our services will be published by us on the InsuranceLine website at www.insuranceline.com.au

The Cancer Insurance Plan
is insured by
TOWER Australia Limited



The Cancer Insurance Plan
is promoted by
InsuranceLine Pty Ltd



PRODUCT DISCLOSURE STATEMENT

Who can apply?

All permanent Australian residents between the ages of 16 and 55 can apply. You will need to answer some medical and lifestyle questions.

How do I apply?

There are 4 easy ways you can apply.
Please choose the option which suits you;

- Call 13 55 75 and apply over the phone between 8am and 8pm AEST, or
- Complete the application form then;
 - mail to Reply Paid 62, Carlton South VIC 3053 or
 - fax to 1800 730 099 or
 - scan and email to insuranceline@insuranceline.com.au

What am I covered for?

Once accepted for the Cancer Insurance Plan you'll be covered for Cancer as defined on page 3. Claims will be paid upon satisfactory diagnosis of any cancers, which have developed to a life-threatening stage such as:

- Breast cancer
- Lung cancer
- Large bowel cancer
- Prostate cancer
- Bladder cancer
- Cervical cancer
- Non-Hodgkin's lymphoma
- Leukaemia

Please refer to the table on page 3 for the full definition of what is and what isn't covered.

In fact, life-threatening cancer can start in virtually any part of the body, including even the bones, testicles and uterus.

Most people now survive life-threatening cancer through advanced medical intervention, such as radiation or chemotherapy and surgery. However, if you die as a result of a cancer covered by the plan before a claim has been paid, your claim will still be paid to your Estate.

What cancers aren't covered?

Generally, tumours that are benign, non-malignant or pre-malignant and non life-threatening are not covered. Some of the most commonly excluded cancers are:

- Most skin cancers
- Some non life-threatening cervical cancers
- Some non life-threatening prostate cancers.

Please refer to the table below for full the definition of what is and what isn't covered.

Definitions of Insured Conditions

	Cancer means
Explanation	The presence of one or more malignant tumours.
Evidence Required	<p>This requires the malignant tumour to be characterised by the uncontrolled growth and spread of malignant cells and the invasion and destruction of normal tissue.</p> <p>*Carcinoma in situ of the breast is covered if it results directly in the removal of the entire breast. The procedure must be performed specifically to arrest the spread of malignancy, and be considered the appropriate and necessary treatment.</p>
Conditions Not Covered	<p>The following tumours are excluded:</p> <ul style="list-style-type: none">• Tumours showing the malignant changes of carcinoma in situ (including cervical dysplasia CIN-1, CIN-2 and CIN-3) or which are histologically described as premalignant*;• All skin cancers, unless there is evidence of metastases;• Melanoma of the skin at Stage 1A (tumour thickness of less than or equal to 1.00mm, Clark level II or III, without ulceration);• Prostatic cancers which are histologically described as TNM Classification T1 or are of another equivalent or lesser classification, unless resulting in the surgical removal of the prostate;• Papillary Micro-Carcinoma of the Thyroid or Bladder; and• Chronic Lymphocytic Leukaemia less than Rai Stage 1.



How much cover can I get?

You can apply for cover up to \$100,000 per person.

Where and when am I covered?

Cover provided is worldwide, 24 hours a day up to age 69, at which time your policy will cease.

What are the waiting periods?

The Cancer Insurance Plan has a 90 day waiting period. This means that you cannot claim where the cancer occurred, was diagnosed, or the circumstances leading to the diagnosis became apparent, within the first 90 days.

If I cancel my policy, will I get any money back?

You get 30 days to make sure you are 100% happy with the policy. If not, simply return it for a full refund – there's no risk to you! The Cancer Insurance Plan is not a savings plan, so if you cancel after the first 30 days you will not get any money back.

How much does it cost?

