

Income Protection Plus

PRODUCT DISCLOSURE STATEMENT

ISSUE DATE 21 AUGUST 2012



You made a promise to protect your family, no matter what life throws at you. We'll help you keep that promise with Income Protection that can give you more.

insuranceline | Promises Kept

WE PROMISE

To make protecting more of your income simpler



At InsuranceLine, we're committed to providing Australians with insurance plans that are:

- ✓ more simple
- ✓ more flexible
- ✓ more affordable

That's why we created this comprehensive yet simple guide to Income Protection Plus. Whether you're just starting a plan or would like to know how your plan works, you'll find everything you need to know, right here, with less fine print and less jargon.

Contents

1. A plan with more options	5
2. A simple way to apply	18
3. A straight-forward claims process	19
4. A clear way to understand what's covered	20
5. Important information	26

Why do you need to protect your income?

We know that many people find it difficult to see themselves as needing income protection in the event of serious sickness, injury, or even redundancy.

But we also know how many people end up in just that predicament. Unfortunately, one in three Australians is likely to be disabled for more than three months at some stage during their working lives*. As much as we'd love to, we can't promise that will never be you – but if it is, we can help protect your finances.

* Source: Institute of Actuaries of Australia Interim Report of the Disability Committee, Sydney, 2000

Promoted by:
InsuranceLine, a trading
name of TAL Direct Pty
Limited
ABN 39 084 666 017
AFSL 243260

Issued by:
TAL Life Limited
ABN 70 050 109 450
AFSL 237848

ACE Insurance Limited
ABN 23 001 642 020
AFSL 239687



1

Starting your plan with more options

A plan more tailored to your needs

We all make the same promise to protect our families. Sometimes it's unspoken, but it's reflected in everything we do for them. But we don't all live in the same situations. The trouble is that most insurance plans are 'one size fits all' – meaning you can end up paying too much for what you don't need, or even leaving some needs unmet.

That's why we created a more flexible insurance plan that can protect more of your income – and your family – from whatever lies ahead in your life. The result is that you can enjoy peace of mind knowing you get more of what you need in your cover, but that you are only paying for what you need. Welcome to Income Protection Plus – it's income protection that can give you more.

Depending on the cover option you choose, Income Protection Plus can cover more of your income – up to 85% of your income to \$10,000 a month if you're out of action from sickness or injury. What's more, with the unemployment cover option, it can also provide some financial assistance if you find yourself involuntarily unemployed due to a redundancy or if your business becomes insolvent.

You have the freedom to use your payment however you need to – whether it's to keep your rent, mortgage or other loan repayments going, pay the household bills, put food on the table or help you recover from your sickness or injury. We promise the money is yours to spend as you wish.

With the option of two types of cover and a range of more optional benefits and tailored features to choose from, you can rest easy knowing your income protection is as comprehensive as your lifestyle needs it to be.

To make this guide to Income Protection Plus easier to read, some words and expressions have specific meanings. Limits and exclusions also apply just as in any type of insurance plan. Definitions, limitations and exclusions are explained in Part Four of this guide.

Creating the right plan for your individual situation has never been so easy. Let's cut the jargon – here's a step by step guide to making sure you've chosen the right plan and are getting more for your money.

Step 1

Choose the option that best suits you

To make sure more people can take out this important protection, we've designed Income Protection Plus to have more cover options – you can choose between **Rate Saver** and **Time Saver**. In a nutshell, these plans offer a balance between saving time and saving money. The choice is yours.

Rate Saver

Rate Saver is available for those who are happy to answer some health and lifestyle questions in return for more features, including higher cover, lower premiums, shorter Waiting Periods and longer Payout Periods. This is because we find out all we need to know up front in order to accept your application. So you can rest easy knowing you've helped protect yourself and your loved ones if you ever find yourself without the income you're accustomed to due to sickness, injury or unemployment.

How much would you need to keep your family safe, if you were unable to work? With Rate Saver you can cover up to 85% of your income, to a maximum of \$10,000 a month for sickness or injury, and up to \$3,000 a month for involuntary unemployment.

