

# Zurich Protection Plus

## Your policy anniversary



002685 000



Nicola & Caterina Valenzisi Super Fund  
8 Lorraine Avenue  
LOCKLEYS SA 5032

Life insured:  
**Caterina Valenzisi**

Policy number:  
**03485806**

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

Policy owner:  
**Nicola & Caterina  
Valenzisi Super Fund**

25 February 2020

### Thank you for being a Zurich customer

We are writing to tell you about changes to your insurance premium for the next policy year and to let you know that your premium is due soon. Please arrange payment of \$8,550.37 by 23 March 2020 using one of the payment options offered.

pd 24/3/20 NO3240189763

### You've selected Premium with cover increase

Period of cover:

**23 March 2020 to 22 March 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.

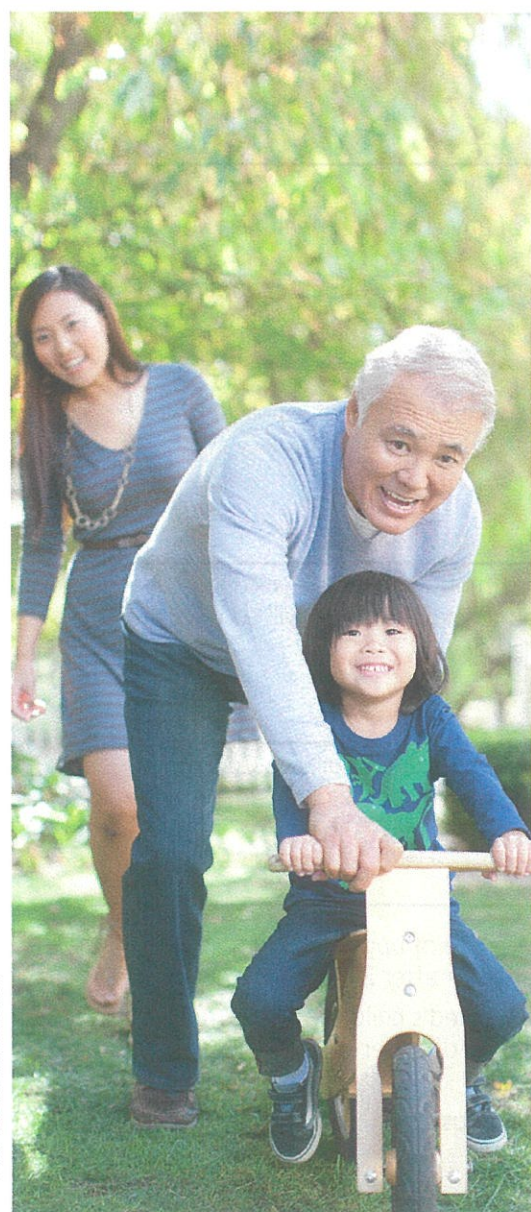
This policy is related to the Zurich Protection Plus policy shown on your policy schedule. Premiums for the related policy are paid separately and are not included in this notice.

#### Discounts

A loyalty discount applies to this policy and is already factored into the premiums shown below.

Premium yearly:  
**\$8,550.37**

Due on:  
**23 March 2020**



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).



## 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
Caterina Valenzisi	Death & terminal illness	\$1,653,750	\$1,736,438	\$3,123.43	\$3,279.60
	TPD insurance	\$1,653,750	\$1,736,438	\$4,522.32	\$4,748.44
	Stamp duty	N/A	N/A	\$497.46	\$522.33
	<b>Total</b>			<b>\$8,143.21</b>	<b>\$8,550.37</b>

Full terms and conditions of your cover, including any special conditions and exclusions, are outlined in the most recently issued policy schedule and other policy documentation.

## Inflation protection

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. If you would like to maintain the same cover amount, please contact your local insurance specialist on 131 551 or simply pay the lower premium amount of \$8,143.21 before the due date.

## 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'.

## TPD amount payable

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 will confirm this amount as part of our assessment of the claim.

## Life insurance code of practice

As a member of the Financial Services Council of Australia (the FSC), we are bound by the Life Insurance Code of Practice, which outlines the standards that we are committed to in providing life insurance services to you. The Code can be found at [www.fsc.org.au](http://www.fsc.org.au).

## Upgrades to your policy effective from 27 May 2019

We have improved some of the terms of your policy. As your policy includes a guarantee of upgrade provision, the following improvements automatically apply to you for insured events which occur on or after 27 May 2019.

