

INSURANCE

ADVISER
USE
ONLY

ADVISER

GUIDE

OneCare

11 April 2022

Contents

Section 1 – OneCare at a glance	4	Section 5 – Modified underwriting	31
All covers	4	Section 6 – Continuation Options	33
Life Cover	6	General conditions	33
TPD Cover	7	Section 7 – Other underwriting rules and practices	35
Trauma Cover	9	Occupation categories	41
Child Cover	10	Section 8 – SuperLink arrangement	43
Extra Care Cover	11	Section 9 – Policy maintenance and administration procedures	45
Income Secure Cover	12	General policy administration	45
Business Expense Cover	14	OnePath Life policies excluding OneCare	58
Living Expense Cover	15	Transfer of cover to OneCare	60
Section 2 – Underwriting: Medical requirements	16	Other WOP transfer situations	62
Life, TPD and Trauma Cover	16	Change of policy ownership	62
Total risk (Life, stand alone TPD Cover and stand alone Trauma Cover)	16	Availability of assignment or cancel and replace due to change of ownership	64
Trauma risk	17	Requirements to effect assignment or cancel and replace due to change of ownership	64
Section 3 – Underwriting: Financial requirements	22	Change of Trustee on an SMSF	67
Lump sum financial evidence table	22	Change of company name	68
Multiples of income relating to personal lump sum covers	23	Beneficiaries	68
General financial evidence explained	29		
Section 4 – Underwriting special offers	30		
Guaranteed Income Secure Cover for Farmers (increase to existing policies only)	30		

Section 10 – Premiums and commission	70	Section 11 – Claims	84
Discounts	70	Claims process	84
Multiple life discount	70	Section 12 – Contacts	85
Multi-cover discount	71	Risk Adviser Services	85
Size discount/loading	73	Underwriting	85
Platform discount	74	Commissions (Adviser Administration)	85
Other factors that affect the premium	75	Claims	85
Stamp duty	76	Customer Services	85
Financial adviser commission from 1 January 2018	76	Paramedical service providers	85
Financial adviser commission for policies prior to 1 January 2018	80		

This Adviser Guide is issued by OnePath Life Limited ABN 33 009 657 176 AFSL 238341 (OnePath Life). It is current as at 11 April 2022 and is subject to change. This Adviser Guide is for adviser use only and must not be reproduced without prior written permission from OnePath Life. The information does not take into account the objectives, financial situation or needs of any person and you should consider the OneCare Product Disclosure Statement (available at onepath.com.au) and the Target Market Determination (available at onepath.com.au/tmd) before making any recommendations.

OneCare is issued by OnePath Life. OneCare Super is issued by OnePath Custodians Pty Limited ABN 12 008 508 496 AFSL 238346 (OnePath Custodians). OnePath Life and OnePath Custodians are not related bodies corporate.

SECTION 1 – ONECARE AT A GLANCE

OneCare provides a range of insurance covers to suit your clients' financial circumstances, no matter their personal situation or life stage. The flexible nature of OneCare allows tailored insurance solutions able to suit the individual needs of each of your clients, their family and their business – all under the one policy.

This document provides a summary of OneCare and other products. It is intended as a guide only. If there is any inconsistency between this document and the policy terms or product disclosure statement for OneCare or any other product, the policy terms or product disclosure statement (as applicable) will prevail.

All covers

The following features apply to all OneCare policies.

Guaranteed update of benefits	<p>Any future improvements to OneCare that do not increase premium rates will automatically apply to existing policies. If exclusions were noted on a Policy Schedule these will continue to apply.</p> <p>The improvements will apply to future claims, but not current claims or claims resulting from events which occurred before the improvements were made.</p> <p>Any pre-existing conditions are also excluded from the upgrade.</p>
Guaranteed continuing cover	<p>The policy will continue each year regardless of changes to the health of each life insured, as long as the premium continues to be paid.</p>
Worldwide protection	<p>Cover is provided in accordance with the Policy Terms anywhere and any time.</p>
Minimum premium	<p>\$50 per life insured for increases.</p> <p>No minimum annual premium applies to Child Cover.</p>

Premium type

Stepped premiums: the premium is recalculated each policy anniversary based on the life insured's age and the amount insured at that time.

Level premiums: the premium for a particular level of cover only changes if we change premium rates.

Please note, if the amount insured or the monthly amount is increased (including due to indexation) the life insured's age at the time of the increase will determine the level premium for the increase sum insured.

Regardless of whether stepped or level premium is selected, premium rates and premium factors are not guaranteed or fixed and insurers have increased premium rates in the past and may increase in the future.

Premium payments

Payment frequency	Payment method			
	Credit card [#]	Direct debit [#]	OnePath internal rollover [*]	OnePath external rollover [*]
Yearly	✓	✓	✓	✓
Half yearly	✓	✓	✓	–
Monthly	✓	✓	✓	–

Note: There may be tax implications due to the premiums being paid from a personal account. Speak to your financial or tax adviser on how this may affect you.

* Only available for OneCare Super.

Life Cover

In the event of the life insured's death or terminal illness, Life Cover pays either a lump sum or an instalment amount. This benefit is commonly used to clear debt, assist family with living expenses, estate planning or business buyouts.

General cover information			
Minimum amount insured	\$50,000 lump sum or an equivalent amount.		
Maximum amount insured at application	Individual circumstances.		
Maximum amount insured that cover may index to	No indexation limits apply.		
Benefit payment type	<ul style="list-style-type: none"> Lump sum Fixed term instalment* – 3, 5, 10 or 15 years. * OneCare non-superannuation only.		
Premium type	<ul style="list-style-type: none"> Stepped premium Level premium 		
Entry age		OneCare non-superannuation	OneCare Super OneCare – External Super (SMSF) OneCare – External Master Trust
	Stepped premium	15 to 75	15 to 74
	Level premium	15 to 60	15 to 60
Expiry age [^]		OneCare non-superannuation OneCare Super OneCare – External Super (SMSF) OneCare – External Master Trust	
	Stepped premium	130	
	Level premium	65*	
[^] Expiry is the policy anniversary after the expiry age. * Automatically converts to stepped premium at policy anniversary when the life insured is age 65.			

TPD Cover

If the life insured becomes totally and permanently disabled, Total and Permanent Disablement (TPD Cover) pays either a lump sum or an instalment amount. The benefit is commonly used to pay ongoing medical expenses, make necessary home modifications and to hire homecare services such as nursing, cleaning and cooking.

General cover information		
Minimum amount insured	\$50,000 lump sum or an equivalent instalment amount.	
Maximum amount insured at application	TPD definition	Lump sum*
	Overall maximum	\$10 million
	Business TPD	\$10 million
	Any Occupation/Super Any Occupation	\$5 million [^]
	Own Occupation	\$5 million [^]
	SuperLink TPD	\$5 million
	Home-maker/Super Home-maker	\$2 million
	Non-working/Super Non-working	\$5 million
	Combination of Home-maker and Non-working (including Super Home-maker and Super Non-working)	\$3 million
	* Or an equivalent instalment amount.	
	[^] Note: Blue collar workers, \$5 million must be taken as a combination of a maximum \$3 million any/own and \$2 million Non-working TPD.	
Maximum amount insured that cover may index to	Business TPD, indexation will cease when the sum insured reaches \$10 million. For all other TPD covers, no indexation limits apply.	
Benefit payment type	<ul style="list-style-type: none"> • Lump sum • Fixed term instalment* – 3, 5, 10 or 15 years * OneCare non-superannuation only.	
Entry age	OneCare non-superannuation	OneCare Super OneCare External Super (SMSF) OneCare – External Master Trust
	Stepped premium – Any, Own*, SuperLink, Business* and Home-maker	15 to 60
	Stepped premium – Non-working	15 to 74
	Level premium	15 to 60
	* Not available with OneCare Super or OneCare External Master Trust.	

General cover information

Expiry age[^] OneCare non-superannuation
OneCare Super
OneCare External Super (SMSF)
OneCare – External Master Trust

Stepped premium	65*
-----------------	-----

Stepped premium – Non-working	100
-------------------------------	-----

Level premium	65*‡
---------------	------

[^] Expiry is the policy anniversary after the expiry age.

* At the policy anniversary when the life insured is age 65, the client can apply to continue up to \$1 million of their existing TPD Any and/or Own Occupation if they are working in a white collar occupation. All other TPD, subject to a total maximum of \$3 million, converts to Non-working TPD definition. At age 70, all remaining TPD (Any/Own Occupation) converts to Non-working TPD.

‡ Automatically converts to stepped premium at policy anniversary when the life insured is age 65.

Trauma Cover

If the life insured meets the definition of a specified trauma condition, Trauma Cover pays either a lump sum or an instalment amount. This benefit is commonly used to assist with medical costs, extra nursing care and day-to-day living expenses. It may also be used to clear debts so that the life insured can focus on a full recovery at their own pace.

General cover information	
Minimum amount insured	\$50,000 lump sum or an equivalent instalment amount.
Maximum amount insured at application	\$2 million lump sum or an equivalent instalment amount.
Maximum amount insured that cover may index to	No indexation limits apply.
Benefit payment type	<ul style="list-style-type: none"> Lump sum Fixed term instalment* – 3, 5, 10 or 15 years <p>* Available to Trauma Comprehensive only.</p>
Cover type	<ul style="list-style-type: none"> Severity Trauma – 3 tiers of specified trauma conditions based on the severity of the condition: <ul style="list-style-type: none"> – 21 tier one conditions (pays 10% of the Trauma Benefit) – 17 tier two conditions (pays 50% of the Trauma Benefit) – 33 tier three conditions (pays 100% of the Trauma Benefit) Trauma Comprehensive – 46 specified trauma conditions Trauma Premier – 60 specified trauma conditions
Structuring Trauma	<ul style="list-style-type: none"> Trauma as an option to Life Cover Stand Alone Trauma with optional TPD Cover Stand Alone Trauma Cover SuperLink Trauma Cover[^] <p>[^] Non-working TPD is not available within a SuperLink Trauma arrangement.</p>
Entry age	OneCare non-superannuation
	Stepped premium 15 to 65
	Level premium 15 to 60
Expiry age [^]	OneCare non-superannuation
	Stepped premium 70
	Level premium 65 [†]
	<p>[^] Expiry is the policy anniversary after the expiry age.</p> <p>[†] Automatically converts to stepped premium at policy anniversary when the life insured is age 65.</p>

Child Cover

If the insured child suffers a specified trauma condition or dies, Child Cover pays a lump sum benefit. This benefit is commonly used to help with medical expenses, rehabilitation and home modifications.

This cover must be taken in conjunction with Life Cover, TPD Cover, Trauma Cover, Income Secure Cover, Business Expense Cover or Living Expense Cover.

General cover information	
Minimum amount insured	\$10,000
Maximum amount insured at application	\$200,000
Maximum amount insured that cover may index to	No indexation limits apply
Benefit payment type	Lump sum
Premium type	Stepped premium
Entry age	Age 2–15
Expiry age [^]	Age 21 [*]

[^] Expiry is the policy anniversary after the expiry age.

^{*} Conversion option is available to an adult Life Cover with optional linked Severity Trauma or Trauma Comprehensive at policy anniversary when the child insured is age 21.

Extra Care Cover

If the life insured needs more protection, Extra Care Cover pays a lump sum in the event of a claim. This benefit is commonly used to provide extra cover for the life insured if they die in an accident, and can be used to top up the terminal illness protection offered through Life Cover and other covers. It can also provide additional cover for medical professionals for HIV, Hepatitis B and C.

This cover must be taken in conjunction with Life Cover, TPD Cover, Trauma Cover, Income Secure Cover, Business Expense Cover or Living Expense Cover.

General cover information	
Minimum amount insured	\$50,000
Maximum amount insured at application	\$1 million
Maximum amount insured that cover may index to	No indexation limits apply.
Benefit payment type	Lump Sum
Cover types	<ul style="list-style-type: none">• Extra Care Accidental Death Benefit• Extra Care Terminal Illness Benefit• Extra Care Extended Needle Stick Benefit* <p>* Not available under SMSF, OneCare Super or an External Master Trust.</p>
Entry age	15–60
Expiry age [^]	65

[^] Expiry is the policy anniversary after the expiry age.

Income Secure Cover

Income Secure Cover is income protection insurance that pays up to 70% of the life insured's monthly income while they are unable to work due to injury or illness. It pays the monthly amount insured until the life insured is no longer disabled, or until the end of the benefit period. These monthly payments can help the policy owner to meet their regular expenses and maintain lifestyle while the life insured is unable to work.

OneCare offers Income Secure Protection Cover for non super policies and Income Secure Protection Super Cover for policies held through super.

Income Secure Protection Super – provides core cover which is suitable for policies held through superannuation. The insured events are consistent with specified conditions of release under the Superannuation Industry (Supervision) Regulations. This provides peace of mind for those with affordability issues that want to fund their cover through super.

Income Secure Protection – provides core income protection for those who want to feel secure to cover their bills if they are unable to work due to illness or injury.

Refer to the following table for the benefits, features and options applicable for each cover type.

General information

Minimum monthly amount insured	\$1,000
Maximum monthly amount insured at application	\$30,000 [†] † Occupation category R is restricted to \$10,000 monthly amount insured.
Maximum monthly amount insured that cover may index to	No indexation limits apply.
Benefit payment type	• Indemnity
Premium type	• Stepped
Waiting periods	• 30 days • 90 days • 60 days • 2 years
Benefit periods [^]	• 2 years • 6 years • To age 65 [†] [^] Some HH (heavy duties) occupations are restricted to a 2 year or 6 year benefit period, check with your state office for more information. [†] Not available to occupation category R.
Eligibility	Refer to OnePath's Occupation Guide at onepath.com.au/onecareforms or OnePath's Illustrator.
Entry age	19–60
Expiry age*	65 * Expiry is the policy anniversary after the expiry age. Conversion to Living Expense Cover may apply at expiry.

Business Expense Cover

Business Expense Cover can insure up to 100% of the life insured's monthly business expenses. It pays the monthly amount insured if the life insured is totally or partially disabled and unable to work. It's commonly used to assist with the day-to-day running expenses of the life insured's business such as business loan repayments, rent, utility bills and many other allowable business expenses.

General cover information	
Minimum monthly amount insured	\$1,250 stand alone \$500 with Income Secure Cover
Maximum monthly amount insured at application	\$60,000
Maximum monthly amount insured that cover may index to	No indexation limits apply.
Benefit payment type	<ul style="list-style-type: none">• Indemnity
Premium type	<ul style="list-style-type: none">• Stepped• Level* <p>* Not available to new business from 15 July 2020.</p>
Waiting period	<ul style="list-style-type: none">• 30 days• 60 days• 90 days
Benefit	12 months We may extend the benefit period for a further 12 months until the cumulative total of benefits paid is equal to 12 times the monthly amount insured.
Eligibility	Self-employed and working a minimum of 20 hours per week in their principal occupation.
Entry age	Age 19 to 60
Expiry age [^]	Age 65

[^] Expiry is the policy anniversary after the expiry age.

Living Expense Cover

If the life insured becomes significantly disabled, Living Expense Cover pays the monthly amount insured. It is designed for casual employees, home-makers, retirees, those not eligible for Income Secure Cover, or those who just want a basic level of cover. This benefit is commonly used to pay day-to-day living expenses which can enable the life insured to stay in their own home longer. It can also help pay the costs of either in-home carers or a long-term care facility.

General cover information			
Minimum monthly amount insured	\$1,250		
Maximum monthly amount insured	\$5,000		
Maximum monthly amount insured that cover may index to	No indexation limits apply.		
Benefit payment type	Guaranteed, based on household income.		
Premium type	<ul style="list-style-type: none"> • Stepped • Level* * Not available to new business from 15 July 2020.		
Waiting period	<ul style="list-style-type: none"> • 30 days • 90 days 	<ul style="list-style-type: none"> • 1 year • 2 years 	
Benefit period	<ul style="list-style-type: none"> • 2 years • To age 65 	<ul style="list-style-type: none"> • To age 80 	
Entry age	Benefit period	Entry ages	
		Stepped premium	Level premium
	2 years	19–75	19–60
	To age 65	19–60	19–60
	To age 80	19–75	19–60
Expiry age	Benefit period	Expiry ages [^]	
		Stepped premium	Level premium
	2 years	80	65*
	To age 65	65	65
	To age 80	80	65*
[^] Expiry is the policy anniversary after the expiry age. * Automatically converts to stepped premium at policy anniversary when the life insured is age 65.			

SECTION 2 – UNDERWRITING: MEDICAL REQUIREMENTS

Life, TPD and Trauma Cover

Please refer to the tables below to see the medical requirements that apply to the specified lump sum amounts insured, or where an instalment benefit payment type is selected, an equivalent instalment amount.

Total risk (Life, stand alone TPD Cover and stand alone Trauma Cover)

The underwriting medical limits are based on the total risk for each life insured.

Total risk is calculated by adding the lump sum amounts insured (or where an instalment benefit payment type applies, the lump sum equivalent) across all policies where the life insured has any Life Cover, stand alone Trauma Cover, Trauma Cover with optional TPD Cover or stand alone TPD Cover.

Refer to page 18 for treatment of Double Trauma, Double TPD and the Business Guarantee Option.

Extra Care benefits (Accidental Death, Terminal Illness or Extended Needle Stick Benefits) are not included in the 'Total risk' calculation.

The example on page 18 illustrates how the calculation is applied to establish the life insured's medical requirements.