Time Saver

Time Saver is an option for those who want cover without the need to answer lengthy questions up front. Reduce the time and effort required to join the plan, and, instead, we'll gather the required information at the time of any claim.

How much would you need to keep your family safe, if you were unable to work? With Time Saver, you can cover up to 85% of your income, to a maximum of \$7,500 a month for sickness or injury, and up to \$3,000 a month for involuntary unemployment.

If you choose Time Saver, it is important you understand you are not covered for any loss of income caused by a sickness or injury that exists/ed in the five years before you took out cover (we call this a pre-existing condition). See Part Four for details on what's not covered.

Compare more with Rate Saver and Time Saver

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

	Rate Saver	Time Saver	
Sickness and Injury Cover	Maximum monthly cover	\$10,000	\$7,500
	Maximum % income covered	85%	85%
	Payout Period	6, 12, 24 months or 5 years	6, 12 or 24 months
	Waiting Period	14, 28, 60, or 90 days	28 days
	Proof of income	Required	Required for cover above \$3,000
	Post age 65 cover limit	Max \$3,000 per month	Max \$3,000 per month
	Expiry Age	75	75
Involuntary Unemployment Cover	Maximum monthly cover	\$3,000	\$3,000
	Payout Period	3 months	3 months
	Waiting Period	28 days	28 days
Availability	Online & telephone for Australian residents aged 18 to 60, subject to satisfactory health & lifestyle criteria. Exclusions apply.	Online & telephone for Australian residents aged 18 to 60 (pre-existing medical conditions are not covered). No health & lifestyle requirements. Exclusions apply.	
Optional Extras	The Permanent Disability Benefit is payable if you're permanently unable to perform essential daily living activities to maintain physical independence. Qualifying criteria and exclusions apply. See Step 6.	Permanent Disability lump sum cover choice of \$50,000 – \$500,000.	Permanent Disability lump sum cover choice of \$50,000 – \$500,000 (pre-existing medical conditions are excluded).
		Holiday Injury Benefit Up to \$3,000 additional cover if you get injured whilst on holidays more than 200km away from home or on a gazetted school or public holiday.	
	Kids Injury Cover available to both plans.		

You can upgrade from Time Saver to Rate Saver at any time – just give us a call to see if you're eligible.

Step 2

Choose the amount of income you'd like to cover

How much would you need to keep your promise to always provide for your family, even if you were out of action? Income Protection Plus covers more of your income, so the choice is yours.

If you're on the Rate Saver option, you can select cover up to 85% of your income, to a maximum of \$10,000 per month for sickness or injury. On the Time Saver option, you can select cover up to 85% of your income, to a maximum of \$7,500 a month for sickness or injury. Up to \$3,000 a month cover is available for involuntary unemployment.

We generally calculate income as your before-tax-average personal income in the 12 months which preceded your sickness, injury or, if applicable, unemployment. Of course, if you're self-employed, your business expenses are taken out of your before-tax income to calculate your personal income.

If you receive other income (such as workers' compensation, unemployment benefits 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 Income Protection Plus benefit and the other income is more than 85% 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 Income Protection Plus plan can be made to, for example, increase your cover when you get that pay rise you've been waiting for. Optional extra benefits can be added as required and, if you require less cover because you go part-time, or start earning less, you can reduce your benefits too.

Step 3

Choose a Waiting Period

The Waiting Period is the amount of time after a sickness or injury occurs, or, if applicable, you become involuntarily unemployed, that you have to wait before your benefits commence. If you are off work and make a claim for Income Protection Plus, you will not receive any payments for the duration of your Waiting Period.

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

Income Protection Plus offers more options for how long you wait before benefits commence if you are unable to work. With Rate Saver you can choose a Waiting Period of 14, 28, 60 or 90 days for sickness and injury claims. The longer the waiting period you choose, the lower the cost of your cover. With Time Saver and for involuntary unemployment claims, a fixed Waiting Period of 28 days applies.

Step 4

Choose a Payout Period

The Payout Period is the maximum amount of time you can receive payments when you are unable to work due to sickness, injury or involuntary unemployment. These payments will continue as required up to the end of your chosen Payout Period. A plan with a longer Payout Period will have higher premiums.

