

# Zurich FutureWise

## Your policy anniversary



000848 000



Toxiq Super Fund  
11 Jennifer Court  
DERRIMUT VIC 3030

Life insured:  
**Qeen Xi**

Policy number:  
**50083616**

Policy type:  
**Zurich Disability Income Insurance**

(Superannuation, held by external trustee)

Policy owner:  
**Toxiq Super Fund**

29 December 2021

## Thank you for being a Zurich customer

We're writing to tell you about changes to your insurance premium for the next policy year and to remind you that your premium is due soon. We'll automatically direct debit this from your nominated bank account, so you can relax knowing that you're protected. We'll let you know if any payments are unsuccessful.

### ! Premium increases

The cost of providing protection has continued to increase, resulting in a premium rate increase being applied to your policy at this anniversary. More information about the rate increase is provided in this notice and at [zurich.com.au/lifepremiums](http://zurich.com.au/lifepremiums).

If you've altered your premium since 24 September 2021, the premium rate increase has already been applied to your policy when the alteration was processed.

## You've selected Premium with cover increase

Policy anniversary date:  
**28 January 2022**

With inflation protection

Your policy has in-built inflation protection to help maintain the value of your cover over time.

### Cover summary

Your policy provides:

- a monthly benefit if the life insured is unable to work due to sickness or injury.

Premium yearly:  
**\$1,599.48**

Due on:  
**28 January 2022**

Your yearly premium is detailed in the policy breakdown on page 2 and will apply for the remainder of the policy year (unless you make a change to your policy). If you ask us to change your policy before your next policy anniversary and we have a premium adjustment underway, your policy will automatically attract the new premium rates at the time of change which means they will apply earlier than they otherwise would.

## Detailed policy breakdown

Below is a summary of the insurance benefits which apply to this policy.

Life Insured	Cover type	Current monthly benefit	Increased monthly benefit	Premium without cover increase	Premium with cover increase
Queen Xi	Income protection insurance	\$5,479	\$5,517	\$1,335.54	\$1,349.31
	Stamp duty	N/A	N/A	\$144.03	\$145.41
	Management fee	N/A	N/A	\$104.76	\$104.76
	<b>Total instalment premium</b>			<b>\$1,584.33</b>	<b>\$1,599.48</b>

Full terms and conditions of your cover, including any special conditions and exclusions, are outlined in the PDS and most recently issued policy schedule. If you don't have the PDS, visit [zurich.com.au/lifepds](http://zurich.com.au/lifepds) or contact us.

An important limitation affecting income protection held in super is that benefits can't be paid if you're not working at the time of claim. If you're unemployed, between jobs or on parental leave, for example, you are not covered under a superannuation policy. Please discuss this limitation with your financial adviser if you have any concerns.

## An Inflation protection increase has been applied to your policy

Your policy has in-built inflation protection to help maintain the value of your cover over time. If you opt out of inflation protection, your future insurance cover might not give you the same real value as it would today. You don't have to accept the increase. If you'd like to maintain the same cover amount, or arrange a lower cover increase, please contact your local insurance specialist on 131 551 before the next due date so that we can reduce your premium.

## Benefits of your policy

Some of the features of your policy include:

- Guaranteed renewal of your policy terms up until the expiry date, regardless of any change in health.
- Worldwide cover 24 hours a day, seven days a week.
- Waiver of premiums for any period while a claim is payable.



Good news, we've made some improvements which affect the cover provided under your policy. Please refer to the information about the changes set out under the heading 'Upgrades to your policy'.

## The Life insurance code of practice is our promise to you

When you take out life insurance, it's important that you get the highest standards of service in all your dealings with us. That's why we've adopted the Life Insurance Code of Practice. It's the life insurance industry's commitment to mandatory customer service standards and it's designed to protect you, our customer. The Code can be found at [fsc.org.au](http://fsc.org.au).

## Upgrades to your policy effective from 29 March 2021

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We continue to find ways to improve the terms of your policy. As your policy includes a guarantee of upgrade provision, the following changes apply to you automatically from 29 March 2021.

