ZURICH

Zurich Super Protector

Summary of changes

Issue Date: 27 September 2021

Overview

As a Zurich Super Protector policyholder, you receive guaranteed upgrades to your cover. If we review and update our current insurance products and these updates do not result in an increase to your premium, you receive the upgrade automatically.

This document details Super Protector product updates and aims to help you understand the improvements to your policy since it commenced. Changes marked with an asterisk (*) are brand new options for which an extra premium applies. You have the option to apply for these to be added to your policy.

Effective 21 May 2011, your Super Protector policy was aligned with FutureWise, a similar life insurance product, and enhancements made to FutureWise from that date which did not result in an increase in premium are passed on to you.

Please make note of the type of policy and cover you hold – for example, a Life Insurance policy or a Disability Income Insurance policy – and ensure you read the details in the table pertaining to that type of policy. The improved terms for each feature only apply if it is in relation to a benefit included in your policy and cover type, or if your policy schedule shows that the life insured is covered for that benefit or option.

The upgraded benefits and definitions will only apply to claims which arise as a result of events or conditions that first occur on or after the effective date of the change. Should the upgraded terms and conditions result in a less favourable outcome in the event of a claim, the original terms and conditions of the Super Protector policy under which you applied can be relied upon.

This outline of changes is a summary only and you should refer to the relevant PDS or policy update for full details of the terms and conditions of any upgraded benefits. The terms in italics have a special meaning and are explained in the relevant PDS or policy update indicated.

PDSs and policy updates can be found on our website: zurich.com.au/existingcustomers.

If you have any questions, please do not hesitate to contact Zurich Customer Care on 131 551 or email us at client.service@zurich.com.au.

Changes made effective 29 March 2021

Full details of the terms and conditions can be found in the 29 March 2021 Super Protector policy update.

All Super Protector policies

Feature	Change	Summary
Reinstatement provisions	**Updated policy terms**	An automatic, 30 day reinstatement provision applies if cover is cancelled due to non-payment of premium. Cover can also be reinstated within 30 days of a request to cancel, provided the request to reinstate is in writing.

Changes made effective 27 May 2019

Full details of the terms and conditions can be found in the 27 May 2019 Super Protector policy update.

Life and TPD Insurance

Feature	Change	Summary
Future Increases	**Updated policy terms**	The Future increases provision will now allow a cover increase when the life insured takes out a new investment property loan or when his/her child starts secondary school. And exercising the benefit is now more flexible – increases can be made either in the six months following the date when the event occurs or within 30 days of the next policy anniversary.

Disability Income Insurance

Feature	Change	Summary
Trauma benefit – Extra benefits option	**Improved definition**	Definitions for the following conditions have been updated. In some cases the change is to alter the name of the condition to better reflect the breadth of cover provided. • *chronic lung disease* • *coma* • *encephalitis (with impairment level)* – previously *encephalitis* • *heart valve surgery* • *multiple sclerosis with impairment level* • *loss of hands or feet* – previously *loss of limbs* • *loss of hearing* • *loss of sight* • *out of hospital cardiac arrest*

Changes made effective 15 May 2017

The updated definitions can be found in the 15 May 2017 Super Protector policy update.

Life Insurance

Feature	Change	Summary
Terminal illness benefit	**Updated policy terms**	The definition of *terminal illness* has been improved so that it is now an advance payment of the Death benefit if the life insured is diagnosed as terminally ill and expected to live for no more than 24 months (certain medical certification requirements apply). The definition previously restricted payments to life expectancy of less than 12 months.

Disability Income Insurance

Feature	Change	Summary
Trauma benefit – Extra benefits option	**Improved definition**	The definition of *cancer* has been improved.
Trauma benefit – Extra benefits option	**Name change**	The Trauma condition *primary pulmonary hypertension* has had a name change and is now referred to as *idiopathic pulmonary arterial hypertension*. The definition for this condition has remained otherwise unchanged.

Changes made effective 1 October 2016

The updated definition can be found in the 1 October 2016 FutureWise PDS.

Disability Income Insurance

Feature	Change	Summary
Trauma benefit – Extra benefits option	**Improved definition**	The definition of *heart attack* has been improved.

Changes made effective 7 June 2014

Full details of the terms and conditions can be found in the 7 June 2014 FutureWise PDS.