Income Protection Plus has more options for the amount of time you can receive payments if you are unable to work. You can choose a Payout Period of 6, 12 or 24 months for sickness or injury. For Rate Saver, there is also an option for a 5 year Payout Period for sickness or injury. The Payout Period for Involuntary Unemployment Cover is always a maximum of 3 months.

During the Payout Period, you won't need to pay anything towards your plan, and once your payments start, we'll also refund any premiums you may have paid during the Waiting Period.

More peace of mind with Bonus Cover

For some specific injuries that can be quite common, such as broken bones, or sicknesses such as stroke, cancer or heart attack, we offer bonus payment periods. A waiting period of 28 days will apply, but your payments will be backdated to the day of the sickness or injury occurring.

You can concentrate on getting better – not your bills. Bonus Cover helps relieve the financial burden so you can focus on your recovery without having to provide ongoing medical certification for Bonus Cover events.

The following situations qualify for Bonus Cover, payable for the number of months listed:

Sickness or injury	Months paid:
Fracture of the thigh (above the knee) or pelvis	3
Fracture of the leg (below the knee), knee cap, upper arm, shoulder bone or jaw	2
Fracture of the forearm (above the wrist), collarbone or heel	1
Burns, if you suffer 2nd degree burns to 10% of your body surface	1
Burns, if you suffer 3rd degree burns to 10% of your body surface	6
Cancer	3
Stroke	3
Heart attack	3
Loss of any combination of two of, a hand, a foot, sight in one eye	24
Loss of both feet or both hands or sight in both eyes	24
Loss of one leg or arm	18
Loss of one foot or hand or sight in one eye	12
Loss of the thumb and index finger of the same hand	6
Paralysis	24
Major head trauma	24

If you're still out of action after the end of the Bonus Cover period and your Medical Practitioner agrees, your payments will continue to be paid until you are no longer out of action or the end of your Payout Period, whichever occurs first.

Step 5

Choose your level of Involuntary Unemployment cover

In the current economic climate, there are very few certainties when it comes to keeping a job. Many Australians find themselves suddenly out of work – which is why we've created an additional safety net to keep you covered if you ever find yourself in this position.

Involuntary Unemployment Cover pays out for up to 3 months while you look for new employment, if you're ever made redundant from your full time job, or, if you're self-employed, your business is declared insolvent. To claim, you must have been out of work for 28 days or more. Your Unemployment Cover will begin once you've been on your plan for 6 months. You will need to have had continuous employment during the 6 months preceding any unemployment claim. If your own business becomes insolvent, this insolvency must not have been apparent during the 6 months before the commencement of Unemployment Cover.

Involuntary Unemployment Cover is normally built in if you work more than 20 hours per week. You can, however, elect not to be covered for unemployment and still have the option to add it on to your plan at any time.

It is only available to people working more than 20 hours per week and aged 18 to 60 years. This cover continues until the anniversary of your plan following your 65th birthday, or until your policy is cancelled.

Step 6

Choose from a range of more optional extras

We've created a range of options that you can choose to add to really tailor this plan to suit your lifestyle. That's more protection, for more of what is important to you. You can choose additional protection in the form of:

- Homemaker cover
- Holiday Injury Benefit
- Kids Injury Cover
- Permanent Disability Cover

Optional Homemaker cover

Are you the stay at home carer, or do you have a partner at home who relies on your income to take care of the household?

In many single income households it's a tightly run ship between the partner who brings in the income, and the partner who keeps the household running. Recognising that, Income Protection Plus now offers more options to protect Australia's super mums and stay at home dads.

It can be just as disruptive – and expensive – when this critical role is compromised; while you continue to work, you'll have added replacement expenses, like childcare and home maintenance, as well as any medical costs needed to treat your partner. But now, you don't need to worry – welcome to our optional Homemaker's cover.

You can add the additional insured life to your own policy, so if your partner is unable to complete their usual household duties, they'll receive a payment of up to \$3,000 per month. Plus, by adding your partner you'll receive a 5% discount for the both of you.