- We've added an automatic reinstatement provision to your policy, allowing you 30 days to get cover back on track without assessment if your policy lapses due to non-payment of premium. We'll tell you about this provision if your policy lapses. Your cancellation advice will explain how to arrange payment of outstanding premium to reinstate your cover. You also have 30 days to reinstate cover without assessment if you cancel it, provided you request reinstatement in writing. If the cover is reinstated in this period for non-payment of premium or because you cancelled it, no benefits will be paid for an event which occurs or is apparent while the policy is lapsed or cancelled.
- The Premium holiday feature has been re-named to better reflect the effect of pausing cover. This feature allows a break in cover (maximum of 12 months over the life of the policy) to ease financial pressure and is now known as Cover suspension. The feature is otherwise unchanged. Visit [zurich.com.au/existingcustomers](https://zurich.com.au/existingcustomers) to access the Cover suspension application form which includes the terms and conditions.

## At each anniversary, different factors can affect your premium

Your life insurance cover represents our promise to be there for you when it matters most, should you need to submit a claim. Maximising our ability to pay claims remains our unwavering priority and means our premium rates must reflect the true cost of providing that protection. Our premium rates aren't guaranteed and can change. If you'd like to know more about why premiums increase, please visit [zurich.com.au/lifepremiums](https://zurich.com.au/lifepremiums).

The in-built management fee increases annually on the anniversary of the policy.



### Age increases don't apply

The benefits on this policy have level premiums until the policy anniversary when the life insured is 65, which means that age increases don't apply this year.



### Inflation protection applies

Unless you have declined inflation protection, your cover amount will automatically be increased each year to ensure you're protected. We'll use the life insured's age at the date of the increase to calculate the cost of the extra cover.



### Premium rate adjustment

To ensure we continue to meet our claims promise, we're increasing premium rates for all policies in this category.

Base premium rates for Income protection insurance are increasing by 30%.

## You are currently paying: yearly via direct debit



We offer different payment options to suit you, whether it's monthly, quarterly, half-yearly or annually. Don't forget it's cheaper to pay annually.

## Have your circumstances changed?

We understand that life's unpredictable. Fortunately, we're here to help. While we can't provide financial advice, we can alert you to features in your policy that could benefit you if you want to make changes or if you are finding it difficult to keep up with your premium payments.

If you find yourself involuntarily unemployed for reasons other than as a direct result of sickness or injury, you may be eligible to have your premiums waived for up to three months at time.

This policy provides valuable insurance cover that will not change due to changes in health or pastimes. If you decide to cancel and apply for a replacement policy, the duty to take reasonable care not to make a misrepresentation will apply again and the new policy will be based on health and other circumstances at that time. A new policy may not cover conditions existing at that time which could result in you not being covered, paying a higher premium or having less comprehensive cover.

Contact your local insurance specialist today so we can ensure you remain protected without leaving yourself or your family financially vulnerable.



Simplify your life with My Zurich

Find out more about our 24/7 customer portal at [zurich.com.au/myzurich](https://zurich.com.au/myzurich)

## Your contacts

If you have any questions please don't hesitate to contact us. We look forward to helping you.

### Quinhat Xi

Your financial adviser



03 9044 1953

### Your local Zurich insurance specialist



131 551

Monday to Thursday 8.30am – 7.00pm AEST

Friday 8.30am – 5.30pm AEST



client.service@zurich.com.au



Locked Bag 994 North Sydney NSW 2059

## How else can we help?

### Update your details

It is important that your details remain up-to-date. If your circumstances have changed, you can update your details 24/7 on our self service customer portal at [zurich.com.au/myzurich](http://zurich.com.au/myzurich). Alternatively, please call your local insurance specialist on **131 551**, or email us at [client.service@zurich.com.au](mailto:client.service@zurich.com.au)

### Need to make a claim?

Let us know as soon as you can by completing the claim form on our website: [zurich.com.au](http://zurich.com.au) or by calling us on **131 551**. Your financial adviser may be able to help with completing the paperwork or you may prefer to deal with us directly. It's entirely up to you. Please note that any premiums due on your policy must continue to be paid to keep the policy in force while we assess your claim and the monthly benefit at the date of the event giving rise to the claim will apply.