Current age	MediQuick*	Non-fasting MBA-20 [†]	PMAR	Full Blood Count including ESR	GP medical exam (replaces MediQuick) Exercise ECG [‡]	HIV [†] Hepatitis B and C [†]	Stress Echo ^Δ PSA including free PSA (male) [§] Mammogram (female) [#]
15–44	\$2,500,001	\$2,500,001	\$3,000,001	\$5,000,001	\$5,000,001	\$10,000,000 ^x	\$10,000,001
45–49	\$1,500,001	\$2,000,001	\$3,000,001	\$5,000,001	\$5,000,001	\$10,000,000 ^x	\$10,000,001
50–54	\$1,000,001	\$1,000,001	\$3,000,001	\$5,000,001	\$5,000,001	\$10,000,000 ^x	\$10,000,001 ^{1\$#}
55–59	\$750,001	\$750,001	\$3,000,001	\$5,000,001	\$5,000,001 [^]	\$10,000,000 ^x	\$5,000,001 ^{Δ\$#}
60–65 ^y	\$500,001	\$500,001	\$3,000,001	\$5,000,001	\$5,000,001 [^]	\$10,000,000 ^x	\$5,000,001 ^{Δ\$#}
66+ ^y	\$250,001	\$500,001	\$3,000,001	\$5,000,001	\$5,000,001 [^]	\$10,000,000 ^x	\$5,000,001 ^{Δ\$#}

Trauma risk

Trauma risk is calculated by adding the lump sum amounts insured (or where an instalment benefit payment type applies, the lump sum equivalent) of all Trauma Covers for a life insured, regardless of whether the Trauma Cover is stand alone or optional.

The example below illustrates how this is applied to establish the life insured's medical requirements for total and trauma risks.

Current age	MediQuick*	Non-fasting MBA-20 [†]	Hepatitis B and C [†]	Full Blood Count including ESR	Exercise ECG	PSA including free PSA Mammogram results ^{§#}	GP medical exam (replaces MediQuick)
15–44	\$1,000,001	\$1,000,001	\$1,000,001	\$1,500,001	**	**	**
45–49	\$1,000,001	\$1,000,001	\$1,000,001	\$1,500,001	**	**	\$1,500,001
50–54	\$1,000,001	\$1,000,001	\$1,000,001	\$1,500,001	**	\$1,500,001	\$1,500,001
55–59	\$500,001	\$500,001	\$1,000,001	\$1,500,001	\$1,000,001	\$1,500,001	\$1,500,001
60–65	\$500,001	\$500,001	\$1,000,001	\$1,500,001	\$1,000,001	\$1,000,001	\$1,500,001

* MediQuick is a simplified paramedical examination. The life insured is examined by a paramedical service provider (PSP) at their workplace or home. Under MediQuick, the PSP will collect height, weight and blood pressure measurements and conduct a urinalysis. The PSP will also take blood samples if required at the appropriate limits for HIV, Hepatitis B and C, non-fasting MBA-20 and Full Blood Count tests. If the life insured would prefer, they can choose to go to their General Practitioner (GP) for these tests. When arranging a MediQuick, it is necessary for all the applicable Personal Statement questions in the OneCare Application Form to be completed.

† HIV antibodies tests, non-fasting MBA-20, or Hepatitis B and C serology, can be arranged either with the life insured's GP, or directly at a pathology clinic. If arranging the test for HIV antibodies directly at a pathology clinic, please refer to OnePath Life's 'AIDS and Insurance' brochure for details.

‡ A non-fasting MBA-20 is a Multiple Biochemical Analysis. The non-fasting MBA-20 must include HDL/LDL cholesterol levels. This test can be arranged either with the PSP as part of MediQuick, the life insured's GP or directly at a pathology clinic.

§ Current Prostate Specific Antigen (PSA) including free PSA blood test for males only (ages 50 and over).

Result of current mammogram (i.e. one conducted within the last 12 months) for females only (ages 50 and over).

△ OnePath Life requires a stress echocardiogram, which will incorporate the stress ECG, for amounts insured over \$10,000,000 (all ages)

∧ For Life and TPD Cover of \$5,000,001 and over, the Exercise ECG is to be replaced with a stress echocardiogram (ages 55 and over).

× For total amount insured of \$10,000,000 and above.

¥ A Seniors Assessment by a PSP may be requested for any TPD cover (Non-working) for ages 65 and over.

**Indicates that the procedure is not required.

Example – John is applying for the following insurance:

Cover type	Amount insured	Total risk	Trauma risk
Life Cover	\$900,000	\$900,000	
Optional Trauma Cover	\$900,000		\$900,000
Optional TPD Cover	\$900,000		
Stand alone Trauma Cover	\$750,000	\$750,000	\$750,000
Stand alone TPD	\$250,000	\$250,000	
Total		\$1.9 million	\$1.65 million

John is 52 years old. To establish his medical requirements, we check the 'total risk' table on page 16 and see his total risk requirements are:

- MediQuick
- Non-fasting MBA-20

Checking the 'trauma risk' table on page 17, we see that additional 'trauma risk' requirements are:

- PSA and Free PSA
- Full Blood Count (including ESR)
- General Practitioner (GP) exam*

* Where indicated as a requirement, the more comprehensive GP exam will render the MediQuick exam unnecessary.

Double Trauma and Double TPD option

The medical requirements for cover with the Double Trauma or Double TPD Options will be based on the Life Cover amount insured plus 50% of the amount insured for the Double Trauma or Double TPD Option.

For example, if the amount insured applied for is \$500,000 of Life Cover with optional Trauma Cover of \$250,000 with the Double Trauma Option, the application would be underwritten for an amount insured of \$625,000 total risk and \$250,000 trauma risk.

Where both Double Trauma and Double TPD Options are selected, whichever is the greater amount insured will be used to establish the total risk.

For example, if the amount insured applied for is \$500,000 of Life Cover with optional Trauma Cover of \$300,000 with the Double Trauma option, and optional TPD Cover of \$400,000 with the Double TPD option, the application would be underwritten for an amount insured of \$700,000 total risk and \$300,000 trauma risk.

Business Guarantee Option

The medical requirements for cover with the Business Guarantee Option are based on three times the level of the initial cover.

For example, if the amount insured applied for is \$1 million, the application would be medically underwritten for an amount insured of \$3 million.

If both Double Trauma and/or Double TPD and the Business Guarantee Option are selected, medical requirements will be based on six times the level of the initial sum insured.

Note: Business Guarantee Option is not available where a medical loading exceeds +50%. Depending on the underwriting assessment, more than one exclusion may be considered, contact your underwriter for further information.

Increases

For an increase in the amount insured, we do not require medical retesting unless the increase to the amount insured brings the application to a new test band or if the increase amount alone necessitates medical testing, as per our medical requirements.

For example: Trauma Cover for a 50 year old has already been accepted for \$1,200,000. A MediQuick, Hepatitis B and C test and non-fasting MBA-20 were received as part of the initial underwriting.

The life insured wishes to increase their cover by \$100,000 at age 52, for a total amount insured of \$1,300,000.

In this example, there is no automatic requirement for another MediQuick, Hepatitis B and C test or non-fasting MBA-20 as no new test bands have been exceeded.

If however, the proposed increase in cover was by \$500,000 to a total of \$1,700,000 sum insured, a new test band limit has now been breached by the total sum insured. The additional tests pertaining to that new band of a GP Medical examination, an FBC and a current PSA reading will be required.

Please note, the medical test requirements for increases depend on the tests performed at the time of the initial underwriting, compared to the requirements in the current medical requirements table. Any changes in this table, as well as the life insured's age, may also impact on the tests required on the increase in cover.

Income Secure Cover and Business Expense Cover

Please refer to the table below to see the medical requirements that apply to the specified monthly amount insured.

Current age	MediQuick*	Non-fasting MBA-20 ^{††}	PWMAR	HIV [†]	Hepatitis B and C [‡]
Income Secure Cover					
19–44	\$12,501	\$15,001	\$20,001	\$25,001	\$25,001
45–65	\$10,001	\$10,001	\$20,001	\$25,001	\$25,001
Business Expense Cover					
19–44	\$25,001	\$30,001	\$40,001	\$30,001	\$30,001
45–65	\$20,001	\$20,001	\$40,001	\$25,001	\$25,001

The above medical evidence will only be requested when either or both Income Secure Cover and Business Expense Covers exceed the stated dollar amounts (i.e. they are not added together to determine medical requirements).

* MediQuick is a simplified paramedical examination. The life insured is examined by a paramedical service provider (PSP) at their workplace or home. Under MediQuick, the PSP will collect height, weight and blood pressure measurements and conduct a urinalysis. The PSP will also take blood samples if required at the appropriate limits for HIV, Hepatitis B and C, non-fasting MBA-20 and Full Blood Count tests. If the life insured would prefer, they can choose to go to their General Practitioner (GP) for these tests. When arranging a MediQuick, it is necessary for all the applicable Personal Statement questions in the OneCare Application Form to be completed.

† HIV antibodies tests, non-fasting MBA-20, or Hepatitis B and C serology, can be arranged either with the life insured's GP, or directly at a pathology clinic. If arranging the HIV antibodies test directly at a pathology clinic, please refer to OnePath Life's 'AIDS and Insurance' brochure for details.

‡ A non-fasting MBA-20 is a Multiple Biochemical Analysis. The non-fasting MBA-20 must include HDL/LDL cholesterol levels. This test can be arranged either with the PSP as part of MediQuick, the life insured's GP or directly at a pathology clinic.

Living Expense Cover

If the life insured has either existing Income Secure Cover or Living Expense Cover, and is applying for new Income Secure Cover or Living Expense Cover, requirements will be based on the combined total of all Income Secure Cover and Living Expense Cover that will be held with OnePath Life on the life insured, as listed in the Income Secure Cover and Business Expense Cover medical requirements table.

Height		Weight – BMI 36		
cm	ft/in	kg	lb	st/lb
150	4'11"	81	178	12'10
152	5'0"	83	183	13'1
155	5'1"	86	190	13'8
157	5'2"	89	196	14'0
160	5'3"	92	203	14'7
163	5'4"	96	212	15'2
165	5'5"	98	216	15'6
168	5'6"	102	225	16'1
170	5'7"	104	229	16'5
173	5'8"	108	238	17'0
175	5'9"	110	243	17'5
178	5'10"	114	251	17'13
180	5'11"	117	258	18'6
183	6'0"	121	267	19'1
185	6'1"	123	271	19'5
188	6'2"	127	280	20'0
190	6'3"	130	287	20'7
193	6'4"	134	295	21'1
196	6'5"	138	304	21'10
198	6'6"	141	311	22'3

A Seniors' Assessment by a PSP may be requested for TPD Cover (Non-working) or Living Expense Cover for ages 65 and over.

Body Mass Index (BMI)

If the life insured's Body Mass Index (BMI) is greater than or equal to 36, a MediQuick and Fasting MBA will be required. Where the life insured's BMI is greater than 40, please contact your OnePath underwriter to determine if cover is available.

Height		Weight – BMI 40		
cm	ft/in	kg	lb	st/lb
150	4'11"	90	198	14'2
152	5'0"	92	203	14'7
155	5'1"	96	212	15'2
157	5'2"	98	216	15'6
160	5'3"	102	225	16'1
163	5'4"	106	234	16'10
165	5'5"	109	240	17'2
168	5'6"	113	249	17'11
170	5'7"	116	256	18'4
173	5'8"	120	265	18'13
175	5'9"	122	269	19'3
178	5'10"	127	280	20'0
180	5'11"	130	287	20'7
183	6'0"	134	295	21'1
185	6'1"	137	302	21'8
188	6'2"	141	311	22'3
190	6'3"	144	317	22'9
193	6'4"	149	328	23'6
196	6'5"	154	340	24'4
198	6'6"	157	346	24'10

SECTION 3 – UNDERWRITING: FINANCIAL REQUIREMENTS

The financial evidence required will vary depending on the total financial risk for each application of cover type. The financial evidence required is determined by:

- the total sum of each separate cover type; and
- the insured’s industry-wide separate cover type.

Lump sum financial evidence table

Life Cover (industry-wide)	TPD Cover (industry-wide) (Only TPD Business is available above \$5,000,000)	Trauma Cover (industry-wide)	Financial evidence personal cover (employed individuals)	Financial evidence personal and business cover (self-employed individuals [#])
Up to \$3,000,000	Up to \$3,000,000	Up to \$2,000,000	A	A
\$3,000,001 to \$6,000,000	\$3,000,001 to \$5,000,000		A + B	A + B* (+ C + D if TPD is for business purposes)
Above \$6,000,000	Above \$5,000,000 ^A		A + B + C	A + B + C + D*

Key

- A Application Form only (personal income details must be completed).
Cover eligibility will generally be assessed in line with income multiples (refer table of multiples on page 23).
Does not apply to applications where the occupation is a Home-maker (refer to page 24) or where Business Guarantee Option forward underwriting option is selected (refer to page 25).
- B Financial Questionnaire with relevant sections completed (often a copy of the Statement of Advice (SOA) may serve as a substitute) if the sole reason for the proposed cover is personal or family protection only.
- C Life insured’s personal Income Tax Return and Notice of Assessment for the two most recent financial years.
- D Business financial statements (including detailed Profit and Loss Statements and Balance Sheets) and business income tax returns for the two most recent financial years.
Please note, if the business trades through several entities (e.g. company, trust, partnership), we will require business financial statements and income tax returns for each entity in the group, in order to properly assess the cover applied for (consolidated group financial statements can be provided as an alternative, if available).
For more complicated business structures where there are several trading and investment entities, we recommend providing a group structure diagram outlining the relevant entities and the insured’s ownership and involvement. This diagram would be readily available from the insured’s accountant.

Key

Self-employed individuals include partners within a partnership and individuals employed by their own companies or trusts (including contractors and consultants who deliver their services through an independent business structure).

* Recommended additional information that will assist with **business cover underwriting assessment** (please note, this additional information is compulsory when applying for Business TPD or the Business Guarantee Option is selected):

- **Buy/sell, shareholder or partnership insurance** – please provide a copy of the business valuation prepared by the accountant or directors that supports the sum insured and which sets out the valuation methodology and detailed calculations
- **Key person cover** – please provide details of the role of the key person, replacement remuneration details and estimated impact of absence on business profits. Provision of detailed calculations supporting the amount of cover applied for will help expedite underwriting decisions
- **Loan cover** – evidence of the debt (examples include, but are not limited to copies of the loan agreement, bank letter of offer, bank statements or email/letter from bank relationship manager confirming current debt balances).

Δ Any TPD Cover above \$5 million total TPD industry-wide is only available under Business TPD. When applying for Business TPD, a Business TPD Questionnaire needs to be completed (this Form can be found in Illustrator) in addition to the compulsory additional information listed at "*" above.

Please note, that the Business Guarantee Option is not available when applying for Business TPD.

Multiples of income relating to personal lump sum covers

As a guideline, the total personal cover eligible will be calculated based on the income as stated in the Personal Statement, multiplied by the relevant multiple of income as shown in the following table.

Age of life insured	Multiples of income			
	Life Cover	TPD Cover up to \$3,000,000	TPD Cover over \$3,000,000	Trauma Cover
Up to 45	Up to 25x	Up to 25x	Up to 15x*	Up to 15x
46 to 50	Up to 20x	Up to 20x	Up to 12x*	Up to 12x
51 to 55	Up to 15x	Up to 15x	Up to 12x*	Up to 10x
56 to 60	Up to 15x	Up to 15x	Up to 12x*	Up to 5x
60+	Up to 10x	Up to 10x	N/A	Up to 5x

* The stated multiple must be used when calculating the total amount of personal TPD Cover and not just for the amount in excess of \$3 million.

In addition to multiples of income, there are further factors that can be considered to increase the maximum level of cover available. These include:

- residential mortgage (up to 100% of the loan value)
- investment loans (up to 30% of the loan value)
- costs associated with dependants (e.g. education, child care, disabled dependant requiring long-term specialist care)
- medical costs in the event of disability or trauma
- other – where the purpose of cover is clearly documented, appropriate evidence is provided and cover seems reasonable.

Life Cover and TPD Cover (for Home-makers)

Amount insured	Financial evidence
Up to \$1,000,000	May be accepted on proposal without additional financial information.
Between \$1,000,001 and \$2,000,000	<p>Maximum benefit based on five times the spouse's income plus residential mortgage.</p> <p>In addition to the above, the underwriter may also take into consideration full evidence supporting the recommended level of cover, such as the Statement of Advice (SOA)</p> <p>Generally, the additional information that we will take into account from an adviser's recommendation may include the following:</p> <ul style="list-style-type: none">• the client's future financial plan• home-maker plans to return to work, previous income and occupation• child with special needs. <p>Working spouse must have an equal amount or greater level of cover on their life.</p> <p>Maximum level of Life and TPD Cover is \$2,000,000.</p>

Trauma Cover (for Home-makers)

Amount insured	Financial evidence
Up to \$750,000	May be accepted on proposal without additional financial information.
Between \$750,001 and \$1,250,000	<p>Maximum benefit based on five times the spouse's income plus residential mortgage.</p> <p>Full evidence supporting the recommended level of cover, such as the Statement of Advice (SOA).</p> <p>Generally, the additional information that we will take into account from an adviser's recommendation may include the following:</p> <ul style="list-style-type: none">• the client's future financial plan;• home-maker plans to return to work, previous income and occupation; and• child with special needs. <p>Working spouse must have an equal amount or greater level of cover on their life.</p> <p>Maximum level of Trauma Cover is \$1,250,000.</p>

Business Guarantee Option

This option allows you to increase the amount insured where cover has been taken out for business purposes without supplying medical evidence if the value associated with the business purpose increases in the future.

'Business insurance purposes' include key person insurance, loan guarantee insurance, insurance which supports a business succession agreement including buy/sell or equity transfer agreements, or any other business insurance purposes which we may approve.

When applying for the Business Guarantee Option, we will require financial evidence as set out at the ^{16*} in the table on page 22.