To qualify for this payment, the non-working partner must be unable to perform at least two of the following physical tasks due to sickness or injury:

- Cooking meals – to use kitchen and cooking utensils, appliances and equipment to prepare more than the most basic meals for themselves and others
- Cleaning the home – to use domestic appliances and equipment to clean and maintain a home, and to do laundry to basic standards
- Shopping for food – to shop for every day household provisions
- Providing care for the children and/or dependent adults, if applicable
- Driving a car – the physical ability to drive a car

Optional Holiday Injury Benefit

If you've ever been injured while on holiday, you'll know the hassle that being injured away from home can become. First, there are the doctor consultations. Then, depending on the outcome of this there can be a range of added expenses, such as extended accommodation, or alternatively needing to get home earlier than planned. And there's nothing more stressful than things going wrong when you're not in your own home, surrounded by the people who care about you. That's why we created our optional Holiday Injury Benefit.

Holiday Injury Benefit covers you for an extra one-off payment of up to \$3,000 if you're injured during state school and public holidays or if you're more than 200km from home.

For example, if you had \$5,000 Sickness and Injury cover plus Holiday Injury Benefit, but were injured while holidaying over the Christmas school holiday period, you would receive \$8,000 (your standard cover amount plus your extra Holiday Injury Benefit) for the first month of an approved claim.

Optional Kids Injury Cover

When your children are injured, the expenses can skyrocket and threaten any household budget. That's why we've created Kids Injury Cover. It gives you a cash payment for a range of common childhood injuries, helping you stay financially stable when faced with extra expenses that aren't covered by Medicare or health insurance. The cover ends when your child turns 18 years of age.

No cover is provided for congenital disorders (which means conditions present at birth) or complications. It does cover the following:

Fracture of the:	Benefit
Thigh (leg above the knee) or pelvis	\$2,500
Skull or spine	\$2,500
Leg (below the knee), knee cap, upper arm, shoulder bone or jaw	\$1,000
Forearm (above the wrist), collarbone or heel	\$1,000
Nose, foot other than toe, ankle, hand other than finger or thumb	\$1,000
Elbow or wrist	\$1,000
Bed Confinement	
Any Sickness or Injury requiring the insured child to be confined to a bed and under continuous care, not provided by an immediate family member, for at least 120 hours	\$1,000
Burns	
If the insured child suffers 2nd degree burns to 10% of their body surface	\$50,000
Loss of:	
Both feet or hands or sight in both eyes	\$50,000
Any combination of two of, a hand, a foot, sight in one eye	\$50,000
One leg or arm	\$25,000
One foot or hand or sight in one eye	\$25,000
Serious Impairments	
Paralysis	\$50,000
Blindness	\$50,000
Deafness	\$50,000
Major head trauma	\$50,000



Optional Permanent Disability Cover

So far, the cover we've described is for situations of sickness or injury that are temporary. But what would happen if catastrophe struck and the event left you permanently unable to work? This situation is difficult on a number of levels – emotionally, this requires a huge shift – but we can at least lessen the burden at this trying time by offering financial relief with our Permanent Disability Cover.

This gives you the choice of between \$50,000 to \$500,000 cover, if you are permanently unable to perform two of the following activities without the assistance of a carer or with the help of special equipment:

Bathing – the ability to clean oneself in a shower or bath

Dressing – the ability to put on and remove clothing

Toileting – the ability to use a toilet, including getting on and off the toilet

Mobility – the ability to get in and out of bed and/or a chair

Feeding – the ability to move food from the plate into one's mouth

The permanent disability option is available to all applicants aged 18 to 60 years and cover continues to age 75. Permanent Disability Cover has a Waiting Period of six months from the date of the disabling sickness or injury.

When added to Time Saver, it is important you understand you are not covered if the cause of your permanent disability is something you've suffered from, known of, or should have known of in the five years prior to the start of your plan.

Step 7

Choose your billing options making it easier to afford

We know that not every household budget is the same, which is why we've also made it easier for you to budget for Income Protection Plus into your lifestyle with three simple payment plan options.

- Fortnightly or monthly, to match your payday
- Quarterly – great to keep in line with your BAS statements if you're self-employed
- Annually – which also gives you one month free every year!