- The Future insurability provision will now allow a cover increase when the life insured's child turns 18. And exercising the benefit is now more flexible - increases can be made within 30 days of either when the event occurs or the next policy anniversary.

This is only a summary. Please refer to the Wealth Protection Policy Updates on our website: [zurich.com.au/existingcustomers](http://zurich.com.au/existingcustomers) where we provide full details.

## 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.



### 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

Unless you have declined inflation protection, your cover amount will automatically be increased each year to ensure you're protected.



### Premium rate adjustment

We are now charging for the cost of applicable stamp duty based on the life insured's state of residency. You will now see an itemised state stamp duty amount on your policy in addition to the premium you pay.

## You are currently paying: yearly



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 of disclosure 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.

## Payment options

### Telephone & Internet Banking – Bpay®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)

### Pay by Direct Debit

Setting up a direct debit or updating your direct debit details is easy. Please contact us on 131 551 to arrange payment from a bank account, Visa or Mastercard, or to request a direct debit form.



Billers Code: 787853  
Ref: 034858068



## Your contacts

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

### John Nicopoulos

Your financial adviser



08 8267 5793

### Local insurance specialist

Monday to Thursday

8.30am – 7.00pm AEST

Friday

8.30am – 5.30pm AEST



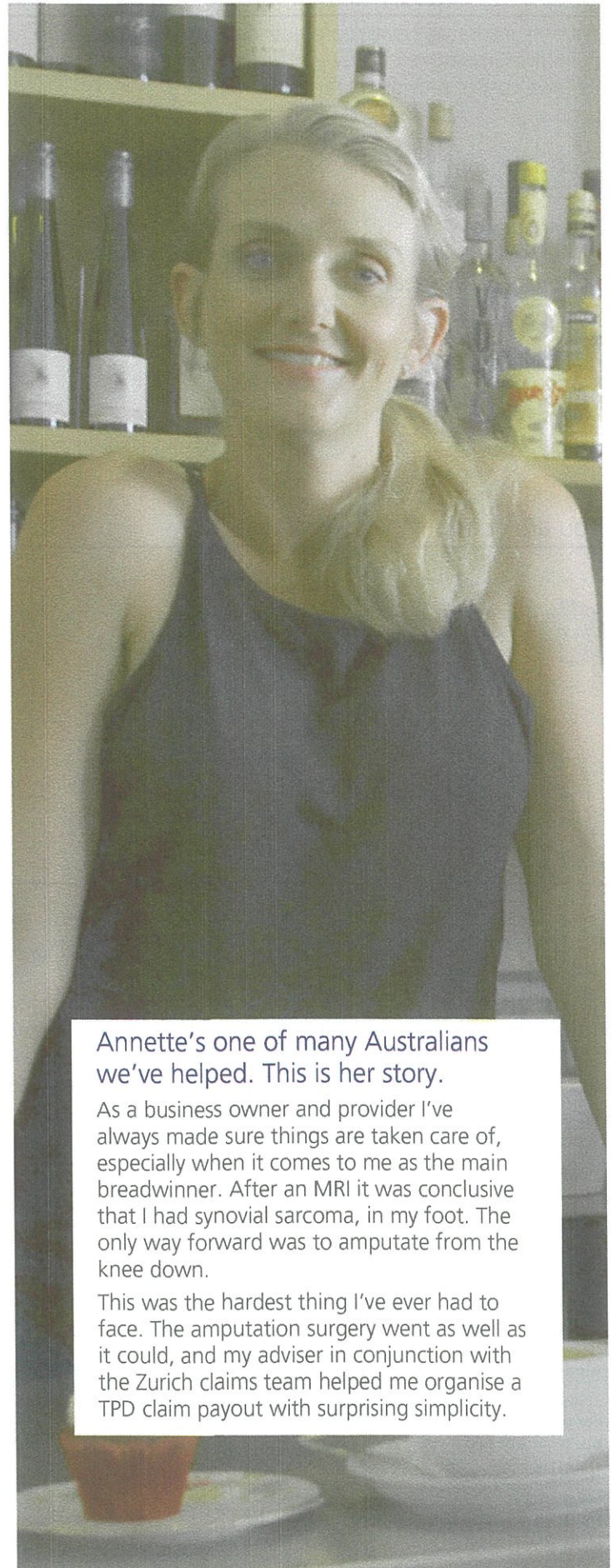
131 551



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: [www.zurich.com.au](http://www.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.