Premiums depend on the amount of cover you apply for, your age, gender, health, and whether or not you smoke. The minimum premium is \$2.95 a week, and you can choose to pay fortnightly, monthly or annually. Discounts apply if you cover more than one person or if you pay annually. The easiest way to get a personalised quote is to call 13 55 75.

What questions will I be asked?

The application process includes some simple questions about your occupation, pastimes and health background. As long as you answer these truthfully and completely, then any future claims will be processed more quickly - even if your lifestyle and health changes. So you'll be covered by a policy that provides real peace of mind and more certainty.

Can I apply if I have Cancer now or if I've had Cancer in the past?

We're sorry, if you've got any type of cancer now, we can't offer you cover.

However, you may be able to apply for cover if you've had cancer before, because it depends on the type of Cancer you've had. If it was definitely confirmed as benign, then call us to enquire about cover.

Are my premiums tax deductible?

Generally, the premiums paid will not be tax deductible nor will any payout be assessable for income tax purposes. The taxation information in this Product Disclosure Statement is based on the continuation of present laws and their current interpretation and is a general statement only.

When will my premiums change?

The premium rates will be provided with your policy documentation, so you can budget from year to year. The underlying premium rates are not guaranteed, but once your cover has started, you'll never be singled out for a premium rate increase, and any increase will be applied to all policyholders to which the same premium rate table applies, with 30 days written notice.

Premiums increase;

- as the life insured moves to the next age band,
- if you increase cover,
- if you add another person to your Plan.

Unless otherwise requested, your cover also increases each year by the change in the CPI or 5%, whichever is greater, to allow for the automatic adjustment for inflation. As you'd expect your premium increases. This means your payout remains relevant to your future financial requirements.

What happens if I don't pay my premiums?

The cover provided by the Cancer Insurance Plan will cease. You will be informed in writing when your cover has ceased if this is the case. It's important to let us know immediately if you cannot pay a premium, so we can help to work out an alternative arrangement.

How do I claim?

Simply call Insuranceline on 13 55 75 and request a claim form (or download a claim pack from www.insuranceline.com.au). All you have to do is return it with the relevant information. Insuranceline and TOWER will guide you from there.

TOWER will need confirmation of diagnosis by a relevant medical practitioner, including the results of any tests, which can be checked against your medical history. Once a claim has been paid, all cover for that life insured ceases, but cover continues for any other life insured remaining on the same policy.



Your satisfaction is important

Upon issue of your policy you will receive a Policy Document and a Policy Schedule, together with your Confirmation of Application. You should read these documents carefully to ensure they accurately reflect your situation and then keep them together in a safe place.

Who do I contact if I have a query?

On behalf of TOWER, InsuranceLine also administers the products it promotes under a separate agreement. The service provided is flexible to your needs. If you have any billing issues, or wish to change your level of cover, add a second person or any other queries, please call InsuranceLine on 13 55 75.

Who do I contact if I have a complaint?

On behalf of TOWER, InsuranceLine will also try to resolve any issues you may have in the first instance. Please refer to the Financial Services Guide for the complaints processes.

FINANCIAL SERVICES GUIDE

This document outlines important legal information as required by the Corporations Act 2001 and regulated by the Australian Securities and Investments Commission (ASIC).

InsuranceLine Pty Ltd

Australian Business Number (ABN) 39 084 666 017

Australian Financial Services Licence (AFSL) No 243260

Purpose of this Financial Services Guide

We are required by law to provide you with this Financial Services Guide. It contains important information about the authorised services we offer, the remuneration we, our service providers and authorised representatives receive, and our internal and external dispute resolution services. It is designed to assist you in deciding whether to use any of those authorised services.

Our Services

InsuranceLine and its authorised representatives are authorised and responsible under our Australian Financial Services Licence to:

- provide general financial product advice about life and general insurance products, and
- deal in life insurance and general insurance risk products.

Who are our representatives?

Our representatives are our own staff, our management and any other people we appoint as our authorised representatives.