If you add a partner, any plan with two adults insured gets you a 5% discount off the total premiums! And with Income Protection Plus you'll also receive a free Good Money Guide, full of smart ways to stretch your money even further.

You can pay by direct debit or credit card, and on any working day you choose. It's never been so easy to tailor an insurance plan that works with your lifestyle, to protect your lifestyle. And remember, premiums for protecting your income from Sickness, Injury and Involuntary Unemployment are generally tax-deductible, making Income Protection Plus even more affordable. Of course, any payouts are tax-assessable just like your normal income.



More affordable protection – lower levels of cover from \$2.95 per week

To show you just how affordable income protection is, here are some examples of different Income Protection plans and their cost:

Customer/s	Vincent, aged 29	Mark, aged 24	Carol, aged 27
Occupation/s	Accounts payable assistant	Student	Marketing Manager
Normal income	\$2,000/month	nil	\$3,500/month
Cover	\$1,300/month (65% of income)	\$1,000/month	\$2,700/month (77% of income)
Waiting Period	28 days	28 days	28 days
Payout Period	6 months	6 months	6 months
Extras	n/a	n/a	n/a
Plan Type	Rate Saver	Time Saver	Time Saver
Discounts			
Weekly cost	\$2.95/week	\$4.90/week	\$10.68/week

Please note that these examples are based on standard rates for non-smokers and are for illustration purposes only. Premiums increase with age and cover. They take into account factors including your age, gender, health, lifestyle and risk involved in your occupation.

David, aged 40, Jo, aged 35 and Becky, aged 4	Nick, aged 38	Malcolm, aged 52	Isabella, aged 48
Sales Agent, Homemaker & toddler	Electrician	Registered Nurse	Accountant
David: \$4,000/month Jo: nil	\$6,950/month	\$8,900/month	\$9,500/month
\$3,400/month (85% of income) & \$1,500/month Homemaker cover	\$5,900/month (85% of income)	\$7,500/month (85% of income)	\$6,800/month (72% of income)
60 days & 28 days	90 days	60 days	28 days
David: 24 months Jo: 6 months	5 years	12 months	12 months
Kids Injury cover	n/a	Involuntary Unemployment Cover \$2,000/month	Involuntary Unemployment Cover \$1,000/month
Rate Saver & Time Saver	Rate Saver	Rate Saver	Time Saver
5% joint policy discount		Annual payment discount	Annual payment discount
\$23.51/week	\$28.78/week	\$38.75/week	\$55.80/week

The plan's flexibility is the key to its affordability. If you'd like help with understanding the options please give us a call and we'll help explain the options – completely obligation-free!



2 Making it simpler to apply

You can apply for Income Protection Plus in just a few minutes over the phone on 13 88 98, or online at insuranceline.com.au with no complicated forms or medical checks.

For the Time Saver option, we operate under a process designed to lessen the time and effort required for you to protect your income. This means we only check medical information if you ever need to make a claim.

For the Rate Saver option, because we gather your medical information at the time you make an application, it's important that you answer all questions honestly and completely. If you ever need to make a claim, it will be this information which we use to check records against – if it turns out you didn't reveal something important, we may have to turn down your claim. That's not something we want to do – especially at a time when your family is under stress. So it's best to be open with us from the start. If you have any questions, or are unsure of anything during the process, please don't hesitate to ask us.

To apply by phone call us on 13 88 98 between 8am and 8pm (AEST), Monday to Friday. To apply online go to insuranceline.com.au

30 day money back guarantee

Our 30 day money back guarantee means you can apply for Income Protection Plus with complete peace of mind. Simply contact us within the first 30 days of your plan if you wish to cancel it, and we'll give you a complete refund – no questions asked!

Because Income Protection Plus is not a savings plan and has no cash value, if you cancel after the first 30 days, you will not get any of your premiums back.