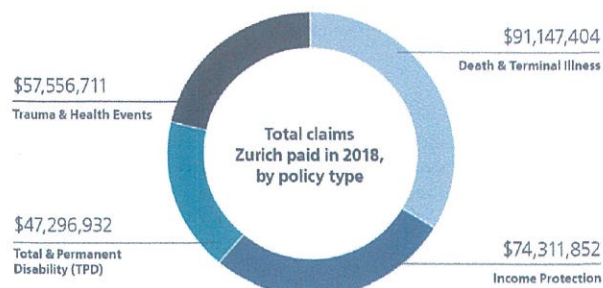
### Annette's one of many Australians we've helped. This is her story.

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.

### Total Claims Paid

\$270,312,899







19 April 2020



MR N & MRS C VALENZISI  
8 LORRAINE AVE  
LOCKLEYS SA 5032

R05

### Your contacts

Wealthstream Financial Strategies  
08 8267 5793

wealthstream@ampfp.com.au

E askamp@amp.com.au

W amp.com.au

T 131 267 (131 AMP) F 1300 301 267

AMP Life Limited

PO Box 300 PARRAMATTA NSW 2124

### Plan details

#### PLAN OWNER(S)

N & C Valenzisi Atf N & C Valenzisi Super Fund

#### PLAN NUMBER

VT5174666C

Dear Customer,

## Your payment notice and annual statement

### Flexible Lifetime® – Protection Plan

You made a great decision in choosing to protect your future should the unthinkable happen. Your yearly premium of \$10,497.08 is due so you should act now to ensure you stay protected.

Basic premium	\$9,832.99
Plan fee	\$99.55
Stamp duty	\$564.54
<b>Amount due</b>	<b>\$10,497.08</b>

### What you need to do

Please pay \$10,497.08 before **26 May 2020**. Your payment options are explained on the payment slip below. Most of our customers use direct debit as it's easy and saves time. If you've already paid this amount since 19 April 2020, thank you, please disregard this notice.

You'll find the details of your plan in the following table, followed by your Annual statement for the period 26 May 2020 to 25 May 2021.

<b>Date due</b>	<b>26 May 2020</b>
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Plan number: VT5174666C  
437018092|9000407183.690

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### Payment slip

#### Direct Debit

Use our direct debit facility to make your payments automatically. For more information, call us on **131 267 (131 AMP)**.



**Biller Code: 6544**

**Customer Ref: 90022 25174 66613**

Call your financial institution to make this payment using telephone or internet banking.



Pay in person by cash or cheque at any Australia Post Office.



Post this Payment slip with your cheque or money order (payable to AMP Life Limited) to: AMP Life Limited, Reply Paid 300, Parramatta NSW 2124. (No stamp required)



Call us on **131 267 (131 AMP)** to pay by AMEX, Mastercard or VISA.

**Amount due**  
\$10,497.08

**Date due**  
26 May 2020



\*153 1 16 VT5174666C

Owner: N & C Valenzisi Atf N & C  
Valenzisi Super Fund  
Plan Number: VT5174666C  
Account: 12931-6N136  
00270

## Your plan summary

Plan start date	26 May 2010
Payment frequency	Yearly
Payment method	By payment notice

## We're here to help

If you have any questions or your needs have changed, please contact your financial adviser Wealthstream Financial Strategies on 08 8267 5793 or call us.

Yours sincerely,



Megan Beer  
CEO, AMP Life

## What you need to know

This document does not take into account your financial situation, objectives and needs. Before you make any investment decision, it is important that you consider these matters and read the **Product Disclosure Statement** or plan documentation, as applicable. Any advice in this document is provided by AMP Life Limited, ABN 84 079 300 379, AFSL No. 233671 which is part of the AMP group of companies.

