

Your guide to Income Protection Insurance

**ACCELERATED
PROTECTION**



TAL



Income Protection (IP) provides a monthly payment if you're unable to work due to an illness or injury.

You can use the payments however you wish: to cover living costs and household expenses like mortgage repayments, groceries and utility bills, to support your family (school fees, for instance) or for rehabilitation services to help you get back to work as soon as possible.

Income Protection with TAL

TAL's Income Protection focuses on giving you and your adviser the flexibility to tailor a policy that suits your needs, lifestyle and future plans. That includes giving you options when it comes to:



Flexibility at claim time

If you need to claim under Income Protection Premier, we can assess your situation based on the hours you work, your duties or your income. That means you get the best possible outcome when it really counts



Getting back to work

Income Protection Premier allows you to work up to 10 hours a week and continue to receive your full benefit payment, making the transition back to full-time employment that much easier



The waiting period

During the waiting period, you can be either totally or partially disabled and, if you're able to keep working part-time, your waiting period won't be affected



Defining your earnings

TAL uses your highest earnings based on any 12 consecutive month period within three years prior to when you make a claim



Child CI Benefit

TAL's Income Protection Insurance includes a built-in Child's Critical Illness Benefit, which protects kids between two and 19 (at their next birthday) if they suffer a specified critical illness event. Cover of up to \$10,000 is available without underwriting



Having cover within super

You can have your IP cover inside super, which means you pay premiums through your superannuation account. Some restrictions to benefits do apply; talk with your adviser about what's best for you

What happens if I need to make a claim?

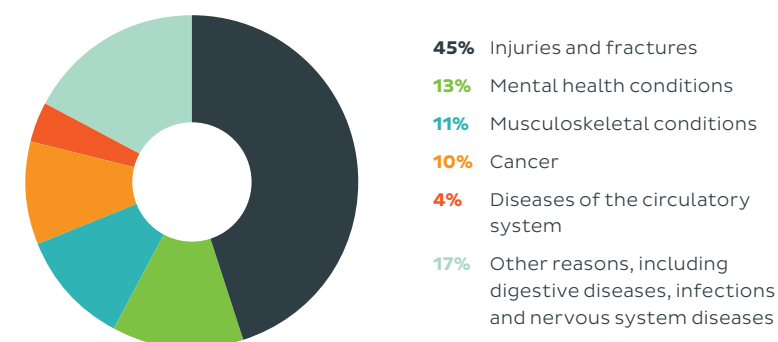
If you need to make a claim with TAL, our commitment is to ensure we make a real difference at a difficult time. You'll have a dedicated case manager who'll work with you throughout the claim, taking the time to get to know you and understand your needs. Their focus is helping you through your claim as quickly and easily as possible.

We're also committed to:

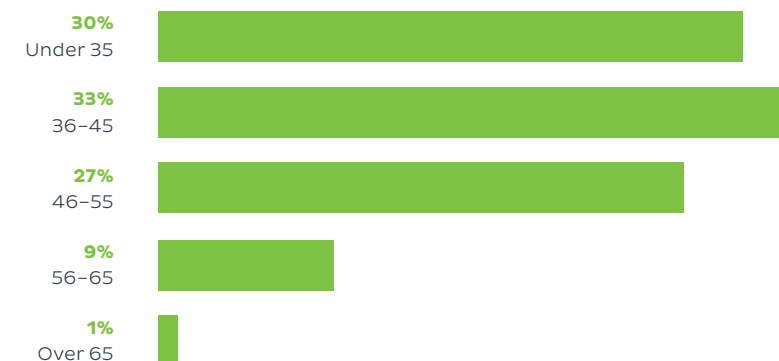
- Helping you understand what happens during a claim and explaining things in everyday language
- Providing practical solutions that support your circumstances
- Doing as much as possible over the phone and keeping paperwork to a minimum.

For more information on what to expect if you need to make a claim and how we can help, visit our Claims Hub at www.tal.com.au/claims

In 2019, we paid \$75million in Income Protection claims to Accelerated Protection customers. Some of the most common reasons for claim included:



Claims by age



Some things to discuss with your adviser

- ☐ **Standard, Premier or Super?**
TAL's Income Protection is available at three different levels, each with their own particular features. Your adviser can talk you through the options and help you decide which is right for your situation
- ☐ **Stepped or level?**
Depending on your goals and financial plans, there are different ways to structure your premiums. Stepped premiums are cheaper initially, and increase as you get older. Level premiums are higher initially but remain based on the age you were when you took out cover
- ☐ **Inside or outside of super?**
Some restrictions apply around holding Income Protection inside super, so check with your adviser about which approach is best for you.



ABOUT US



TAL is a leading life insurer



We protect around 4.5 million Australians



\$4.6 billion in in-force premiums



Over 1,600 employees in Australia

RECENT AWARDS

2017

AFA/Strategic Insight Platinum Awards: Life Company of the Year, Trauma Product of the Year and Service Quality Award Winner

Money Management/DEXX&R Risk Company of the Year Awards: Disability Income Product Award Winner for TAL Accelerated Protection Income Protection Premier

Money Magazine Best of the Best Awards: Best Featured Income Protection Insurance

CANSTAR Outstanding Value Life Insurance Awards: Income Protection Insurance Winner

2018

Money Magazine Best of the Best Awards: Best Featured Income Protection Insurance

Money Management/DEXX&R Adviser Choice Risk Awards: Best Term and TPD product for TAL Accelerated Protection

ANZIIF Australian Insurance Industry Awards: Life Insurance Company of the Year

Strategic Insight/AFA Awards: Overall Platinum Life Company of the Year, Service Quality Award and Trauma Product of the Year

SMSF Service Provider Awards: Best Insurance Provider

2019

Plan for Life/AFA Life Company of the Year Awards: Overall Platinum Life Company of the Year Winner, Trauma/Critical Illness Product of the Year

PRIME Awards: Highly Commended Best Public Health Initiative for TAL SpotChecker

Australian Business Awards: Community Contribution Winner for TAL SpotChecker

Strategic Insight/AFA Awards: Overall Platinum Life Company of the Year

Insurance Asia Awards: Domestic Life Insurer of the Year – Australia

CLAIMS AT TAL

We're here when our customers need us most. In 2019:



We paid over \$2.3 billion in claims (over \$45 million each week)



We supported more than 34,000 Australians and their families



64% of the claims we paid were for living benefits, helping our customers during their recovery from illness or injury

FOR MORE INFORMATION:



Talk to your financial adviser



Email us at customerservice@tal.com.au



Call TAL on 1300 209 088 (Monday to Friday, 8am–7pm AEST)



Visit tal.com.au

Important Information: This information is general in nature only and does not take into account your personal financial situation, needs or objectives. It contains a summary of some of the features of the product (some of which may not be available depending on the cover you choose) and is not a substitute for reading the Product Disclosure Statement, which contains information about the terms, conditions, limits and exclusions that apply to this cover. Prior to making any decision to acquire or to continue to hold Accelerated Protection or any of the Plans or features detailed in this document, you should obtain financial advice tailored to your personal circumstances and read the relevant Product Disclosure Statement(s) available from www.tal.com.au to decide whether the product and advice is right for you.

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