3 Making it simpler to claim

The whole point of Income Protection Plus is to take the stress out of an incredibly stressful situation. And that stress isn't just financial. Suffering from a serious illness, injury or facing sudden involuntary unemployment, and all the worries, financial and otherwise that come from that makes for an emotionally difficult time. Every aspect that can be taken care of or made less stressful makes a huge impact on this experience – which is why we've made making a claim as easy as possible. If you ever find yourself unable to work from serious illness, injury or if applicable, unemployment, making your claim is simple:

Step 1

Simply call us on 13 88 98 as soon as you become unemployed or your doctor has said you're unable to work, and we'll send you a claim form. Remember, the quicker you can inform us the quicker we can get to work to make sure what you're going through doesn't threaten your family's financial stability.

Step 2

Fill in the form and return it to us together with proof of the condition or your involuntary unemployment, your income and any other requested documents.

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 payout.

Usually, you are responsible for any costs of providing the initial and ongoing 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.

A photograph showing the back of a person in a blue t-shirt using a silver walker. In the background, a park scene with a trampoline and other people is visible.

4 | Understanding your plan

We strive to provide an insurance service that doesn't rely on hidden fine print and nasty surprises down the track.

For this reason, we encourage our customers to make sure they understand all aspects of Income Protection Plus. The necessity of insurance really stems from the fact that we never quite know what lies ahead in our unpredictable lives – so, here are a few things you need to know once your cover begins.

What's not covered?

We believe an informed customer is a happy customer, so please take note that regardless of which plan 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.

If you were not able to, or only partially able to, perform your regular daily activities before you started your plan, then a benefit will not be paid at any time.

For your standard personal cover on Income Protection Plus (Rate Saver and Time Saver), or when making a claim for Permanent Disability Cover, the following are not covered:

Any Mental Health disorder, including: anxiety disorders and depression; stress or adjustment disorders; eating disorders; emotional or behavioural disorders; drug or alcohol abuse; psychosomatic disorders, or any treatment complications.

Fatigue: disorders related to fatigue, including Chronic Fatigue Syndrome.

Drug and alcohol related illness 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).

Cancer, stroke or heart attack: At any time in the first six months after your plan starts.

Pregnancy: normal and uncomplicated pregnancy is not covered.

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.

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

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

Other: any other specific exclusion agreed with you first.

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

Known or pre-existing conditions: Any sickness, injury or medical condition that you had, or had symptoms of, at any time in the five (5) years prior to the start of your plan (or five years prior to a benefit increase, where applicable), whether diagnosed or not, for which you sought treatment or advice, or of which you were aware or of which someone in your position should have reasonably been aware.

The following are also considered to be pre-existing medical conditions for any stroke, haemorrhage or heart-related event if apparent in the five years before you started your plan:

- Body Mass Index of 40 or higher
- Systolic blood pressure having exceeded 160 mmHg and diastolic blood pressure having exceeded 100 mmHg
- Total blood cholesterol having exceeded 7.0 mmol/L
- Being a diabetic with any one of the following: proteinuria, kidney disease, retinopathy, neuropathy or admittance to hospital for treatment of diabetes

Aviation: If you have been left ill or injured by being involved in any form of aviation apart from being a paying passenger on a commercial flight.

Dangerous occupation or pastime: Willingly and knowingly exposing yourself to risk of sickness or injury for any reason including recreation, gain, reward or regular remuneration.

Large height/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.

Football related injuries: Resulting in less than 90 days out of action.

Back injuries: Resulting in less than 90 days out of action.

Involuntary Unemployment Cover: If you take out optional Involuntary Unemployment Cover, please be aware that you are not covered for unemployment within the first six months of your cover or if your unemployment is a result of any of:

- sickness or injury
- poor job performance
- loss of qualification or licence
- seasonal employment
- a contract ending or being terminated
- resignation, retirement or abandonment of employment
- personal or business insolvency
- misconduct, dishonesty or criminal activities
- any strike or labour disturbance
- unemployment occurring outside Australia

Definitions

Sickness means an illness or disease that first manifests or is first suffered by the Life Insured after the Commencement Date.

Injury means an accidental bodily injury suffered by the Life Insured after the Commencement Date.

Unemployment/Involuntary Unemployment/Involuntarily Unemployed means the Life Insured is entirely without gainful employment and is actively seeking work and:

- for a Life Insured who was an employee, the Life Insured has been made redundant or has been dismissed from employment through no fault nor choice of his or her own but solely because an employer has unexpectedly terminated the Life Insured's employment; or
- for a Life Insured who is Self-Employed, the business or the Life Insured is placed into insolvency administration.