To exercise the Business Guarantee Option, we will require:

- OneCare Application Form (excluding Personal Statement);
- current Occupational Questionnaire;
- Product Illustration;
- relevant financial evidence of the increase (e.g. business valuation, loan documents).

When exercising the Business Guarantee Option, the increase value must:

- a. relate to the original 'business insurance purpose(s)' (i.e. key person, loan guarantee, buy/sell); and
- b. be calculated using the exact same methodology as used to calculate the initial cover.

The Business Guarantee Option is not available when applying for Business TPD Cover.

Note: Business Guarantee Option is not available where a medical loading exceeds +50%. Depending on the underwriting assessment, more than one exclusion may be considered, contact your underwriter for further information.

Income Secure Cover and Business Expense Cover financial evidence table

When the monthly amount insured^{*^} applied for is greater than the amount shown in the table below, in addition to the Application Form with the relevant sections completed, full financial evidence (A, B, C and D under Key on the following page) will be required at time of underwriting.

Income Secure Cover	\$30,000 per month
Business Expense Cover	\$30,000 per month
Income Secure Cover and Business Expense Cover	\$40,000 per month

Key

-
- A Statement of Advice (SOA), including detailed assets and liabilities. (Alternatively, a Financial Questionnaire, including all relevant Income Secure cover sections, can be provided instead of the SOA).
-
- B Proof of income required. Any one of the following can be supplied as proof of personal income:
- details of salary package on employer letterhead
 - insured's personal Income Tax Return and Notice of Assessment
 - PAYG payment summary (group certificate)
 - copy of employment contract if employed under a contract
 - payslips in very limited circumstances (please contact your underwriter for more information)
 - Single Touch payroll income statement.
-
- C Insured's personal Income Tax Return and Notice of Assessment.
-
- D If self-employed individuals*, business financial statements (including detailed Profit and Loss Statements and Balance Sheets or Statement of Financial Performance/Position) and business income tax returns for either the most recent one or two financial years, depending on requested sum insured (refer to ^ below).
- Please note, if the business trades through several entities (e.g. company, trust, partnership), we would require business financial statements and income tax returns for each entity in the group in order to properly assess the cover applied for (consolidated group financial statements can be provided as an alternative, if available).
- For more complicated business structures, where there are several trading and investment entities we recommend providing a group structure diagram outlining the relevant entities and the insured's ownership and involvement. This diagram would be readily available from the insured's accountant.
-
- # Self-employed individuals include partners within a partnership and individuals employed by their own companies or trusts (including contractors and consultants who deliver their services through an independent business structure).
-
- * The minimum benefits available are \$1,000 per month for Income Secure Protection or Protection Super, and \$1,250 per month for Business Expense Cover. If Business Expense Cover is taken out in conjunction with Income Secure Cover then the minimum Business Expense Cover benefit we will consider is \$500 per month. The maximum monthly amount insured for Income Secure Protection or Protection Super is \$30,000.
-
- ^ For guaranteed benefits above \$15,000 per month and indemnity benefits above \$20,000 per month we require tax returns and financial statements for the two most recent financial years in relation to self-employed individuals. Proof of income for the most recent financial year is generally sufficient when a stable earnings pattern exists for monthly benefits up to \$40,000 for employees. If cover exceeds \$40,000 per month, we will require financial evidence for the two most recent financial years.
-

Calculating the benefit

The benefit is based on the insured's annual income earned through personal exertion, before tax, excluding superannuation contributions but after deduction of business expenses.

The maximum that can be insured is $\frac{1}{2}$ of:

- 70% of the first \$300,000 of annual income
- 50% of the next \$200,000 of annual income
- 25% of the balance.

To assist you in calculating the insurable earnings of self-employed individuals, please refer to the income protection calculators which can assist you in calculating the sum insured. Please enquire with your underwriter about obtaining a copy.

Guaranteed benefit payment type (increase to existing Guaranteed policies only)

Financial evidence must be provided at the time of application for all Income Secure Cover applications and all Business Expense Cover applications where the guaranteed benefit payment type is chosen.

In the event of a claim, financial evidence supporting pre-application income must be, or have already been, received in order for the claim to proceed. As this policy offers a guaranteed benefit, it is imperative that we establish the life insured's annual pre-application income with supporting financial evidence.

Providing proof of pre-application income at the time of application (increase to existing Guaranteed policies only)

Financial evidence provided and confirmed:

- the life insured's personal income tax return and Notice of Assessment for the financial year immediately preceding the date the application is submitted;
- business financial statements and income tax returns for the financial year immediately preceding the date the application is submitted (not required for individuals employed by an independent employer);
- proof of minimum monthly mortgage repayments if the mortgage maintenance under the Priority Income Option is selected; and
- Bankruptcy Questionnaire if formerly or currently bankrupt.

Financial evidence not provided and confirmed:

When financial evidence is not provided or confirmed the monthly amount insured is based on the proportion of income relating to each financial year, for the 12 month period up to the date of policy commencement.

Example:

Joe's policy commenced on 1 November 2018. The financial evidence has been received and assessed for the financial years ending 30 June 2018 and 30 June 2019.

Joe's insurable income is \$50,000 and \$60,000 for these years respectively. As the 12 month period immediately preceding Joe's policy covers eight months of the financial year ending 30 June 2018 and four months of the financial year ending 30 June 2019, the eligible monthly amount insured is calculated as:

$$\begin{aligned} &= (\$50,000 \times 8 \div 12 + \$60,000 \times 4 \div 12) \\ &\quad \times 75\% \div 12 = (\$33,333 + \$20,000) \\ &\quad \times 75\% \div 12 = \$3,333 \text{ monthly} \\ &\quad \text{amount insured} \end{aligned}$$

Living Expense Cover financial requirements

The financial underwriting for Living Expense Cover is limited to a question on the Application Form in relation to household income.

The following table shows the maximum monthly amount insured that can be applied for depending on the household income.

Household income	Maximum monthly amount insured
\$0 to \$30,000	\$1,250
\$30,001 to \$50,000	\$2,000
\$50,001 to \$65,000	\$3,000
\$65,001 to \$80,000	\$4,000
\$80,001+	\$5,000

If Living Expense Cover is applied for in conjunction with Income Secure Cover, the combined monthly amount insured is limited by the maximum replacement ratio of 1/12 of:

- 70% of the first \$300,000 of annual income
- 50% of the next \$200,000 of annual income
- 25% of the balance.

General financial evidence explained

Individual tax return

We need the full tax return so we can determine whether or not any income is received from investments or other sources. Please note, this information is not shown on the Notice of Assessment.

If income splitting is occurring, to expedite underwriting you should also obtain a copy of the spouse's Individual Tax Return and confirmation that they are not working in the business. The spouse's tax return must be from the same year(s) as that being submitted for the life insured.

Letter from employer

It is important that the letter comes from an independent source and the individual amounts of each component of the salary package are shown. The letter should be on company letterhead and signed by an appropriate designated person (e.g. Human Resources Manager or Payroll Manager). A copy of the life insured's most recent annual salary review letter will also suffice provided it shows all the relevant information and is clearly from an independent person/company.

Helpful hints for complex trading structures

Many people arrange their business in a manner by way of various trusts, companies and/or partnerships. Regardless of such arrangements, the monthly amount insured is based on the income earned through the personal exertion of the life insured, which includes the profits of the business.

However, in some cases such business arrangements can be complex, so it is recommended that where a number of entities are involved, you discuss with your underwriter the financial requirements prior to arranging the information. For example, it may be necessary to obtain the set of accounts for the family trust as well as financial statements for the business.

When submitting an application or financial evidence where there are complex financial structures, it is often helpful if you provide a diagram or written explanation of the various entities, how they relate to each other and the flow of funds between them.

Investment/Unearned/ Household income

Investment income (e.g. rental income, share portfolios) cannot be insured under an Income Secure Cover policy, because such income will continue to be received if the life insured were to become disabled.

SECTION 4 – UNDERWRITING SPECIAL OFFERS

Guaranteed Income Secure Cover for Farmers (increase to existing policies only)

(Not available for cover held inside superannuation)

OnePath Life allows farm owners to apply for an increase to an Income Secure Cover Guaranteed policy without submission of the usual financial evidence, on the following basis:

Guaranteed Income Secure Cover for farm owners/qualified farm managers without financial evidence.

Income secure benefits available

Monthly benefit

Up to \$5,000 (maximum)²

Waiting Period

Minimum 30 days³

Benefit Period

Maximum 6 years³

Income secure benefits available

Requirements

- Farmer's questionnaire
- Farm owners and qualified farm managers only (not employees)¹
- Must have either
 - a. agricultural qualifications or
 - b. worked the current farm for at least five years¹
- Positive net asset position at time of application
- Max benefit for farm owners calculated at ½ of 30% of average gross turnover in the preceding three years (if operating for less than three years then average over actual operating time) (Note: In order to support a monthly benefit of \$5,000 you would need \$200,000 p.a. average farm turnover)

1 Farmers who do not meet these criteria may apply for Income Secure cover in the usual way and will be subject to our usual underwriting practices and product limits.

2 Farmers who seek guaranteed (increase to existing Guaranteed policies only) or indemnity cover above \$5,000 may apply for Income Secure Cover in the usual way but will be subject to our usual financial underwriting practices (see page 25).

3 Farmers who seek cover outside of these periods will be subject to our usual underwriting practices and product limits.

SECTION 5 – MODIFIED UNDERWRITING

Modified underwriting waives the need for mandatory medical requirements when applying to replace cover from another insurer with OneCare. It does not remove the need to underwrite. Whilst every effort will be made to underwrite using the personal statement, additional medical information may be required.

The level of cover being applied for must not exceed the level of cover being replaced, and must also be 'like for like' covers. For instance, TPD definitions and for Income Secure Cover waiting periods and benefit periods will be the same as the original cover.

For policies that were subject to a premium loading or exclusion, further medical evidence may be required.

The policy to be replaced must not have been previously accepted under modified underwriting, transfer or takeover terms by another life office.

Any exclusions applying to the cover being replaced will be considered individually and may continue to apply.

OnePath Life's modified underwriting terms are detailed in the table below.

Life, TPD, Trauma, Income Secure and Business Expense Cover		
Covers	Date last fully underwritten (all cover types)	Up to five years prior
	Additional requirements for all cover types	<ul style="list-style-type: none"> • Latest renewal/anniversary notice • Current Policy Schedule • Evidence of current amount insured
	Exclusions and loadings (all cover types)	Standard lives and substandard cases will be considered
	Interim Cover	Interim Cover will not apply
Life Cover	Maximum age	Age 60
	Maximum amount insured	<ul style="list-style-type: none"> • \$3 million (across all policies with OnePath)
	Requirements	<ul style="list-style-type: none"> • OneCare Application Form (paper) • Product Illustration
TPD Cover	Maximum age	Age 55
	Maximum amount insured	<ul style="list-style-type: none"> • \$2 million up to age 55 (across all policies with OnePath Life) • \$2.5 million up to age 50 (across all policies with OnePath Life)
	Requirements	<ul style="list-style-type: none"> • OneCare Application Form (paper) • Product Illustration

Life, TPD, Trauma, Income Secure and Business Expense Cover

Trauma Cover	Maximum age	Age 55
	Maximum amount insured	<ul style="list-style-type: none"> • \$1 million up to age 55 (across all policies with OnePath Life) • \$1.5 million up to age 50 (across all policies with OnePath Life)
	Requirements	<ul style="list-style-type: none"> • OneCare Application Form (paper) • Product Illustration
Income Secure Cover	Maximum age	Age 55
	Maximum monthly amount insured including requirements	<ul style="list-style-type: none"> • Up to \$10,000 <ul style="list-style-type: none"> – OneCare Application Form (paper) – Product Illustration • \$10,001 to \$15,000 <ul style="list-style-type: none"> – OneCare Application Form (paper) – Product Illustration – MediQuick
Business Expense Cover	Maximum age	Age 55
	Maximum monthly amount insured including requirements	<ul style="list-style-type: none"> • Up to \$15,000 <ul style="list-style-type: none"> – OneCare Application Form (paper) – Product Illustration • \$15,001 to \$20,000 <ul style="list-style-type: none"> – OneCare Application Form (paper) – Product Illustration – Personal Medical Attendant Reports (PMAR)

SECTION 6 – CONTINUATION OPTIONS

A Continuation Option is an optional feature that may be available to a member who leaves a OnePath group fund. The Continuation Option entitles the member to convert the amount of cover to an individual OnePath Life policy without provision for medical evidence.

General conditions

- Any conditions which apply to the Continuation Option as set out in the relevant Policy Terms must be satisfied.
- The option must be exercised and application submitted within 60 or 90 days (subject to the group scheme) of leaving the group fund.
- Continued cover is limited to the same amount provided under the group fund arrangement, as well as the same loadings and/or exclusions.
- The new individual policy must be of a type approved by OnePath Life and will be subject to OnePath Life's normal eligibility criteria for that product type.
- Continued income protection cover is limited to OneCare Income Secure Cover with Indemnity benefit payment type only and limited to a maximum monthly amount insured of \$30,000.

- The following extra cost options are **not available** under the continued cover:

Life Cover

- Business Guarantee Option

TPD Cover

- Double TPD Option
- Life Cover Purchase Option
- Business Guarantee Option

Note: Whilst a Continuation Option removes the need for 'medical' underwriting, other risk aspects will be fully assessed such as:

- overseas travel/residence
- existing insurance
- occupation/duties
- income and working hours
- pastimes/pursuits
- smoker status.

When submitting an application for cover under a Continuation Option arrangement:

- clearly indicate cover is being applied for as a Continuation Option; and
- complete the sections of the application indicated on page 34.

Sections to be completed	Life	Life and TPD*	Income Secure Indemnity
A–B Policy Owner/Beneficiary details	✓	✓	✓
C1 Residence/travel	✓	✓	✓
C2 Existing Insurance (Question 1)	✓	✓	✓
C3 Occupation (Questions 1a – d)	✓	✓	✓
C3 Occupation (Questions 2 – 12)	–	✓	✓
C4 Occupation	–	–	✓
C6 Pastimes	✓	✓	✓
C7 Smoking (Questions 3 – 5)	✓	✓	✓
D1 – D2 Declaration	✓	✓	✓
F Payment authority	✓	✓	✓

* Not all funds allow continuation of TPD Cover. Please refer to the group fund's policy document to establish eligibility. If TPD Cover is available, partial payment for specific loss will be excluded as per the Policy Terms.

Financial adviser commission

Level commission is payable on all Continuation Options.

SECTION 7 – OTHER UNDERWRITING RULES AND PRACTICES

Tele-Interviewing

Our tele-interviewing service saves you time as we complete the medical and lifestyle questions on the personal statement at a time and place convenient for your client.

Your client can elect to have us call them to complete the questions or we can provide a personalised URL for them to complete online when convenient for them. No forms are required and all calls are recorded.

Please contact your BDM or call 1800 751 983 for further information.

Tele-Underwriting

Tele-underwriting is the fastest and simplest way to process applications that require further underwriting after an application is completed. This means we can finalise many applications without the need for requesting further reports resulting in quicker turnaround times and a better customers experience.

Anticipated surgery or presently disabled

Lives insured about to undergo surgery, or who are currently disabled, will normally only be considered for Income Secure Cover or TPD Cover following full recovery and return to full-time work.

Unexplained Medical Symptoms/Medical Investigations pending or ongoing

It is underwriting practice not to offer any terms for cover where the life to be insured is experiencing symptoms of an unexplained nature or is currently undergoing/or expecting to undergo medical investigations of any kind. In any circumstances where

the symptoms or investigations may be pertinent to the assessment of cover(s) proposed, the application will be declined pending completion of investigations and obtaining an unambiguous diagnosis.

Family history

There are some medical conditions that may result in a claim under the OneCare range of covers (particularly under the benefits defined in Trauma Cover) that have a demonstrated familial link. Some significant medical conditions can have up to a 50% chance of being passed from one generation to the next. As a result, the family history of the life insured is very important to the underwriting assessment, particularly where Trauma Cover has been applied for.

Where there has been a disclosure of a familial condition in a 'first degree' relative (i.e. mother, father or a sibling), then OnePath Life may apply an exclusion or other restriction on a policy. This restriction may be applied regardless of whether the life insured has already exhibited any evidence, sign or symptom of the condition.

Current or impending Workers' Compensation claims

If the life insured has a Workers' Compensation (or similar compensatory benefit) claim active, or intends to lodge such a claim, then cover for either Income Secure Cover or Total and Permanent Disablement benefits must be declined until such time as that claim has been finalised.

Non-English speaking residents

It is important that both the life insured and the policy owner understand the product being purchased and the questions asked within the application. If you have concerns over the ability of your client to read or understand English then you will need to contact Translating and Interpreting Service (TIS) in order for an interpreter to translate both the application form and the duty to take reasonable care not to make a misrepresentation. TIS can be found at tisnational.gov.au and contacted on 131 450. You will need to use a level 3 translator or above and any fees incurred will need to be covered by the advisor or client.

Residency status

The life insured must be a permanent resident of Australia and currently residing in Australia in order to qualify for cover with OnePath Life.

The following guidelines set out the current criteria required for those who are not yet permanent residents. Unless stated otherwise these guidelines apply to all benefit types.

1. The insured must currently be applying, or intending to apply, for permanent residency status in Australia.

An exception to this rule (for Life, TPD and Trauma Cover only) is that cover can be considered on a potential life insured who does not intend to apply for permanent residency status provided that life insured is a key person in the business and that the policy owner is to be the Australian-based employer of the life insured. Any cover offered under these circumstances will be subject to a residency exclusion clause.

Note: This exception does not apply to Income Secure Cover as the insured's employer cannot be the policy owner.