Life and TPD Insurance

Feature	Change	Summary
Funeral advancement benefit	**Updated policy terms**	This benefit is now available on Life insurance if cover is owned by a trustee of a self-managed superannuation fund.
TPD benefit	**Updated policy terms**	An additional assessment tier has been added to own occupation, any occupation and domestic duties TPD. A full payment of the TPD Insurance sum insured will be available if the life insured's disability meets 60% *whole person impairment*.
Trauma benefit	**Improved definition**	The definition of *triple vessel angioplasty* now caters for situations where the angioplasties are performed over 2 procedures no later than 2 months apart.

Disability Income Insurance

Feature	Change	Summary
Trauma benefit – Extra benefits option	**Improved definition**	The definition of *triple vessel angioplasty* now caters for situations where the angioplasties are performed over 2 procedures no later than 2 months apart.

Changes made effective 8 June 2013

Full details of the terms and conditions can be found in the 8 June 2013 FutureWise PDS.

All Super Protector policies

Feature	Change	Summary
Premium and policy suspension	**New feature**	A new Premium and policy suspension feature has been added which allows the premium and policy to be suspended for up to 12 months over the life of the policy.

Life and TPD Insurance

Feature	Change	Summary
Future increases feature	**Updated policy terms**	New terms have been added for this feature for any life insured with an occupation class of 1, 1E, 1L, 1M or 1P, which allows increases to be made within the existing limits or by the lesser of 10% of the initial sum insured and $500,000, whichever provides the higher outcome (subject to event limits).

Disability Income Insurance

Feature	Change	Summary
Total disability	**Updated policy terms**	Under the Disability Income Plus option, a new income tier has been included allowing the life insured to earn up to 20% of their *pre-disability income* and still receive the Total Disability benefit for the first 12 monthly payments (subject to limits).
Pre-application income definition	**Updated policy terms**	*Pre-application income* is expanded for both employees and the self employed to also include the 36 month period prior to *disability*. When calculating *pre-application* income, any *income* earned prior to the application date will be increased by the increase in the consumer price index for each year up to the date of *disability*. When calculating *pre-application income* for self employed claimants, *income* will no longer be averaged over the previous 24 months if it has increased by no more than 20% on the previous year.
Death benefit	**Updated policy terms**	The maximum payment permitted is increased to $150,000 for a life insured who is also covered under the Extra benefits option of a Disability Income Insurance policy.

Changes made effective 12 May 2012

Full details of the terms and conditions can be found in the 12 May 2012 FutureWise PDS.

Life and TPD Insurance

Feature	Change	Summary
TPD benefit	**Updated policy terms**	*Extended activities of daily living (extended ADLs)* have been introduced as an alternate tier within the *any occupation, own occupation* and *domestic duties* definitions of TPD. This means that the defined approach for TPD provides flexibility at claim time to be assessed under either the traditional TPD definition or *extended ADLs*, which provide an objective measure for assessing impairment and, which in some cases, will mean that occupational assessment is not required. This is included at no extra cost under non-superannuation policies. The *extended ADLs* are as set out below: 1. self-care 2. communication 3. physical activity 4. sensory function 5. hand functions 6. advanced functions The full TPD benefit will be paid if the life insured cannot perform 4 of the 6 specified *extended ADL* categories.
Trauma benefit	**Updated definition**	The cover for melanoma under *early stage melanoma* has been changed to cover melanoma in situ and T1aN0M0, and melanoma will be payable under *cancer* where it is at least T1bN0M0.
TPD benefit	**Updated definition**	For *own occupation* TPD, the definition of TPD during the 3 month qualifying period has been changed from *any occupation* to *own occupation*.
Future increases feature	**Updated policy terms**	The following additional events have been introduced: • the life insured becomes a *carer* for the first time • the death of the life insured's *partner* • the life insured divorces or de-registers a *partnership* • a child of the life insured turns 18. The existing personal event for marriage has been expanded to include registration of a *partnership*, which includes same sex relationships.

Disability Income Insurance

Feature	Change	Summary
Claims whilst outside Australia	**Updated policy terms**	The clause regarding a life insured who is outside Australia at the time of claim are improved so that it applies with reference to a 6 month period rather than a 3 month period and will be waived if the life insured attends a medical facility that we approve.
Waiting period reduction feature	**Updated policy terms**	The Waiting period reduction feature has been updated so that it can be exercised on policies with a 1 year waiting period in addition to policies with a 2 year waiting period.
Return to work during waiting period	**Updated policy terms**	The return to work during the waiting period terms currently limit the 6 month pro-vision to superannuation cover only, thus excluding those with non-super employer provided cover. The terms have been expanded to include reference for non-super employer cover also.