InsuranceLine has appointed a number of trained and dedicated staff to be our authorised representatives. They are employees of Salesforce Australia Pty Ltd, who have undergone a stringent training process set and administered by InsuranceLine to ensure our standards are maintained.

Our contact details are shown at the end of this Financial Services Guide, while the name and ASIC identification number of the authorised representative with whom you deal will be provided in an accompanying letter which forms part of this Guide.

What does general financial product advice mean?

Our representatives have been trained to an ASIC prescribed standard to discuss the life insurance products we offer.

It is important that you understand that we do not provide personal advice or make recommendations about the suitability of the product



for you. Therefore, you should carefully review the Product Disclosure Statement (at the beginning of this document), having regard to your own objectives, financial situation and needs before deciding to purchase.

The Product Disclosure Statement sets out the important information you should consider when deciding to acquire a certain product, including the insurer and the benefits, features and associated costs of the product.

What does “dealing” mean?

This means that our representatives can arrange policies on your behalf. When we give general financial product advice or arrange for the insurer to issue policies or renew general insurance policies, we act for you.

However, we are also authorised to issue policies on behalf of certain insurers under an arrangement called a “binder” being TOWER Australia Limited – “TOWER” and The Hollard Insurance Company Pty Ltd – “Hollard”. When we do this we will tell you and, in these circumstances, we are acting for the insurer, rather than you. The insurers registered addresses are:

- TOWER - 80 Alfred Street, Milsons Point, NSW 2061.
- Hollard – Level 24, 259 George St, Sydney NSW 2000.

Note that whether we arrange or issue policies we do not handle your money. All premiums in respect of the policy are paid direct to the insurer, and any claim amounts are paid directly to you by the insurer.

TOWER and Hollard authorise the issue of this Financial Services Guide, as it relates to the binder and the use of their name.

Dispute resolution process

InsuranceLine offers an internal dispute resolution service in relation to any concerns you may have about InsuranceLine or any of our authorised representatives. If a dispute is not resolved to your satisfaction through our internal dispute resolution service, you may then refer your concern to an external dispute resolution service. These services are free of charge to you.

Internal dispute resolution service

In the first instance, we hope that our internal representatives can handle any concern you may have. Please call or write to us first. If you are not satisfied with our initial response, please ask to speak to the Complaints Officer who will handle your matter personally, or write to our Complaints Officer at the address shown at the end of this Financial Services Guide.

External dispute resolution service for Life Insurance products

In the event that we are unable to resolve your concern within 45 days or to your complete satisfaction, you then have the right to contact the Financial Industry Complaints Service (FICS) which is an independent complaints resolution forum. Call FICS on 1300 780 808 or write to PO Box 579, Collins Street, West, Melbourne VIC 8007.

External dispute resolution service for General Insurance risk products

In the event that we are unable to resolve your concern, the InsuranceLine dispute resolution Committee will, on request, review the matter and respond within 15 days. If you are dissatisfied with a decision, you may then refer the matter to the Insurance Ombudsman Service (IOS), which acts as the external dispute resolution provider. The IOS is an independent body and its service to you is free. InsuranceLine and Hollard agree to accept the IOS service's decisions in respect of matters referred to it. To access the IOS service, you must contact the IOS, within 3 months of notification of a decision from InsuranceLine's Dispute Resolution Committee, on 1300 780 808. To use FICS or the IOS service, you must have firstly attempted to use our internal dispute resolution service.

Your privacy

InsuranceLine collect your personal information in order to make offers and process any requests, quotes or applications for InsuranceLine products and services. Without this information, applications cannot proceed. Your personal information may be disclosed to the following 3rd parties:

- The insurer, plan administrators and any related bodies corporate – in order to assess your policy application and administer your policy.
- Organisations to whom we, the insurer or the plan administrators outsource mailing, information technology, telephony and communications requirements – in order to process your application.
- Government regulatory bodies – if required by law.
- Investigators, health professionals, lawyers, accountants, other insurers, reinsurers – in order to assess your application or at the time of a claim.
- A life insured named in your application.
- The financial institution named in your application.