2. The insured must hold and may be requested to provide a copy of an Australian visa acceptable to OnePath Life (refer to your underwriter for a list of acceptable visas).
3. Australia is to be the insured's sole country of residence, and living in Australia on a permanent basis.
4. Income Secure Cover only: The insured must have been living in Australia for a minimum of three months.
5. Income Secure Cover only: The insured must be employed by an independent employer, be on a long term contract (minimum of 12 months), or have purchased an existing business.
Other than for those employed by an independent employer or on a long-term contract (minimum of 12 months), an indemnity contract is to apply until the insured has been in Australia for a full financial year and the applicable financial evidence pertaining to that year is available.
6. a. The insured's immediate family (spouse and/or children) or partner (de facto or fiancé(e)) must also be residing in Australia, or planning to reside in Australia in the near future; or
b. The insured must hold or be in the process of obtaining one of the following assets within Australia:
 - property
 - business (unless employed as an independent employee) – Income Secure Cover only
 - bank, credit union or building society account, or similar.

7. The insured must have no plans to leave Australia within the next five years other than for a holiday or for duration of less than three months. (**Note:** Those who spend regular periods of time overseas on business will need special consideration before any terms can be offered).
8. All applications for non-permanent residents who are accepted for insurance cover will be subject to a territorial exclusion which can be reviewed when permanent residency status has been granted.
9. Those who hold New Zealand Citizenship and reside full time in Australia can be considered without restriction.

Overseas residency

Consideration will be given to Australian citizens planning to reside overseas subject to the life insured's:

- intended country of residence
- employment status
- occupation
- duration of stay
- intention to return to Australia.

Where cover can be offered, travel or residency exclusions may apply and premiums must be paid in Australian dollars.

Overseas travel – War and terrorism/social instability exclusions

Due to the high risk of war, terrorism and social instability associated with overseas travel, clients intending to travel overseas will be assessed according to the Travel Advisory rating provided by the Australian Department of Foreign Affairs and Trade (DFAT) for the country(ies) of intended travel. Depending on the rating provided, the cover applied for may be subject to an exclusion for War and Terrorism and/or Social Instability.

DFAT (smartraveller.gov.au)

For any travel to countries rated by DFAT for categories one and two, cover can generally be offered without restriction. For travel to countries rated by DFAT for category three, cover would generally be offered with the applicable exclusion (if the reason for travel is an extended holiday of greater than six months then Income Secure, Living Expense and TPD Cover will generally be declined). For travel to countries rated by DFAT for category four, cover is not available.

Some countries will have regions/areas that attract a higher DFAT rating than that of the overall rating for the country. Special consideration will be given in these circumstances.

For travel limited to no more than two high risk destinations (i.e. those that would warrant an exclusion clause), we may apply a 'country specific' exclusion. For travel to more than two high risk destinations a general exclusion wording will apply.

The above guide relates to the War and Terrorism and Social Instability risk only. The date(s), duration, location and reason for travel will also be taken into account when assessing cover and may result in further restrictions or the cover being declined.

More than one occupation

If a life insured has more than one occupation, the monthly amount insured will be based on income from the principal occupation only and in some situations, a second occupation exclusion may be applied.

On request, the underwriter may be able to consider covering the income from both occupations, and altering the occupation rating to the more hazardous occupation. Please talk to your underwriter for more information on this option.

Volunteers

All insurance covers can be considered for volunteers of Rural Fire Services (RFS), State Emergency Services (SES), Ambulance Services e.g. Red Cross, Careflight, Army Reserve.

The life insured's occupation category will be based on their main occupation.

Seasonal workers

Seasonal workers, such as fruit pickers, are not eligible for Income Secure Cover, but may be eligible for Living Expense Cover.

Professional sportspersons

Generally professional sportspersons are not eligible for Income Secure Cover or TPD Cover. We will consider terms for semi-professional sportspersons subject to their age, level of involvement in the sport, income received and their potential to become a full-time professional.

Where terms are considered possible, a full exclusion to the relevant sport may apply. Income earned from sport cannot be included as part of a client's insurable income.

Newly self-employed

Where the life insured has become newly self-employed within the last 12 months, a minimum 30 day waiting period will apply and your underwriter may apply a newly self-employed clause. The benefit period will depend on the life insured's specific circumstances, such as their experience in the relevant field and whether they have purchased an existing business.

The following forms are to be provided in addition to the Application Form:

- Newly Self-employed Questionnaire
- Profit and Loss Statement of existing entity (if applicable)
- Copies of contracts (if applicable).

If a claim is made within 24 months of the policy commencing, the monthly amount insured will be calculated based upon the average earnings as per the following clause:

If the life insured becomes totally or partially disabled within 12 months of the policy start date, their pre-claim earnings will be calculated based on the average of their monthly earnings for the period between the date they became disabled and the policy start date.

Working hours

Part-time workers – Income Secure Cover

Generally, to be considered for Income Secure Cover, the life insured must work a minimum of 20 hours per week in order to be eligible for the cover.

Part-time workers – TPD Cover

In order to qualify for 'Any Occupation', the insured must be working a minimum of 15 hours a week.

To qualify for 'Own Occupation' or SuperLink SIS Own TPD the insured must work a minimum of 20 hours a week. However OnePath Life will consider 'Own Occupation' or 'SuperLink SIS Own Occupation' TPD definition for those working between 15–19 hours a week in certain circumstances. Please contact your local underwriting office for further consideration.

Note: There is no minimum working hour requirements for 'Home-maker' TPD, 'Super Home-maker' TPD, 'Non-working' TPD or 'Super Home-maker' TPD.

Working more than 50 hours a week

For those who are working more than 50 hours per week, the insurable income may need to be adjusted to the equivalent of a 50 hour work week.

In general, additional clarification will be required to present an understanding of the reason for and anticipated duration of these working hours. In addition a PMAR may be required. Each case will be subject to individual consideration and should be referred to your local underwriting team.

Bankruptcy

When applying for Income Secure Cover, if the insured declares that they (or any business in which they have held an interest) have been made bankrupt, or are in the process of being declared bankrupt or insolvent, then a Bankruptcy Questionnaire must be completed. This questionnaire can be found in Illustrator.

Income Secure Cover may be available for those who have been formerly bankrupt (or current un-discharged from bankruptcy), depending on the individual circumstances. Such cases should be discussed with your underwriter prior to submission. However, if the life to be insured is currently in the process of being made bankrupt or insolvent, or if there are any associated legal proceedings pending, then cover cannot be offered.

Ongoing income from business

In the case of small to medium business owners, the measure of their personal exertion includes net profit(s) of the business(es) they operate. In the event of the owner's disablement, there may not be an immediate impact on the profitability of the business, and in some cases a significant proportion of the business profits may continue to be generated notwithstanding the owner's disablement.

In these cases, any benefits payable at time of claim will be offset by any ongoing income.

If the claimant sells the business, the ongoing income will cease, there will be no offset and they will receive their full benefit.

Waiting Period Conversion

Many customers have existing Group Salary Continuance cover under their superannuation by their employer. However, the benefit period is generally only two years. If the customer takes out cover with OnePath Life with a two year waiting period to complement their existing Group Salary Continuance, they will be eligible for the Waiting Period Conversion option.

This conversion option allows the life insured to switch from the two year waiting period to a 90 day waiting period without further medical underwriting, should they leave their Group Salary Continuance scheme. At the time of conversion we will underwrite all other aspects of the life insured's history.

The usual financial requirements will apply depending on the type of contract requested (indemnity or guaranteed) including proof of exit from the Group Salary Continuance scheme under which the life insured has been covered must be supplied.

At the time of the initial application for the two year waiting period, we will underwrite as though the policy owner is applying for a 90 day waiting period. There may be some instances where an exclusion or a loading would apply to a 90 day waiting period but not necessarily to a two year waiting period. In such cases, the policy owner will be asked to sign an exclusion indicating that if the conversion option to a 90 day waiting period is exercised, then the exclusion or loading will become effective at that time.

The eligibility to exercise this option expires at the policy anniversary when the life insured is age 55.

Family Cover Pause

Under this feature the policy owner may reduce the monthly amount insured by up to 70% in the event of their income reducing as a result of pregnancy or caring for their child who is too young to attend school. When the life insured returns to earning a higher income, the monthly amount insured can be increased (up to their original level) without medical underwriting. The ability to increase cover without medical underwriting will cease when the life insured's youngest child turns six (usual school age). Increases in cover under this feature will require proof of income at the time of increase, and a copy of the youngest child's birth certificate or adoption record.

Bank interest in Life policies

OnePath Life allows some banks to be the owner or beneficiary of a policy. Check with the financial institution to see if they allow this structure.

Third party ownership of Income Secure and Living Expense Cover

Third party ownership of Income Secure Cover is acceptable in the following situations:

- company ownership – where the life insured is the owner/major shareholder and chief executive personally responsible for generating income;
- family trust or family business ownership – where the life insured personally generates the income;
- self-managed superannuation funds – where the insured is a trustee of the fund (written confirmation will be required that the fund rules regarding distribution of any proceeds are compliant with statutory requirements); and
- Retirement Portfolio Service or External Master Trust.

Third party ownership of Living Expense Cover is acceptable in the following situations:

- where the life insured is gainfully employed, the same ownership rules that apply to Income Secure Cover can be extended to Living Expense Cover; and
- where the life insured is not gainfully employed, Living Expense Cover can be owned by a spouse or adult child of the insured, provided that the arrangement is for personal/family purposes, rather than for business reasons.

Other than in the situations outlined above, third party ownership is not allowable for Living Expense Cover.

In all cases of third party ownership, premiums must be paid by the policy owner. In the event of a claim, any benefits paid will be paid to the policy owner.

Occupation categories

The following categories are a guide only. If you cannot find a suitable occupation, please contact your local underwriter. Occupational categories can also be accessed via Illustrator.

A Legal industry

(e.g. lawyer, solicitor)

Qualified legal professionals who require membership of a professional or government body in order to practise their occupation.

C Community professionals

(e.g. school teacher, qualified social worker)

Non-manual workers who are employed by 'not-for-profit' organisations.

D Medical/dental

(e.g. doctor, dentist)

Qualified medical professionals who require membership of a professional or government body in order to practise their occupation.

E Executive

Senior white collar workers with salary packages in excess of \$100,000 who do not perform any manual work.

Many occupations listed in Category I are eligible for this category subject to above requirements being met.

F Finance industry consultants

(e.g. insurance adviser/broker, investment adviser)

Qualified financial professionals who require membership of a professional or government body to practise their occupation.

H Heavy trades

(e.g. qualified wall/floor tiler, glazier)

Skilled or semi-skilled manual workers and heavy machinery operators who are not exposed to high risk via accidents or health hazards.

HH Heavy duties

(e.g. bulldozer driver, forklift driver)

Skilled or semi-skilled manual workers and heavy machinery operators who may be exposed to high risk via accidents or health hazards.

I Indoor sedentary

(e.g. administrative worker, travel consultant)

Clerical or administrative white collar workers who do not perform any manual work, or salespeople not involved with deliveries.

IC Individual consideration

Needs to be referred to a OnePath underwriter.

L Light trade

(e.g. printer – qualified, hairdresser)

Certain skilled technicians involved in light manual work and proprietors in some non-hazardous industries.

M Mobile professionals

(e.g. advertising sales representative, cafe proprietor, beautician, head waiter)

Occupations particularly associated with the service sector, travelling or significant 'standing' but no heavy duties.

P Qualified professionals

(e.g. architect, pharmacist)

Qualified professionals include:

- professional white collar workers with university qualifications
- individuals employed by an independent employer who are executives or senior managerial white collar workers with salary packages in excess of \$150,000.

We will also consider working directors of their own companies, provided:

- they have a structured salary package in excess of \$150,000
- their business has been established more than two years
- their duties are totally sedentary.

R Special risk

(e.g. bricklayer, process worker)

The occupation is eligible for Income Secure Cover. This will generally be for unskilled

manual workers who may be exposed to high risk via accidents or health hazards, or occupations that have volatility in earning capacity.

S Skilled technicians/trade supervisors

(e.g. dental hygienist, factory production manager, qualified locksmith)

Certain skilled technicians and supervisors of blue collar workers, whose supervising duties may include less than 10% of their time spent performing light manual work.

T Trades

(e.g. electrician, qualified plumber)

Fully qualified licensed tradespeople. Details of qualifications must be provided.

U Undefined

Occupations that aren't eligible for Income Secure Cover or TPD Cover (Any, Own, Business, Home-maker definitions).

SECTION 8 – SUPERLINK ARRANGEMENT

A SuperLink arrangement refers to an arrangement under which a life insured can take cover inside and out of super. The benefit of being able to split the cover over two policies is that the cover is linked, therefore, it has the benefits of linked covers while being able to fund part of the premiums through the super fund and obtain the benefits of holding cover under a superannuation arrangement.

The following options are available:

Policy 1 – held inside superannuation	Policy 2 – held outside superannuation
<ul style="list-style-type: none"> • Life Cover 	<ul style="list-style-type: none"> • SuperLink Trauma+ and/or TPD Cover#
<ul style="list-style-type: none"> • Life Cover with TPD Cover# 	<ul style="list-style-type: none"> • SuperLink Trauma+
<ul style="list-style-type: none"> • TPD Cover# • TPD (SuperLink) SIS Any Occupation 	<ul style="list-style-type: none"> • SuperLink Trauma+ • TPD (SuperLink) SIS Own Occupation

What are the rules for SuperLink SIS TPD?

There are some rules you need to follow when you're setting up SuperLink SIS TPD, as certain aspects of the linked TPD Cover policies need to be the same. These are summarised in the following table:

Has to be the same on both policies
<ul style="list-style-type: none"> • The amount insured
<ul style="list-style-type: none"> • Any extra cost options
<ul style="list-style-type: none"> • The life insured
<ul style="list-style-type: none"> • Any increases in cover (including indexation)
<ul style="list-style-type: none"> • Loadings and/or exclusions (if applicable)
Can be different
<ul style="list-style-type: none"> • Method of payment
<ul style="list-style-type: none"> • Payment frequency
<ul style="list-style-type: none"> • Premium type (e.g. stepped or level)

Not available for Business TPD Cover.

+ Not available with linked Non-working TPD Cover.

What are the rules for SuperLink Trauma?

A SuperLink arrangement for Trauma Cover provides the option to link Severity Trauma, Trauma Comprehensive or Trauma Premier Cover to covers held inside super. The rules for SuperLink Trauma are as follows:

Has to be the same on both policies
<ul style="list-style-type: none"> • The life insured
Can be different
<ul style="list-style-type: none"> • The amount insured^
<ul style="list-style-type: none"> • Premium type (e.g. stepped or level)
<ul style="list-style-type: none"> • Any increases in cover (including indexation)
<ul style="list-style-type: none"> • Method of payment
<ul style="list-style-type: none"> • Payment frequency

^ Principal cover must be higher or equal to the linked cover amount. For instance, where Life Cover is required with linked SuperLink Trauma Cover, the Life Cover amount selected must be higher or equal to the SuperLink Trauma amount selected.

What are the rules for Life Cover through super linked to TPD Cover held outside of super?

A SuperLink arrangement of Life Cover through super linked to TPD Cover held outside of super provides the option to link TPD Any, Own, Home-maker and Non-working definitions to Life Cover held inside super. The rules for the SuperLink arrangement are as follows:

Has to be the same on both policies

- The life insured

Can be different

- The amount insured[^]
- Premium type (e.g. stepped or level)
- Any increases in cover (including indexation)
- Method of payment
- Payment frequency

[^] Principal cover must be higher or equal to the linked cover amount. For instance, where Life Cover is required with linked TPD Cover, the Life Cover amount selected must be higher or equal to the TPD amount selected.

Policy administration for SuperLink

Refer to page 45 for administration requirements for changes to SuperLink policies.

SECTION 9 – POLICY MAINTENANCE AND ADMINISTRATION PROCEDURES

This section provides you with a quick reference point for common policy administration tasks. It shows you the information and signatories we require, the formats we will accept, and where to send any correspondence.

When reading the information table below, the reference to 'policy owner' for signature would mean 'member' if the policy is held in super. If the process states both policy owner and life insured, then for non-superannuation policies both signatures are required if the policy owner and life insured are different.

If the form is scanned this would need to be emailed or submitted via the adviser portal.

All forms listed in this section can be downloaded from onepath.com.au/onecareforms or from the forms section in Illustrator.

Please note, for alterations to existing policies, call Risk Adviser Services on 1800 222 066 or log-in to the adviser portal to produce a quote.

Generally, increases in risk require the life insured to be within the entry age for the cover being increased. Please refer to the relevant form for age limits and other rules that may apply to your specific request.

General policy administration

This general policy administration table is relevant to the following policies:

- OneCare
- SmartCare
- World of Protection
- Mercantile Mutual
- Ex-Armstrong Jones policies
- Ex-Occidental policies
- Ex-ANZ Life policies
- Ex-Regal policies.

Process	Form/letter required	Form signed by/change requested by [#]	Accepted by			
			Mail	Scanned	Phone	Send to
Change of address[^]	<ul style="list-style-type: none"> • Via the adviser portal; or • Letter from the policy owner; or • Change of details form 	Policy owner or adviser	Yes	Yes	Yes	A
Change of name	<ul style="list-style-type: none"> • Letter from the policy owner or Change of details form • Appropriate certified certificate* 	Policy owner or life insured (as applicable)	Yes	Yes	No	A

[#] When the cover is held in superannuation, policy owner refers to member.

[^] Cannot be the adviser's address. As stamp duty varies between States, where a life insured's state of residence changes, premiums may change to account for the costs of stamp duty we incur.

