

04 April 2022

AR & J SPRAKE A T F SPRAKE SF
104 CHRISTENSEN STREET
URRAWEEEN QLD 4655

Policy number	514714980
Renewal date	17 May 2022
Payment due	\$1,070.48
Payment frequency	Yearly
Payment method	See options below

ClearView LifeSolutions

Here are some of the great benefits of your cover:

Worldwide cover

You are covered 24 hours a day anywhere in the world.

ClearView has you covered

In 2020-21 ClearView paid \$93.8 million in benefits, supporting our customers through especially tough times.

Payment Options

Billers code: 196568
Ref: 514714980

Call 132 979
Set up a direct debit from a bank account, Visa or Mastercard.



Need help?
Please contact your adviser or call our Australia based Contact Centre on 132 979.

Dear Trustee,

Your financial protection policy is due for renewal soon and we're looking forward to covering you for another year. Thank you for choosing us for your life insurance needs.

Paying your premium

To ensure your cover continues, please choose from one of our easy payment options shown opposite prior to your renewal date.

Benefits of continuing your cover

ClearView cannot cancel or further restrict your cover, regardless of any change in your health, occupation or pastimes.

If you cancel your cover or don't pay your premium, your cover will end and you may not be able to get the same (or in some cases any) cover elsewhere. A financial adviser may be able to help assess whether this is a risk for you.

Our approach to Claims

Our Claims Philosophy sets out our commitment to supporting you by helping identify eligible benefits and paying them as quickly as possible. More details at clearview.com.au/life-insurance/claims.

Your premium for the next 12 months

Each year your premium is recalculated and your new premium for the coming year is set out at the top of this page.

Below we set out the factors that affect your premium.

On the last page of this letter, there are further details of the amount insured and premium for each type of cover you hold.

Some of the factors affecting your cover and premium

It is important that your cover remains appropriate for you. The following table provides some areas of your cover. You may wish to discuss your cover with your financial adviser or you may call us directly on 132 979.

Amount of Cover	In general, the higher the amount of cover, the higher your premium will be.
Indexation Benefit (where applicable)	Your amount of cover and the resulting premium automatically increase with inflation each year. You may choose to opt out and keep your amount of cover unchanged.
Selected features and options	In general, if you added an option to your policy, your premium will be higher. For Income Protection Cover, some features such as the waiting period and benefit period also impact your premium.
Premium type	Stepped premium: You have cover with a stepped premium type, which means your premiums are recalculated each year based on changing benefit amounts and your increase in age. These age increases become higher as you get older.
Premium Rate	Premium rates are not guaranteed. ClearView may review the premium rates both up or down and will apply any changes to all policies in a defined group.

Premium rate review

ClearView has recently reviewed premium rates on all policies in accordance with the 'Can premium rates change' section of the Product Disclosure Statement.

If your cover includes Trauma or Income Protection with a longer benefit period such as to age 60, 65 or 70, your premium has increased because of a review by ClearView. Level premium rates for all covers have also been increased.

These reviews were in response to the following conditions:

- **Low interest rates:** Australia is facing a lower interest rate environment. The interest earned by insurers when investing premium payments has been lower than expected. This has particularly impacted Level premiums.
- **Higher claim payments:** Across the life insurance industry, insurers have paid more Income Protection claims than expected. While this means that ClearView has had the opportunity to support more Australians in need, the cost has increased. This has resulted in premium increases across the market.
- **Regulatory guidance:** The Australian Prudential Regulation Authority, the government regulator for all life insurers, has been concerned about the Income Protection market and the industry losses. All life insurers are reviewing their Income Protection portfolios in response to these requirements.

Any increases in premiums because of this premium rate review will only come into effect from the second anniversary of your policy.

Importance of your cover

Your financial protection cover provides important security that helps to put your mind at ease. If your circumstances have changed, there are options to help make your cover more affordable. We understand the priority of keeping protected. Please speak to your financial adviser or contact ClearView on 132 979.

We talk to hundreds of customers each year who are grateful that they have financial protection

Help at a time of grief	"Not only was dad's policy paid out quickly but throughout the process I was able to pick up the phone and talk to someone kind and responsive about my application. This made an enormous difference during one of the most difficult times in my life." <i>Colin, son of the late Michael</i>
Income protection	"Over the years, I never doubted the value of life insurance because I was so used to paying health insurance and car insurance that I just treated it as another necessary expense. I never thought something like this (surgery and recovery for a serious tumour) would ever happen to me but it did and I'm so grateful I took out cover as a young woman." <i>Jenna</i>

Privacy Policy

We have recently updated our Privacy Policy which is available on our website [https://www.clearview.com.au/privacy-policy-\(information-handling-policy-1\)](https://www.clearview.com.au/privacy-policy-(information-handling-policy-1)).

Easy access, fast answers

Please speak to your financial adviser or contact us on 132 979 or email to life@clearview.com.au if you:

- Have any questions about your policy or policy terms.
- Are having difficulty making payments.
- Are lodging a claim.

We're committed to great service and that means we're always ready to help.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Perosh', written over a horizontal line.

John Perosh
Manager, Life Operations

Your cover and premium details

Policy number : 514714980

Policy owner : AR & J Sprake A T F Sprake SF

Life insured : Anthony Sprake Non smoker

Anthony Sprake

Renewal details

Cover type	Benefit	Premium	Indexed
Life Cover	\$500,000	\$576.05	No
TPD Cover (Any) linked to Life Cover	\$500,000	\$494.43	No

Premium and payment summary

Anthony Sprake		\$1,070.48
	Yearly premium	\$1,070.48

Need help?

Your adviser	Brett James	0438 437 894 brett@hawkscotefg.com.au
Customer Service Centre	132 979 8am to 7pm (Sydney time), Monday to Friday	life@clearview.com.au