## Total claims paid

\$276,243,015

\$51,737,055

Trauma & Health Events

\$89,042,613

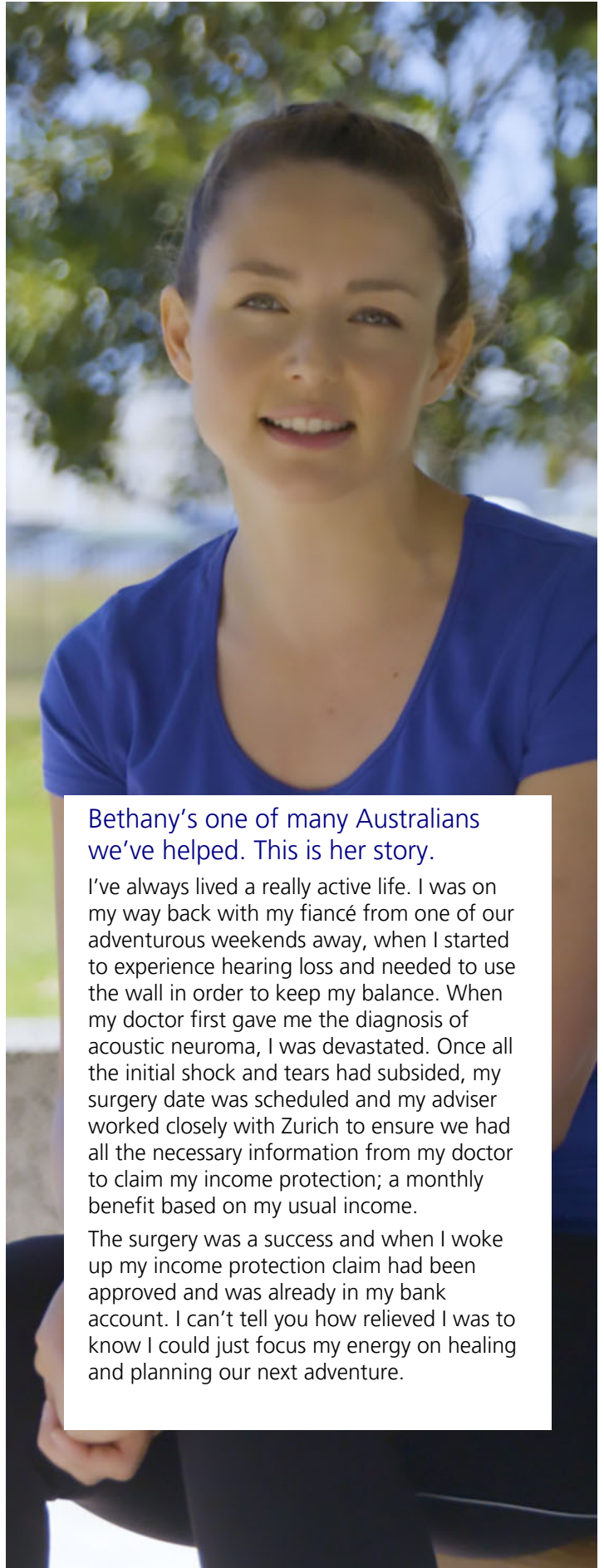
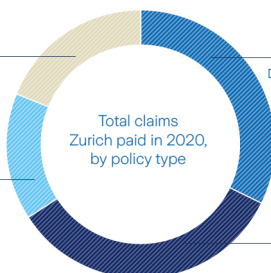
Death & Terminal Illness

\$42,440,760

Total & Permanent Disability (TPD)

\$93,022,587

Income Protection



### Bethany's one of many Australians we've helped. This is her story.

I've always lived a really active life. I was on my way back with my fiancé from one of our adventurous weekends away, when I started to experience hearing loss and needed to use the wall in order to keep my balance. When my doctor first gave me the diagnosis of acoustic neuroma, I was devastated. Once all the initial shock and tears had subsided, my surgery date was scheduled and my adviser worked closely with Zurich to ensure we had all the necessary information from my doctor to claim my income protection; a monthly benefit based on my usual income.

The surgery was a success and when I woke up my income protection claim had been approved and was already in my bank account. I can't tell you how relieved I was to know I could just focus my energy on healing and planning our next adventure.