* Must be within 1 year of certification. Appropriate certificate may include forms such marriage certificate, change of name certificate, divorce paper or trust deed.

Key: A = Administration

Process	Form/letter required	Form signed by/change requested by [#]	Accepted by			
			Mail	Scanned	Phone	Send to
Notice of intent to claim a deduction for personal superannuation contributions	<ul style="list-style-type: none"> • Notice form 	Life insured/Member	Yes	Yes	No	A
Contribution reclassification*	<ul style="list-style-type: none"> • Letter • Supporting evidence 	Life insured/Member	Yes	Yes	No	A
Request to vary a deduction for personal superannuation contributions	<ul style="list-style-type: none"> • Variation form 	Life insured/Member	Yes	Yes	No	A
Reinstatement of lapsed non-superannuation/external superannuation policies, or recommence a lapsed World of Protection policy as OneCare	<ul style="list-style-type: none"> • Quote[‡] • Application to Reinstate OneCare and World of Protection policies[^] 	Policy owner	Yes	Yes	Yes ^Δ	U
Application to reinstate OneCare Super, or recommence a lapsed World of Protection policy as OneCare Super	<ul style="list-style-type: none"> • Quote[‡] • Application to Reinstate Super policies[^] 	Life Insured/Member	Yes	Yes	Yes ^Δ	U
Change of servicing adviser	<ul style="list-style-type: none"> • Letter of appointment 	Policy owner	Yes	Yes	No	C
Replacement of Policy documents	<ul style="list-style-type: none"> • Statutory Declaration for Issue of Replacement Policy Document 	Policy owner	Yes	Yes	No	A

When the cover is held in superannuation, policy owner refers to member.

* Current and future financial years require a letter, past financial years require a letter and supporting evidence.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

[^] Only applicable after 30 days from the date Cover is cancelled due to non-payment. The terms and conditions available at the time of reinstatement will apply. For World of Protection policies, see page 62 for what is 'like for like' cover.

^Δ Form and quote are not required within the auto-reinstatement period. Only payment of requested premium is required.

Key: A = Administration C = Commission U = Underwriting

Premiums

Unless stated otherwise, the following table relates to 'all covers' for the following policies:

- OneCare (OC)
- SmartCare (SC)
- Ex-Occidental Policies
- World of Protection (WOP)
- Ex-ANZ Life policies
- Mercantile Mutual
- Ex-Armstrong Jones policies
- Ex-Regal policies.

Process	Form/letter required	Form signed by/change requested by [†]	Accepted by			
			Mail	Scanned	Phone [§]	Send to
Stepped to level premium* [†] or Level to stepped premium (only within 30 days of policy anniversary)	<ul style="list-style-type: none"> • Letter; or • Quote[‡] 	Policy owner	Yes	Yes	No	A
Changing payment method (credit card, direct debit, internal or external rollover)	<ul style="list-style-type: none"> • Direct Debit or Credit Card request form; or OneCare Super Rollover Authority or Enduring Rollover Request form (as applicable); or • Letter; or • Change of details form • Via the adviser portal (for updating existing DDR only) 	Policy owner and bank account/credit card holder (if different) Adviser	Yes	Yes	Yes [§]	A
Changing payment frequency	<ul style="list-style-type: none"> • Letter; or • Direct Debit Request (DDR); or • Quote[‡] 	Policy owner	Yes	Yes	Yes	A
Change of regular billing date (for direct debits) (OneCare only)	<ul style="list-style-type: none"> • Direct Debit or Credit Card request form; or • Letter 	Policy owner and bank account/credit card holder if different	Yes	Yes	Yes	A
Premium rollover as a result of a cancellation or an alteration for OneCare Super or Leading Life in the Retirement Portfolio Service ⁺	Withdrawal Form [^] Certified ID of the life insured [^]	Life insured	Yes	Yes	No	A

When the cover is held in superannuation, policy owner refers to member.

* Commission is paid on stepped commissionable premium for policies that commenced prior to 1 July 2010.

† Stepped to level premium change for Income Secure Cover, Business Expense Cover and Living Expense Cover is not available for new business from 15 July 2020.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

§ For updating existing DDR only.

^ Not required for policies paid via internal rollover where the account is still open, or for policies paid via an enduring external rollover.

+ Excess premiums to be rolled to the Australian Taxation Office (ATO) if completed form not received within 30 days of request.

Key: A = Administration

Change to a life insured's cover

Unless stated otherwise, the following table relates to 'all covers' for the following policies:

- OneCare
- SmartCare
- World of Protection
- Mercantile Mutual
- Ex-Armstrong Jones policies
- Ex-Occidental policies
- Ex-ANZ Life policies
- Ex-Regal policies

Process	Form/letter required	Form signed by/change requested by [‡]	Accepted by			
			Mail	Scanned	Phone	Send to
All covers						
Change of status from smoker to non-smoker (must be a non-smoker for at least 12 months)	• Non-smoker Declaration	Life insured	Yes	Yes	No	A
Reduce amount insured	• Letter; or • Quote [‡]	Policy owner [‡]	Yes	Yes	No	A
Decline indexation increase on current policy anniversary (within 30 days of policy anniversary)	• Via the adviser portal; or • Letter stating individual indexation increase is not required; or • Change of details form	Policy owner	Yes	Yes	Yes [†]	A
Decline indexation increase permanently (within 30 days of policy anniversary)	• Letter stating this indexation increase and all future indexation increases are not required; or • Change of details form	Policy owner	Yes	Yes	Yes	A
Add indexation (within 30 days of policy anniversary)	• Letter • Declaration of Continued Good Health and Circumstances	Policy owner Life insured	Yes	Yes	No	U
Review medical loading	OneCare policies: • Complete 'Request to Review Underwriting Assessment' form*	Policy owner Life insured	Yes	Yes	No	U

When the cover is held in superannuation, policy owner refers to member.

‡ Email from the policy owner will be accepted without a signature on quote.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator. Quotes that are produced in the adviser portal can be accepted and submitted through the adviser portal by the adviser on behalf of the client (no signature is required).

† For individual policy owners only.

* Note: Medical evidence relevant to the risk being reviewed or for conditions that have become apparent since policy commencement may be necessary.

Key: A = Administration U = Underwriting

Process	Form/letter required	Form signed by/change requested by [†]	Accepted by			
			Mail	Scanned	Phone	Send to
Review non-medical loading	<ul style="list-style-type: none"> Complete 'Request to Review Underwriting Assessment' form Letter confirming the life insured has not participated in the hazardous pursuit/activity for the past 12 months and has no intentions of doing so in the future If the loading being reviewed was originally imposed due to the life insured's occupation, an Occupational Questionnaire may also be necessary. 	Policy owner Life insured	Yes	Yes	No	U
Review of medical exclusion	<ul style="list-style-type: none"> Complete 'Request to Review Underwriting Assessment' form* Relevant questionnaire. 	Policy owner Life insured	Yes	Yes	No	U
Review of non-medical exclusion	<ul style="list-style-type: none"> Complete 'Request to Review Underwriting Assessment' form Letter confirming the life insured has not participated in the hazardous pursuit/activity for the past 12 months and has no intentions of doing so in the future. 	Policy owner Life insured	Yes	Yes	No	U
Review of occupation category. Please note, to be eligible the client must have been in their current occupation for a minimum of 12 months	<ul style="list-style-type: none"> Letter Occupational Questionnaire Quote[‡] (OneCare only) 	Policy owner Life insured	Yes	Yes	No	U
Other reviews	<ul style="list-style-type: none"> Refer to your underwriter for requirements. 	Policy owner Life insured	Yes	No	No	U

When the cover is held in superannuation, policy owner refers to member.

* Note: Medical evidence relevant to the risk being reviewed or for conditions that have become apparent since policy commencement may be necessary.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

Key: U = Underwriting

OneCare policies only

The following table relates to OneCare policies only. Alterations that involve an increase in risk require underwriting and also the completion of the Personal Statement in the relevant Application Form. Some alterations, even if they involve a decrease in risk, require the submission of an Application Form.

Process	Form/letter required	Form signed by/change requested by [#]	Accepted by				
			Mail	Scanned	Phone	Send to	Commission
OneCare Life, TPD, Trauma, Child and Extra Care Cover							
Increase amount insured (min. premium increase \$50 p.a.)	<ul style="list-style-type: none"> OneCare Application Form including Personal Statement Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from a lump sum payment to an instalment	<ul style="list-style-type: none"> Letter (cancel and replace required, no underwriting if limits are the same or less) 	Policy owner	Yes	Yes	No	U	R
Change from Severity Trauma to Trauma Comprehensive or Trauma Premier. Trauma Comprehensive to Trauma Premier.	<ul style="list-style-type: none"> OneCare Application Form including Personal Statement Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from Trauma Premier to Trauma Comprehensive or Severity Trauma. Trauma Comprehensive to Severity Trauma.	<ul style="list-style-type: none"> OneCare Application Form excluding Personal Statement Quote[‡] 	Policy owner	Yes	Yes	No	U	R
Exercise Future Insurability	<ul style="list-style-type: none"> Future Insurability Increase Application Form Quote[‡] Relevant evidence 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change of TPD definition – decrease risk e.g. Own Occupation to Any Occupation or Own/Any to Home-maker	<ul style="list-style-type: none"> Letter Quote[‡] 	Policy owner	Yes	Yes	No	A	R

When the cover is held in superannuation, policy owner refers to member.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal rates are based on the shape when the policy was inforce

Process	Form/letter required	Form signed by/change requested by*	Accepted by				Commission
			Mail	Scanned	Phone	Send to	
Change of occupation under Business TPD cover	<ul style="list-style-type: none"> • Letter • TPD Business Questionnaire • Quote[‡] 	Policy owner	Yes	Yes	No	U	R
Change from SuperLink TPD to Any Occupation, Super Any Occupation, Home-maker, Super Home-maker, Non working or Super Non-working	<ul style="list-style-type: none"> • OneCare Application Form excluding Personal Statement • Quote[‡] 	Policy owner	Yes	Yes	No	U	R
Change of TPD definition – increase risk e.g. Any Occupation to Own Occupation	<ul style="list-style-type: none"> • OneCare Application Form including Personal Statement • Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from Any Occupation, Super Any Occupation, Non-working, Super non-working, Home-maker, Super home-maker to SuperLink TPD	<ul style="list-style-type: none"> • OneCare Application Form including Personal Statement • Quote[‡] 	Policy owner	Yes	Yes	No	U	NBOI
Change from Life linked TPD Cover (under one policy) to Life through super linked to TPD held outside super (maintain TPD definition or decrease risk e.g. Own Occupation to Any Occupation)	<ul style="list-style-type: none"> • OneCare Application Form excluding Personal Statement • Quote[‡] 	Policy owner	Yes	Yes	No	U	R
Change from Life linked TPD Cover (under one policy) to Life through super linked to TPD held outside super (change of TPD definition – increase risk e.g. Any Occupation to Own Occupation)	<ul style="list-style-type: none"> • OneCare Application Form including Personal Statement • Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI

When the cover is held in superannuation, policy owner refers to member.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

Key: U = Underwriting NBOI = New Business on increase R = Renewal rates are based on the shape when the policy was inforce

Process	Form/letter required	Form signed by/change requested by*	Accepted by				Commission
			Mail	Scanned	Phone	Send to	
Exercise continuation of TPD Any and/or Own Occupation at age 65 (subject to maximum of \$1 million)	<ul style="list-style-type: none"> • Letter • Occupational Questionnaire • Quote† 	Policy owner Life insured	Yes	Yes	No	U	R
Add Extra Care Cover to existing policy	<ul style="list-style-type: none"> • OneCare Application Form including Personal Statement • Quote† 	Policy owner Life insured	Yes	Yes	No	U	NB
Add cover options: e.g. Double TPD, Double Trauma, Trauma Cover Reinstatement and Life Cover Purchase (TPD and Trauma)	<ul style="list-style-type: none"> • OneCare Application Form including Personal Statement • Quote† 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change from optional TPD/Trauma Cover to stand alone cover	<ul style="list-style-type: none"> • OneCare Application Form including Personal Statement* • Quote† 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Change of TPD definition from Own Occupation to SuperLink SIS TPD	<ul style="list-style-type: none"> • OneCare Application Form excluding Personal Statement • Quote† 	Policy owner Life insured	Yes	Yes	No	U	R
Change of TPD definition from Any Occupation to SuperLink SIS TPD	<ul style="list-style-type: none"> • OneCare Application Form including Personal Statement • Quote† 	Policy owner Life insured	Yes	Yes	No	U	R
Partial payment for specific loss under TPD Cover (for Continuation Option or transfers from OneCare Super policies)	<ul style="list-style-type: none"> • OneCare Application Form including Personal Statement • Quote† 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Activate/cancel Premium Freeze (within 30 days of policy anniversary)	<ul style="list-style-type: none"> • Letter 	Policy owner	Yes	Yes	No	A	R

When the cover is held in superannuation, policy owner refers to member.

† For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

* Personal Statement is only required where the primary cover (Life Cover or Trauma Cover linked to the optional Cover) is being retained.

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal rates are based on the shape when the policy was inforce NB = New Business

Process	Form/letter required	Form signed by/change requested by*	Accepted by				Commission
			Mail	Scanned	Phone	Send to	
Accept Buy Back offer (applies to Life Cover Buy Back, Life Cover Purchase, Trauma Cover Reinstatement options)	<ul style="list-style-type: none"> Buy Back offer form Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	R
Continue Life or TPD Cover under superannuation after age 67 OneCare Super or Leading Life held in Retirement Portfolio Service	<ul style="list-style-type: none"> Complete the 'OneCare Super Employment Declaration' or 'Retirement Portfolio Service Employment Declaration' form to confirm life insured meets the work test. 	Policy owner Life insured	Yes	Yes	No	A	R
Exercise Business Guarantee Option	<ul style="list-style-type: none"> OneCare Application Form excluding Personal Statement Current Occupational Questionnaire Relevant financial evidence of the increase (e.g. business valuations, loan documents) Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	R
Add Child Cover to existing policy	<ul style="list-style-type: none"> 'Application to Add or Increase Child Cover Non Super' Form Quote[‡] 	Policy owner	Yes	Yes	No	U	NB
Exercise Conversion of Child Cover	<ul style="list-style-type: none"> Child cover conversion form 	Policy owner Life insured (child)	Yes	Yes	No	U	R
Exercise Continuation of Child Cover	<ul style="list-style-type: none"> Letter OneCare Application Form excluding Personal Statement Quote[‡] 	Policy owner Life insured (child)	Yes	Yes	No	U	R

When the cover is held in superannuation, policy owner refers to member.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

Key: A = Administration U = Underwriting R = Renewal rates are based on the shape when the policy was in force
NB = New Business

Process	Form/letter required	Form signed by/change requested by*	Accepted by				Commission
			Mail	Scanned	Phone	Send to	
Add Premier Maximiser to existing Trauma Policy	<ul style="list-style-type: none"> OneCare Application Form including Personal Statement Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI
OneCare Income Secure, Business Expense and Living Expense Cover							
Increase to monthly amount insured (min. premium \$50 p.a.)	<ul style="list-style-type: none"> OneCare Application Form including Personal Statement Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Increase waiting period (e.g. 30 day wait to 60 day wait)	<ul style="list-style-type: none"> Letter; or Quote[‡] 	Policy owner [‡]	Yes	Yes	No	A	R
Decrease waiting period (e.g. 60 day wait to 30 day wait)	<ul style="list-style-type: none"> OneCare Application Form including Personal Statement Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Increase benefit period excluding to age 70 (e.g. age 55 to age 60)	<ul style="list-style-type: none"> OneCare Application Form including Personal Statement Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Decrease benefit period (e.g. age 60 to age 55)	<ul style="list-style-type: none"> Letter; or Quote[‡] 	Policy owner [‡]	Yes	Yes	No	A	R
Exercise Increasing Income feature	<ul style="list-style-type: none"> Increasing Income and Expenses Application Form Relevant financial evidence Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI
Exercise Increasing Expense feature	<ul style="list-style-type: none"> Increasing Income and Expenses Application Form Relevant financial evidence Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI

When the cover is held in superannuation, policy owner refers to member.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

‡ Email from the policy owner will be accepted without a signature on quote.

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal rates are based on the shape when the policy was inforce

Process	Form/letter required	Form signed by/change requested by*	Accepted by				Commission
			Mail	Scanned	Phone	Send to	
Increase cover under Family Cover Pause feature	<ul style="list-style-type: none"> Family Cover Pause Application Form Relevant financial evidence (guaranteed only) Copy of the youngest child's birth certificate or adoption record Quote† 	Policy owner Life insured	Yes	Yes	No	U	R
Exercising Pregnancy Premium Waiver*	<ul style="list-style-type: none"> Letter Medical certificate 	Policy owner Life insured	Yes	Yes	No	A	R
Decrease cover under Family Cover Pause feature	<ul style="list-style-type: none"> Family Cover Pause Application Form 	Policy owner	Yes	Yes	No	A	R
Activate Premium Pause under Income Secure Professional	<ul style="list-style-type: none"> Letter within 30 days of the unemployment or long term leave; and Proof of termination or long term leave; or Letter and proof of financial hardship 	Policy owner	Yes	Yes	No	A	R
Activate Premium and Cover Suspension	<ul style="list-style-type: none"> Letter within 30 days of the unemployment or long term leave; and Proof of termination or long term leave; or Letter and proof of financial hardship 	Policy owner	Yes	Yes	No	A	R
Add cover options e.g. Indexation (while on claim) Option, Day 14 Accident Option	<ul style="list-style-type: none"> OneCare Application Form excluding Personal Statement Quote‡ Declaration of Continued Good Health and Circumstances 	Policy owner Life insured	Yes	Yes	No	U	NBOI

When the cover is held in superannuation, policy owner refers to member.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

* This option is not available if you have taken up the Family Cover Pause feature.