## Your plan details

Plan owner(s)

N &amp; C Valenzisi Atf N &amp; C Valenzisi Super Fund

Insured person(s)

Nicola Valenzisi

## Nicola Valenzisi

Date of Birth

11 March 1964

Cover type

Linked

Premium type

Stepped

## Your insurance cover

Benefit	Previous sum insured \$	New sum insured \$	Premium* \$	CPI	Expiry date
Death cover	\$700,000.00	\$700,000.00	\$4,752.30	No	26/05/2063
Total and Permanent Disablement cover	\$700,000.00	\$700,000.00	\$5,645.23	No	26/05/2063

- We will either pay the Death cover of \$700,000.00 upon death or up to 100% of Death cover should the insured person be diagnosed as terminally ill.
- \*The premium for your insurance cover is made up of the basic premium plus any applicable stamp duty.
- Your insurance premium is the cost you pay for your insurance cover and depends on many factors. You need to pay your insurance premium from when your cover starts until it stops.
- Stepped premiums change each year according to the insured person's age. Generally, they increase as the insured person gets older.
- Your plan provides **Linked cover** for the above benefits. So if we pay you under one of the benefits shown, the insured amount for each remaining benefit will reduce by the amount we paid you.
- A non-smoker status has been applied to all insurance benefits.

## Action required

To set up a new automatic deduction  
from a bank (or other) account

Visit website **amp.com.au**. Select the **Insurance** tab, click **Forms** and complete the **Direct debit request - Risk form**. Send the completed form to us (address and fax number are provided in the form).



## Important

We must give you the information you need to understand your plan and benefit entitlements. The additional information below supports and explains the details shown in this document. You can also see the **product disclosure statement (PDS)** and **plan rules** for your product, or other plan documentation, or visit **amp.com.au** for more details.

If you have any more questions about your plan including insurance benefits, fees and charges that apply or how to make payments, please contact us or talk to your financial adviser.

Please note that some of the information below may not apply to your plan.

### Statement notes

The following may be referred to in your statement:

#### Statutory Fund

Your plan is backed by our Australian Statutory Fund No. 1.

#### Changes to premiums

We may review and change our premium rates from time to time. If we change our premium rates, we'll apply the change to all plans that we consider to be similar to your plan. For more details, please see your **plan rules**.

#### Stamp duty

Stamp duty is a State/Territory Government levy payable on certain types of insurance cover and may be included with your insurance premium or be an additional amount payable. If the stamp duty amount is an additional amount, it will be shown separately on this statement.

The charge for stamp duty may vary from time to time due to changes imposed by the State/Territory Revenue Office. As stamp duty charges are based on our recorded address of the insured person on this plan, changes or corrections to the insured person's address may affect the amount of stamp duty payable with your next premium after that change is notified.

Please note it is your responsibility to inform us of any corrections or changes to the insured person's address.

#### Plan fee

This year the plan fee has increased in line with CPI.

### Have your needs changed?

Life insurance is one of the important ways you've helped secure your family's future should the unthinkable happen. However as your life changes, your insurance needs can change too. It's important to regularly review your insurance to make sure your cover continues to meet your current needs. Also, there may be ways that you can save on your insurance like reducing the amount of cover you have.

So if your needs have changed or you're having difficulty paying premiums for your insurance cover, we suggest you contact us or talk to your financial adviser to discuss your options.

### Risks of cancelling and replacing your insurance

If you're thinking of cancelling your current insurance cover and replacing it with other cover, you need to know about certain risks that are involved.

For example, you'll probably need to provide current medical and financial information for the new application and, if the insured person's health has changed, this may affect the terms of the new cover. Also, if you cancel your current insurance while you're applying or before the new cover starts, there may be a period when you won't be protected.

If you want more details, please contact us or talk to your financial adviser.

### If you need to make a claim

As life happens we're here for you especially at claim time. You can make a claim in the following ways.

Visit **amp.com.au/claims** and lodge your claim using our online claims notification service.

Call us on 1300 366 214 Monday to Friday, 8.30am – 5pm (AEST).

Write to: AMP Claims

PO Box 181

PARRAMATTA NSW 2124

Please note that qualifying or waiting periods may apply in some cases before we pay any benefits. For more details, please see your **PDS and plan rules**.

### Personal details

If any of your details in this statement are incorrect or missing, please contact us.

### We want to hear from you

If you have feedback on an AMP product or service or you want to make a complaint, we want to hear from you so please contact us.

We hope to resolve any issues straight away. If we can't, we'll aim to give you a response within 10 working days.

If you're not satisfied with our response, you can get an independent resolution by referring your complaint to the Australian Financial Complaints Authority. You can call them on 1800 931 678.

### What you need to know

This document does not take into account your financial situation, objectives and needs. Before you make any decision, it is important that you consider these matters and read the **PDS** and **plan rules** for your product, or plan documentation, as applicable.

Any advice in this document is provided by AMP Life Limited, ABN 84 079 300 379, AFSL No. 233671 which is part of the AMP group of companies.