Changes made effective 21 May 2011

Full details of the terms and conditions can be found in the 21 May 2011 FutureWise PDS.

Life and TPD Insurance

Feature	Change	Summary
Life insurance buy back	**Updated policy terms**	The exclusion on exercising the buy back feature if the life insured has a claim in progress or has been paid due to *terminal illness* has been removed.

Disability Income Insurance

Feature	Change	Summary
Exclusions	**Updated policy terms**	The exclusion for *disability* that arises as a result of criminal activity has been removed.
Medical professionals	**Updated policy terms**	A statement has been included to describe our approach to claims for medical professionals who contract a blood borne disease.

Changes made effective 23 April 2010

Full details of the terms and conditions can be found in the 23 April 2010 Super Protector PDS.

TPD Insurance

Feature	Change	Summary
TPD benefit	**Updated policy terms**	The *own occupation* definition of TPD no longer reverts to the *any occupation* definition if the life insured has been unemployed for more than 6 months at the time of disability. The removal of this condition means that 'Own occupation' continues to mean the occupation in which the life insured was gainfully employed at the time of disability, or if not employed at the time, the occupation in which they were most recently engaged, regardless of timeframe of unemployment prior to disability.

Disability Income Insurance

Feature	Change	Summary
Pre-disability income definition	**Improved definition**	The definition has been improved for policies with an indemnity contract type. In the event of a claim, *pre-disability income* will be calculated as the highest income in any consecutive 12 month period during the 3 years prior to disability.
Indexation of pre-disability income	**Improved definition**	The definition has been improved so that indexation increases to *pre-disability income* during a claim apply at cover anniversary rather than claim anniversary.
Claims escalation option	**Updated policy terms**	The option has been improved so that indexation increases to the *monthly benefit* during a claim apply at cover anniversary rather than claim anniversary.
Future increases	**Updated policy terms**	This feature has been improved to allow for higher annual increases of up to 15% and without the existing dollar cap. Subject to financial justification.

Changes made effective 15 May 2009

Full details of the terms and conditions can be found in the 15 May 2009 Super Protector PDS.

All Super Protector policies

Feature	Change	Summary
Automatic upgrade	**New feature**	Any future improvements to Super Protector will automatically be passed on to existing policy owners when they do not result in an increase in the premium rates. Where they do result in an increase in the premium rates, the policy owner has the option to take up the offer of the upgrade.
Future increases	**New feature**	A new Future increases feature has been added. This feature allows the Life and TPD sum insured to be increased on certain events without medical underwriting.
Indexation and claims escalation	**Updated policy terms**	The percentage and dollar caps that previously applied to indexation have been removed.
Expiry age	**Updated policy terms**	The policy expiry has been improved so that cover ends on the policy anniversary following the expiry age and not the anniversary immediately prior to the expiry age. The Life insurance expiry age has also been removed so that cover can continue while premiums continue to be paid.

Life Insurance

Feature	Change	Summary
Life insurance buy back	**New feature**	A new Life insurance buy back feature has been added. This feature allows Life insurance that was reduced by a TPD claim to be reinstated after 12 months.

TPD Insurance

Feature	Change	Summary
Domestic duties TPD	**Updated policy terms**	The Domestic duties TPD definition has improved. Assessment of the life insured will now be made under the any occupation definition if the life insured has been in gainful employment for at least 20 hours per week continuously during the six months preceding a TPD claim.