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal rates are based on the shape when the policy was inforce

Process	Form/letter required	Form signed by/change requested by*	Accepted by				Commission
			Mail	Scanned	Phone	Send to	
Exercise Cover Continuation for Income Secure Professional (subject to maximum of \$10,000 monthly amount insured)	<ul style="list-style-type: none"> Occupational Questionnaire Letter of confirmation from the client regarding their intention to continue working full time Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	R
Income Secure Cover – Flexible guaranteed (endorsed) to guaranteed [^]	<ul style="list-style-type: none"> Letter Financial evidence 	Policy owner Life insured	Yes	Yes	No	U	R
Income Secure Cover/ Business Expense Cover – guaranteed to indemnity	<ul style="list-style-type: none"> Signed letter; and Quote[‡] 	Policy owner Life insured	Yes	Yes	No	A	R
Income Secure Cover to Living Expense Cover	<ul style="list-style-type: none"> OneCare Application Form excluding Personal Statement 	Policy owner Life insured	Yes	Yes	No	U	R
Living Expense Cover to Income Secure Cover	<ul style="list-style-type: none"> OneCare Application Form including Personal Statement Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	NBOI

When the cover is held in superannuation, policy owner refers to member.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

[^] Guaranteed 'endorsed' refers to guaranteed cover where financial evidence has not been provided at time of application, but must be provided prior to making a claim.

Key: A = Administration U = Underwriting NBOI = New Business on increase R = Renewal rates are based on the shape when the policy was inforce

Process	Form/letter required	Form signed by/change requested by*	Accepted by				Commission
			Mail	Scanned	Phone	Send to	
Change from: <ul style="list-style-type: none"> Income Secure Essentials, Basic, Basic SuperLink, Standard, SuperLink, Comprehensive or Professional to Income Secure Protection or Protection Super 	<ul style="list-style-type: none"> Application to Cancel and Replace form Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	R
Change from: <ul style="list-style-type: none"> Income Secure Professional to Income Secure Basic, Basic SuperLink, Essentials, Standard, SuperLink, Comprehensive Income Secure SuperLink or Comprehensive to Income Secure Basic, Basic SuperLink, Essentials or Standard Income Secure Standard to Income Secure Basic, Basic SuperLink or Essentials Income Secure Basic or Basic SuperLink to Income Secure Essentials 	<ul style="list-style-type: none"> OneCare Application Form excluding Personal Statement Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	R
Exercise Conversion of Waiting Period	<ul style="list-style-type: none"> OneCare Application Form including Personal Statement (but excluding sections C7–C14) Quote[‡] Copy of group scheme exit statement Waiting Period Conversion Declaration form 	Policy owner Life insured	Yes	Yes	No	U	NBOI

When the cover is held in superannuation, policy owner refers to member.

‡ For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to produce a quote. Not available in Illustrator.

Key: U = Underwriting NBOI = New Business on increase R = Renewal rates are based on the shape when the policy was in force

The following processes are not allowed for Income Secure Essentials, Basic, Basic SuperLink, Standard, Comprehensive, SuperLink or Professional:

Changing benefit period to 'To age 70'

Changing benefit payment type from 'Indemnity' to 'Guaranteed'

Changing premium type from 'Stepped' to 'Level' for policies that commenced after 14 July 2020

Changing cover types to a more comprehensive offer, e.g. changing from Income Secure Standard to Income Secure Comprehensive

Only Income Secure Protection or Income Secure Protection Super will be available for the following processes:

Cancel and replace due to change of ownership where there is a new policy owner*

Reinstating a policy that was cancelled because premiums have not been paid and the auto-reinstatement period has passed

* Except for Memorandum of Transfer, or Conversion to Non-Super feature under Income Secure Basic, Standard or SuperLink.

OnePath Life policies excluding OneCare

Unless stated otherwise, the following table relates to OnePath Life, life risk policies commencing in and after 1992, excluding OneCare policies. Products are closed to new business however are available for increases to the amount insured and some alterations. New options cannot be added to existing policies.

Process	Form/letter required	Form signed by/change requested by#	Accepted by				
			Mail	Scanned	Phone	Send to	
World of Protection Leading Life, Recovery Cash and Stand Alone Recovery							
Increase to Life, TPD or Trauma Cover amount insured (min. premium increase \$50 p.a.)	<ul style="list-style-type: none"> Increases/Alterations Form including Personal Statement Quote 	Policy owner Life insured	Yes	Yes	No	U	
Activate/cancel Premium Freeze (where available)	<ul style="list-style-type: none"> Letter within 30 days of policy anniversary 	Policy owner	Yes	Yes	No	A	
Accept Buy Back offer	<ul style="list-style-type: none"> Buy Back offer form 	Policy owner Life insured	Yes	Yes	No	A	
Continue Life or TPD Cover under Retirement Portfolio Service superannuation after age 65	<ul style="list-style-type: none"> Retirement Portfolio Service Employment Declaration Form 	Life insured	Yes	Yes	No	A	
Change of TPD definition – decrease risk e.g. Own Occupation to Any Occupation	<ul style="list-style-type: none"> Letter; or Quote 	Policy owner Life insured	Yes	Yes	No	A	
Change of TPD definition – increase risk e.g. Any Occupation to Own Occupation	<ul style="list-style-type: none"> Increases/Alterations Application Form including Personal Statement 	Policy owner Life insured	Yes	Yes	No	U	

When the cover is held in superannuation, policy owner refers to member.

Key: A = Administration U = Underwriting

Process	Form/letter required	Form signed by/change requested by [#]	Accepted by				
			Mail	Scanned	Phone	Send to	
World of Protection Income Cover, Income Safe/Safe Plus, Business Expense Plan, Merc Income Protection Basic/Plus							
Increase monthly amount insured (applies to WOP only)	<ul style="list-style-type: none"> • Increase/Alterations Form including Personal Statement • Quote 	Policy owner Life insured	Yes	Yes	No	U	
Increase waiting period e.g. 30 days to 60 days etc	<ul style="list-style-type: none"> • Letter • Quote 	Policy owner [⊠]	Yes	Yes	No	A	
Decrease waiting period e.g. 90 days to 60 days (applies to WOP only)	<ul style="list-style-type: none"> • Increases/Alterations Application Form including Personal Statement • Quote 	Policy owner Life insured	Yes	Yes	No	U	
Increase benefit period e.g. age 55 to age 60 (applies to WOP only)	<ul style="list-style-type: none"> • Increases/Alterations Application Form including Personal Statement • Quote 	Policy owner Life insured	Yes	Yes	No	U	
Decrease benefit period e.g. age 65 to age 60	<ul style="list-style-type: none"> • Letter • Quote 	Policy owner [⊠] Life insured	Yes	Yes	No	A	
Continue IP as Living Expense Cover (applies to WOP only)	<ul style="list-style-type: none"> • OneCare Application excluding Personal Statement • Quote 	Policy Owner	Yes	Yes	No	U	

When the cover is held in superannuation, policy owner refers to member.

⊠ Email from the policy owner will be accepted without a signature on quote.

Key: A = Administration U = Underwriting

Transfer of cover to OneCare

The following rules apply for replacing existing OnePath insurance with OneCare. The cover must be in force at the time of requesting the transfer.

OneAnswer, OptiMix and Oasis	Integra Super, Corporate Super, ANZ Super Advantage and ANZ OA Personal	Group Risk
<p>Transfer rules (Life and TPD): Maximum amount insured \$500,000</p> <ul style="list-style-type: none"> Existing cover underwritten within last five years at standard rates Must be 'like for like' cover OneCare application less Personal Statement to be completed with declaration signed Declaration of Continued Good Health and Circumstances required Limited to OneCare product parameters Must be in an insurable occupation under OneCare OneCare hybrid renewal commission (22%) to apply. <p>Please note:</p> <ul style="list-style-type: none"> For TPD Own Occupation cover, a full Personal Statement is required (we will waive mandatory requirements) For cases over \$500,000, underwritten greater than five years ago or where loadings and/or exclusions applied to the original assessment, full underwriting and new business commission to apply. 	<p>Transfer rules (Life, TPD and GSC):</p> <ul style="list-style-type: none"> Full underwriting to apply OneCare new business commission to apply. 	<ul style="list-style-type: none"> Full underwriting to apply. OneCare new business commission to apply.

Note: Transfers are not available from OneCare to any of these products.

World of Protection (WOP) and pre July 2000 policies – Transfer terms to OneCare*

Policy issue date	Transfer requirements	Commission terms
July 2000 – Dec 2005 (World of Protection)	<ul style="list-style-type: none"> Proposed cover must be on a 'like for like' basis with the same or decreased amount insured (refer to the following table for 'like for like' product advice). Signed quote. OneCare Application Form including the Personal Statement. Instruction from the WOP policy owner to cancel and replace. Mandatory medical and financial requirements listed on the quote are waived[‡]. 	<ul style="list-style-type: none"> New business commission applies, unless level commission currently applies. In this case, level commission will continue to apply. Other commission structures and dial downs are not available for the existing cover.
Pre July 2000 (e.g. Mercantile Mutual, Armstrong Jones, Occidental, Regal etc.)	<ul style="list-style-type: none"> Signed quote. OneCare Application Form including Personal Statement. Instruction from the previous policy owner to cancel and replace. Full underwriting applies including any mandatory medical and financial requirements as outlined on the quote. 	<ul style="list-style-type: none"> New business commission applies.

* These transfer terms may be withdrawn at any time by OnePath Life.

‡ Where mandatory medical and financial requirements listed on the quote are waived, our underwriting team maintains the discretion to request additional medical information should it be considered necessary based on information provided in the Personal Statement.

What is 'like for like' cover?

'Like for like' cover is where the cover features are the same for OneCare as they are for the existing cover. The following table refers to World of Protection (WOP) policies that are being transferred to, or recommending lapsed policy as, OneCare under 'like for like' conditions.

World of Protection (WOP) products	'Like for like' OneCare product
Leading Life with optional Total and Permanent (TPD) and Trauma Cover*	Life Cover with optional TPD and Trauma Cover Comprehensive [†]
Recovery Cash	N/A
Recovery Cash <i>Plus</i>	Life Cover with optional TPD and Trauma Cover Comprehensive [†]
Stand Alone Recovery	Stand alone Trauma Cover Comprehensive
Income Safe Income Safe <i>Plus</i>	Income Secure Protection or Protection Super [^]
Income Cover	Income Secure Protection or Protection Super [^]
Business Expense Plan	Business Expense Cover [^]

* Extended Trauma Cover only. Basic Trauma Cover has no equivalent in OneCare.

† Optional covers are applicable only if they were selected as options on the World of Protection policy. Where TPD is being replaced 'like for like', the same TPD definition will apply to the OneCare policy. The OneCare TPD 'partial payment for specific loss' benefit is excluded from 'like for like' transfers.

^ Guaranteed benefit payment type is not available under OneCare Income Secure or Business Expense Covers.

Other WOP transfer situations

'Like for like' transfers from WOP to OneCare with new or increased cover

Where there is an increase in cover in conjunction with an upgrade or replacement policy, the increase and/or new cover will be fully underwritten with new business commission applying to the increased portion of cover. The transfer guidelines in this section will then relate to the existing portion of cover.

New OneCare business not replacing 'like for like' WOP cover

Any new cover written in OneCare that is not replacing a 'like for like' product will be fully underwritten. Mandatory medical and financial requirements will need to be provided, with new business commission payable.

How to place these applications

Clients who have an existing OnePath policy will need to complete an Application Form, and tick the relevant application type. Please note, OneCare Express cannot be used for increases and alterations to existing cover with OnePath.

Change of policy ownership

A change of ownership can be done by assignment or, in certain circumstances can be arranged by providing a new policy via 'cancel and replace'.

Assignment

Assignment involves the transfer of ownership from one person or entity to another by agreement between the parties.

It requires both the current policy owner (transferor) and the proposed policy owner (transferee) to complete a Memorandum of Transfer (MOT) and register the assignment with us. Assignment can be used to transfer ownership for all non-superannuation to non-superannuation cases. You should take account of any capital gains tax implications that may arise.

If the most recent policy document cannot be returned, please refer to 'replacement of documents' requirements under the general policy administration guidelines on page 45.

Assignment into or out of superannuation may not be available. Please refer to the table on page 64 for more detail.

Cancel and replace to the closest equivalent cover due to change of ownership

In some circumstances we may allow a change of ownership by cancel and replace. This involves the transfer of risk from one policy to a new policy. It can be used in:

- non-superannuation to superannuation (and vice versa)
- superannuation to superannuation.

The closest equivalent cover is where the cover features are not the same as the current OneCare offer, however is the most closely aligned offer for the existing cover.

Optional covers are applicable only if they were selected as options on the existing policy.

Where TPD is being replaced the closest equivalent option, the same TPD definition will apply to the new OneCare policy. The OneCare TPD 'partial payment for specific loss' benefit is excluded from the transfers

from all products prior to OneCare including Continuation Options.

Any exclusions and loadings that applied to the original cover will be transferred onto the new cover.

Commission structure for the transferred cover will be as per the rules outlined on the following pages.

Cancel and replace can be used for superannuation to non-superannuation, however any excess monies cannot be transferred from the OneCare Super policy to a OneCare non-super policy. The monies must be transferred to an eligible rollover fund.

A change of policy ownership involving a cancel and replace is not available if the life insured is either on claim or eligible to claim at the time of the request.

Closest equivalent option

When change of ownership moves the cover from super to non-super or vice versa the following are the closest equivalent options in the current OneCare PDS for TPD.

Cover held in Super	Cover held in Non Super
Super Any TPD	Any Occupation TPD
SuperLink SIS TPD	Own Occupation TPD
Super Home-Maker TPD	Home-Maker TPD
Super Non-Working TPD	Non-Working TPD

Refer to Section 10 Policy Administration page 50 for the requirements for these changes.

Availability of assignment or cancel and replace due to change of ownership

Original ownership	Proposed new ownership	Assignment	Cancel and replace
Non-superannuation	Non-superannuation	Yes	Yes
Non-superannuation	Retirement Portfolio Service	Not available	Yes
Non-superannuation	External superannuation	Not available	Yes
Retirement Portfolio Service	Non-superannuation	Not available	Yes
Retirement Portfolio Service	External superannuation	Not available	Yes
External superannuation	Non-superannuation	Not available	Yes
External superannuation	Retirement Portfolio Service	Not available	Yes
External superannuation	External superannuation	May be available depending on external trustee agreement	Yes, if MOT unavailable

Requirements to effect assignment or cancel and replace due to change of ownership

Process	Form/letter required	Form signed by/change requested by [#]	Accepted by				
			Mail	Scanned	Phone	Send to	Commission
All covers							
Assignment [*]	<ul style="list-style-type: none"> Original memorandum of transfer (MOT) Most recent original policy schedule. (If unable to locate most recent original policy schedule refer to Replacement of policy documents.) Certified Transferor(s) proof of identity 	Transferor, Transferee and witnesses	Yes	Yes	No	A	R
Death of policy owner	<ul style="list-style-type: none"> Certified copy of death certificate Section 213 Transfer of Ownership Declaration[^] 	Executor or Administrator of the deceased estate	Yes	Yes	No	A	R

When the cover is held in superannuation, policy owner refers to member.

+ If the policy is owned by a company and is changing to being individually owned, we require the following:

- Confirmation letter on company letterhead advising that the person completing the MOT is a current director or secretary of the company.

[^] Only required if there is a transfer of ownership.

Key: A = Administration R = Renewal rates are based on the shape when the policy was inforce

Process	Form/letter required	Form signed by/change requested by*	Accepted by				Commission
			Mail	Scanned	Phone	Send to	
Replacement of policy documents*	<ul style="list-style-type: none"> Statutory Declaration for Issue of Replacement Policy Documents 	Policy Owner	Yes	Yes	No	A	
OneCare							
Cancel and replace due to change of ownership	<ul style="list-style-type: none"> Application to Cancel and Replace form[^] Quote[‡] 	Policy owner Life insured	Yes	Yes	No	U	R
World of Protection							
Cancel and replace due to change of ownership	<ul style="list-style-type: none"> Letter Application to Cancel and Replace form[^] 	Policy owner Life insured	Yes	Yes	No	U	R
Leading Life	<ul style="list-style-type: none"> Quote 						
Leading Life with TPD							
All other covers	<ul style="list-style-type: none"> Cancel and replace not available Transition to OneCare with reduced underwriting is available. Refer to Transfer rules on page 61 						HR
Mercantile Mutual policies							
Cancel and replace due to change of ownership	<ul style="list-style-type: none"> Letter Application to Cancel and Replace form[^] 	Policy owner Life insured	Yes	Yes	No	U	R
Leading Life	<ul style="list-style-type: none"> Quote 						
Leading Life with TPD							

When the cover is held in superannuation, policy owner refers to member.

* If the current policy owner is ANZ Banking Group Limited and changing ownership to an individual, we require the following:

- Completion of original MOT signed by Branch Manager of the Branch
- Most recent Policy Schedule. If unable to locate policy schedule, completion of Statutory Declaration for Issue of Replacement Policy Document.

[^] Not available if on claim. The terms and conditions available at the time of the change of ownership will apply.

[‡] For pre-27 September 2021 OneCare policies, you must call Risk Adviser Services or log-in to the adviser portal to obtain a quote. Not available in Illustrator.