Waiting Period is the time you need to be continually 'Out of Action' or Involuntarily Unemployed before benefits start to accrue. Benefits are then paid monthly in arrears while you're getting medical care or looking for new employment. You don't have to pay any premiums while you are receiving benefits.

Working means engaged in a Usual Occupation for 20 or more hours per week immediately prior to being Out of Action or made involuntarily unemployed.

Out of Action means the Life Insured is Involuntarily Unemployed or unable to perform their Regular Daily Activities due to Sickness and Injury.

Regular Daily Activities vary depending on the Life Insured's age and whether they are Working immediately before their Sickness or Injury:

	Working	Not working
Age 18-64	<p>Solely as a result of Sickness or Injury as diagnosed by a Medical Practitioner and on his/her advice and in Our opinion:</p> <ul style="list-style-type: none"> • Unable to attend or engage in his/her Usual Occupation; and • 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 	<p>Solely as a result of Sickness or Injury as diagnosed by a Medical Practitioner and on his/her advice and in Our opinion:</p> <ul style="list-style-type: none"> • Unable to perform two or more of the following without the assistance of another person or using special equipment; <ul style="list-style-type: none"> – Cooking meals – Cleaning the home – Shopping for food – Providing care for children and/or dependent adults – Driving a car • 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
Age 65-75	<p>Solely as a result of Sickness or Injury as diagnosed by a Medical Practitioner and on his/her advice and in Our opinion:</p> <ul style="list-style-type: none"> • Unable to perform two or more of the following without the assistance of another person or using special equipment; <ul style="list-style-type: none"> – Bathing – the ability to shower and bathe; – Dressing – the ability to put on and take off clothing; – Toileting – the ability to get on and off and use the toilet; – Mobility – the ability to get in and out of bed and a chair; and – Feeding – the ability to get food from a plate into the mouth. • 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. 	



Usual Occupation means:

- The paid occupation in which the Life Insured was engaged for 20 or more hours a week immediately prior to being Out of Action or Involuntarily Unemployed and for which regular remuneration was received; or
- Any occupation for which the Life Insured is suited by reason of his or her education, training and/or experience

What happens if I stop paying my premiums?

Your cover is only valid for periods where premiums have been paid, so if you stop paying your premiums, remember that you'll cease to be covered. We understand that today's financial demands on your family can be tough, so if you're having trouble paying a premium please contact us immediately to talk it over. We may be able to work out an alternative that better suits your budget whilst allowing you to maintain the protection you need for your family in case you're ever unable to work. We'll let you know in writing if your premium is overdue and if your cover has ended.

When does my cover end?

Though you must be under 60 years of age to apply, your cover will continue as long as you pay your premiums, until the anniversary of your plan following your 75th birthday. However, after the anniversary of your plan following your 65th birthday, your cover is limited to a maximum of \$3,000 per month.

Will my premiums go up?

Premiums generally increase with age each year at the anniversary of your plan or if you increase cover. Unless otherwise requested, premiums also increase each year for the automatic adjustment for inflation (your level of cover will also increase by the same percentage).

The underlying premium rates are not guaranteed, but once your plan has started, you will never be singled out for a premium increase. Any increase will be applied to all policyholders to which the same premium rate table applies, after 30 days written notice.

What happens if I'm injured or ill more than once?

It's important to us that once our customers have joined a plan they can rest easy knowing their plan protects them in all possible situations.

It may seem like awfully bad luck, but many Australians suffer from successive sicknesses and injuries. Unlike some other insurance, Income Protection Plus has no limit to the number of times you can claim for separate accidents or illnesses. Relax, knowing that whatever lies ahead, we've helped get you covered.

What happens if I return to work too soon?

Any period where you have to make sure you and your family are protected while you're unable to work is understandably going to be something you want to finish as soon as possible. That's why so many people often return to work, only to find they have returned too soon.

