



24 July 2019

Mrs D Tassone  
24A Radstock Street  
WOODVILLE PARK SA 5011

<b>Policy</b>	<b>Product</b>
93136549	MLC Insurance

Dear Mrs Tassone

## Your insurance for the year ahead

We're pleased to enclose your new policy schedule which gives you details about your insurance for the year ahead.

As you know, life doesn't always go to plan. However with MLC, you can be confident your insurance will be with you through life's ups and downs.

### Keeping your insurance up to date

Just as you and your circumstances will change, your insurance can also be altered to better suit your lifestyle and your future financial needs.

Life changing events such as getting married, starting a family or taking out a mortgage provide a whole new set of financial challenges and are great reasons to review your insurance with your financial adviser.

**Insurer**  
MLC Limited  
ABN 90 000 000 402  
AFSL 230694

PO Box 200  
North Sydney NSW 2059

Tel 132 652  
Fax 1800 550 081  
[mlc.com.au](http://mlc.com.au)

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## **Exclusive access to a confidential medical second opinion service for you and your family**

Your insurance also gives you and your family access to Best Doctors services at no extra cost. Medical doubts and concerns make it difficult to get on with life, but Best Doctors can help give you the clarity and confidence you need to move forward.

The Best Doctors service connects you and your family with a network of leading international specialists for an expert second opinion – giving you the reassurance that you have the right diagnosis and treatment plan. You can use it at any time, for minor or major conditions, regardless of whether you're claiming on your insurance. For more information about all the Best Doctors services you can access, visit [mlcinsurance.com.au/bestdoctors](http://mlcinsurance.com.au/bestdoctors).

## **Did you know?**

### **Your insurance premium**

Your new monthly premium will be effective from 28th August 2019 as shown on the enclosed policy schedule.

Your premium calculation is based on factors such as:

- your current age (if your premium is stepped)
- whether or not you're a smoker
- the type of cover, and
- your current benefit amount (including any inflation proofing increases).

It also takes into account any increases or decreases we've made to the underlying premium rates as well as any special terms and conditions we agreed with you at the start of your policy.

### **Inflation proofing**

So your insurance stays in line with the cost of living, we've automatically increased the insured benefit amount by:

- 5.00% for Life, Total and Permanent Disability, Accidental Death and Critical Illness.

If you'd rather not apply all or part of the inflation proofing amount this year please call us within the next two months.

**Any questions?**

If you have any questions or your insurance needs have changed, please contact your financial adviser Hugo Jovel. Alternatively, please call us on **132 652** between 8am and 6pm (AEST), Monday to Friday.

Thank you for choosing us for your insurance needs.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Melissa Heyhoe', with a long horizontal line extending to the right.

**Melissa Heyhoe**

Chief Customer Officer

Retail Advised Insurance

**MLC Life Insurance**

Email: [insurance\\_mlc@mlc.com.au](mailto:insurance_mlc@mlc.com.au)

# Policy Schedule



**Effective Date:** 24 July 2019

<b>Policy Details:</b>	<b>Policy Number</b>	93136549
	<b>Policy Owner(s)</b>	Daniela Tassone
	<b>Connected Policy</b>	93136548
	<b>State Register</b>	SA
	<b>Policy Start Date</b>	28/08/2015
	<b>Policy Expiry Date</b>	28/08/2054
	<b>Annual Review Date</b>	28 Aug each year
	<b>Premium Payment Date</b>	18 Sep and 18th day of each month thereafter
	<b>Premium Frequency</b>	Monthly

	Name	Date of Birth	Smoker Status	Occupation Group
<b>Insured Details</b>				
<b>Life Insured</b>	Daniela Tassone	27/01/1979	Non Smoker	A

	Type of Insurance	Premium Type	Benefit Amount	Start Date	Expiry Date	Frequency Premium
<b>Lump Sum</b>	Critical Illness Plus (Extension to Life Cover)	Stepped	\$182,325	28/08/2015	28/08/2054	\$63.32
	Extra Benefits Option - Partial Benefits			28/08/2015	28/08/2054	
<b>Total</b>	Stamp duty					\$6.97
	Policy Fee					\$0.00
	Total Premium					\$70.29
<b>Special Terms</b>	The following Special Term applies to Critical Illness Plus (Extension to Life Cover) with start date 28/08/2015: A premium loading of 100% has been applied in view of your Health					

<b>Client service centre contact details</b>	132 652
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The premium details in this Schedule will be valid until the next review date. This schedule is current as at the effective date shown, and replaces any schedule previously issued. You should refer to the Policy Document for full details of when we will pay a Benefit.

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## The Life Insurance Code of Practice

MLC Limited has adopted the Life Insurance Code of Practice which sets standards for customer service and as a strong supporter of the Code MLC Limited commits to these service standards. To find out more about the Code you can visit [fsc.org.au/policy/life-insurance/code-of-practice.aspx](http://fsc.org.au/policy/life-insurance/code-of-practice.aspx)

Below is some important information you need to know.

### Why does the cost of insurance increase?

We recalculate your premiums every year based on a number of factors and below is an explanation of how these contribute to increasing the cost of insurance.

#### Age rate changes

If you have stepped premiums, the cost of providing your insurance increases as you get older due to the increased likelihood that you will claim. As you get older your premium will be based on the rates for that age.

If you have level premiums the age rates we use are based on your age at the time you took out cover. The premiums for all increases to the sum insured will be calculated on rates that apply to your age at the time of the increase.

#### Automatic and voluntary increases to the sum insured

Your sum insured can increase automatically with inflation or if you choose a higher level of cover. Your premium will be based on the higher sum insured.

#### Other factors

Premium increases may also occur due to changes in government charges, such as stamp duty, or we might need to change our rates to reflect our insurance business experience, like the cost of claims. Your policy fee may also increase in line with inflation.

### Making a claim

We are here to help. If you need to make a claim please contact our MLC Life Insurance Claims Hotline on 1300 125 246.

### Risks of replacing insurance

Before you take steps to cancel and replace an existing life insurance policy, talk to your financial adviser or contact us on 132 652. A new policy may require you to re-serve waiting periods, additional health exclusions may apply, and the new policy may not provide you the same cover.

Importantly, do not cancel your existing policy before your replacement insurance is in place.

### Resolving complaints

We can usually resolve complaints straight away. Please call 132 652 to discuss your concerns and we'll work towards a resolution.

### We are here to help

Do you need more cover? Have your circumstances changed or are you experiencing difficulty meeting premium payments? There may be some options to help you meet your current needs. Talk to your financial adviser or contact us on 132 652 about reviewing your cover.

Please contact us if you've changed your address, phone number(s), or email address, so we can stay in touch.

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