The personal, health, and medical information you provide will be kept private, and will only be given to these parties if required.



By signing an application form or making a telephone application you consent to these disclosures listed above. You have rights to access the personal information held about you. If you wish to do so, or if you do not want to receive any information on other products or services offered by InsuranceLine or the insurer, please contact us.

Disclosure of remuneration

Depending on the product and the insurer, for each policy we arrange, InsuranceLine receives commission from the insurer plus reimbursement for the GST we have to pay. This commission is used by InsuranceLine to cover the costs of marketing and distributing this product to you. This commission is included in the premium already, and you don't pay any extra.

Commission from TOWER is between 22% and 91% of the first year's premium, plus between 6.8% and 13.6% of each premium paid. (Except for the Accidental Death Plan which is just 27.3% for each premium paid.)

Commission from Hollard is 28% of each premium paid less \$1.50.

The current GST rate is 10% of the amounts paid to us. Our commissions are paid monthly or twice monthly. Other than by product and insurer, these commission rates don't vary for any reason.

From the commissions that the insurer pays to us, InsuranceLine pays the following costs. Note that these costs are not additional charges to you:

- The costs involved with marketing, media time, TV, radio and print advertising material, fulfilment (including special offers, such as will kits), mailing and postage.
- The costs involved with providing general financial product advice and dealing, arranging and issuing each new policy.
- The costs involved with supporting our authorised representatives which include but are not limited to office rent, management, hardware and software technology and human resources support.
- The basic wages for our own staff, management and our authorised representatives.
- Any additional commissions, bonuses and/or other non-cash incentives for our authorised representatives. These are calculated fortnightly depending on the number of policies issued and the standard of compliance achieved, and in total will vary between 0% and 20% of the first year's premium. If payable, commissions and bonuses are paid fortnightly, while other incentives accrue from time to time.
- Any referral fees or commissions to people or organisations who may refer new customers to us, for example some organisations might receive \$20 per successful referral.

- Our back office costs such as office rent, management, training, compliance, accounting, auditing as well as generating a profit margin.
- The commissions paid in no way affect the claim payout you receive on successfully submitting a claim.

We also provide outsourced administration services to TOWER on separate arms length terms. TOWER Distribution Management Limited hold a minority shareholding in InsuranceLine Holdings Pty Limited and InsuranceLine Group Holdings Pty Limited and have appointed a director to these companies.

Direct debit request summary

This summary describes how the direct debit request system works. Upon issue of your policy, you will also receive a full copy of the Direct Debit Request Service Agreement – Terms and Conditions. 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 and all cover cease.

If you have concerns about its operation or you subsequently need to change any aspects of the authority, please notify us.

How to contact us

Please note that for legal purposes and quality control, all phone calls are recorded. If you do not wish to have your call recorded, please tell us at the start of the call. In this case, we may request that your communication be put in writing.

Phone: 13 55 75

Fax: 1800 730 099

Mail: InsuranceLine, Reply Paid 62,
Carlton South VIC 3053

Email: insuranceline@insuranceline.com.au

Web: www.insuranceline.com.au





Promoted by

insuranceline
We're just a phone call away

CANCER INSURANCE PLAN

Application Form

Unless otherwise advised: A policy covering one life insured will be owned by that life insured.
A policy covering two lives insured will be jointly owned by those two lives insured.

Need any help completing this form?



13 55 75 8am ~ 8pm

Cancer Insurance Plan is promoted by InsuranceLine Pty Ltd. ABN 39 084 666 017. AFSL 243260. Cancer Insurance Plan is insured by TOWER Australia Limited. ABN 70 050 109 450 AFSL 237848.

