

# Zurich Protection Plus

## Your policy anniversary



— 000232 000



Bell Family Super Fund  
Bell Family Trust SF P/L ATF  
19 Kirkwood Crescent  
COLEBEE NSW 2761

Life insured:  
**Ashley Bell**

Policy number:  
**03534634**

Policy type:  
**Zurich Protection Plus**  
(Superannuation, held by  
external trustee)

Policy owner:  
**Bell Family Super Fund**

11 November 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.



## You've selected Premium with cover increase

Policy anniversary date:  
**12 December 2021**

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 lump sum payment on the life insured's death or terminal illness during the term of the policy.
- a lump sum payment in the event the life insured meets the total and permanent disability definition relevant to your policy.

### Discounts factored into your premium

Loyalty discount of 7%.

Premium monthly:  
**\$203.77**

Due on:  
**11 December 2021**

Your monthly 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 cover	Increased cover	Premium without cover increase	Premium with cover increase
Ashley Bell	Death & terminal illness	\$1,160,859	\$1,218,902	\$93.65	\$98.34
	TPD insurance	\$1,139,751	\$1,196,739	\$100.41	\$105.43
<b>Total instalment premium</b>				<b>\$194.06</b>	<b>\$203.77</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.

There are several ways to qualify for a TPD benefit under this policy. You've selected 'any occupation' as your key definition, which is based on the life insured's ability to work. If the life insured stops working for more than six consecutive months and takes on home duties, it will affect the cover provided by the policy. If you make a claim, we'll assess the claim using other criteria in the definition, but the 'any occupation' part of the TPD definition won't apply.

## Some benefits and features of your cover change at certain ages

Some benefits and features of your cover change or end at certain ages. This reminder includes a summary, but please check your PDS and policy schedule to make sure you understand the impact of any changes.

- The Premium waiver option ends on the policy anniversary when the life insured is 70.
- You can increase cover without health assessment under the Future insurability features up to the policy anniversary when the life insured is 54.

## 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.
- Cover increase without health evidence. For example if you've had a baby, a child start secondary school or a new mortgage you may be eligible for an increase in cover.



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'.

## A key date for TPD claims is when the life insured stops working

If a TPD claim is accepted under an 'any' or 'own' occupation policy definition, the amount payable is calculated as at the date the life insured ceased work as a result of the sickness or injury that led to the claim. We'll confirm this amount as part of our assessment of the claim.

## 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 updated the automatic reinstatement provision in your policy, allowing you 30 days to reinstate cover without assessment if you cancel it, provided you request reinstatement in writing and pay the outstanding premiums. If the cover is reinstated in this period, no benefits will be paid for an event which occurs or is apparent while the policy is 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).



### Age increase

As we get older, the risk of death and illness generally increases and this is reflected in the cost of providing cover.



### 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.

## You are currently paying: monthly 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.

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.

### Bruce Moss

Your financial adviser



03 8420 9682

### 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

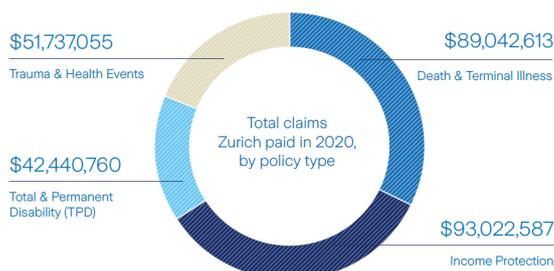
It is important that your details remain up-to-date. If your circumstances have changed, you can update your details 24/7 on our self service customer portal at [zurich.com.au/myzurich](http://zurich.com.au/myzurich). Alternatively, please call your local insurance specialist on **131 551**, or email 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 sum insured at the date of the event giving rise to the claim will apply.

## Total claims paid

\$276,243,015



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

As a business owner and provider I've always made sure things are taken care of, especially when it comes to me as the main breadwinner. After an MRI it was conclusive that I had synovial sarcoma, in my foot. The only way forward was to amputate from the knee down.

This was the hardest thing I've ever had to face. The amputation surgery went as well as it could, and my adviser in conjunction with the Zurich claims team helped me organise a TPD claim payout with surprising simplicity.