Disability Income Insurance

Feature	Change	Summary
TPD commutation option	**New feature**	A new TPD commutation option has been added. This option allows the Disability Income Insurance benefit to be received as a lump sum if the life insured meets the any occupation definition of total and permanent disablement and the definition of permanent incapacity as defined in the SIS Act and as amended from time to time.
Extra benefits policy option*	**New option**	A new Extra benefits policy option is now available for an additional premium. The option includes the following benefits: Specific injury benefit, Trauma benefit, Bed confinement benefit, Home care benefit, Accommodation benefit, Future increases and Cover extension.
Maximum cover	**Updated policy terms**	The replacement ratio has been increased to 75% of the first $320,000 and 50% of the next $240,000. The maximum Disability income insurance amount has also been increased to $30,000.
Involuntary unemployment premium waiver	**New feature**	A new Involuntary unemployment premium waiver feature has been added. The premium is waived under Disability Income Insurance for the period while the life insured is involuntarily unemployed and registered with a recognised employment agency, up to a maximum of 3 months.
Total Disability	**Updated policy terms**	The number of days of *total disability* required during the waiting period prior to a claim for *total disability* has been reduced from the whole waiting period to 5 days.
Offsets	**Updated policy terms**	Offsets have been improved with the removal of social security and sick leave offsets for all policies. The Workers Compensation offset no longer applies to occupation classes 1E, 1P, 1M or 1L.
Backdating of waiting period	**Updated policy terms**	This change is to allow for the start date of the waiting period to be reduced by up to 7 days prior to when the life insured first attends a doctor, provided reasonable medical evidence is supplied that the life insured was unable to work due to *illness* or injury and had not been working since the date of diagnosis.
Return to work	**Updated policy terms**	The return to work provision has been updated to allow the life insured to return to work for up to 6 consecutive months, where Disability Income Insurance is taken with a 2 year waiting period. This allows for recurrent disability claims that occur under salary continuance cover in a superannuation fund which provides a 2 year benefit period.
Recurrent disability	**Updated policy terms**	For 2 and 5 year benefit periods, the new terms will allow for a new waiting period and a new benefit period to apply for a recurrent disability that occurs 6 months after the previous claim ended, as long as the life insured returned to work for at least 6 continuous months after the end of the previous claim.
Rehabilitation benefit	**Updated policy terms**	Payment under this benefit is increased from 6 to 12 times the *monthly benefit*.
Accident option*	**New option**	A new Accident option is now available for an additional premium. Requires 4 consecutive days of *total disability* for a *total disability* benefit due to an *accident* to be payable from day 1 of the waiting period.
Underwriting waived for reduction of waiting period on termination of GSC cover	**New feature**	Policies with a 2 year waiting period can be reduced to a 90 day waiting period without medical underwriting if salary continuance cover has been provided through the employer and that cover terminates because that employment ceases.

Changes made effective 9 November 2007

Full details of the terms and conditions can be found in the 9 November 2007 Super Protector PDS.

Life Insurance

Feature	Change	Summary
Death cover	**Update to policy terms**	Death cover is now referred to as Life insurance.
Terminal illness	**New benefit**	A new benefit has been added that enables us to bring forward the payment of the Life insurance benefit if the life insured is diagnosed with a *terminal illness* that reduces life expectancy to less than 12 months.
Expiry age	**Update to policy terms**	The expiry age has been extended from the anniversary immediately prior to age 70 to the anniversary immediately prior to age 99.

TPD Insurance

Feature	Change	Summary
TPD Definition	**Update to policy terms**	The TPD definition has been changed so that the *total and permanent disablement* definition now only requires the life insured to have been absent from work for 3 months, rather than the previous 6 months, and the life insured is unlikely ever to work in any occupation. The 3 months period also applies to the domestic duties TPD definition, if applicable. Please note that the above paragraph is only intended as a summary of the change made to the definition. Refer to the PDS for the full policy wording. From age 65 onwards, the TPD definition has changed to include *loss of limbs* in addition to the *loss of independent existence* tier of the definition.
Expiry age	**Update to policy terms**	Expiry age has been extended from the anniversary immediately prior to age 70 to the anniversary immediately prior to age 99. From age 65 onwards, a modified definition of TPD applies, being *loss of independent existence* and *loss of limbs*.

Disability Income Insurance / Income Protection

Feature	Change	Summary
Total disability definition	**Update to policy terms**	Duties are now less restrictive as the reference to 'important income producing duties', which specifies that the life insured must generate at least 20% of monthly income or equate to 20% of duties, has been removed.
Partial disability definition	**Update to policy terms**	There is no longer a requirement for the life insured to be *totally disabled* prior to a *partial disability* disablement claim.
Pre-disability income definition	**Update to policy terms**	*Pre-disability income* is now assessed over 2 periods – the 12 months and the 3 years preceding a claim and the higher average taken. It is also now indexed while on claim.
Cover while unemployed	**Update to policy terms**	After 12 months of unemployment or parental leave, cover no longer terminates and the life insured is assessed against the ability to perform any occupation rather than occupation prior to *disability*.
Insurable income now referred to as income	**Update to policy terms**	Insurable income is now referred to as *income*.

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Zurich Australia Limited ABN 92 000 010 195, AFSL 232510 (Zurich) is the issuer of Zurich Super Protector.

This information is a summary only and there are relevant conditions and exclusions for each change that are explained in the relevant PDS or policy update.

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