When you complete this application form and until it is accepted, you are required to disclose all information relevant to TOWER's decision to provide you with insurance cover. This also applies if you vary, or re-instate your policy. Failure to comply with this duty of disclosure may prejudice your rights under this policy. Before signing this application, please read the Product Disclosure Statement. It will help you understand the product.

Personal Details

Your Details

Mr Mrs Miss Ms Other Date of Birth / /

First name Surname

Postal address Postcode

Telephone day () evening () mobile Email

Have you smoked in the last 12 months? Yes No If yes, do you smoke more than 30 cigarettes per day? Yes No

What is your height? What is your weight?

What is your Occupation? What is your Industry?
(use your next Occupation and Industry if changing in the next 3 months.)

Are you a permanent resident of Australia? Yes No Have you ever applied for trauma or critical illness insurance before? Yes No

Partner Details (If applying for cover)

Mr Mrs Miss Ms Other Date of Birth / /

First name Surname

Have you smoked in the last 12 months? Yes No What is your height? What is your weight?

What is your Occupation? What is your Industry?
(use your next Occupation and Industry if changing in the next 3 months.)

Are you a permanent resident of Australia? Yes No Have you ever applied for trauma or critical illness insurance before? Yes No

Cover Required

You: \$25,000 \$50,000 \$75,000 \$100,000 Other (up to \$100,000) \$

Partner: \$25,000 \$50,000 \$75,000 \$100,000 Other (up to \$100,000) \$

Medical History and Lifestyle History

Personal Details (of lives to be insured)

Disclosure of your personal details and lifestyle, may not automatically disqualify you. We may simply ask for further information.

Q1 Do you currently engage, or intend to engage, in any of the following pursuits? Please tick for each pursuit

- Aviation (except as a fare paying passenger on a recognised airline) You: Yes No Partner: Yes No
- Other sky activities (such as skydiving, parachuting, hang gliding) You: Yes No Partner: Yes No
- Motor sports, diving, climbing or caving You: Yes No Partner: Yes No

Q2 Have you ever had or received medical advice or treatment for any of the following? Please tick for each condition

- Chest pain, high blood pressure, heart attack, stroke, any heart or blood vessel disorder You: Yes No Partner: Yes No
- Cancer, melanoma, tumour, cyst, lump or growth of any kind You: Yes No Partner: Yes No
- Diabetes, hepatitis or any disease or disorder of the kidney, liver, bowel, stomach You: Yes No Partner: Yes No
- Asthma, or any other respiratory disease You: Yes No Partner: Yes No
- Mental or nervous disorder including anxiety, depression or stress You: Yes No Partner: Yes No
- Paralysis You: Yes No Partner: Yes No

Q3a Apart from the conditions listed in Q2, have you ever seen a doctor or other health professional, or been prescribed medication, for any other condition which has lasted more than 14 days?

You: Yes No Partner: Yes No

Q3b Do you intend seeking or have you been advised to seek, medical advice or treatment for any current medical concern, or are you awaiting the results of any medical tests/investigations?

You: Yes No Partner: Yes No

If you answered "Yes" to any question, please provide full details below. This should include all treatments, medications and the names of all health professionals consulted. You may wish to attach additional information which will assist in your application being processed promptly.

Medical History and Lifestyle History (continued)

Q3c Have you or your partner's (if your partner is also applying for cover) biological mother, father, or any sister or brother been diagnosed prior to age 65 with any of the following? Please ensure you answer each question.

- | | | | | | |
|---------------------------------|---|---|--|---|---|
| • Cancer | You: <input type="checkbox"/> Yes <input type="checkbox"/> No | Partner: <input type="checkbox"/> Yes <input type="checkbox"/> No | • Huntington disease, other neurological | You: <input type="checkbox"/> Yes <input type="checkbox"/> No | Partner: <input type="checkbox"/> Yes <input type="checkbox"/> No |
| • Kidney disease | You: <input type="checkbox"/> Yes <input type="checkbox"/> No | Partner: <input type="checkbox"/> Yes <input type="checkbox"/> No | diseases, such as multiple sclerosis motor | | |
| • Heart disease or heart attack | You: <input type="checkbox"/> Yes <input type="checkbox"/> No | Partner: <input type="checkbox"/> Yes <input type="checkbox"/> No | neuron disease or Parkinson's disease | | |

If you or your partner ticked "Yes" in any of the boxes above, please provide the details below.