Key: A = Administration U = Underwriting R = Renewal rates are based on the shape when the policy was in force
HR = Hybrid Renewal

Process	Form/letter required	Form signed by/change requested by*	Accepted by				
			Mail	Scanned	Phone	Send to	Commission
Cancel and replace due to change of ownership All other covers	<ul style="list-style-type: none"> Cancel and replace not available A new OneCare application is required and full underwriting will apply 						NB
Ex-Armstrong Jones policies, ex-Occidental policies, ex-ANZ policies, ex-Regal policies							
Cancel and replace due to change of ownership Life Cover TPD Cover	<ul style="list-style-type: none"> Letter Application to Cancel and Replace form[^] Quote Declaration of Continued Good Health and Circumstances 	Policy owner Life insured	Yes	Yes	No	U	HR
Cancel and replace due to change of ownership All other covers	<ul style="list-style-type: none"> Cancel and replace not available A new OneCare application is required and full underwriting will apply 						NB

When the cover is held in superannuation, policy owner refers to member.

[^] Not available if on claim. The terms and conditions available at the time of the change of ownership will apply.

Key: A = Administration U = underwriting NB = New Business HR = Hybrid Renewal

Change of Trustee on an SMSF

The change of trustee refers to when a policy has been issued or assigned to a person/s or company as trustee. The issuing of a policy and changing of trustees is covered under the Life Insurance Act and therefore any change needs to abide by the 'Act'.

Process	Form/letter required	Form signed by/change requested by [#]	Accepted by			
			Mail	Scanned	Phone	Send to
OneCare						
Change of Trustee – Individual Trustees to Corporate Trustee (vice versa) – Corporate Trustee to Corporate Trustee – Individual Trustees to Individual Trustees (removing or replacing)	<ul style="list-style-type: none"> Signed statutory declaration Original certified copy of the trust deed (for correction of trustees) 	New Trustee	Yes	Yes	No	A
Change of Trustees with a change in Super Fund name: – Individual Trustees – Corporate Trustee	<ul style="list-style-type: none"> Original memorandum of transfer (MOT) Signed statutory declaration Original certified copy of the trust deed 	Trustee	Yes	Yes	No	A
Change of Super Fund name only on an SMSF	<ul style="list-style-type: none"> Original certified copy of the trust deed, or ASIC name change certificate 	New trustee	Yes	Yes	No	A

When the cover is held in superannuation, policy owner refers to member.

Key: A = Administration

When the cover is held in superannuation, policy owner refers to member.

^ Not available if on claim. The terms and conditions available at the time of the change of ownership will apply.

Key: A = Administration U = underwriting NB = New Business HR = Hybrid Renewal

Change of company name

If the company name has changed on the policy or the company liquidated and replaced by new company or removal or adding of new director to company, we require the following:

If current company and new company has the same ABN/ACN:

- Original certified copy of ASIC change of company name certificate is sufficient

If current company and new company has different ABN/ACN:

- Completion of original MOT ensuring complete company names and director names (current and new) be printed in the Transferor and Transferee Sections
- Transferor proof of identity (certified)
- Most recent original Policy Schedule

Beneficiaries

Beneficiaries that can be nominated under a non-superannuation policy include individuals, companies, trusts and other entities (subject to limitations as set out on the relevant form and in the Policy Terms).

Where an entity (such as a trust) is nominated, it must be a legally recognised entity. Banks, Financial Institutions and Foreign Trusts can be nominated beneficiaries.

Unless indicated otherwise, the table relates to 'all covers' for the following policies:

- OneCare
- SmartCare
- World of Protection (July 2000 to October 2005)
- Mercantile Mutual (1980 to 1993)
- ex-Armstrong Jones policies (October 1989 to April 1997)
- ex-Occidental policies
- ex-ANZ Life policies
- ex-Regal policies

Beneficiaries that can be nominated under a superannuation policy include dependants or your legal personal representative.

Process	Form/letter required	Form signed by/change requested by [#]	Accepted by			
			Mail	Scanned	Phone	Send to
OneCare						
Non-superannuation	<ul style="list-style-type: none"> • Letter; or • Nomination of Beneficiaries Form (Non-Super) 	Policy owner	Yes	Yes	No	A
Superannuation non-lapsing nomination (Only available for OneCare Super) [^] Superannuation non-binding nomination (Only available for Leading Life in Retirement Portfolio Service) [^]	<ul style="list-style-type: none"> • Letter or • Super nomination of Beneficiaries Form 	Life insured	Yes	Yes	No	A
Superannuation – lapsing nomination (Only available for OneCare Super) [^] Superannuation – binding nomination (Only available for Leading Life in Retirement Portfolio Service) [^]	<ul style="list-style-type: none"> • Super nomination of Beneficiaries Form 	Life insured and two witnesses	Yes	Yes	No	A

[^] Not available for SMSF or External Master Trust policies.

[#] When the cover is held in superannuation, policy owner refers to member.

Key: A = Administration

SECTION 10 – PREMIUMS AND COMMISSION

Discounts

Clients may be entitled to one or more of the following premium discounts:

- **Multiple life discount** – a discount based on the number of lives insured in a group of related policies.
- **Multi-cover discount** – a discount based on a certain combination of covers for each life insured, even across different OneCare policies.
- **Size discount** – a discount based on the size of the amount insured with OnePath, even across different OneCare policies.
- **Platform discount** – a discount based on policies that are issued to a trustee of an eligible platform which premiums are funded.

The benefit of any discount will be reflected in the product illustration received at the time of the application. We do not guarantee premium discounts and may remove or vary the current discounts.

Multiple life discount

To be eligible for multiple life (group) discounts, there must be a valid family and/or business relationship. A policy may only be in one group at any time.

A family relationship refers to lives insured who are immediate family members.

An immediate family member may be:

- a spouse
- a son, daughter, father, mother, father-in-law, mother-in-law, brother or sister

- a person with whom the policy owner is financially interdependent and sharing a bona fide domestic living arrangement (the policy owner must provide us with satisfactory evidence that there is an established and ongoing interdependency).

A business relationship refers to business partners with whom the policy owner has a written partnership agreement outlining each partner's rights and responsibilities to the business. It does not include employees.

The multiple life discount is based on the number of adult lives only. It excludes children under Child Cover.

Grouping is not a legal connection between policies but a means for us to determine a discount for the client.

There is no owner of a group – each policy in a group has a separate policy owner.

Eligibility to join a group will be at OnePath's discretion.

The discount is applied to all policies and lives insured in the group. It does not include policy owners if they are different to the lives insured.

The discount does not apply on \$ per mille loadings that apply to a policy (e.g. \$2 per \$1,000 amount insured pastime loading). As a result, the dollar value of the discount may appear less than the percentages quoted on the next page.

A business group that also contains family members of the business partners is an 'extended business group' and the discount is based on the total number of adult lives. For example, two business partners and their respective spouses will form a group of four lives.

Number of adult lives insured in multiple life group	Discount
1	0%
2	5%
3	6%
4	7%
5 or 6	8%
7, 8 or 9	9%
10 or more	10%

OnePath's Illustrator will automatically calculate the multiple life discount once the number of lives in the group has been entered.

Financial adviser commission

Your client's multiple life discount may affect your commission. From 1 January 2018, the commission is based on the premium after allowing for the multiple life discount. Policies prior to 1 January 2018, the commission is based on the premium before allowing for the multiple life discount.

Group number

All policies in a group will be assigned a group number. This will be included on the Policy Schedule.

Changes to a group

Add new policy to a group

If a policy is already in force, and a new policy joins that policy to form a group, only the new policy will immediately get a discount. The existing policy will get a multiple life discount from its next policy anniversary or the date of the next alteration to the policy.

One policy leaves a group

If a policy leaves a group (including as a result of a claim), the multiple life discount

will be reset for each remaining policy on the earliest of the:

- next policy anniversary date; or
- date of the next alteration to the policy.

One life leaves a policy

If a client (i.e. life insured) leaves a policy (including as a result of a claim), the multiple life discount will be reset for the remaining lives at that time.

Relationship changes

The eligibility for a discount and the relationship between the policy owners is defined at the application stage. If the relationship between policy owners changes subsequently, the discount will not be revised unless a policy owner exits the group.

Multi-cover discount

Life, TPD, Trauma and/or Business Expense Cover will receive a multi-cover discount of 5% off the base rate across all OneCare policies when Income Secure Cover is taken for the same life insured.

The multiple covers do not have to commence at the same time. A life insured can purchase their Life Cover one year, Income Secure Cover the next, at which time a multi-cover discount will apply to the Life Cover premium.

The discount does not apply on \$ per mille loadings that apply to a policy (e.g. \$2 per \$1,000 amount insured pastime loading). As a result, the dollar value of the discount may appear less than the percentages quoted below.

The client gets the discount on the following covers when they are taken with Income Secure Cover.

Cover type	Discount
Life Cover	5%
TPD Cover	5%
Trauma Cover	5%
Child Cover	0%
Business Expense Cover	5%
Living Expense Cover	0%
Extra Care Cover	0%

OnePath's Illustrator will automatically calculate the multi-cover discount at the time of illustration.

Please note, your illustration may be overstated if you produce an illustration for only part of a life insured's cover. We will, however, determine the appropriate premium for the additional cover and any adjustment will be settled at that time.

Financial adviser commission

Your client's multi-cover discount may affect your commission. From 1 January 2018, the commission is based on the premium after allowing for the multi-cover discount. Policies prior to 1 January 2018, the commission is based on the premium before allowing for the multi-cover discount.

Changes to cover

Adding cover to existing Income Secure Cover

If a life insured has Income Secure Cover under any in-force OneCare policy and they add either Life Cover, Trauma Cover, TPD Cover and/or Business Expense Cover to the existing cover or in the form of a new policy, then the new cover (i.e. Life Cover, Trauma Cover), TPD Cover and/or Business Expense Cover) will receive a multi-cover discount at that time.

Adding Income Secure Cover to existing cover

If a life insured has either Life Cover, Trauma Cover, TPD Cover and/or Business Expense Cover under any in-force OneCare policy and they add Income Secure Cover to the existing cover or in the form of a new policy, the existing cover (i.e. Life Cover, Trauma Cover, TPD Cover and/or Business Expense Cover) will receive a multi-cover discount at that time. If these covers are under a separate policy, the discount will be applied at the next policy anniversary or the date of the next alteration to those policies.

Lapsed cover

If a cover lapsing means that the policy is no longer eligible for a multi-cover discount, this discount will be removed from the remaining covers on all policies on the next policy anniversary or the date of the next alteration to those policies.

Size discount/loading

A size discount is awarded based on the accumulated amount insured across all OneCare policies for a life insured including super and non-super.

The separate policies do not have to commence at the same time to be eligible for accumulated size discounts. A life insured can purchase their first cover one year and their next cover the following year, at which time a discount will apply to the new policy. The existing policy will also be eligible for the size discount from its next policy anniversary or the date of the next alteration to those policies.

The discount does not apply on \$ per mille loadings that apply to a policy (e.g. \$2 per \$1,000 amount insured pastime loading). As a result, the dollar value of the discount may appear less than the percentages quoted in the table in the adjacent column.

If an instalment benefit payment type is selected, the lump sum equivalent (LSE) is used to determine the size discount. Please note, if the LSE reduces over time due to increasing age, the size discount will not be adjusted and is based on the original LSE.

If the policy owner reduces the amount insured, the size discount will be reset at that time.

The following table provides information on the discounts applied to each of the amount insured bands.

Pre-18 March 2017 OneCare Life Cover, Trauma Cover and TPD Cover

Life Cover, stand alone Trauma Cover and stand alone TPD Cover accumulative amount insured	Life and TPD discount	Trauma discount
\$0–\$99,999	0%	0%
\$100,000–\$249,999	8%	8%
\$250,000–\$499,999	14%	14%
\$500,000–\$749,999	20%	20%
\$750,000–\$999,999	24%	24%
\$1,000,000–\$1,999,999	28%	28%
\$2,000,000 and over	32%	28%

OneCare Life Cover and TPD Cover from 18 March 2017

Life Cover, stand alone Trauma Cover and stand alone TPD Cover accumulative amount insured	Life and TPD discount
\$0–\$99,999	0%
\$100,000–\$249,999	8%
\$250,000–\$499,999	14%
\$500,000–\$749,999	20%
\$750,000–\$999,999	24%
\$1,000,000–\$1,999,999	28%
\$2,000,000 and over	32%

OneCare Trauma Cover from 18 March 2017

Trauma Cover accumulative amount insured	Trauma discount
\$0–\$99,999	0%
\$100,000–\$249,999	8%
\$250,000–\$499,999	14%
\$500,000–\$749,999	20%

Trauma Cover accumulative amount insured	Trauma discount
\$750,000–\$999,999	24%
\$1,000,000 and over	28%

OneCare Income Secure Cover, Business Expense Cover and Living Expense Cover

Accumulated monthly amount insured	Discount
\$0–\$2,499	–10% (loading)
\$2,500 and over	0.0%

OnePath’s Illustrator will automatically determine the size discount at the time of illustration.

Please note, your illustration may be overstated if you produce an illustration for only part of a life insured’s cover.

We will, however, determine the appropriate premium for the additional cover and any adjustment would be settled at that time.

Financial adviser commission

OnePath Life pays commission on the reduced premium after the size discount is applied.

Changes to cover

Adding cover

If a life insured adds additional cover which then entitles them to a discount, the discounts will be applied as follows:

- Covers on the policy which is being altered will have premiums recalculated to reflect the new applicable size discounts.
- Covers on other policies will only have premiums recalculated to reflect new

applicable size discounts at those policies’ next policy anniversary or the date of the next alteration to those policies.

Lapsed cover

- Covers on the policy which is being altered will have premiums recalculated to reflect the new applicable size discounts.
- Covers on other policies will only have premiums recalculated to reflect the new applicable size discounts at those policies’ next policy anniversary or the date of the next alteration to those policies.

Platform discount

Only available to new business from 18 March 2017.

To be eligible for a platform discount, the client must fund their premiums from an eligible platform with an eligible payment method. The platform discount will apply to all covers under the policy that is issued to a trustee of an eligible platform from which premiums are funded.

The discount does not apply on \$ per mille loadings that apply to a policy (e.g. \$2 per \$1,000 amount insured pastime loading). As a result, the dollar value of the discount may appear less than the percentages quoted.

Where the policies are under a SuperLink arrangement, the platform discount will not apply to the non-superannuation policy.

OnePath’s Illustrator will automatically calculate the platform discount at the time of illustration.

Financial adviser commission

OnePath Life pays commission on the reduced premium after the platform discount is applied.

Changes to cover

If a life insured changes the payment method or platform that entitles them to a discount, covers on the policy which is being altered will have premiums recalculated to reflect the new applicable platform discount.

Other factors that affect the premium

Premium Waiver Disability Option (Applies to Life, TPD and Trauma Cover)

The fixed percentages applied to the base rate and options across all ages are 6% for males and 10% for females.

Business Guarantee Option (Applies to Life, TPD and Trauma Cover)

A fixed percentage of 15% is applied to the base rate across genders and all ages.

Occupational ratings

The rating factor is based on occupation category and gender.

All occupational categories for Life Cover have a rating of 1.00 except where a \$ per mille loading has been applied. For TPD, Income Protection and Business Expense, the loading differs across occupation classes. Occupation rating tables are available on request.

Day 14 Accident Option

Day 14 Accident Option has a loading applied and is also impacted by the occupation class, gender and wait period. These tables are available on request.

Smoking status

(Applies to Income Secure Cover, Business Expense and Living Expense Cover)

The rating factors are 1.00 for non-smoker and 1.30 for smoker.

Underwriting loadings (% loadings)

Any medical, occupational or pastime loadings that have been specified in the Occupation or Pastimes Table or through underwriting are applied as a percentage of the premium. The Occupation Table and the Pastimes Table is available at onepath.com.au/onecareforms or speak to your OnePath Business Development Manager.

\$ per mille loadings

Any medical, occupational or pastime loadings for Life and Trauma Cover that have been specified in the Occupation or Pastimes Table or through underwriting are applied as a dollar per thousand dollars of cover.

Dial-down commission discount

See 'dial-down commission and premium discount' on pages 79 and 82 for more detail on how to calculate the premium discount.

Frequency loading

This loading applies when the policy owner pays their premium on a half-yearly or monthly basis.

Payment Frequency	Frequency loading
Yearly	0%
Half yearly	3%
Monthly	6%

Stamp duty

In order for us to meet our stamp duty costs to the States and Territories, the cover premiums we charge will either be inclusive of any applicable stamp duty or stamp duty will be charged at the statutory rate in addition to the cover premium. The amount that we may recover as part of the cover premium or in addition to the cover premium will depend on numerous factors including the type of cover and the location of the insured.

Financial adviser commission from 1 January 2018

OnePath will pay your commission when an application is accepted and the policy is issued and is based on:

- the commission type you choose
- the number of years to maximum entry age
- whether you choose dial-down commission. If you choose dial-down commission, the premium payable by the policy owner will be reduced.

Fee for service

Fee for service option is available. If this option is selected on the illustration all commission is removed and the premium is discounted.

Standard commission rates

Standard commission rates apply when the life insured's cover commences at least five years before maximum entry age.

From 1 January 2018

- Upfront commission rates refers to H2ybrid (in 2018), H3ybrid (in 2019) and H4ybrid (in 2020) commission shape in Illustrator
- Level commission rates refers to L2level commission shape in Illustrator
- LIF Hybrid commission shape in the adviser portal and quotes we provide refer to Upfront as shown in the table below.

Standard commission rates by type (including GST)

Policy year	From 1 Jan 2018		From 1 Jan 2019		From 1 Jan 2020	
	Upfront	Level	Upfront	Level	Upfront	Level
Year 1	88%	30%	77%	30%	66%	30%
Year 2	22%	30%	22%	30%	22%	30%
Year 3+	22%	30%	22%	30%	22%	30%

Standard commission is paid on the following components of the premium:

- base stepped or level premium (depending on what premium type is selected by the policy owner)
- options
- underwriting loading and \$ per mille loadings
- other loadings e.g. occupation, smoker status.