Don't worry. We've made sure this instance isn't left out from keeping our promise to you. If you return to work, but find you still need more time to recover, you can start receiving payouts again, as long as:

- We agree that you're still unable to work
- You haven't gone over the Payout Period of your cover
- You restart your claim within 12 months of returning to work

5

Important information

About InsuranceLine – more peace of mind that you’re with Australia’s No.1 choice for direct life insurance.

We’re proud of this achievement but we haven’t forgotten *how* we achieved it. And we know that staying true to our core beliefs is the key to staying number one.

Above all, we believe that all Australians have the right to be protected by insurance cover – not only the higher income portion of society – and that this peace of mind should not be a luxury, but an affordable part of everyday life.

We also believe that Australians deserve not only an affordable insurance option, but a straight-forward range of plan choices that are tailored to work to their individual needs, from a company that they can trust.

For over a decade, we’ve managed to achieve just this. It’s how we became Australia’s most popular choice for direct life insurance. Plus, we’re backed by TAL Life Limited ABN 70 050 109 450 AFSL 237848, one of the country’s leading life insurers, chosen by over two million Australians.

Our promise to you is that we’ll stick to our guns and never lose sight of the beliefs we were founded on. That means Australians can continue to rest easy, knowing they’re covered by affordable, flexible and personal insurance. We’ll keep that promise. And that means you can keep yours.


What do I do if I have a complaint or issue?

If you ever have a dispute or complaint about your plan, please contact the InsuranceLine Customer Service Centre on 13 88 98 or write to us at InsuranceLine, Reply Paid 62, Carlton South VIC 3053. If you feel your problem has still not been resolved, you can speak with a Complaints Officer who will personally handle your matter. We take all grievances very seriously, and will always aim to resolve any issues you may experience.

If you feel your complaint hasn’t been resolved within 45 days of reporting it to InsuranceLine, you can contact the Financial Ombudsman Service on 1300 780 808 or write to them at GPO Box 3, Melbourne VIC 3001. Please be aware that this free external service is only available to members of the public who have first tried to resolve their dispute via the company’s dispute resolution services.

More questions?

If there are questions 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. We’d love to hear from you! Here’s how to contact us:

 **13 88 98** 8am – 8pm (AEST) Monday to Friday

 insuranceline@insuranceline.com.au

 **Reply Paid 62, Carlton South VIC 3053**

About this document

This Product Disclosure Statement (PDS) is designed to help you decide whether to buy Income Protection Plus. This is general information only and does not take into account your individual objectives or financial situation. You should consider how appropriate this insurance is with regard to your objectives, financial situation and needs, before making a decision whether to buy this product. This PDS is up to date as at the time of preparation.

About the issuers

TAL Life Limited ABN 70 050 109 450 AFSL 237848 of 80 Alfred Street, Milsons Point NSW 2061 is the issuer of the life insurance benefits outlined in this PDS. ACE Insurance Limited ABN 23 001 642 020 AFSL 239687 of The ACE Building, 28 O'Connell Street, Sydney NSW 2000, is the issuer of the unemployment cover outlined in this PDS. TAL and ACE are responsible for the entirety of this PDS.

About the distributor

Insuranceline, a trading name of TAL Direct Pty Limited ABN 39 084 666 017 AFSL 243260, promotes and distributes the product outlined in this document. TAL Direct Pty Limited and TAL Life Limited are part of the TAL Limited group of companies.

Changes to the PDS

From time to time Income Protection Plus may be updated. Updates about our products which are not materially adverse to you, may be found on the Insuranceline website insuranceline.com.au. You can call us on 13 88 98 for copies of updates.

Important information

The information in this PDS is current as at the date of issue. In this PDS, 'you' and 'your' refers to the policy owner or life insured as applicable. 'TAL', 'ACE', 'we', 'us' or 'our' refers to Insuranceline, TAL Life Limited or ACE Insurance Limited as applicable.

The PDS is an important legal document. Before you decide to take out an insurance policy, please read it carefully. If you take out a plan, please keep a copy of this booklet together with your policy document and schedule in a safe place.

The way in which Insuranceline collects, uses and discloses your information is set out in our Privacy Policy available at insuranceline.com.au/privacy-policy or on request.

Apply in minutes



13 88 98



insuranceline.com.au