	Name of condition	Age at diagnosis	Relationship to you
You:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Partner:	<input type="text"/>	<input type="text"/>	<input type="text"/>

Lifestyle Declaration (by each Life to be Insured)

To the best of my knowledge, I am not infected with HIV (the virus that can lead to AIDS) nor am I carrying the antibodies to HIV. Also in the last 10 years I have not:

- had sex with someone I know or suspect to be HIV positive,
- (males only) engaged in male to male anal sexual intercourse,
- worked as, nor engaged in sex with, a prostitute,
- received medical advice or treatment for drug abuse or alcohol dependency, or
- taken any drug other than as medically directed.

You: I agree I disagree Partner: I agree I disagree

Your Banking Details

Payment Frequency (Tick one payment frequency and provide relevant details)

- Fortnightly on Mon Tues Wed Thu Fri with 1st payment starting on / / (enter a date within the next 14 days)*
- Monthly on (enter 1st to 28th of each month)*
- Annually

* When your application is processed, if your 1st nominated payment date has passed, we will select the next available date for the first payment only.



Payment Method (Tick one box and provide relevant details)

- Direct Debit Credit Card Cheque (Annual payment only. All cheques are to be made payable to TOWER Australia Limited)

Credit Card Payments

I authorise the debit of my premiums from my: Visa MasterCard Expiry: /

Account name: Card number:

Direct Debit Request

I request and authorise National Australia Bank Limited (BSB: 082057) to directly debit my premiums from my account detailed below,

in favour of TOWER Australia Limited (User Number: 245397) using the direct debit system. BSB number: (Your branch number)

Name and address of Bank/Financial Institution:

Account name: Account number:

Declarations (Please sign below)

I/We hereby apply for the Cancer Insurance Plan. I/We have received a Financial Services Guide from InsuranceLine and have read the Product Disclosure Statement issued by TOWER Australia Limited. I/We understand that neither InsuranceLine nor TOWER have considered my/our financial situation, needs or objectives and I/We have taken this and the Product Disclosure Statement provided into consideration before acting on their advice about acquiring or holding the Cancer Insurance Plan.

I/We declare that I/we have read and understood all the questions I/we have been asked, and that my/our answers and statements are true and complete to the best of my/our knowledge and belief. I/We also understand that TOWER is entitled to rely on the information I/we have provided when issuing a policy. I/We further understand that my/our failure to provide or disclose any material information may prejudice my/our rights, or the rights of any other person under this policy, and that the effect of non-disclosure or misrepresentation may be that the Policy is voided or cover adjusted. I/We authorise TOWER Australia Limited (user number 245397) to debit my/our premiums from either my credit card or through the direct debit system, according to whichever authorisation is completed above. If using the direct debit system, I/we confirm that I/we have read the Direct Debit Request Summary and that I/we have the authority to make these payments.

By completing this application form, you agree to allow InsuranceLine to contact you from time to time, in relation to the products we offer until you tell us otherwise. If you do not want to receive any further information on other products or services offered by InsuranceLine or TOWER, please call 1800 999 234 or write to InsuranceLine, Reply Paid 62, Carlton South VIC 3053 (no postage required).

Please ensure all lives insured, the policy owner and the necessary account signatory(ies), sign here;

Sign here Date: / /

Sign here Date: / /

INSURED BY



how to return your application form

mail FREE post
Reply Paid 62
Carlton South VIC 3053

FREE fax
1800 730 099

local phone
13 55 75
complete your policy over the phone