Where a policy includes a multi-cover, multiple life, size and platform discount the commission is payable on the premium after the discount is applied.

Commission is not paid on components of premium that represent stamp duty paid at general insurance rates or frequency loadings.

Fee for Service is available as an alternative to receiving commissions, replacing commission paid by OnePath Life with a fee payable directly by the client.

The commission rates are inclusive of any applicable GST.

A commission type or Fee for Service default will be set for each adviser (as determined by their dealer group if applicable) with an option to change at a policy level.

Year one commission (i.e. new business commission) is payable on:

- the first year premium
- underwritten increases in the first year
- Increasing Income, Increasing Expenses, Future Insurability and Business Guarantee Option increases

- additional benefits.

It is not payable on:

- frequency loading
- indexation increases
- stamp duty paid at general insurance rates
- Life Cover Buy Back, Life Cover Purchase Option, Trauma Cover Reinstatement Option or Conversion Options if exercised*.

* Please note, year two onward commission is payable in the first year.

New business commission is payable on completion (i.e. after the application has been accepted and the policy is issued). You will receive this as an upfront payment.

Year two onward commission (i.e. renewal commission)

Is payable as a percentage of the premium (as defined in the adjacent column), excluding any premium on which year one commission has been paid in the same year.

This is payable on receipt of premium.

Premium pause

If premium pause is applied for, commission will also cease until cover recommences.

High entry age commission rates

If the life insured applies for the cover with less than five years to maximum entry age, the year one commission is reduced.

High entry age commission rates will be applied to individual covers under the OneCare policy where the life insured applies with less than five years to the maximum entry age for the selected cover, except where level commissions apply.

Renewal commission rates for year two onward will be the same as standard commission rates for renewal, as set out on page 76.

High entry age commission rates by type for year one (including GST)

No. of years to maximum entry age for cover*	2018 Upfront	2019 Upfront	2020 Upfront	Level
4	84.17%	73.65%	63.13%	30%
3	80.35%	70.30%	60.26%	30%
2	72.70%	63.61%	54.52%	30%
1	61.22%	53.57%	45.91%	30%
0	49.74%	43.52%	37.30%	30%

* To determine whether reduced commission rates apply, use the maximum entry age for the cover selected for stepped premiums, regardless of whether the premium type selected is level or stepped.

Responsibility period for level commission

The responsibility period for level commission rates is 1 year.

If a policy lapses or is cancelled, we may clawback commission depending on the premium paid. Where cover is reduced, or the premium type changed from level to stepped, the clawback applies to the premium difference.

The amount of the clawback will be a percentage of the commission credited for that cover, or portion of that cover, as outlined in the table below.

Month*	Clawback
0	100%
1	91.7%
2	83.3%
3	75%
4	66.7%
5	58.3%
6	50%
7	41.7%
8	33.3%
9	25%
10	16.7%
11	8.3%
12	0%

* Month refers to the complete calendar month(s) since the effective date of the cover where a premium has been received, therefore creating the year one commission credit.

The responsibility period applies only to premiums on which year one commission is paid or credited in full at the time of the new sales or increase in cover (including CPI).

Please note, clawback applies to the servicing adviser of the policy at the time of the clawback, even if they did not originally submit the cover or acquire the commission entitlement as a result of, for example, a transfer of servicing rights.

Responsibility Period for Upfront Commission

The responsibility period for upfront commission on OneCare policies commencing on or after 1 January 2018 is 2 years. Clawbacks will be applied to upfront commission paid if the policy:

- is cancelled;
- lapses; or
- has a premium reduction;

within 2 years of the policy issue, or policy change, we paid upfront commission on.

If these occur in the first 12 months from the policy issue, or policy change, we paid upfront commission on, there will be 100% clawback of the commission (or portion of that commission attributed to the premium reduction).

If these occur in the subsequent 12 months, there will be 60% clawback of the commission (or portion of that commission attributed to the premium reduction).

There are some limited exceptions provided by legislation to these clawbacks such as policy cancellation on payment of a claim.

Clawback obligations may be deducted from future commission payments or requested separately at our option.

You agree to pay these requested amounts within 14 days of our request.

Please note, clawback applies to the servicing adviser of the policy at the time of the clawback, even if they did not originally submit the cover or acquire the commission

entitlement as a result of, for example, a transfer of servicing rights. Where there is no current servicing adviser for the policy, we will clawback year one commission from the previous servicing adviser for the policy.

Dial-down commission and premium discount

Dial-down commission may be used for New Business only.

Once the application is accepted, under no circumstances can you change the dial-down options.

You can dial-down the commission payable with the two standard commission types.

There are two dial-down options which allow you to tailor your commission and premium to suit your client. These are:

Dial-down option	Commission reduced	Premium discount
A	All years	All years
B	Year one	All years

How to exercise the dial down option using Illustrator

- Select the dial down option – either 'All years' (Option A) or 'Year 1 comm only, all years prem' (Option B).
- Select the dial-down rate (as shown as a percentage). This must be whole numbers between 1% and 100%.
- Illustrator will show you the resulting discounted premium. See the adjacent column for some examples.

Under all options, the dial-down percentage cannot be added or altered after the cover start date.

In the case of commission splits, the dial-down factor applies to both splits.

The minimum premium rules apply to the reduced premium.

Option A

If you choose option A, the dial-down and premium discount apply each year the cover is in force.

The following table provides examples of dial-down commission for option A.

Discount applying to all years' premiums

Dial-down % applying to all years' commission	2018		2019		2020	
	Upfront	Level	Upfront	Level	Upfront	Level
20%	5.71%	5.45%	5.43%	5.45%	5.14%	5.45%
40%	11.43%	10.91%	10.86%	10.91%	10.29%	10.91%
60%	17.14%	16.36%	16.29%	16.36%	15.43%	16.36%
80%	22.86%	21.82%	21.71%	21.82%	20.57%	21.82%
100%	28.57%	27.27%	27.14%	27.27%	25.71%	27.27%

Option B

The dial-down only applies to year one commission while year two onward commission is preserved i.e. does not reduce. However, the premium will be discounted each year while the cover is in force.

The following table provides examples of dial-down commission for option B.

Discount applying to all years' premiums

Dial-down % applying to year one commission only	2018		2019		2020	
	Upfront	Level	Upfront	Level	Upfront	Level
20%	2.29%	0.78%	2%	0.78%	1.71%	0.78%
40%	4.57%	1.56%	4%	1.56%	3.43%	1.56%
60%	6.86%	2.34%	6%	2.34%	5.14%	2.34%
80%	9.14%	3.12%	8%	3.12%	6.86%	3.12%
100%	11.43%	3.9%	10%	3.90%	8.57%	3.90%

Commission opt out/opt in for policies commencing from 1 January 2018

You have the option of reducing your clients' premiums by the amount of renewal commission you were due to receive in that year by opting out of receiving future commission on the policy.

This will trigger a discount on the policy depending on original commission type chosen:

- Upfront: 17%
- Level: 25%

You are able to opt back into receiving renewal commission. This will increase your client's premium and therefore requires your clients' consent.

Commission opt-out is not available on policies that already have a commission dial down.

Fee for Service and Premium Discount

The following table shows the commission reduction and premium discount applicable on policies with Fee for Service. The Fee for Service model removes all commission and provides a premium discount for all years.

	Commission reduced	Premium discount
Fee for Service	All years – 100%	All years – 27.27%

Note that once a policy is accepted with Fee for Service, under no circumstances can the policy (or any replacement policy) be changed to a Commission model, and vice versa. If a reduction in commission is required in the first year only, or at a reduced level for future years, then dial-down commission may be used.

Under no circumstances can you change the commission structure through a cancel and replace due to a change in ownership. This includes all dial-down options or changing to fee for service.

Cancel and Replace

Where we consider that you have cancelled and then replaced any policy, we will not pay new business commission on the new policy and any trail commission on the new policy will be limited to the rate of trail commission paid on the cancelled policy immediately prior to cancellation. Where there is no current servicing adviser for the policy, we will clawback year one commission from the previous servicing adviser for the policy.

Financial adviser commission for policies prior to 1 January 2018

OnePath will pay your commission when an application is accepted and the policy is issued and is based on:

- the commission type you choose
- the number of years to maximum entry age
- whether you choose dial-down commission. If you choose dial-down commission, the premium payable by the policy owner will be reduced.

Fee for service

Fee for service option is available. If this option is selected on the illustration all commission is removed and the premium is discounted.

Standard commission rates

Standard commission rates apply when the life insured's cover commences at least five years before maximum entry age.

Policy year	Standard commission rates by type (including GST)			
	Upfront	Stepped	Hybrid	Level
Year 1	115%	95%	70%	32%
Year 2	11%	12.5%	24%	32%
Year 3	11%	15%	24%	32%
Year 4	11%	17.5%	24%	32%
Year 5+	11%	20%	24%	32%

Standard commission is paid on the following components of the premium:

- base stepped or level premium (depending on what premium type is selected by the policy owner)
- options
- underwriting loading and \$ per mille loadings
- other loadings e.g. occupation, smoker status
- size discount.

Where a policy includes a multi-cover discount or multiple life discount, the commission is payable on the premium before the discount is applied.

Commission is not paid on components of premium that represent stamp duty paid at general insurance rates or frequency loadings.

The commission rates are inclusive of any applicable GST.

A commission type default will be set for each adviser (as determined by their dealer group if applicable) with an option to change at cover level for each policy.

Year one commission (i.e. new business commission) is payable on:

- the first year premium
- underwritten increases
- Increasing Income, Increasing Expenses, Future Insurability and Business Guarantee Option increases
- additional benefits
- indexation increases

It is not payable on:

- Continuation Options (from group insurance to retail insurance), instead you will receive only the level commission type
- Life Cover Buy Back, Life Cover Purchase Option, Trauma Cover Reinstatement Option or Conversion Options if exercised*.

* Please note, year two onward commission is payable in the first year.

New business commission is payable on completion (i.e. after the application has been accepted and the policy is issued). You will receive this as an upfront payment or on receipt of the premium during the year (i.e. drip payments).

In the case of indexation, it is paid on receipt of premium.

Year two onward commission (i.e. renewal commission)

Is payable as a percentage of the commissionable premium as defined above, excluding any premium on which year one commission has been paid in the same year.

This is payable on receipt of premium.

Premium pause

If premium pause is applied for, commission will also cease until cover recommences.

High entry age commission rates

If the life insured applies for the cover with less than five years to maximum entry age, the year one commission is reduced.

High entry age commission rates will be applied to individual covers under the OneCare policy where the life insured applies with less than five years to the maximum entry age for the selected cover, except where level commissions apply.

Renewal commission rates for year two onward will be the same as standard commission rates for renewal, as set out on page 81.

No. of years to maximum entry age for cover	High entry age commission rates by type for year one (including GST)			
	Upfront	Stepped	Hybrid	Level [†]
4	110%	90%	67%	32%
3	105%	83%	63%	32%
2	95%	75%	58%	32%
1	80%	65%	52%	32%
0	65%	54%	45%	32%

[†] Standard commission rates apply for level commission only.

Responsibility period

The responsibility period is 12 months.

If a policy lapses or is cancelled, we may write back commission depending on the premium paid. Where cover is reduced, or the premium type changed from level to stepped, the write back applies to the premium difference.

The amount of the write back will be a percentage of the commission credited for that cover, or portion of that cover, as outlined in the table on the adjacent column.

Month*	Write back
0	100%
1	91.7%
2	83.3%
3	75%
4	66.7%
5	58.3%
6	50%
7	41.7%
8	33.3%
9	25%
10	16.7%
11	8.3%
12	0%

* Month refers to the complete calendar month(s) since the effective date of the cover where a premium has been received, therefore creating the year one commission credit.

The responsibility period applies only to premiums on which year one commission is paid or credited in full at the time of the new sales or increase in cover e.g. indexation increases or applications to request an increase.

Please note, write back applies to the servicing adviser of the policy at the time of the write back, even if they did not originally submit the cover or acquire the commission entitlement as a result of, for example, a transfer of servicing rights.

Dial-down commission and premium discount

Dial-down commission may be used for New Business only and cannot be added or altered after the cover start date.

Once the application is accepted, under no circumstances can you change the dial-down options or change to fee for service. You do have the ability to opt out of receiving future

commission. Further information regarding this is located later in this guide.

You can dial-down the commission payable with the two standard commission types.

There are two dial-down options which allow you to tailor your commission and premium to suit your client. These are:

Dial-down option	Commission reduced	Premium discount
A	All years	All years
B	Year one	All years

In the case of commission splits, the dial-down factor applies to both splits.

The premium discount is applied and minimum premium rules apply to the reduced premium.

The dial-down commission rate is applied to the commissionable premium before the discount is applied.

Option A (All years)

If you choose option A, the dial-down and premium discount apply each year the cover is in force.

For example, if a 40% dial-down was selected for option A the following table illustrates the impact on premium with all four commission types.

Discount applied to premium				
Dial-down	Upfront	Stepped	Hybrid	Level
40%	11.6%	10.5%	12.1%	11.6%

Option B (Year 1 only)

The dial-down only applies to year one commission while year two onward commission is preserved i.e. does not reduce. However, the premium will be discounted each year while the cover is in force.

For example, if a 40% dial-down was selected for option B the following table illustrates the impact on premium with all four commission types.

Discount applied to premium				
Dial-down	Upfront	Stepped	Hybrid	Level
40%	8.4%	6.9%	5.1%	2.3%

Reinstating a lapsed policy

If a policy is reinstated within 12 months after lapsing, a reduced application process is required, and commission will continue using the commission structure of the original policy.

Policy reinstatement 12 months or more after a policy lapse is not available.

Full underwriting is required and new business commission will be payable.

Commission opt out/opt in for policies commencing prior to 1 January 2018

You have the option of reducing your clients' premiums by the amount of renewal commission you were due to receive in that year by opting out of receiving future commission on the policy. This will trigger a discount on the policy depending on original commission type chosen:

- Upfront: 10%
- Stepped: 15%
- Hybrid: 20%
- Level: 25%

You are able to opt back into receiving commission for your advice. This will increase your client's premium and therefore requires your clients' consent.

Commission opt-out is not available on policies that already have a commission dial down.

SECTION 11 – CLAIMS

Claims process

When a client suffers from an illness or injury, or passes away unexpectedly, we appreciate it is a time of high emotion, stress and financial pressure. We also understand how difficult this time can be, and so we approach every claim with a commitment to do whatever we can to process it as quickly, correctly and as efficiently as possible.

How to notify OnePath Life of a claim

Call our Claims Helpline on 1300 555 250 and:

- quote the policy number. For privacy purposes, you will need to give your name, your relationship to the life insured, the insured's date of birth and address, together with such other information that may be required.
- provide, where possible, the date the event that caused the claim, and brief details if known.

Within 24 hours of receiving the call, we will send the appropriate claim forms with a covering letter detailing our specific requirements to the address you provide.

Claims mailbox

You can also notify OnePath Life of a claim via our claim's email address on general.retail.claims@zurich.com.au

Hypothetical queries

The assessment of all claims involves the actual evaluation of the life insured's circumstances (both past and present) in relation to the relevant Policy Terms. Where possible our claims team, through the Claims Helpline or the claims mailbox will try and answer any hypothetical questions or situations you may have.

Claims mailing address

OnePath Life
Life Risk Claims
Locked Bag 994
North Sydney NSW 2059

Retail Claims helpline

1300 555 250

Claims practices

The following information explains the way in which certain Policy Terms are applied.

All covers – interpretation of 'war'

Reference is made to 'war' in the wording of exclusions which apply to some covers under OneCare. In this context, we interpret 'war' as a condition in which there are at least two protagonists which are sovereign or at least de facto sovereign states.

It involves an act on the part of at least one of such protagonists either pursuant to the conflict, or which initiates the conflict.

SECTION 12 – CONTACTS

Risk Adviser Services

Mail: Locked Bag 994
North Sydney NSW 2059

Phone: 1800 222 066
Weekdays between
8.00am and 8.00pm (AEST)

Email: adviser.onepath@zurich.com.au

Underwriting

Mail: Locked Bag 994
North Sydney NSW 2059

Phone: 1800 300 006 (Underwriting Hotline)
Weekdays between
8.30am and 5.00pm

Email: risk.underwriting@onepath.com.au

Pre-assessments email:
opl.preassessments@onepath.com.au

Commissions (Adviser Administration)

Mail: PO Box 677
North Sydney NSW 2059

Phone: 1800 222 066 (option 4)
Weekdays between
8.30am and 5.30pm (AEST)

Email: adviser.admin@zurich.com.au

Claims

Mail: Life Risk Claims
Locked Bag 994
North Sydney NSW 2059

Phone: 1300 555 250
Weekdays between
8.30am and 5.30pm (AEST)

Email: general.retail.claims@zurich.com.au

Customer Services

Mail: OnePath Life
Locked Bag 994
North Sydney NSW 2059

Phone: 133 667
Weekdays between
8.30am and 6.00pm (AEST)

Email: client.onepath@zurich.com.au

Paramedical service providers

UHG

Phone: 1300 558 583

Email: adviser.relations@uhg.com.au

This page has been left blank intentionally.

Risk Adviser Services (for use by financial advisers only)

Contact details

Phone 1800 222 066 weekdays between 8.00am and 8.00pm (AEST)

Email adviser.onepath@zurich.com.au

Online onepath.com.au

Address

OnePath Life

Locked Bag 994

North Sydney NSW 2059

OnePath Life Limited (OnePath Life) ABN 33 009 657 176 AFSL 238341

This brochure is current as at 11 April 2022 and the details in it are subject to change.